servicenow

Xanadu Governance, Risk, and Compliance

Last updated: 05/04/2026

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Some examples and graphics depicted herein are provided for illustration only. No real association or connection to ServiceNow products or services is intended or should be inferred.

ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company and product names may be trademarks of the respective companies with which they are associated.

Please read the ServiceNow Website Terms of Use at www.servicenow.com/terms-of-use.html

Company Headquarters
2225 Lawson Lane
Santa Clara, CA 95054
United States
(408) 501-8550

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

servicenow

Table of Contents

Governance, Risk, and Compliance....7

GRC and the ServiceNow Store....12

Download a GRC application from the ServiceNow Store for the first time....13

Install GRC content packs and integrations....19

Update a GRC application....20

Upgrade your instance to the next GRC family release....21

Audit Management....21

Exploring Audit Management....22

Configuring Audit Management....24

Using Audit Management....28

Integrating Audit Management with Time Card management....102

Audit Workspace....103

Audit Management reference....151

Analytics and Reporting Solutions for Audit Management....164

Business Continuity Management....174

Explore....175

Configure....224

Manage....365

Integrate....557

Using BCM Classic Workspace....561

Reference....648

Compliance Case Management....670

Exploring Compliance Case Management....670

Configuring Compliance Case Management....684

Using Compliance Case Management....696

Compliance Case Management reference....721

Continuous Authorization and Monitoring....724

Exploring CAM....726

Configuring CAM....728

RMF step 0 - Prepare the authorization package....730

RMF step 1 - Categorize the authorization package....733

RMF step 2 - Select controls for an authorization package....735

RMF step 3 - Implement controls....743

RMF steps 4, 5, and 6 - Assess, authorize, and monitor....744

Implementing controls and assessment objectives in CAM....748

Continuous authorization and monitoring tasks in the CAM Workspace....765

CAM reference....789

Model Risk Management....807

Explore....808

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure....812
Use....815
Reference....831
Operational Resilience....836
Explore....837
Configure....864
Manage....956
Monitor....1243
Reference....1267
Policy and Compliance Management....1289
Exploring Policy and Compliance Management....1291
Implementing Policy and Compliance Management....1297
Using the Classic user interface for Policy and Compliance tasks....1341
Managing GRC tasks from Employee Center....1445
Performing compliance tasks in Compliance Workspace....1457
Policy authoring and redlining in Compliance Workspace....1567
Set up dynamic approval configuration on a policy record....1587
360° Relationship Visualization for Policy and Compliance Management....1595
Policy as Code Engine for Preventive compliance management....1598
Association of citations to controls....1602
GRC: Policy and Compliance integrator....1608
DevOps accelerator for control compliance, PaCE execution, and exception management....1621
Manage continuous monitoring for controls between Configuration Compliance and Policy and Compliance Management....1623
Managing mobile experience for GRC Policy and Compliance....1625
Policy and Compliance Management reference....1667
Analytics and Reporting solutions for GRC: Policy and Compliance Management....1679
Privacy Management....1701
Explore....1702
Configure....1727
Use....1741
Integrate Employee Center and Risk portal....1772
Privacy Case Management....1773
Personal Data Rights (PDR) 1820
Reference....1835
Reporting....1846
Regulatory Change Management....1854
Explore....1855
Configure....1874
Use....1880
Manage regulatory tasks....1903

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reference....1942
Risk Management....1949
Explore....1951
Configure....2004
Integrate....2022
Use....2057
Use Risk Workspace....2208
GRC: Metrics in Integrated Risk Management....2300
Analytics and reporting solutions for Risk Management....2362
Reference....2402
Smart Assessment Engine....2422
Exploring Smart Assessment Engine....2423
Configure....2428
Manage....2435
Reference....2487
Third-party Risk Management....2501
Explore....2503
Configure....2533
Integrate....2600
Request due diligence....2631
Assess third-party risk....2636
Monitor third-party risk....2657
Approve or reject due diligence requests....2705
Manage the contract process....2710
Work in the VRM classic UI....2719
Document Management system....2742
Use digital resilience third-party registers....2750
Manage the third-party portal....2798
Use risk intelligence reports and scores....2816
Reference....2820
Common GRC features....2908
Assignment Configurator for non-regulatory alerts....2908
Regulatory Agency Library....2909
Mobile experience for GRC....2915
GRC application nomenclature....2915
GRC content packs....2927
GRC integrations....2946
GRC use case accelerators....2957
360° Relationship Visualization....3088
Tag records with functional domain....3102
Use the item generation process....3103
Use Approver Configurator for setting up approvals for setting up approvals....3115

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Confidential records....3123
User hierarchy....3132
User group-based access on the GRC tables....3135
Content references in GRC....3136
Manage issues....3142
Domain separation in GRC....3154
Breadcrumb navigation....3157
Taxonomy management in GRC....3158
Landing Page Configurations module....3159
My tasks in the workspace....3168
Explore entities....3170
View and update exceptions....3204
Cybersecurity Executive dashboard....3205
Advanced Application Risk dashboard....3206
Licensing summary dashboard....3210
Configure document templates using Document Designer....3216
Workspace page....3225
GRC reference....3229

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

servicenow

Governance, Risk, and Compliance

Respond to business risks in real time. Connect security and IT with an integrated risk program offering continuous monitoring, prioritization, and automation.

Governance, Risk, and Compliance applications

Audit Management



Use risk data to scope and prioritize audit plans and automate cross-functional processes.

Business Continuity Management



Plan, exercise, and recover from disasters effectively and efficiently.

Compliance Case Management



Report, investigate, analyze, and resolve compliance cases.

Continuous Authorization and Monitoring



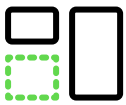
Accelerate the process of bringing IT systems online and continuously monitoring them.

Model Risk Management



Learn how you can use the Model Risk Management application to identify, assess, validate, and address risks associated with a model throughout their life-cycle.

Operational Resilience



Gain real-time visibility into the resilience of your technology, people, processes, and facilities.

Policy and Compliance Management



Automate and manage policy life-cycles and continuously monitor for compliance.

Privacy Management



Manage privacy risk and compliance across the enterprise in real time.

Regulatory Change Management



Keep pace with today's complex regulatory landscape with integration to leading content providers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Management



Enable fine-grained business impact analysis to appropriately prioritize and respond to risks.

Smart Assessment Engine



Reduce the manual burden and costs of your risk assessment processes through automation.

Third-party Risk Management



Continuously monitor, detect, assess, mitigate, and remediate risks in third-party ecosystems.

Common GRC features



Leverage the power of entities, 360 degree views, the tasks landing page, and security features across GRC products.

Request apps on the Store

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

Respond to business risks in real time with ServiceNow GRC

ServiceNow Governance, Risk, and Compliance (GRC) helps transform inefficient processes across your extended enterprise into an integrated risk program. Through continuous monitoring and automation, the GRC applications deliver a real time view of compliance and risk, improve decision making, and increase performance across your organization and with vendors.

Only ServiceNow applications can connect the business, security, and IT with an integrated risk framework that transforms manual, siloed, and inefficient processes into a unified program that is built on a single platform.

View and download the full info card for a highlight of GRC features.



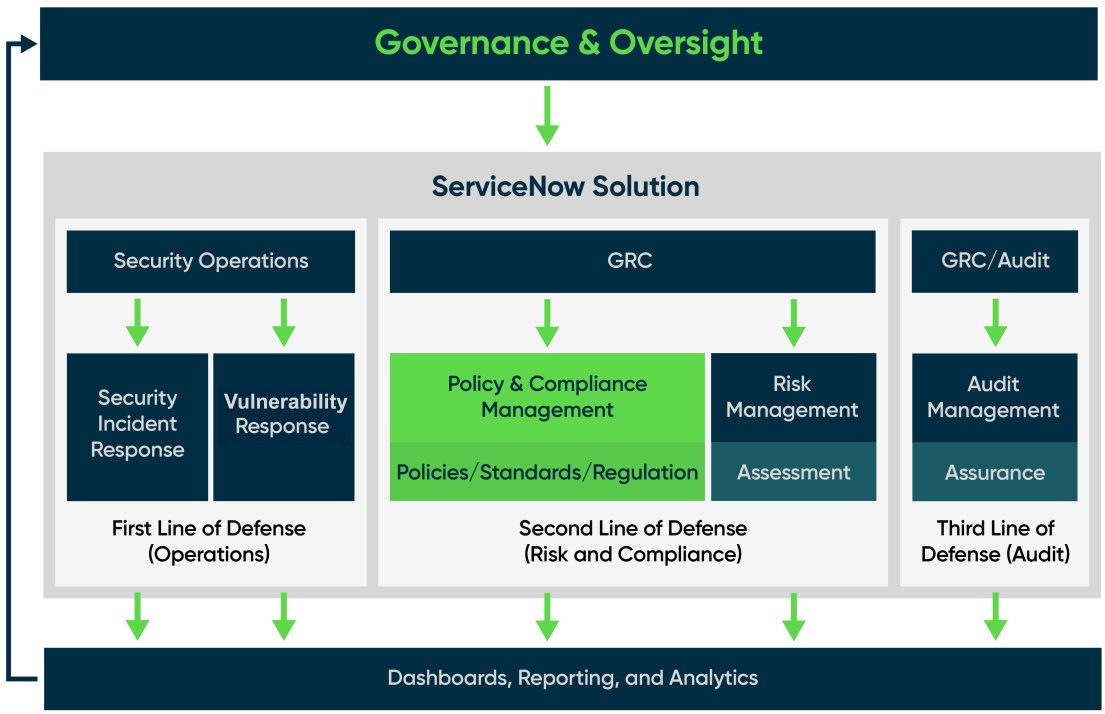
Streamline and automate activities in the face of an emergency

Mobilize your business continuity efforts during natural disasters and pandemics like COVID-19.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

	Automate and manage policy life cycles and continuously monitor for compliance. It makes perfect sense to embrace a single platform that can make all compliance efforts more organized, simpler, more transparent, and highly reliable.
	Enable fine-grained business impact analysis to appropriately prioritize and respond to risks. Respond to business risks in real-time with integrated risk management.
	Use risk data to scope and prioritize audit plans and automate cross-functional processes. Reduce audit costs, improve efficiency, and minimize risk.
	Continuously monitor, detect, assess, mitigate, and remediate risk in vendor ecosystems. As your vendors become privy to more of your sensitive systems and data, their risk and compliance posture becomes even more important to your security. It's important to assess your vendors regularly and proactively mitigate any issues that arise.

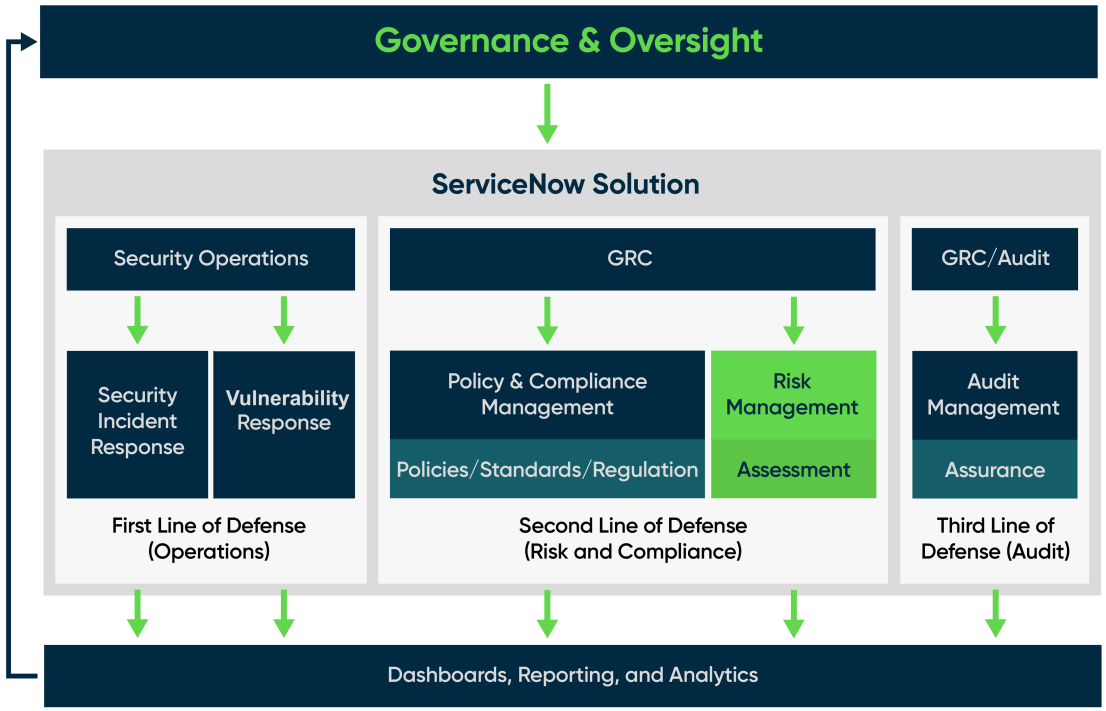
Automate and manage policy life cycles and continuously monitor for compliance



The ServiceNow® Policy and Compliance Management product provides a centralized process for creating and managing policies, standards, and internal control procedures. The process automatically cross-maps the procedures to external regulations. Also, the application provides structured workflows for the identification, assessment, and continuous monitoring of control activities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

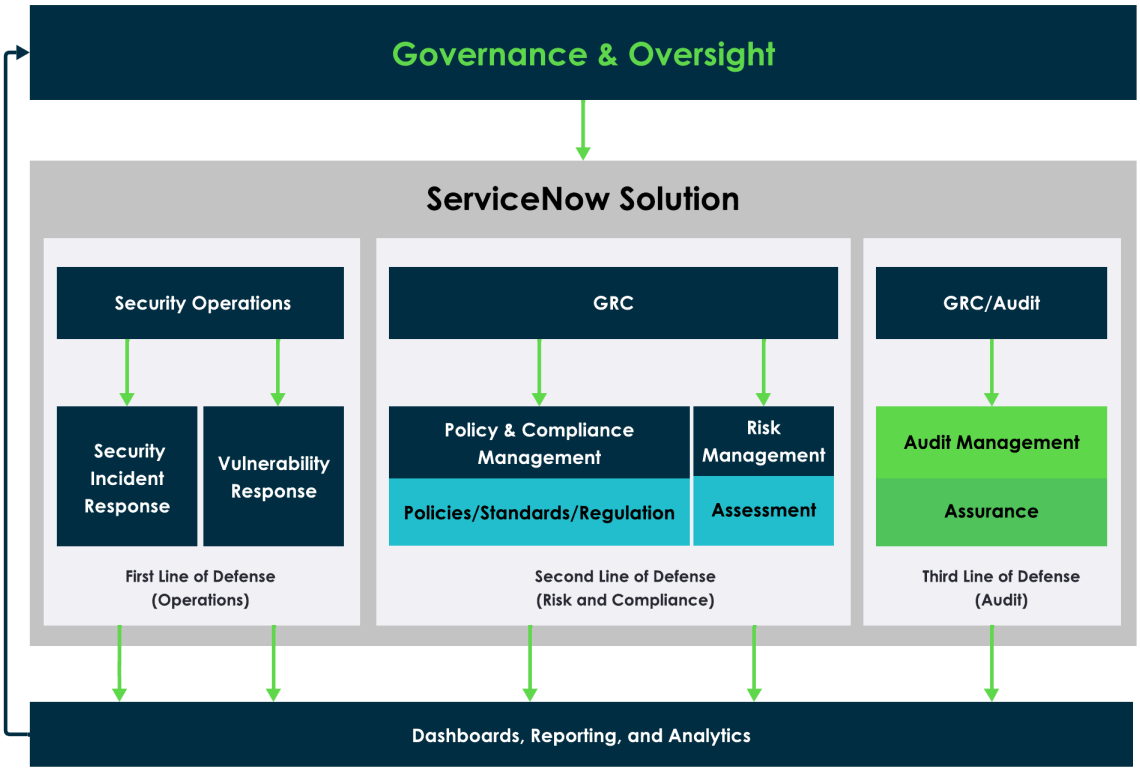
Enable fine-grained business impact analysis to appropriately prioritize and respond to risks



The ServiceNow Risk Management product provides a centralized process to identify, assess, respond to, and continuously monitor Enterprise and IT risks that may negatively impact business operations. The application also provides structured workflows for the management of risk assessments, risk indicators, and risk issues.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use risk data to scope and prioritize audit plans and automate cross-functional processes



The ServiceNow Audit Management product automates the work streams of internal audits teams, optimizing resources and productivity, and eliminating recurring audit findings. Audit Management uses compliance and risk data to scope, plan, and prioritize audit engagements. The ongoing review of policies and procedures, risks, and control breakdowns provide an opportunity for fixing issues before they become audit failures.

The ServiceNow Regulatory Change Management application empowers the customers to check upcoming regulatory changes, assess their impact, and implement risk and compliance related changes, ensuring overall regulatory compliance.

Continuously monitor, detect, assess, mitigate, and remediate risk in vendor ecosystems

As your vendors become privy to more of your sensitive systems and data, their risk and compliance posture becomes even more important to your security. It's important to assess your vendors regularly, but until now, it has been a time-consuming and error-prone exercise comprised of spreadsheets, email, and rudimentary legacy risk management tools.

The Vendor Risk Management application transforms the way you manage vendor risk through vital reporting of vendor risk and issues, a consistent assessment and remediation process, and automated assessment procedures. It provides a means to facilitate stakeholder interactions, drive transparency and accountability, and effectively monitor vendor-related risks.

By aligning Vendor Risk Management with overall enterprise risk management priorities, you can create an essential integrated view of risk and a stronger extended enterprise risk posture.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Learn

- What is a business continuity plan?
- What is business resilience?
- What is Compliance Management?
- What is GRC?
- What is operational resilience?
- What is operational risk management?
- What is ransomware?
- What is third party risk management (TPRM)?

Get started

- Work with an implementation specialist to achieve your desired business outcomes. To learn more, visit the Customer Success Center.
- Take a Governance, Risk, and Compliance course to build expertise and realize ROI faster. To sign up, see ServiceNow training and certification.

Applications and features

- Audit Management
- Business Continuity Management
- Compliance Case Management
- Continuous Authorization and Monitoring
- Model Risk Management
- Operational Resilience
- Policy and Compliance Management
- Privacy Management
- Regulatory Change Management
- Risk Management
- Smart Assessment Engine
- Third-party Risk Management
- GRC and the ServiceNow Store
- Common GRC Features

GRC and the ServiceNow Store

All GRC applications are available from the ServiceNow Store, allowing you to obtain new and updated features more rapidly. Before you can use any GRC applications, you must verify that you have entitlement to them (that is, you have valid licenses to use them). Then, you can download them from the ServiceNow Store and activate them.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request apps on the Store

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

The list of GRC applications available for download includes:

- Audit Management (and supported integrations)
- Business Continuity Management
- Operational Resilience
- Policy and Compliance Management (and supported integrations)
- Regulatory Change Management
- Risk Management (and supported integrations)
- Vendor Risk Management (and supported integrations)

Watch this five-minute video to learn about downloading Security Operations and GRC applications from the ServiceNow Store. This 5-minute video describes how to download Security Operations and GRC applications from the ServiceNow Store

The process you use to obtain GRC products depends on whether you are downloading a product for the first time, updating a product that you previously downloaded from the ServiceNow Store, or upgrading from one family release to the next one.

Download a GRC application from the ServiceNow Store for the first time

Downloading an application from the ServiceNow Store for the first time involves several easy steps. Some steps are performed on the ServiceNow Store and some in your ServiceNow AI Platform instance.

Before you begin
Role required: admin

About this task
The ServiceNow Store allows you to download core products and applications. A product contains one or more applications that are licensed as a group.

Dependency plugins are automatically installed when you activate these GRC core applications:

- Audit Management
- Policy and Compliance Management
- Risk Management

For example, when you activate the Risk Management application, the Risk Management Dependencies plugin is also activated.

Important:
Vendor Risk Management, you must first activate the Vendor Risk Management Dependencies plugin before activating the Vendor Risk Management application. For more information, see Activate an entitled GRC ServiceNow Store application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Ensure that you have entitlements (or licenses) to the application and its dependent applications.
2. Activate the application and run it on your instance.

Related topics

List of plugins

Get entitlement for a GRC product or application

The first step in installing an application is to verify that the application or the product and its associated applications have valid ServiceNow entitlements.

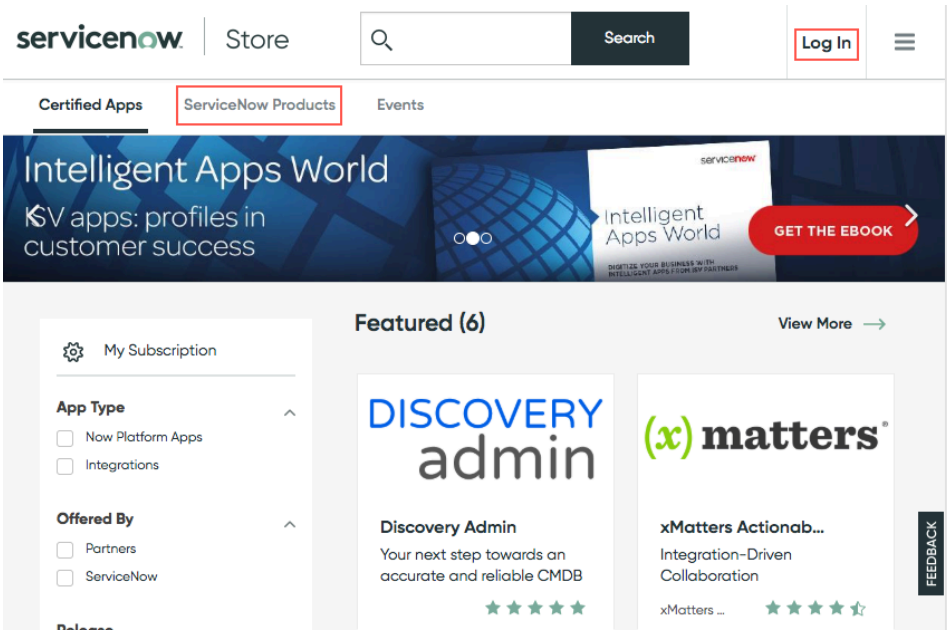
Before you begin

Role required: admin
Individuals performing entitlement must have a Now Support account and have permission to request applications for the instances under consideration.

Note:
This process applies only to applications downloaded to production instances. If you are downloading applications to sub-production or development instances, it is not necessary to get entitlements. Proceed to Activate a ServiceNow Store application.

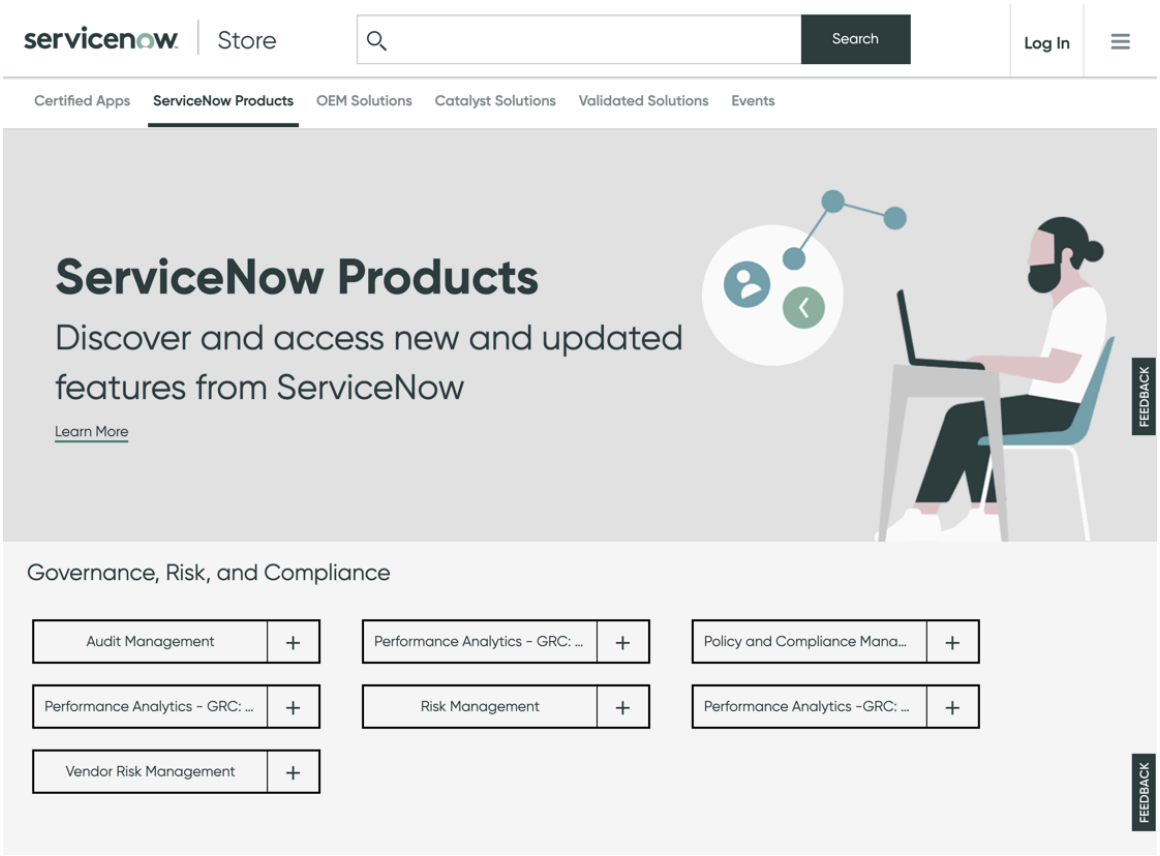
Procedure

1. Navigate to the ServiceNow Store.



2. Click **Login** and log in using your HI credentials.
3. Click the **ServiceNow Products** tab to view all available ServiceNow products. Integrations and other types of content are shown on the **Certified Apps** tab.

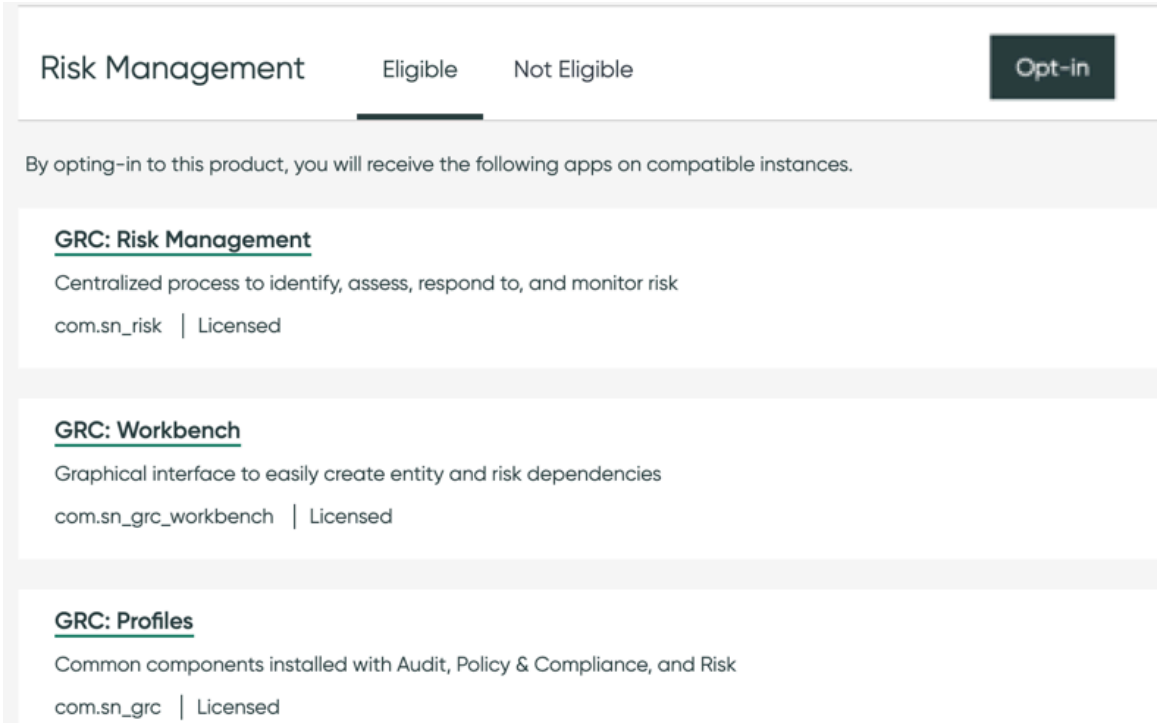
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



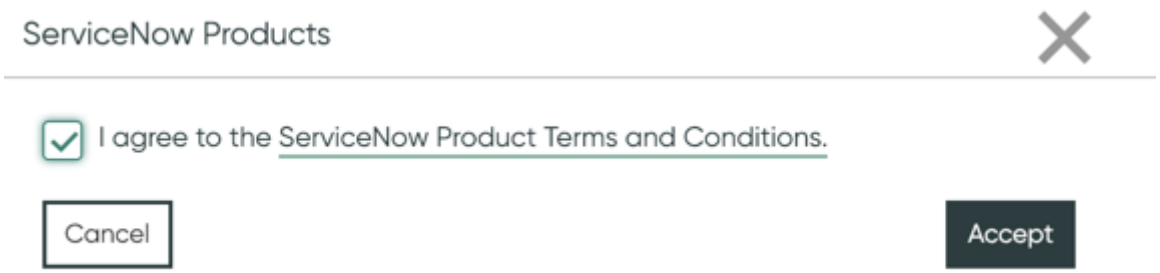
Note:
For the sake of this example, assume you are acquiring entitlement for the Risk Management product.

4. Click the product name of the product you are getting entitlement to.
   All applications associated with the product you are entitling are listed. When you have obtained entitlement to the core product, the applications listed under it are also entitled.

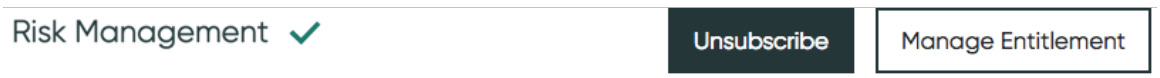
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. Click **Opt-in** to verify that you have entitlement to the product and the applications listed. You are prompted to read and accept the ServiceNow terms and conditions.



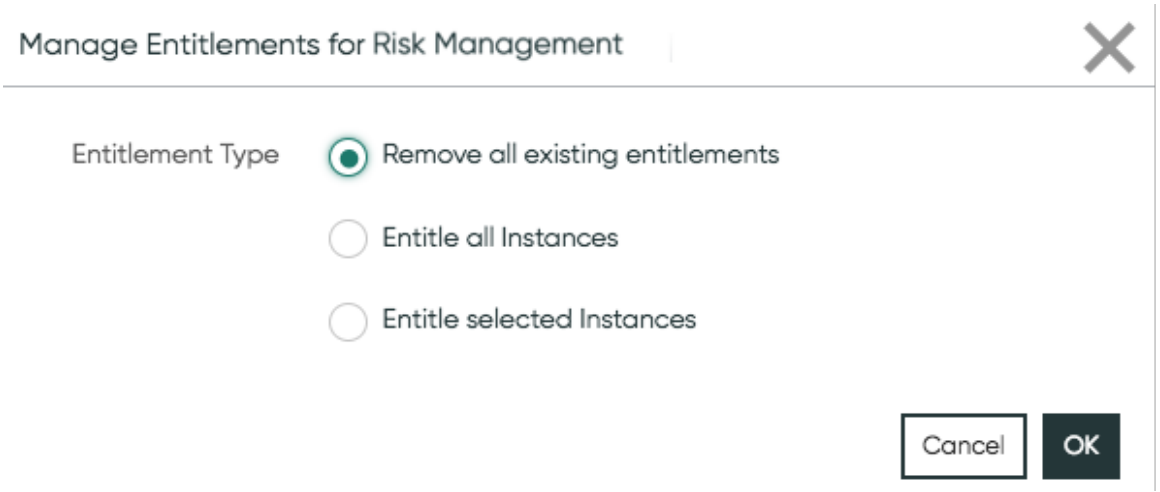
6. Select the check box and click **Accept**.
7. Notice that a check mark appears next to the product name and the Manage Entitlements button appears.



The check mark indicates that you have subscribed to the product and its associated applications. It is time to manage your entitlements. This is a one-time process for this product and any other products you want to install in the future.

8. **Optional:** Click **Manage Entitlements** to change the instances affected by the applications to which you are entitled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



9. After you have agreed to the ServiceNow Terms and Conditions and managed entitlements, you can entitle other products by clicking the plus sign (+) next to the product name.

Note:
You are now ready to activate the product.

Activate an entitled GRC ServiceNow Store application

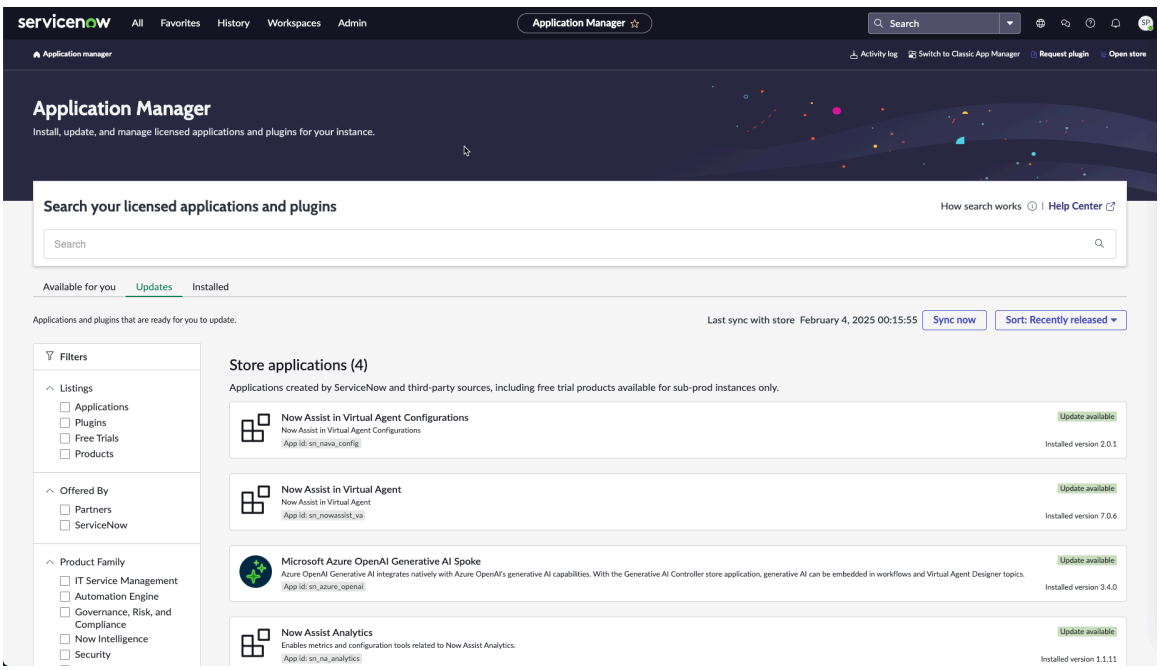
After an application has been given entitlement, you can activate it. This process applies to applications downloaded to sub-production instances.

Before you begin

Role required: admin

Procedure

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



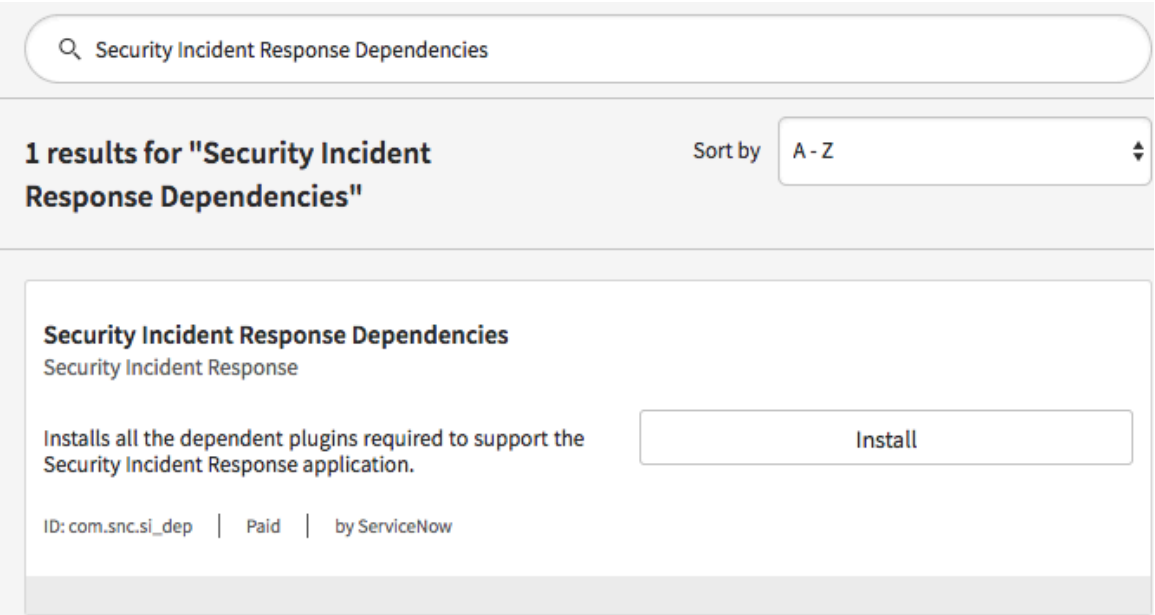
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:

Starting with Orlando, dependency plugins are automatically activated when you activate a core application. For example, when you activate the Audit Management application, the Audit Management Dependencies plugin is also activated.

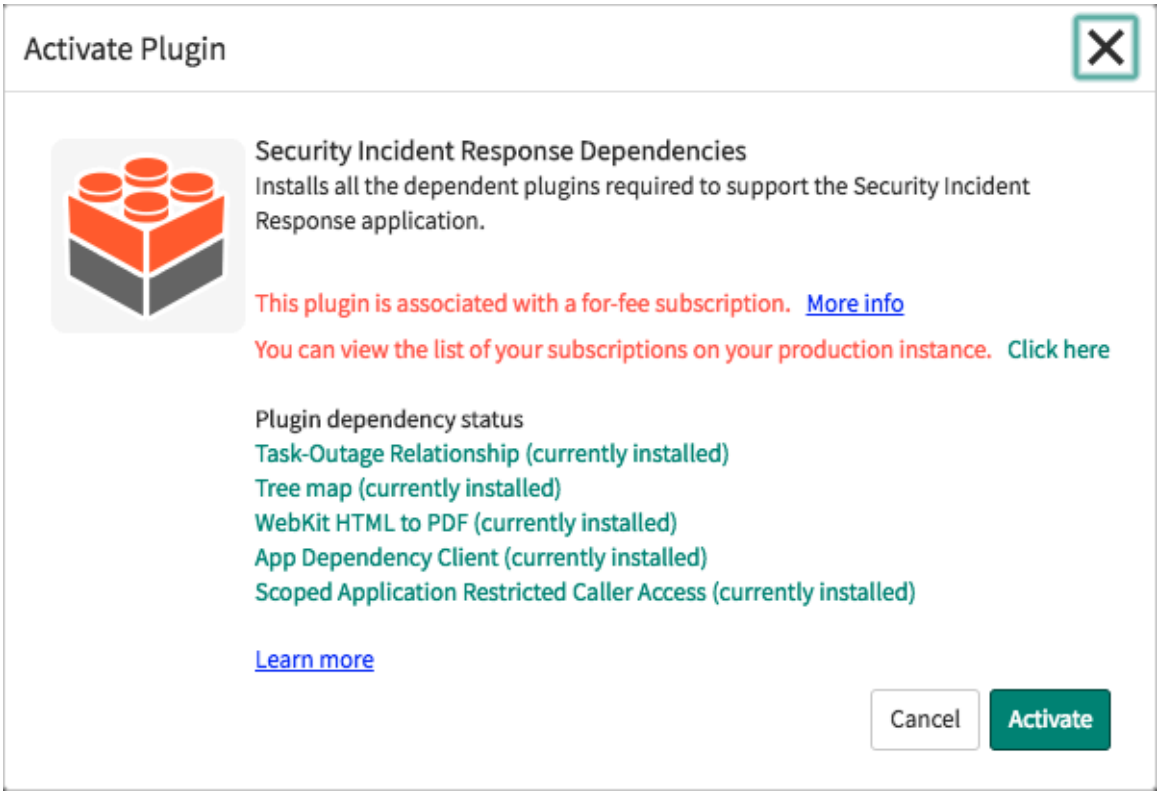
ImportantThe information in the previous Note does not apply to the Vendor Risk Management application. If you are activating Vendor Risk Management, proceed with the next step. If you are activating any of the other GRC applications, steps 2 through 5 are optional.

2. Search for the dependencies plugin for the application you want to activate.
   For example, if you are activating Security Incident Response, locate the Security Incident Response Dependencies plugin.



3. Click **Install**.
   The Activate Plugin dialog box appears.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. In the Activate Plugin dialog box, click **Activate**.
5. When the activation is complete, click **Close & Reload Form**.
6. Locate the core product you are activating.
7. If you want to load demo data, click the **Load demo data** check box.
8. Click **Install**.
   Your application is automatically installed on your instance.

Note:
If you do not select the **Load demo data** check box, demo data is not available to install from the **Application Manager** later. For information on how to install or reinstall demo data after the initial installation, see the Work around to install demo data if application is already installed [KB0722909] article in the HI Knowledge Base.

Install GRC content packs and integrations

All ServiceNow integrations are available on the ServiceNow Store. Core applications, such as Policy and Compliance Management, are visible in the **ServiceNow Products** tab on the store. Content pack and integration add-ons are visible in the **Certified Apps** tab.

Before you begin

Role required: admin
Sore installation requires a Now Support account and have permission to request applications for the instances under consideration.

Procedure

1. Navigate to **System Applications** > **All Available Applications** > **All**.
2. Locate the application you want to install and click **Install**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- If you are installing the app to a sub-production instance, the application installs on the instance.
- If you are installing the app to a production instance, and you have a valid license (that is, you have entitlement to the application), the application installs on the instance.
- If you are installing the app to a production instance, and you do not have a valid license, a message is shown. Perform the following steps.

a. Click **Find in Store** to open the ServiceNow Store.

b. Locate the application and click its tile.

c. Click **Get** and enter your Now Support login credentials.

d. Click **Request Install**.

> **Note:**
> For store applications developed by ServiceNow, the **Get** button is shown.

e. Click **Request**.
Enter the instance name and a reason for the request, then click **Request**. You are sent an email with detailed installation instructions.

f. Navigate to **System Applications** > **All Available Applications** > **All**.
A list of applications available for installation is displayed.

g. Click **Install**.
Locate the application, select it, and click **Install**. Your application is automatically installed on your instance.

Update a GRC application previously downloaded from the ServiceNow Store

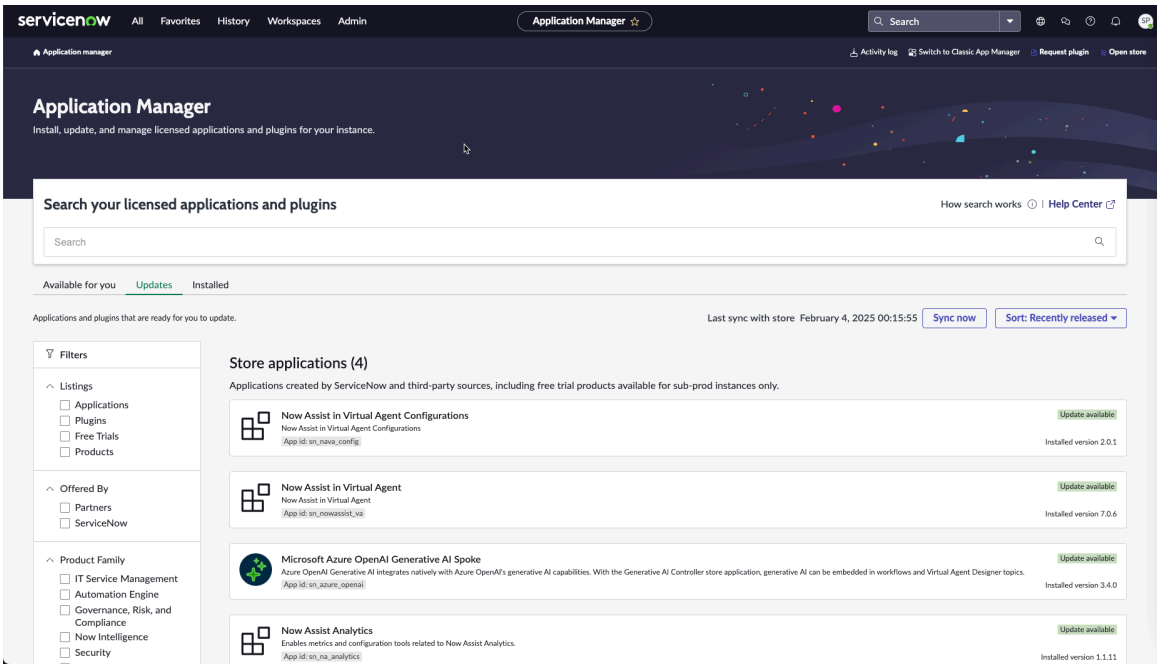
If you have previously downloaded an application from the ServiceNow Store and a new version is available, you can update it in your instance. When you update, the latest version of the application is installed from the application store along with the application package.

Before you begin
Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

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



2. Search for the application you want to update.
3. Select the version you want to update to and click **Update**.
   Your application is automatically updated on your instance.

Upgrade your instance to the next GRC family release

If you are currently running a family release (London for example) and want to upgrade to the next release, it is not necessary to acquire the applications from the ServiceNow Store. The application is automatically updated when the platform is updated to the minimum required version.

Audit Management

The ServiceNow® Audit Management application involves a set of activities related to planning audit engagements, executing engagements, and reporting findings to the audit committee and executive board. Engagement reporting assures key stakeholders that the organization's risk and compliance management strategy is effective.

Audit Workspace

As of version 13.0.2, there are two interfaces available for Audit Management users. They are the Classic model and Audit workspace. The Audit workspace offers a single-pane view for the audit supervisors and auditors to view the overall audit timeline and status, track budget and resources for engagement, and monitor control tests and audit task progress. For more information on the new workspace, see Risk workspace.

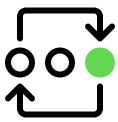
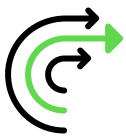
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request apps on the Store

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

The GRC: Audit Management product allows you to schedule internal audits, conduct resource planning, and scope engagements. You can also conduct audit activities, review continuous monitoring results, and report findings.

Get started

Explore  Explore key features and benefits of Audit Management	Configure  Configure the checklist to implement Audit Management	**Use**  Use the Audit Workspace for audit tasks
Manage  Audit plans with Audit Management	**Integrate**  Time Card Management to track the time taken for engagement and audit tasks	**Analytics and Reporting**  Report audit results and engagement breakdowns

Troubleshoot and get help

- Ask or answer questions in the GRC community
- Search the Known Error Portal for known error articles
- Contact Customer Service and Support

Exploring Audit Management

The Audit Management automates the work streams of internal audit teams, optimizing resources and productivity, and eliminating recurring audit findings. Audit Management uses compliance and risk data to scope, plan, and prioritize audit engagements. The on-going review of policies and procedures, risks, and control breakdowns provide an opportunity for fixing issues before they become audit failures.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Audit Management users

Auditors (an independent body, typically reporting to the board of directors).

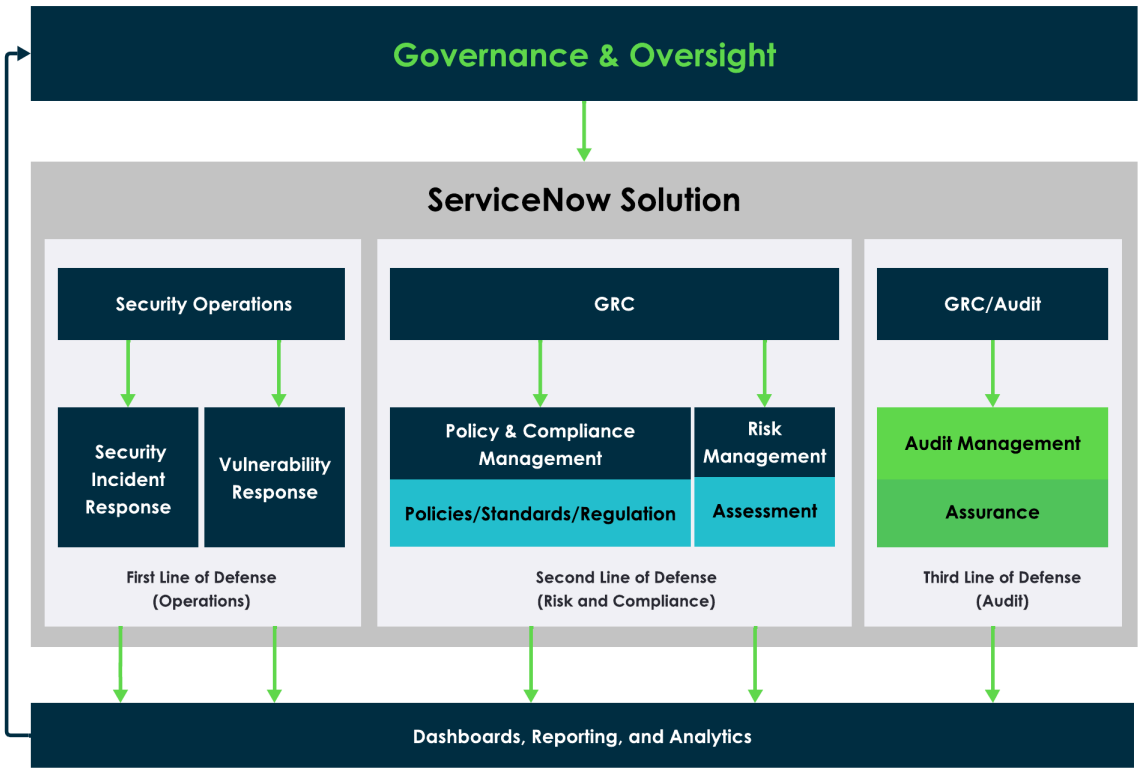
Key activities for Audit Management

Auditors are responsible for the following:

- Review policies and procedures
- Review risks
- Review control design
- Review control test design
- Review control test results
- Test controls
- Issue observations

Audit Management and the ServiceNow platform

Audit Management and the ServiceNow AI Platform



Note:
For more information on the GRC application nomenclature and industry terminology, see Governance, Risk, and Compliance application nomenclature updates and industry terminology.

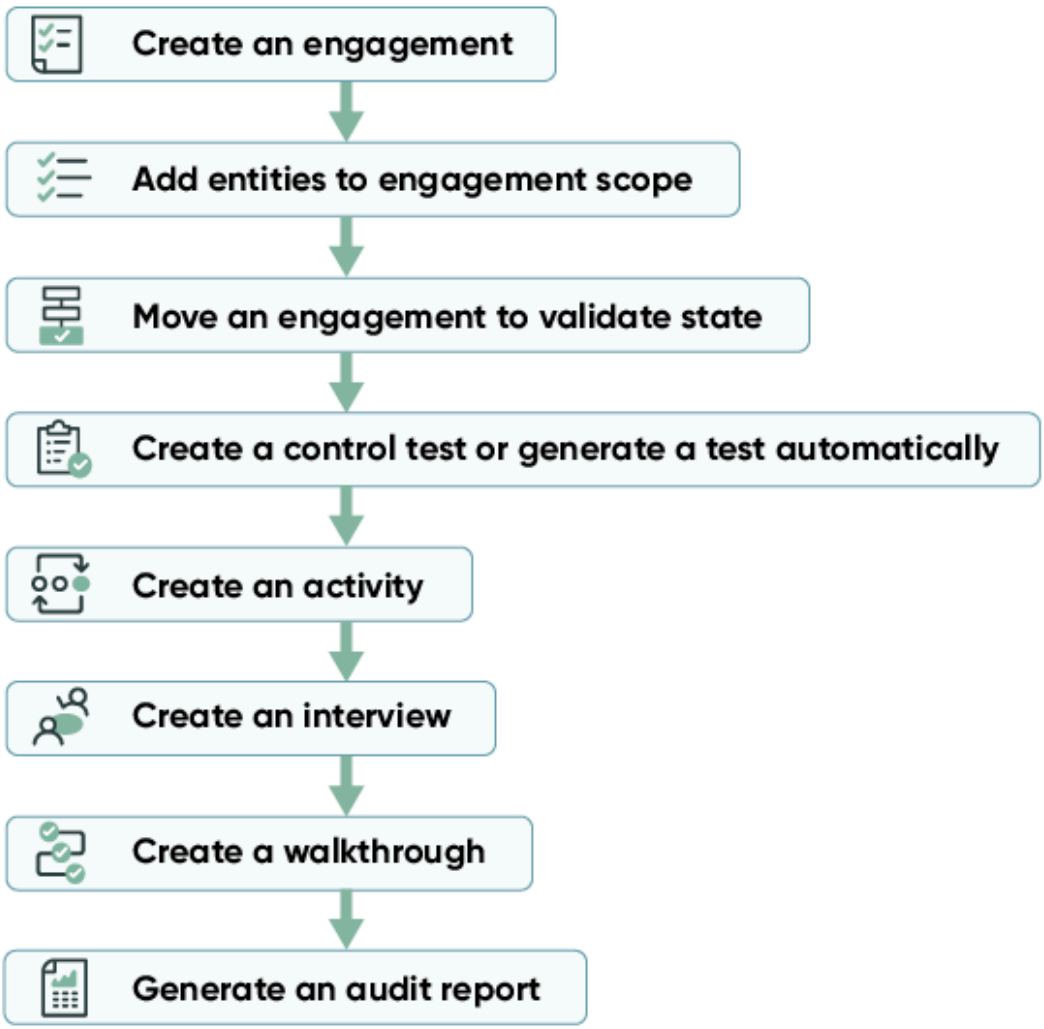
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configuring Audit Management

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

The flow of mandatory steps in the checklist are as follows:

Audit Management implementation steps



Setup checklist for the GRC Audit Management application

This checklist includes the setup tasks that you are required to complete in your ServiceNow AI Platform® instance. When you have completed these tasks, the base system is ready for operation. Optional setup procedures are also included to enhance Audit Management functionality.

Before you begin
Role required: admin

Consider creating and printing a PDF of this checklist topic. You can then check off tasks as you complete them.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To generate a PDF, click the save as PDF icon



( ) at the top of the topic.

Procedure

Click the **Selected topic**.

Audit Management application checklist

Item	Description
☐	As an audit administrator or audit manager, create engagements to manage audit information and include entities, controls, and control tests that are relevant to the audit. For details, see Create an engagement.
☐	As an audit administrator or audit manager, after you have created engagements, define which entities are scoped in the audit engagement. For details, see Add entities to an engagement scope.
☐	After defining a control, audit managers create control tests that run periodically and provide documented evidence of whether the associated control is operating correctly. For details, see Create a control test from an engagement. You can also generate control tests automatically. For details, see Automatically generate control tests from an engagement
☐	After defining a control, audit managers create activities that explore and provide documented evidence of whether the associated control is operating correctly. For details, see Create an audit task activity.
☐	After defining a control, audit managers create interviews with control owners to discuss and provide documented evidence of whether the associated control is operating correctly. For details, see Create an interview
☐	After defining a control, audit managers create walkthroughs that will be conducted to observe and provide documented evidence of whether the associated control is operating correctly. For details, see Create a walkthrough.
☐	As an audit manager, generate an audit report that summarizes the findings of an engagement so report findings can be communicated to executives. For details, see Generate an audit report from an engagement

Download Audit Management

Before you run GRC: Audit Management (com.sn_audit) in your instance, you must download it from the ServiceNow Store.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: admin

Procedure

Follow the instructions for Download a GRC application from the ServiceNow Store for the first time.

Quick start tests for Audit Management

Validate that GRC: Audit Management still works after you make any configuration change such as apply an upgrade or develop an application. Copy and customize these quick start tests to pass when using your instance-specific data.

GRC Audit Management

GRC: Audit Management quick start tests require activating the GRC: Audit Management plugin (com.sn_audit) and loading the demo data.

GRC: Audit Management test suite

Test	Description	Release version
GRC: Create Audit Engagement and Generate Audit Task	Validates audit engagement creation and associates entities to generate controls and test plans. Generates audit task which is associated to a test plan.	Paris
GRC: Create and process a milestone	Create a milestone in an engagement, notice that the due date cannot be in past and the completion date cannot be in future and for a milestone in open state the percent complete is 0 which changes in accordance with the milestone state change.	Paris
GRC: Cost and Resource plan rollup	Create an audit plan and associate an engagement to it, on adding cost plan and resource plan to this engagement, notice that these costs are rolled up to the plan. Any edits to these costs in engagement reflects in the plan.	Paris
GRC: Create Engagement Project Manual and automatic	On an engagement in the validate state, once the Enable advanced planning ui-action is performed notice an engagement project	Paris

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC: Audit Management test suite (continued)

Test	Description	Release version
	gets created and when the state of an engagement associated to an audit plan having "Advanced planning capabilities" is changed to validate notice that an engagement project gets created automatically.	
GRC: Auditable Unit with Detailed Risk Assessment	Create an Auditable unit with method as "Detailed Risk Assessment" and request for Assessing the Risk Assessment by adding the Assessor once the assessor responds and Marks Assessment as Complete after performing the control assessment and residual assessment, the risk assessment fields should be auto updated.	Paris

To learn more about Audit Management, see Audit Management.

Related topics

Quick start tests

Setup checklist for the GRC Advanced Audit application

Complete the checklist that includes the setup tasks required to complete in your ServiceNow AI Platform® instance. When you have completed these tasks, the base system is ready for operation.

Before you begin

Role required: admin

Consider creating and printing a PDF of this checklist topic. You can then check off tasks as you complete them.

Procedure

1. To generate a PDF, click the save as PDF icon ( ) at the top of the topic.
2. Click the **Selected topic**.

Audit Management application checklist

Item	Description
☐	As an audit manager, and IT project manager, create an audit plan to manage different types of audits in a periodic manner and group engagements in a logical manner. For details see, Create an audit plan

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Item	Description
☐	As an audit user or an audit manager, create auditable units with entities such as business units, departments, vendors, products, business processes, business applications, locations, authority documents, and policies to perform risk assessments on the auditable units. For details, see Create an auditable unit
☐	As an audit manager, use the advanced planning capabilities to create an engagement that automatically creates an engagement project. For details, see Create an engagement with advanced planning
☐	As an audit manager, create milestones that can be used to track the progress of an engagement. After you create milestones for an engagement, you can also add audit tasks to the milestone and track those tasks as milestones. For details see, Create an engagement milestone
☐	As a resource user, you can create a resource plan from the Resource Management application for any task such as demand, project, project task, incident, problem, or change. You can edit and adjust the plan until you submit it for approval. For details see, Create a resource plan
☐	As an IT project manager, create a cost plan to specify the unit cost of a cost type for a fiscal period. Project cost plans capture the costs of projects. For details see, Create a cost plan
☐	Audit observations are the results of an audit. As an important part of the audit report, audit observations represent the results of reviews, analysis, interviews, and discussions. For details see, Audit observations
☐	As an audit user, request evidence. Evidence request is used by audit and compliance teams for requesting supporting documents during an audit. Auditors and compliance teams require these documents from the first line of defense. For details see, Request evidence for audit

Using Audit Management

The scope of audit management includes automation of the work streams of internal audit teams, optimizing resources and productivity, and eliminating recurring audit findings.

The objectives of audit management are to:

- Ensure that risks are properly identified and quantified
- Ensure that controls are designed in a way that effectively reduces the identified risks
- Ensure that controls are properly monitored for operating effectiveness
- Ensure that control deficiencies are identified and remediated

Create an audit report template in classic formats

Create an audit report template to generate an audit report. If you're an audit developer, you can use either the HTML, Script, or XML format to create an audit report template. You can then use the audit report template to display data in an audit report.

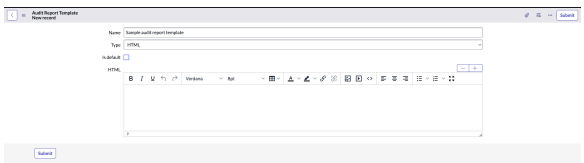
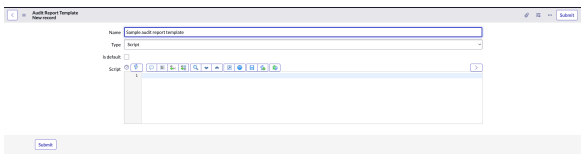
Before you begin
Role required: sn_audit.developer

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Audit** > **Audit Report** > **Classic Report Templates**.
2. Select **New**.
3. On the form, fill in the fields.

Audit report template form

Field	Value
Name	Name of the audit report template.
Type	Type of the audit report template. Available options are: ○ **Script** ○ **HTML** ○ **XML** You can use these formats to generate the audit report template. These templates are used in the audit reports to display data in HTML, Script, or XML format.
Is default	Option that indicates that this template is used as the default template for all KB articles.
HTML	HTML code. When you select the **HTML** option, you can add the HTML code in the audit report template as shown in the following example: 
Script	Script code. When you select the **Script** option, you can add the Script code in the audit report template as shown in the following example: 
XML	XML code. When you select the **XML** option, you can add the XML code in your audit report template as shown in the following example: 

4. Select **Submit**.
   The audit report template is displayed in the list view as shown in the following example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can use the audit report template to display data according to the defined format in an audit report.

Manage test templates and test plans

An audit engagement may include control testing activities during which controls are evaluated for design and operational effectiveness.

Test Templates and Test Plans

To conduct control testing, before an engagement starts, audit managers create test plans for the relevant controls. Audit managers can use test templates to create multiple test plans for similar controls at one time.

During the **Validate** state of an audit engagement, the test plans that are associated with the controls in the engagement's scope are automatically associated with the engagement. Audit managers can generate control tests from those associated test plans and create individual control tests as needed.

Create a test template

Test templates allow audit managers to quickly create many test plans using much of the same testing criteria.

Before you begin

Role required: sn_audit.admin, sn_audit.manager, or sn_audit.user

Procedure

1. Navigate to **All** > **Audit** > **Audit Testing** > **Test Templates**.
2. Click **New**.
3. On the form, fill in the fields.

Test template form

Field	Description
Number	Unique identification number.
Duration	Duration of the test.
Short description	A brief and general description of the test template.
Design Test*	
Design expectations	Expectations of how a control is designed.
Design assessment procedures	Document how to assess if a control is designed effectively.
Operation Test*	
Operation expectations	Expectations of how a control operates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Operation assessment procedures	Document how to assess if a control is operating effectively

4. Click **Submit**.

Relate a test template to a control objective

Audit owners can create generic control test templates for a control objective, avoiding the creation of individual control test plans for every control.

Before you begin
Role required: sn_audit.admin or sn_audit.manager

Procedure

1. Navigate to **All** > **Audit** > **Audit Testing** > **Test Templates**.
2. Open the test template record.
3. Select a control objective and click **Update**.

Create an audit test plan

Test plans can be created from scratch or based on test templates and describe how a feature is to be tested.

Before you begin
Role required: sn_audit.user, sn_audit.external_auditor

Procedure

1. Navigate to **All** > **Audit** > **Audit Testing** > **Test Plans**.
2. Click **New**.
3. On the form, fill in the fields.

Test template form

Field	Description
Number	Unique identification number.
Control	The control that this test plan covers. **Note:** This field is only visible when the Policy and Compliance Management plugin is activated.
Test Template	The related test template.
Duration	The expected duration of the test.
Name	A brief and general description of the test plan.
Design Test	
Design expectations	Expectations of how a control is designed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Design assessment procedures	Document that shows how to assess if a control is designed effectively.
Operation Test	
Operation expectations	Expectations of how a control operates.
Operation assessment procedures	Document that shows how to assess if a control is operating effectively.

4. Click **Submit**.

Create multiple test plans from a test template

If GRC: Policy and Compliance Management is installed, a test template can be used to create test plans for all the controls associated with the control objective of the test plan.

Before you begin
Role required: sn_audit.manager or sn_audit.admin

Procedure

1. Navigate to **All** > **Audit** > **Audit Testing** > **Test Templates**.
2. Select the test template from which to generate test plans.
3. Click the **Create Test Plans for All Controls** related link.

> **Note:**
> This link is only visible if there are controls associated with the test plan's control objective that have not yet had a test plan generated from the current test template.

Manage engagements

The audit engagement process involves creating, planning, scoping, and conducting engagements as well as reporting on engagement findings.

Engagement process

The base system audit engagement process includes steps for scoping, validating, conducting, and approving engagement results. It also contains steps for following up on open audit tasks and issues, and finally closing out the audit engagement.

States of the engagement process

State	Description
Scope	During the **Scope** state, audit managers define which entities are involved in the audit engagement. For example, for a financial audit, one may include all business services that the finance department relies on and the finance department itself. See Add entities to an engagement scope.
Validate	After an engagement has moved to the **Validate** state, all the risks, controls, and test plans associated with the entities in the engagement's scope will be associated with the audit. Indicator results that were collected during the audit period of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States of the engagement process (continued)

State	Description
	engagement will also be associated with the audit. Audit managers can review the risks, controls, test plans, and indicator results, and update the scope of the engagement, if necessary. Audit managers can also begin creating and planning audit tasks for the engagement. To move an engagement into the **Validate** state, click **Validate** on any engagement currently in the **Scope** state.
Fieldwork	Auditors complete their assigned audit tasks during the **Fieldwork** state. These tasks include control testing, interviews, walkthroughs, and other activities. Issues that are found during control testing are associated with the engagement. Auditors can also create general issues associated with the engagement. Audit managers can create additional audit tasks as needed. When the audit is done, audit managers specify the result of the engagement, whether it's satisfactory, adequate or inadequate, and provide details on their opinion. To move an engagement into the **Fieldwork** state, click **Advance to Fieldwork** on any engagement currently in the **Validate** state. See Audit task management.
Awaiting Approval	During the "Awaiting Approval" state, the approvers specified in the **Approvers** field of the engagement review the results of the audit tasks conducted and the issues that were created. After reviewing the results of the engagements, approvers approve or reject the engagement. To move an engagement into the **Awaiting Approval** state, click **Request approval** on any engagement currently in the **Fieldwork** state. See Approve or reject an engagement.
Follow Up	After an engagement has been approved, if there are any remaining open tasks, issues or milestones, in case of GRC Advanced Audit, associated with the engagement, the engagement automatically goes into the **Follow Up** state. During this stage, auditors must close out all remaining issues, tasks, and milestones before the engagement are marked as complete.
Closed	Engagements move into the "Closed" state under one of three conditions: • The engagement is closed as incomplete during the **Scope**, **Validate**, or **Fieldwork** states. • There are no open audit tasks, issues, and milestones after the engagement is approved. In this case, the engagement automatically moves from the **Awaiting Approval** state to the **Closed** state. • All follow-up tasks, issues, and milestones are closed out. In this case, the engagement automatically moves from the **Follow Up** state to the **Closed** state.

Audit task management

Audit tasks are completed throughout an engagement and provide documented evidence that the organization is complying with external regulations and internal policies.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When audit tasks are created or reassigned, a notification is sent to the assigned user. A notification is also sent when the task reaches 75% of its planned duration.

Create an engagement

Audit managers create engagements to manage audit information and collect entities, controls, and control tests that are relevant to the audit.

Before you begin

Role required: sn_audit.admin or sn_audit.manager

Note:
For more information on engagements, see Manage engagements.

About this task

To know more about how to define a control and control objective, see:

- Create a control
- Create a control objective

Procedure

1. Navigate to **All** > **Audit** > **Engagements** > **Create New**.
2. On the form, fill in the fields.

Engagement form

Field	Description
Number	A unique identification number.
State	○ Scope ○ Validate and plan ○ Fieldwork ○ Awaiting approval ○ Follow up ○ Closed
Name	Name of the engagement.
Type	Type of engagement. The choices are: ○ None ○ Internal Audit ○ External Audit ○ SOX Audit ○ IT Audit ○ Financial Audit ○ Compliance Audit ○ Certification Audit ○ Regulatory Audit ○ Operational Audit

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Continuous Audit ○ Vendor Audit ○ Customer Audit ○ Store Audit ○ Quality Audit ○ Project Audit
Percent complete	Number that represents the percentage of the engagement that has been completed.
Assigned to	User assigned to the engagement.
Auditors	Auditors were assigned to the engagement.
Approvers	Approvers assigned to the engagement.
Description	General description of the engagement.
Objectives	Stated objectives of the engagement.
Schedule	
Engagement planned start	Estimated start date of the engagement.
Engagement starts	Choice to automatically determine the start date of the engagement. The choices are: ○ Scope ○ Validate ○ Fieldwork
Engagement actually start	Actual date the engagement begins.
Engagement planned end	Estimated end date of the engagement.
Engagement ends	Choice to automatically determine the start date of the engagement. The choices are: ○ Follow Up ○ Closed
Engagement actual end	The actual date that the engagement ends.
Fieldwork planned start	Estimated start date of the fieldwork.
Fieldwork planned end	Planned end date that was originally set in the engagement. **Note:** This field sets the value as one day plus the planned start date for fieldwork by default.
Fieldwork planned duration	Number of days and hours planned for fieldwork. The duration and planned start date of fieldwork are used to calculate the planned end date. If audit tasks are defined,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	this field is populated with the longest planned duration from the audit tasks.
Fieldwork actual start	Actual start date of the fieldwork. If audit tasks are defined, this field is populated with the earliest actual start date from the audit tasks.
Fieldwork actual end	Actual end date of the fieldwork. If audit tasks are defined, this field is populated with the latest actual end date from the audit tasks.
Fieldwork actual duration	Duration of fieldwork start date and end date.
Results	
Result	○ Satisfactory ○ Adequate ○ Inadequate
Opinion	Justification for the selected result.
Report	
Knowledge base	Knowledge base to be used.
Report template	Template to be used to generate the knowledge base article reporting the engagement results.
KB article	Recently generated knowledge base article containing the engagement results
Activity	
Additional comments	Customer-viewable comments.
Work notes	Comments that are viewable by the admin audit manager.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned users or groups of users can access the record. For more information on the confidential option, see Confidentiality flag for audit and compliance records.

3. Select **Submit**.

Generate an audit report from an engagement

Generate an audit report and maintain different versions of audit reports from an engagement in Follow up state.

Before you begin

Role required: sn_audit.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

When an engagement is in the **Follow up** state, the audit lead can generate an audit report. An audit report is represented in the form of a knowledge base (KB) article. After an audit report is generated, an incremented version of the report is created instead of a new report or KB article. After you make major changes to an audit report and publish the report, a new major version of the report is created.

Procedure

1. Navigate to **All** > **Audit** > **Engagements** > **All Engagements**.
2. Open the engagement for which you want to generate an audit report.
3. Click the **Report** tab.
   a. In the **Knowledge base** field, select the knowledge base.
   b. In the **Report template** field, select the template.
4. Click **Generate report**.
5. To publish the KB article without making any changes, click **Publish**
6. To edit the KB article, click **Edit**.
   The KB article page appears with the state of the KB article as **Draft** and a minor version of the article is created.
7. Edit the KB article as necessary and click **Publish**.

Result

The incremented version of the report appears in the **KB article** field in the **Report** tab.

Create an engagement from a previous engagement

Audit managers can create engagements from previous engagements to reduce the need to redefine the scope, auditors, and approvers for similar engagements that are conducted throughout the year.

Before you begin

Role required: sn_audit.admin or sn_audit.manager

Procedure

1. Navigate to **All** > **Audit** > **Engagement** > **All Engagements**.
2. If necessary, clear the search filter criteria.
3. Open the engagement to copy from.
4. Right-click the header of the engagement and click **Copy Engagement**.

Create a control test from an engagement

After defining a control, audit managers create control tests that run periodically and provide documented evidence of whether the associated control is operating correctly.

Before you begin

Role required: sn_audit.admin and sn_audit.manager

Procedure

1. Navigate to **All** > **Audit** > **Engagements** > **All Engagements**.
2. Open the engagement for the audit task you want to create.
   Assign audit tasks to engagement in one of the following states:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Validate
- Fieldwork
- Awaiting approval

3. In the **Audit Tasks** Related List, click **New**.
4. In the Audit Tasks Interceptor, click **Control Test**.
5. On the form, fill in the fields.

Control test form

Field	Description
Number	Unique identification number.
State	○ Open ○ Work in Progress ○ Review ○ Closed Complete ○ Closed Incomplete ○ Closed Skipped
Parent	Parent audit task.
Control effectiveness	Control effectiveness.
Assigned to	User assigned to this control test.
Issue	Issue related to this control test.
Test plan	Test plan associated with this control test.
Short description	Brief description of the control test.
Schedule	
Planned start date	Intended date the control test should begin.
Planned end date	Intended date the control test should end.
Planned duration	Expected duration of this control test. As with actual duration, the planned duration shows total activity time and takes the control test schedule into consideration.
Actual start date	Date that this control test began.
Actual end date	Date that this control test ended.
Actual duration	Duration of the control test from control test start to control test closure.
Design test	
Design effectiveness	○ Effective ○ Ineffective
Design expectations	Basic requirement that should be met by a control so that it is effective. This checks if

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	the control was designed properly to achieve the control objective.
Design assessment procedures	Procedure or steps to be followed to conclude whether the design of the control is effective to achieve the control objective or not. This is based on the design expectation.
Design results	Results of testing the design of the control based on the design assessment procedure.
Operation test	
Operation effectiveness	○ Effective ○ Ineffective
Operation expectations	Expectations that should be met to ensure that the control is operating effectively to achieve the control objective.
Operation assessment procedures	Detailed steps, to carry out the operation expectations, which need to be performed to conclude that the control is operating successfully.
Operation results	Results of testing the operation of the control based on the operation assessment procedure.
Activity journal	
Work notes	Comments that are viewable by the audit manager.
Additional comments	Customer-viewable comments.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on confidential option, see Confidentiality flag for audit and compliance records.

6. Click **Submit**.

Automatically generate control tests from an engagement

After adding an entity to an engagement, you can automatically generate control tests.

Before you begin
Role required: sn_audit.admin and sn_audit.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Audit** > **Engagements** > **All Engagements**.
2. Open the engagement for which you want to generate control tests.
3. Click the Test Plans related list.
4. Select the test plans for which you want to generate control tests.
5. Click **Generate Control Tests**.

Result

The controls tests for each test plan is created under the Audit Task related list.

Create an audit task activity

After defining a control, audit managers create activities that explore and provide documented evidence of whether the associated control is operating correctly.

Before you begin

Role required: sn_audit.admin and sn_audit.manager

Procedure

1. Navigate to **All** > **Audit** > **Engagements** > **All Engagements**.
2. Open the engagement for the audit task you want to create.
   Assign audit tasks to engagement in one of the following states:
   - Validate
   - Fieldwork
3. In the **Audit Tasks** related list, click **New**.
4. In the Audit Tasks Interceptor, click **Activity**.
5. On the form, fill in the fields.

Activity form

Field	Description
Number	Unique identification number.
State	○ Open ○ Work in Progress ○ Review ○ Closed Complete ○ Closed Incomplete ○ Closed Skipped
Parent	Parent audit task.
Assigned to	User assigned to this activity.
Short description	Brief description of the activity.
Description	Detailed explanation of the activity.
Schedule	
Planned start date	Intended date the activity should begin.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Planned end date	Intended date the activity should end.
Planned duration	Expected duration of this activity. As with actual duration, the planned duration shows total activity time and takes the activity schedule into consideration.
Actual start date	Date that this activity began.
Actual end date	Date that this activity ended.
Actual duration	Actual duration of the project from project start to project closure.
Activity	
Additional comments	Customer-viewable comments.
Work notes	Comments that are viewable by the audit manager and audit manager.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on confidential option, see Confidentiality flag for audit and compliance records.

6. Click **Submit**.

Create an interview

After defining a control, audit managers create interviews with control owners to discuss and provide documented evidence of whether the associated control is operating correctly.

Before you begin

Role required: sn_audit.admin and sn_audit.manager

Procedure

1. Navigate to **All** > **Audit** > **Engagements** > **All Engagements**.
2. Open the engagement for the audit task you want to create.
   Assign audit tasks to engagement in one of the following states:
   - Validate
   - Fieldwork
   - Awaiting approval
3. In the **Audit Tasks** Related List, click **New**.
4. In the Audit Tasks Interceptor, click **Interview**.
5. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Interview form

Field	Description
Number	Unique identification number.
State	○ Open ○ Work in Progress ○ Review ○ Closed Complete ○ Closed Incomplete ○ Closed Skipped
Parent	Parent audit task.
Assigned to	User assigned to this interview.
Short description	Brief description of the interview.
Description	Detailed explanation of the interview.
Schedule	
Planned start date	Intended date the interview should begin.
Planned end date	Intended date the interview should end.
Planned duration	Expected duration of this interview. As with actual duration, the planned duration shows total activity time and takes the interview schedule into consideration.
Actual start date	Date that this interview began.
Actual end date	Date that this interview ended.
Actual duration	Duration of the interview from interview start to interview end.
Assignment	
Primary Contact	User to contact for this interview.
Other Contacts	Other users to contact for this interview, if the primary contact is unavailable.
Notes	Additional notes about the interview contacts.
Activity	
Additional comments	Customer-viewable comments.
Work notes	Comments that are viewable by the audit administrator and audit manager.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	For more information on confidential option, see Confidentiality flag for audit and compliance records.

6. Click **Submit**.

Create a walkthrough

After defining a control, audit managers create walk throughs that will be conducted to observe and provide documented evidence of whether the associated control is operating correctly.

Before you begin

Role required: sn_audit.admin and sn_audit.manager

Procedure

1. Navigate to **All** > **Audit** > **Engagements** > **All Engagements**.
2. Open the engagement for the audit task you want to create.
   Assign audit tasks to engagement in one of the following states:
   - Validate
   - Fieldwork
   - Awaiting approval
3. In the **Audit Tasks** Related List, click **New**.
4. In the Audit Tasks Interceptor, click **Walkthrough**.
5. On the form, fill in the fields.

Walkthrough form

Field	Description
Number	Unique identification number.
State	○ Open ○ Work in Progress ○ Review ○ Closed Complete ○ Closed Incomplete ○ Closed Skipped
Parent	Parent audit task.
Assigned to	User assigned to this walkthrough.
Short description	Brief description of the walkthrough.
Description	Detailed explanation of the walkthrough.
Schedule	
Planned start date	Intended date the walkthrough should begin.
Planned end date	Intended date the walkthrough should end.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Planned duration	Expected duration of this walkthrough. As with actual duration, the planned duration shows total activity time and takes the walkthrough schedule into consideration.
Actual start date	Date that this walkthrough began.
Actual end date	Date that this walkthrough ended.
Actual duration	Duration of the walkthrough from start to end.
Walkthrough	
Primary Contact	User to contact for this walkthrough.
Other Contacts	Other users to contact for this walkthrough, if the primary contact is unavailable.
Execution Steps	Detail the activities to be performed during the walkthrough.
Explanation	Intended purpose of the walkthrough.
Additional Information	Additional information the user conducting the walkthrough needs to be aware of.
Results	Details of what transpired during the walkthrough.
Activity	
Additional comments	Customer-viewable comments.
Work notes	Comments that are viewable by the audit manager and audit manager.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on confidential option, see Confidentiality flag for audit and compliance records.

6. Click **Submit**.

Generate a KB article from an engagement

Audit managers can generate a KB article that summarizes the findings of an engagement so report findings can be communicated to executives.

Before you begin

Role required: sn_audit_manager
KB articles can be generated for engagements in the **Awaiting approval**, **Follow up**, and **Closed complete** states.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Audit** > **All Engagements**.
2. Open the engagement record.
3. Fill in the fields on the **Reports** tab, as appropriate.

Reports tab on engagement form

Field	Description
Report template	Select the report template to use for this KB article.
KB article	Read-only field that is automatically populated with a unique identification number.

4. Click **Generate report**.

Approve or reject an engagement

Audit users that are assigned as approvers for an engagement can approve or reject engagements in the **Awaiting Approval** state.

Before you begin

Role required: sn_audit.user

Procedure

1. Navigate to **All** > **Audit** > **My Audit Approvals**.
2. Open the approval record associated with the engagement.
3. Click **Approve** or **Reject**
   One of the following actions occurs:
   - If the engagement is approved and there are remaining open tasks or issues, it automatically moves into the **Follow Up** state.
   - If the engagement is approved and there are no remaining open tasks or issues, it automatically moves into the **Closed** state.
   - If the engagement is rejected, it automatically moves back to the **Fieldwork** state

Add entities to an engagement scope

Audit managers can define which entities are involved in the audit engagement. When you add an entity to an engagement, the corresponding risks, controls, test plans, and indicator results of the entity are also added to the engagement.

Before you begin

Role required: sn_audit.manager or sn_audit.admin

Procedure

1. Navigate to **All** > **Audit** > **Engagements** > **All Engagements**.
2. Open an engagement in the **Scope** state.
3. In the **Entities** related list, click **Add**.

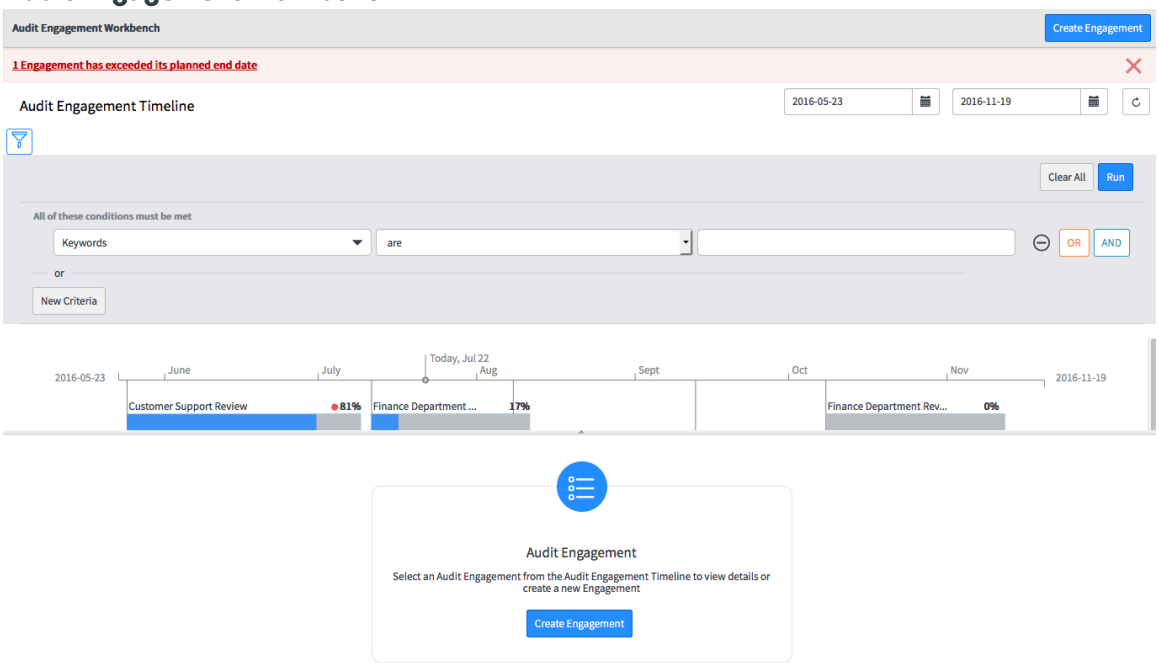
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select the desired entities that are included in the audit engagement.
5. Click **Add**.
   If there are risks and controls, test plans, and indicator results associated with an entity then they appear in their respective sections.

Use the Audit Engagement Workbench to visually manage engagements

The Engagement Workbench provides a timeline view from which you can select an audit engagement to view details or create a new engagement.

Audit Engagement Workbench



Create an engagement from Audit Workbench

The Engagement Workbench provides a timeline view from which you can select an audit engagement to view details or create a new engagement. Audit managers create engagements directly from the Workbench to manage audit information and collect entities, controls, and control tests that are relevant to the audit.

Before you begin

Role required: sn_audit.admin or sn_audit.manager

Procedure

1. Navigate to **All** > **Audit** > **Engagements** > **Workbench**.
2. Click **Create Engagement**.
3. On the form, fill in the fields.

Engagement form

Field	Description
Name	Name of the engagement.
Assigned to	User assigned to the engagement.
Description	General description of the engagement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Objectives	Objectives of the engagement.
Planned start date	Intended date the activity should begin.
Planned duration	Expected duration of this activity. As with actual duration, the planned duration shows total activity time and takes the activity schedule into consideration.
Audit period start	Date that work on the engagement is expected to begin.
Audit period end	Date that work on the engagement is expected to end.
Auditors	Auditors assigned to the engagement.
Approvers	Approvers assigned to the engagement.

4. Click **Create**.

Manage your documents and work papers with Audit Management as cloud files

You can manage your documents and work papers with Audit Management as cloud files using cloud providers like Microsoft instead of attaching them to the record.

Beginning with the Washington DC release, the document integration functionality is supported on the engagement and audit task records.

Key benefits of workpapers and document management using Microsoft

The document integration provides the following benefits for the users:

- Connect to the existing documents on Microsoft OneDrive such as Excel, Microsoft PowerPoint presentations, and Microsoft Word documents etc.
- Mark a document as sharable or non-sharable.
- Share a non-sharable document with multiple GRC records.
- Control read and write access to the cloud files based on the configurable permissions.
- Collaborate on the documents present in the Microsoft SharePoint site.

Use cases for managing the cloud files

The document integration functionality addresses the following use cases for the customers:

- Edit and read the documents and workpapers using Microsoft based on the configured access.
- Link the documents and workpapers present in the Microsoft SharePoint site with GRC records in ServiceNow.
- Connect to the existing documents and workpapers on Microsoft OneDrive.
- Reference and link the cloud files that are already linked to other GRC records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Mark a file that cannot be shared between the records as non-sharable so that the corresponding cloud file on Microsoft cannot be shared with other records in ServiceNow.
- Configure the cloud file access to provide read and write access to the users based on the defined conditions.

Roles required to manage the document integration tasks

The following roles are required to manage the document integration tasks.

Roles required and corresponding tasks

Roles	Tasks
Auditor (sn_audit_ws.auditor) and Audit Supervisor (sn_audit_ws.supervisor)	Can perform the following tasks: • Link the existing documents and workpapers on Microsoft OneDrive. • Edit and read the documents and workpapers using Microsoft based on the configured access. • Reference and link the cloud files that are already connected to other GRC records.
Workspace Admin (sn_grc_workspace.admin)	Can configure the cloud file access to provide read and write access to the users based on the defined conditions.

Note:
For general guidelines on managing the documents using Microsoft Office 365, see KB1587297.

Complete the prerequisites to manage your documents using Microsoft

Complete the prerequisites to manage your documents using Microsoft so that you can enable the cloud file integration.

Before you begin
Role required: sn_grc_workspace.admin

About this task
Ensure that you have installed the following applications:

- Document Management (com.snc.platform_document_management)
- Microsoft OneDrive Spoke for Document Service Framework (sn_docs_onedrive)

Note:
Integration Hub entitlements included in the Audit Workspace are solely restricted to the use for Microsoft integration. All other use requires the applicable purchase of an additional Integration Hub entitlement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Set up the Microsoft OneDrive Integration Hub Spoke.

   - For grant type as *Authorization Code*, use a service account to generate the *OAuth* token. All the file operations in Microsoft OneDrive from ServiceNow are executed using this service account. The end user must ensure that the service account is also the owner of the file that the user is trying to link with the file.

     The required API permissions in Azure application registration are *openid*, *email*, *Files.Read*, *Files.ReadWrite.All*, *offline_access*, *User.Read*, *User.ReadBasic.All*.

   - For grant type as *Client Credentials*, the required API permissions in Azure application registration are *Files.Read.All* and *Files.ReadWrite.All*.

   For more information, see Document Services Framework for Microsoft OneDrive.

2. Navigate to the **Cloud file configurations** module and configure this feature for Engagement and Audit tasks.

   The Cloud file configuration record is displayed.

   For more information on the fields, see Create a Cloud file configuration record.

Create a Cloud file configuration on engagements and audit tasks

The GRC Workspace administrators can create a Cloud file configuration on engagements and audit tasks from the Cloud file configuration module.

Roles required to access the Cloud file configuration module

Workspace users with the following roles can access the Cloud file configuration module:

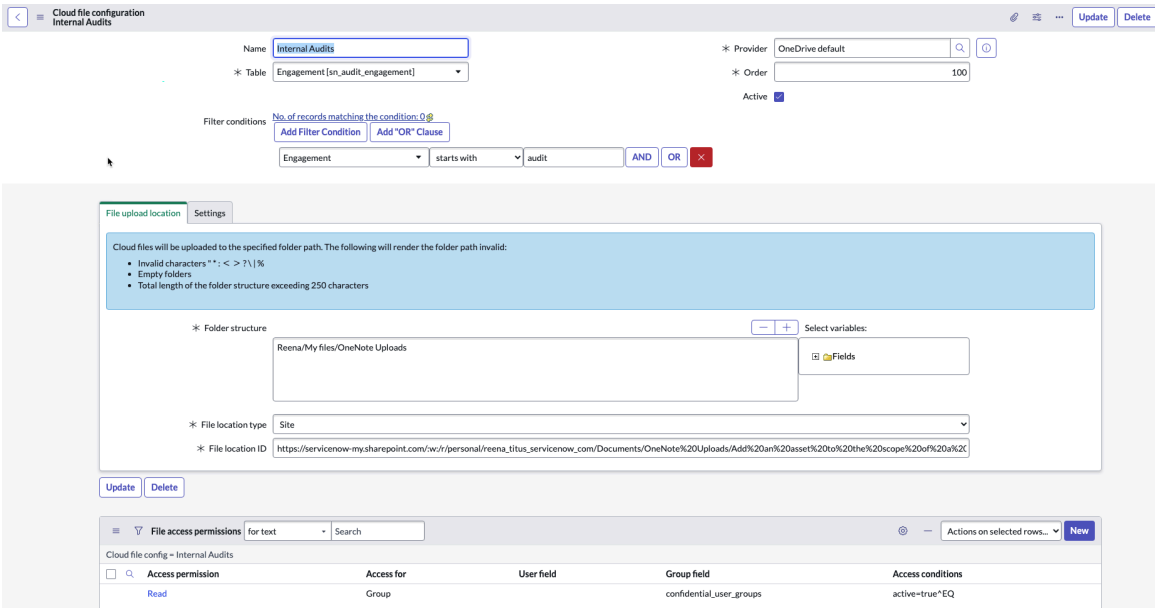
Roles

Role	Permissions
Workspace administrator [sn_grc_workspace.admin]	CRUD permissions
Workspace user [sn_grc_workspace.user]	Read permissions

Cloud file configuration module

If you are the Workspace administrator with the sn_grc_workspace.admin role, you can update the following fields in the Cloud file configuration module to configure the permissions as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



- Name: Name of the document access record. For example, Engagement document access.
- Table: Table that is used for the document access record. For example, Engagement [sn_audit_engagement].
- Active flag: Flag to mark the cloud file configuration as active.
- Provider: Provider for the document access record. The default option for this field is Microsoft OneDrive.
- Cloud action condition: Filter conditions for the cloud files. Based on the configured conditions, the action buttons are rendered in the Cloud files related list.

Create a Cloud file configuration record

Create a cloud file configuration record to manage the access permissions on the cloud document.

Before you begin

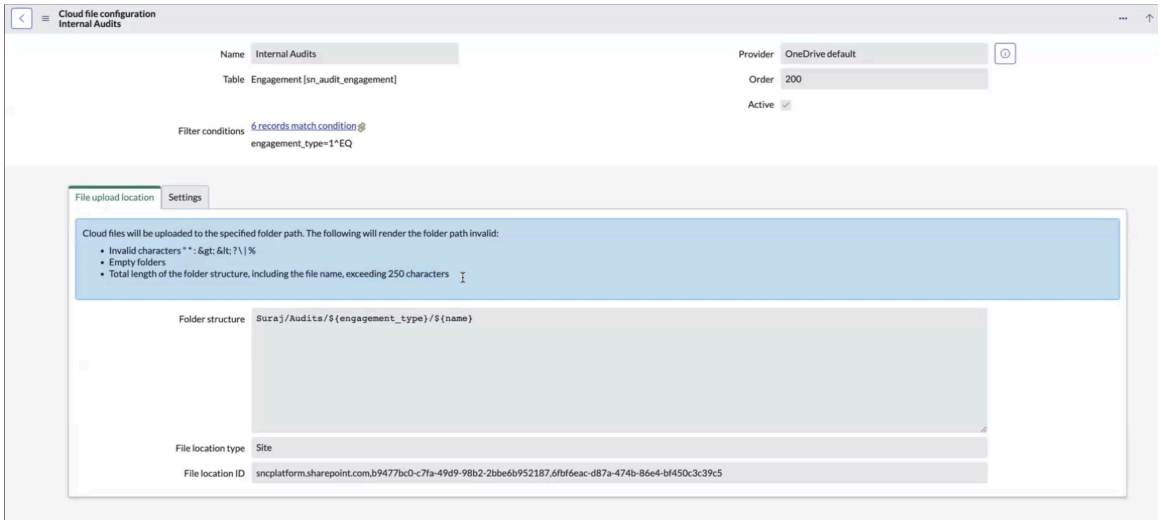
Role required: sn_grc_workspace.admin (CRUD), sn_grc_workspace.user (Read)

Procedure

1. Navigate to **All** > **GRC Administration** > **Cloud file configuration**.
2. Select **New**.
3. On the Cloud file configuration form, fill in the fields.

   For more information on the fields in the form, see Cloud file configuration record form. Once the parent cloud file configuration is active, you can configure the File access permissions for the Cloud file configuration record as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Cloud file and folders are validated based on the following:

Folder structure

You can either dynamically configure the folder structure or enter a static folder structure.

In the folder path, the name of the engagement `${name}` may change, which might change the folder path too. However, the folder path to which the first file was uploaded for this record is picked for all subsequent uploads, even if the values in the dynamic fields change.

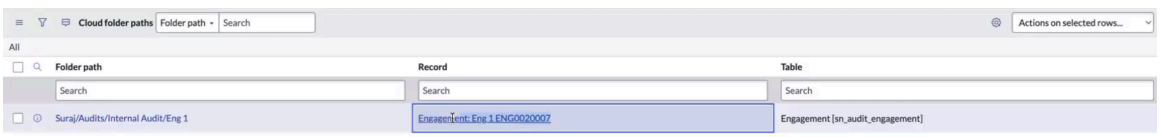
Folder access

- If you have access to the folder but no access to the file in the folder, then you cannot view the particular file but can view the other files in the folder that you have access to.
- If you do not have access to the folder but can access the file in the folder, then you can view only that particular file in the folder that you have access to.

Folder name

If you change the name of the folder or the folder path, then you must manually migrate all the files from the older file path to the new file path. The same must be changed in the cloud folder structure as well.

The folder path where the file is uploaded is stored against every ServiceNow record in the Cloud folder path [sn_grc_workspace_cloud_folder_path] table.



4. Select **Submit**.

Cloud file configuration record form

Update the access permissions for a record in the Cloud file configuration record form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cloud file configuration record form

For a description of the field values, see the following table.

Cloud file configuration record form

Field	Description
Name	Name of the Cloud file configuration record. For example, Engagement document access.
Table	Table used for the Cloud file configuration record. For example, Engagement [sn_audit_engagement]. For all the files used in this table, the access permissions are configured in this form.
Provider	Provider for the Cloud file configuration. Location where the files are present in the cloud. The default option is **OneDrive default**.
Order	The precedence of executing the configuration relative to another configuration with similar criteria when both the configurations apply to a record.
Active	Option to mark the record as active.
Filter condition	Condition used to create the document access record. A sample condition would be: "**State**" "**is one of**" "**Open**, **Work In Progress**, **Review**."
File upload location	
Folder structure	Folder path to which the cloud files must be uploaded. The folder structure can be set up using static text and dynamic variables.
Fields	Field picker that lists all the fields from the selected table.
File location type	Default document library in the Microsoft SharePoint site where the files will be uploaded.
Field location ID	ID of the selected file location type mentioned in the **File location type** field.
Settings	
Cloud actions conditions	Cloud actions such as Link cloud file or Upload files to cloud, which will be displayed in the Cloud files tab based on the selected condition.

Create a File access permission record to manage the permissions

Create a File access permission record and manage the access permissions on the cloud document.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

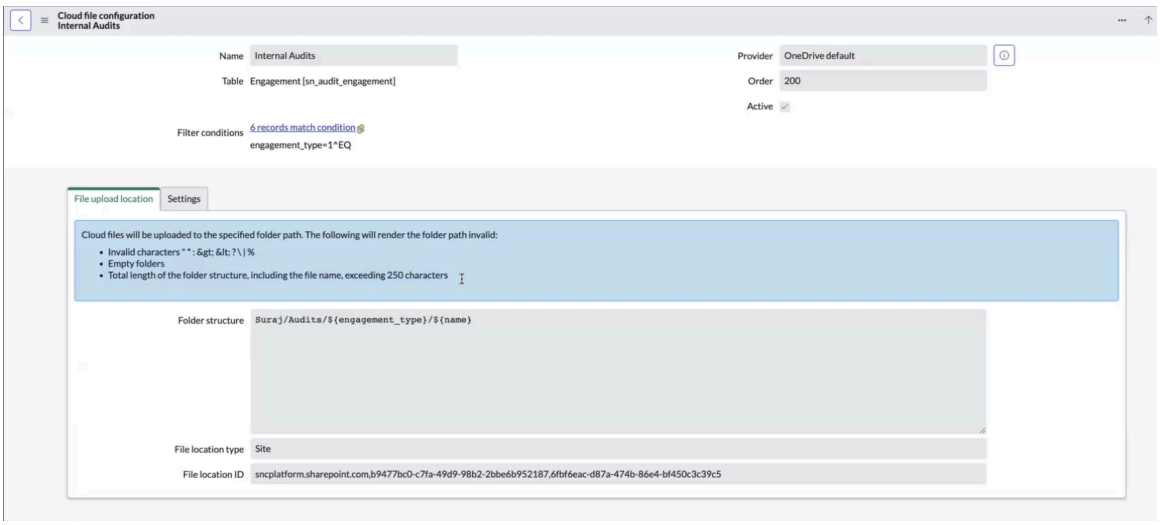
Before you begin
Role required: sn_grc_workspace.admin (CRUD), sn_grc_workspace.user (Read)

About this task
By default, the file access permissions are enabled on the engagement and audit task records. A user that is part of a group can select **Request access** to request an access to the file. The **Request access** UI action is available only to the group members. A user that is part of a cloud file configuration can use **Refresh file access** to refresh or configure the file access. The **Refresh file access** action is available to the users that are listed in the cloud file configuration.

Instead of using the manual **Request access** and **Refresh file access** actions, you can configure file access permissions on other tables such as control records or policy records. For more information, see the configuration steps in KB1587297.

About this task
The File access permission record enables the users to manage access permissions on the cloud document.

Procedure
1. Navigate to **All** > **GRC Administration** > **Cloud file configuration**.
2. Select an active parent cloud file configuration record.
   The cloud file configuration record is displayed.

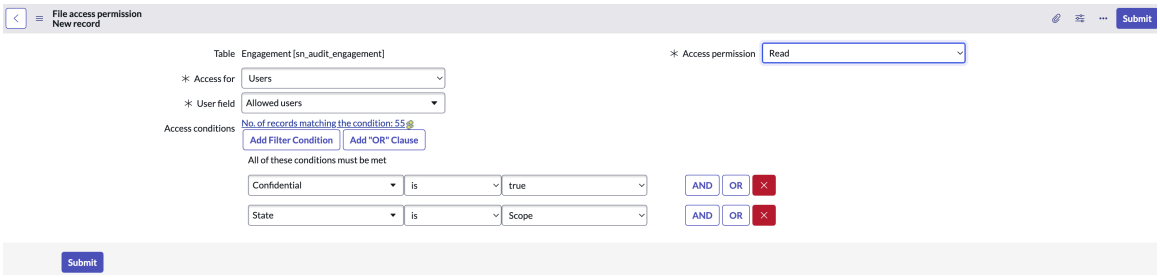


3. In the File access permissions related list, select **New**.

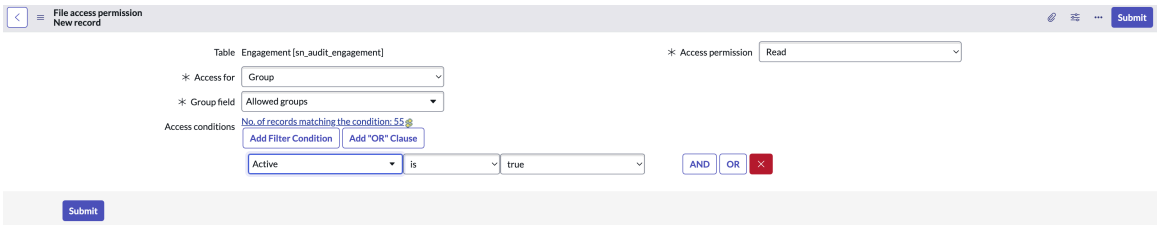
   You can use the **Users** field to select one of the user (sys_user) fields from an engagement or audit task such as engagement lead, auditors, and others. The users selected in the **Users** field are granted access to the cloud file.

   You can configure the file access permissions for one or more users of the record as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can use the **Group** field on the form to select one of the group (sys_user_group) fields from an engagement or audit task such as an assignment group. The users that are part of the group are granted access to the cloud file. A File access group permission record is displayed in the following example.



4. On the form, fill in the fields.
   For more information on the fields in the form, see File access permission record form.
5. Select **Submit**.
   Based on the configuration set up in the form, the permissions on the cloud document are evaluated.

File access permission record form

Update the File access permission record form for a Cloud file.

File access permission record form

For a description of the field values, see the following table.

File access permission record form

Field	Description
Table	Name of the table for which the access permissions are configured. For example, Control Test [sn_audit_control_test].
Access for	Access for the users or a group. For example, Engagement [sn_audit_engagement]. For all the files used in this table, the access permissions are configured in this form.
User field	Access permissions that can be configured for the users. Displays a tree structure of all the user fields for the selected record. When the permissions are refreshed, they're automatically refreshed and assigned to the users.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

File access permission record form (continued)

Field	Description
	Note: The field appears if you'd selected Users in the **Access for** field.
Group field	Access permissions that can be configured for the users of a group. Displays a tree structure of all the group fields for the selected record. When the permissions are refreshed for the first time, every group member in the group who wants to have access to the document, should select the engagement record and select the **Request access** action manually to access the document. The users of a group do not automatically receive an access to the record for the first time. They must request an access for the first time. For the subsequent operations on the record, access for the users (who requested it for the first time) is also refreshed. **Note:** The field appears if you'd selected Group in the **Access for** field.
Access permission	Type of access permission to be configured for the selected user. For example, Read or Write.
Access condition	Condition that describes when the file access permissions are applied.

File access permissions

The Workspace administrators with the sn_grc_workspace.admin role can configure the file access permissions for the users and groups.

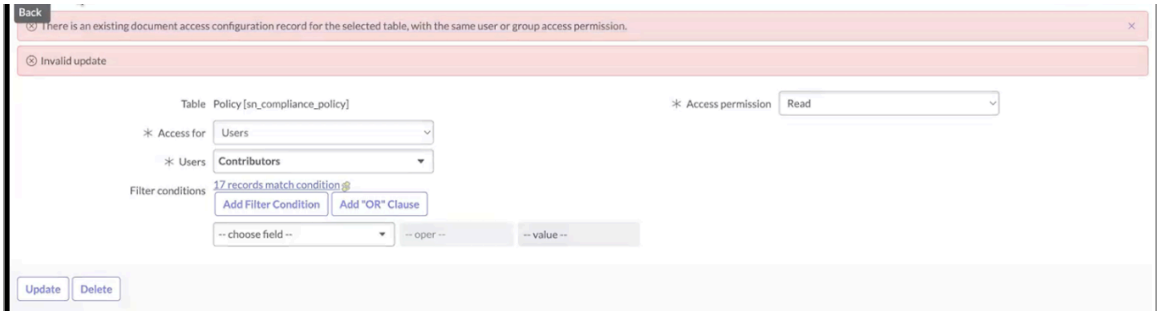
Conditions for file access permissions

The Workspace administrators with the sn_grc_workspace.admin role can configure different conditions for file access permissions:

- For a combination of the **Table** field, **Access permission** field, and **Users** field, you can have only one File access permission record. If you have an existing record for a table with a given set of user and access permissions, you cannot create a duplicate record with the same access permissions. For example, if a contributor has Read access permission for the policy (sn_compliance_policy) record, creating another record for the same condition is not permitted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- For a given combination of the **Table** field, **Provider** field, and **Active** option, only one Cloud file configuration record is permitted. A duplicate configuration is not permitted for an active table as shown in the following example.



- If a user is part of multiple **User** fields or a **Group** field, a higher access is granted to the user.

Source link and reference link to the GRC record

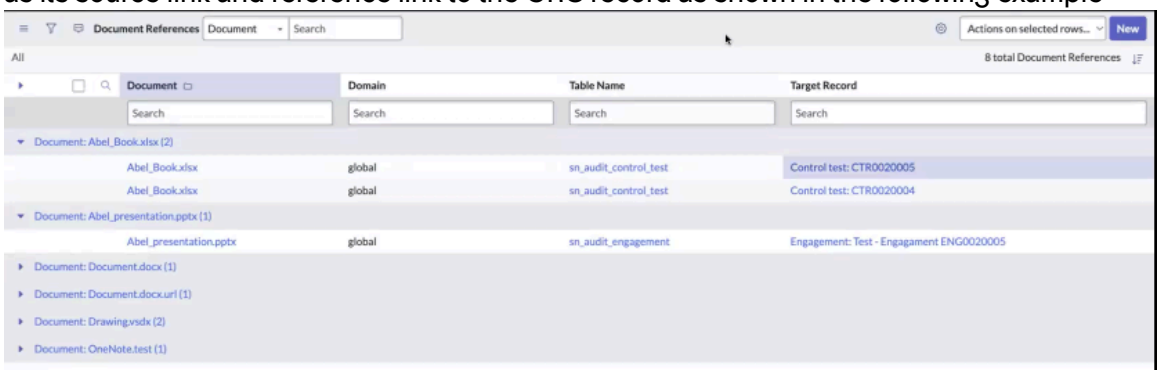
When a cloud file is connected to a GRC record for the first time, the connection is considered as a source link to the GRC record.

When the same cloud file is mapped to another GRC record, then it is considered as a reference link to the GRC record.

A source link to the GRC record always has the write access and the reference link to the GRC record always has the read access.

When a record is mapped as a source link to the cloud file, the configuration is applied as it is to the cloud file. For example, if the configuration contains write access for some users and read access for some users, the same configuration is maintained and applied to the users.

The Document reference table shows how one document record is being referenced such as its source link and reference link to the GRC record as shown in the following example



Consider the example of Engagement_memo.xslx for which Control test CTR0020005 is a source link and Control test CTR0020004 is a reference link. For any configuration that matches the configuration of Control test CTR0020004, all the users under this configuration even though they have Write access in the configuration has only read access.

Consider the following example where a Risk and Controls Matrix Report is connected to Engagement record 1 and Engagement record 2.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Access document and the associated records

Document	Record that the document is connected to
Risk and Controls Matrix Report	Engagement record 1. It is the source for the access document.
Risk and Controls Matrix Report	Engagement record 2. It is the reference for the access document.

See the following table for the permissions assigned for the example.

Example: Assigned access permissions

Access doc connected to the record	Users field value	Type of access	Description
Engagement record 1	Contributors	Have Write access	For the source record, the permission configuration is considered as it is configured. Therefore, the contributors have the Write access to Engagement 1.
Engagement record 2	Reviewers	Have Write access	The same access record is mapped to Engagement 2, for which the reviewers should have the Write access. Because Engagement record 2 is a reference record, the reviewers have the Read access instead of the Write access.

Another use case for source link

When the cloud document is mapped to a record, it becomes a source link for the cloud document. If the same record is removed and the cloud document is mapped to another GRC record, the next record becomes the source link for the cloud document.

For example, the Engagement_memo.xlsx file is mapped to the engagement 1 and engagement 2 records. The engagement 1 record is the source link and the engagement 2 record is the reference link. If the mapping between the Engagement_memo.xlsx file and the engagement 1 record is removed, the Engagement_memo.xlsx file does not have any source link. If the Engagement_memo.xlsx file is mapped to the engagement 3 record, then the engagement 3 record becomes the source link for the document.

Request access and Refresh file access actions

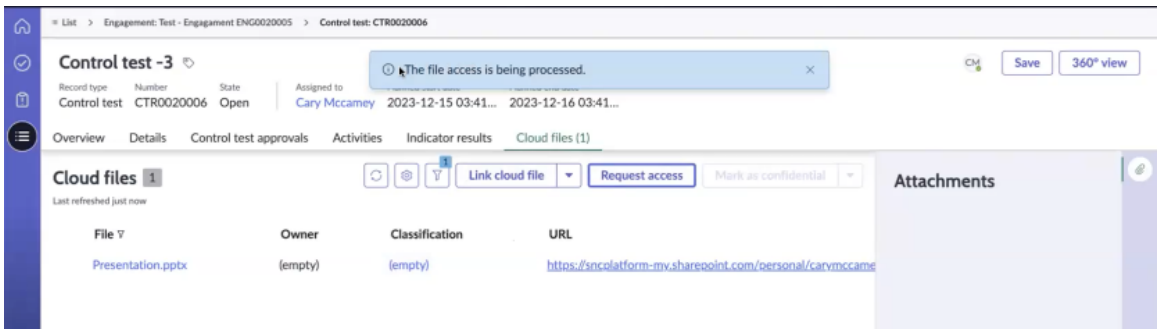
By default, the file access permissions are enabled on the engagement and audit task records. For other records, you can use the **Request access** and **Refresh file access** actions on the form. By default, the file access permissions are enabled on the engagement and audit task records. If a user is part of a group, they can use the **Request access** UI action to request access to the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

file. The **Request access** UI action is available only to the group members. If the user is part of a cloud file configuration, they can use the **Refresh file access** action to refresh or configure the file access. The **Refresh file access** action is available to the users mentioned in the cloud file configuration.

To configure the file access permissions on other tables such as control records or policy records (instead of using the manual **Request access** and **Refresh file access** actions), see the configuration steps in KB1587297.

The users that are part of a group should request access to the cloud file by using the **Request access** action button. When a user who is part of the Audit Managers group selects **Request access** on the form, a UI message is displayed as shown in the example: `The file access is being processed.`



Requesting access to the cloud file is a one-time activity for the users of a group. If a user selects **Request access** more than once and the access has already been granted, the following message is displayed: `File access has already been granted.`

If the user requests access to the cloud file and if the request is not processed in time, an error message is displayed on the screen. The user must select **Refresh file access** to request an access to the file again.

Upload a file to cloud

Upload local documents from your local to Microsoft cloud and manage the access to the cloud files.

Before you begin

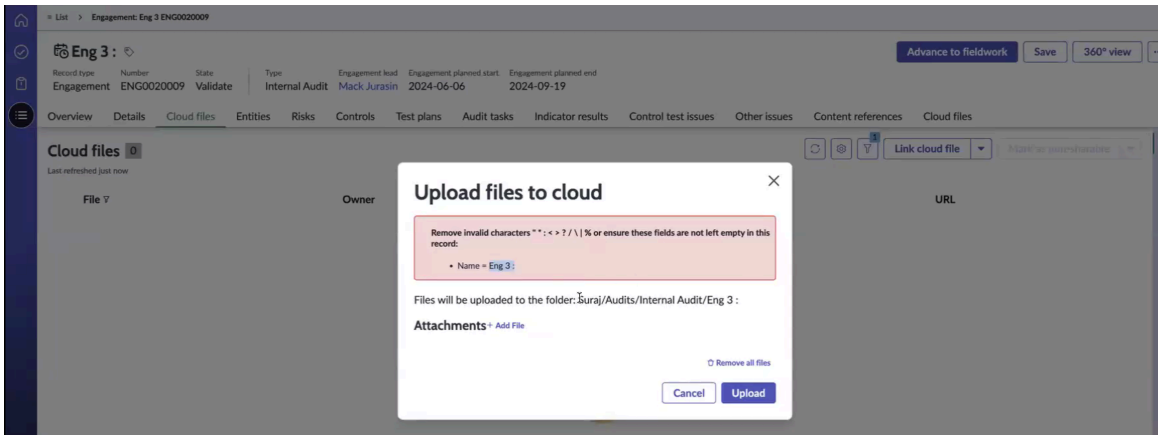
Role required: sn_audit_ws.auditor, sn_audit_ws.supervisor

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the tasks icon ( ).
   The list displays the engagements that are assigned to you.
3. Create an audit engagement or navigate to an existing engagement record and select the **Cloud files** tab.
4. In the **Cloud files** tab, select **Upload file**.
5. In the Upload files to cloud pop-up, browse through your local system and select the file to upload.
6. Click the **Upload** button.
   Before selecting the Upload option if you cancel the action, the file would still be selected in the pop-up but not uploaded. Unless you select the **Upload** button, the file will not be uploaded to cloud.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

File names and folder structures are validated while file upload. Therefore, exercise caution in naming your files. Invalid characters, if present in the file name, cause failure in file upload action.



7. To remove the invalid character in the file name, select the ⋮ icon and rename the file correctly.
8. Click the file's URL link attached to the record in the **Cloud files** tab to navigate to the cloud file in Microsoft.

Link to a cloud file

Link a cloud file on Microsoft using file path and file name with a GRC record in the Workspace.

Before you begin

Role required: sn_audit_ws.auditor, sn_audit_ws.supervisor

Ensure that the cloud file UI actions on the Cloud files related list are visible on the forms based on the configured conditions. Ensure that file access permissions of read and write are added for the auditor and engagement leads. For more information, see Create a Cloud file configuration on engagements and audit tasks.

About this task

Beginning with the Washington DC release, cloud file integration is enabled on the engagement and audit task records using Microsoft integration. Therefore, this task refers to linking a cloud file from Microsoft OneDrive to an engagement record.

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the tasks icon ( ).
   The list displays the engagements that are assigned to you.
3. Create an audit engagement or navigate to an existing engagement and go to the **Cloud files** tab.
4. In the **Cloud files** tab, select **Link cloud file**.
   An Add file pop-up is displayed.
5. In the **File location** field, enter the path of the folder where the file resides on Microsoft.
6. In the **File name** field, enter the name of the file with the file format.
   The file name should also include the file extension such as .docx, .ppt, .xls.
7. Select the **Mark as non-sharable** option.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When this option is selected, the cloud file that is linked to the record is marked as non-sharable. It cannot be linked with other records in ServiceNow. If you attempt to link a non-sharable file to another ServiceNow record, an error message is displayed.

8. Select **Link** in the pop-up.
   After the file is connected to Microsoft, the auditor or engagement lead gets read or write access based on the defined access permissions.

   For more information on file access permissions, see Create a Cloud file configuration on engagements and audit tasks.

Link a reference cloud file

Link a reference cloud file that is already associated to other GRC records. You can link sharable files only.

Before you begin

Role required: sn_audit.admin, sn_audit.manager, sn_grc_workspace.user

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the tasks icon ( ).
3. Create a new audit engagement or navigate to an existing engagement and go to the **Cloud files** tab.
   The list displays the engagements that are assigned to the logged-in user.
4. In the **Cloud files** tab, select **Link reference file**.
   The Link reference file pop-up is displayed.
5. In the **Select file** field, select the reference file that you want to link to the record.

   The field populates the cloud files that are sharable.

   Note:
   You cannot link a non-sharable document as a reference file with other records. The files that are marked as non-sharable are not displayed in the list of available files in the pop-up.

6. Select **Link** in the pop-up.
   The reference cloud file that is already associated to other GRC records is now linked. After the file is connected to Microsoft, the auditor or engagement lead gets read or write access based on the defined access permissions.

   For information on File access permissions, see Create a Cloud file configuration on engagements and audit tasks.

Mark a cloud file as a non-sharable file

Select one of the already linked files and mark it as a non-sharable file. Once a cloud file is marked as non-sharable, it cannot be linked to another record, or it cannot be referenced by any other record.

Before you begin

Role required: sn_audit.admin or sn_audit.manager, sn_grc_workspace.user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the tasks icon ().
3. Select an engagement in the Engagements list.
   The list displays the engagements that are assigned to the logged-in user.
4. In the **Cloud documents** related list, select the cloud document.
5. Select **Mark as non-sharable**.
   When a cloud file is marked as a non-sharable document, it cannot be linked to other records.
   The cloud document is marked as a non-sharable document. It cannot be shared or referenced by any other records.

Mark a cloud file as a sharable file

Select one of the non-sharable files and mark it as sharable. Once the cloud file is marked as sharable, it can be linked to another record, or it can be referenced by other records.

Before you begin

Role required: sn_audit.admin, sn_audit.manager, sn_grc_workspace.user

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the tasks icon () and select a record from the list.
3. In the **Cloud files** related list, select the cloud document.
4. Select **Mark as sharable**.
   When a cloud file is marked as a sharable document, it can be linked to other records.
   The cloud file is marked as sharable. It can be shared or referenced by other records.

Remove a linked cloud file from a record

Remove a linked cloud file from a record in the Audit Workspace.

Before you begin

Role required: sn_audit.admin, sn_grc_workspace.user

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the tasks icon ().
3. Select an engagement in the Engagements list.
4. In the **Cloud files** related list, select the cloud document.
5. Select **Remove linked file**.
   A confirmation pop-up is displayed with the following message: `Do you want to remove the linked file?`
6. Select **Remove linked file** in the pop-up.
   When a cloud file is linked to a record, the file access permissions are refreshed according to the set permissions on the table. For information on File access permissions, see Create a Cloud file configuration on engagements and audit tasks.
   A confirmation message is displayed that the cloud file is removed from the record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Manage GRC key risk and control indicators

Continuous monitoring involves activities related to identifying and creating key risk and controls indicators. Supporting information can be collected for those indicators through automatic data collection or manual tasks. Indicator results are then used to create issues for controls, update risk scores, and provide supporting information for audit activities and control testing.

Indicators collect data to monitor controls and risks, and collect audit evidence. Indicators monitor a single control or risk.

Indicator templates

Indicator templates allow the creation of multiple indicators for similar controls or risks.

Engagement Overview

The Engagement Overview is contained in the Audit Management application and provides an executive view into audit results, engagement breakdowns by task, and allows areas of concern to be identified quickly.

The Engagement Overview module displays audit information that is tailored to the role of the user.

Audit Engagement Overview

Users with the Audit Administrator, Audit User, and Audit Manager roles view the Audit Engagement Overview. It contains the following reports in the base system.

Audit Engagement Overview reports

Name	Visual	Description
Engagement Results	Column Chart	Displays an overall count of audit engagements conducted for each entity. The chart is stacked to display the overall audit results for each entity.
Entities by Engagement	Donut chart	Displays the total number of entities included in the scope of each audit engagement.
Controls by Engagement	Donut chart	Displays the total number of controls included in scope of each audit engagement.
Entity	Drop down list	Select one or many entities to view and compare their audit findings.
Select Engagement	Drop down list	Select one or many engagements to view and compare their audit findings.
Satisfactory Engagements	Single Score	Displays the number of engagements closed with a satisfactory result.
Adequate Engagements	Single Score	Displays the number of engagements closed with an adequate result.
Inadequate Engagements	Single Score	Displays the number of engagements closed with an inadequate result.
Control Test Results	Donut chart	The number of completed control tests, broken down by overall control effectiveness rating.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Audit Engagement Overview reports (continued)

Name	Visual	Description
Issue Breakdown	Bar Chart	Count of issues grouped by Engagement, State, or Response
Audit Task Breakdown	Bar Chart	Count of audit tasks grouped by Task Type, Assigned to, Top Task and State. Stacked by Task Type, Assigned to, Top Task, and State.
Overdue Audit Tasks	List	List of open audit tasks that have exceeded the planned end date.

Create a GRC indicator

Create an Indicator to monitor the controls and risks and collect evidence of performance.

Before you begin

Role required: compliance_admin or compliance_manager, risk_admin or risk_manager, audit_admin or audit_manager

Procedure

1. Navigate to one of the following locations:
   - **Policy and Compliance** > **Indicators** > **Indicators**.
   - **Risk** > **Indicators** > **Indicators**.
   - **Audit** > **Indicators** > **Indicators**.
2. Select **New**.
3. On the form, fill in the fields.

Indicator

Field	Description
Number	A unique identification number.
Name	Name of the indicator.
Template	Related indicator template.
Category	Category associated with the Control/Risk that is selected. This field can't be edited.
Active	Option that determines whether the indicator is active.
Control/Risk	Related control or risk.
Applies to record	Profile related to the **Item**.
Owner	Owner of the indicator.
Owning group	The group that owns the indicator.
Override Template	Option to override the indicator template associated with this indicator
Last result passed	Option that indicates whether the controls were compliant or non-compliant. If the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	controls were compliant, the check box is selected.
Schedule	
Collection frequency	Collection frequency for indicator results. Indicator tasks and results are generated automatically based on the indicator schedule.
First run date	First collection time for indicator results. This field is automatically set based on when an indicator or an indicator template runs for the first time. The value in this field can't be modified.
Next run date	Next run time to collect indicator results of all downstream indicators for this indicator template.
Due date duration (days)	Due date duration in days between the creation and due date of the indicator task and generation of its results. The due date duration added to the creation date reflects as the **Due date** of the indicator task. This field appears only when **Manual** is selected from the **Type** field. For more information, see Performance enhancements for Indicator nightly job.
Method	
Type	Results can be gathered manually using task assignment or automatically using basic filter conditions, Performance Analytics, or a script. ○ Manual: Used to create an Indicator task for an assignee to complete. ○ Basic: Used to designate whether the indicator identifies the passed or failed controls. ○ Script: Used to write a script to collect the required data.
Short Description	If Type is **Manual**, this field is present. A brief description of the issue.
Instructions	If Type is **Manual**, this field is present. Instructions for the collection of indicator results.
Value Mandatory	If Type is **Manual**, this field is present.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Passed/Failed	If Type is **Basic**, this field is present. The indicator passes or fails.
Script	If Type is **Script**, this field is present. Script that obtains the required system information.
Supporting Data	
Note: Starting with version 10.1, the actual historical data for the supporting data records from the indicator results or indicator tasks is displayed. Earlier, only the real-time state of the records collected could be viewed.	
Table	Use supporting data to gather supporting evidence from other applications.
Supporting data fields	Supporting data fields based on the selected table.
Criteria	Conditions that must be met for the supporting data.
Sample size	Number of records to select for the supporting data.

4. Select **Submit**.

Create a GRC indicator template

Compliance or risk managers create indicator templates from which many indicators can be created.

Before you begin

Role required:

- sn_compliance.admin or sn_compliance.manager
- sn_risk.admin or sn_risk.manager
- sn_audit.admin or sn_audit.manager
- sn_grc.user

Procedure

1. Navigate to one of the following locations:
   - **All** > **Policy and Compliance** > **Indicators** > **Indicator Templates**.
   - **All** > **Risk** > **Indicators** > **Indicator Templates**.
2. Select **New**.
3. On the form, fill in the fields.

Indicator template form

Field	Description
Name	Name of the indicator.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Description	Description of the indicator.
Category	Category for which you're creating an indicator template. For example, select **Risk Indicator Template** to create a risk indicator template.
Active	Option that determines whether the indicator template is active.
Method	
Type	The method used to determine the type of indicator template. The choices are as follows: ○ **Manual**: Manual indicators are used for data that cannot be retrieved from a ServiceNow instance because it comes from an external system, such as customer data from a third-party sales system. ○ **Basic**: Basic indicators are automated indicators based on an indicator source. The indicator source specifies a table and a frequency at which the scores from this table are saved. ○ **Script**: Scripted indicators use a custom script to collect the data.
Result if the value meets or exceeds the target value	Result configuration field. The choices are as follows: ○ **Passed** ○ **Failed** For example, assume you enter 100 in this field. If the indicator result output is more than 100, then the indicator status will pass or fail based on the value configured in this field.
Target Type	Type of the target value. The choices are as follows: ○ **None**: Use this option if you do not want to set up any target or threshold for the indicator. ○ **Percentage**: Use this option to determine the indicator result by a percentage value. ○ **Count**: Use this option to determine the indicator result by a count value or total number.
Target	The value that determines if the indicator should pass or fail.
Instructions	Additional instructions for the template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Value mandatory	Option to decide if a value must be compulsory in the indicator task for a manual indicator. **Note:** This option appears only if **Manual** is selected from the **Type** field. This option is automatically selected if **Count** or the **Percentage** is selected from the **Target type** field.
Supporting Data	
Note: Starting with version 10.1, the actual historical data for the supporting data records from the indicator results or indicator tasks are displayed. Earlier, only the real-time state of the records collected could be viewed.	
Collect supporting data	Option to enable collecting supporting data or evidence every time the indicator runs.
Table	Table used for collecting supporting data.
Supporting data fields	Fields of the source table to be used for collecting the supporting data.
Sample collection type	Type of supporting data collection, such as count or percentage.
Sample size	Minimum number of records that must be used for collecting supporting data. For example, a basic indicator could query a large table, returning thousands of records with each indicator execution. You do not need to save all of them; just a sample of those records. If you enter a sample size of 100, only 100 records are saved, even though the query returned thousands.
Basic Criteria	
Criteria	Criteria to filter the data from the source table.
Use reference field	Option to enable the use of the **Reference field**.
Reference field	Connection between the supporting data table and the **Applies to record** field of the entity.
Additional Criteria	
To create indicators with targets, use the advanced filter criteria. This section appears only when you select **Basic** from the **Type** field. This section is used to provide more filter criteria.	
Additional criteria	More criteria to filter the data to calculate the target value. This section only appears when

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Percentage is selected from the **Target type** field.
Schedule	
Collection frequency	Collection frequency for indicator results. Indicator tasks and results are generated automatically based on the indicator schedule.
First run date	First collection time for indicator results. This field is automatically set based on when an indicator or an indicator template runs for the first time. The value in this field can't be modified.
Next run date	Next run time to collect indicator results of all downstream indicators for this indicator template.
Due date duration (days)	Due date duration in days between the creation and due date of the indicator task and generation of its results. The due date duration added to the creation date reflects as the **Due date** of the indicator task. This field appears only when **Manual** is selected from the **Type** field. For more information, see Performance enhancements for Indicator nightly job.

4. When you have completed these entries, you can also view information on the following related lists:
   - Control Objectives/Risk Statements
   - Content References

   Note:
   The **Control Objectives/Risk Statements** tab enables you to reuse the same template for multiple control objectives or risk statements, or both of them.

5. Select **Submit**.

Confidentiality flag for audit and compliance records

You can set the confidentiality flag at the record level for an issue, engagement, observation, control test, activity, interview, and walkthrough records. The users whom you determine to view and update these records are allowed users.

When the **Confidential** option is selected, a list of users who can be an engagement lead, auditors, and approvers are auto-populated as **Allowed users**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

As a system admin, you can add more audit users or GRC business users to the list or remove some of the existing users based on your access control criteria and can set them as allowed users.

Also, you can also add random users to the record, who are not audit users or GRC business users. However, an email notification is sent to all allowed users who have neither an audit user nor a GRC business user role intimating them to acquire the confidential role (sn_grc.confidential_user) from the admin if they are to access the record.

You can also select groups as **Allowed groups** who can access the record as well.

You can view all issues, remediation tasks, evidence request tasks, engagements, observations, and all audit tasks marked as confidential records from the application navigator as GRC confidential records. For more information, see Confidential records in common GRC features.

Similarly, if you are working in the Audit and Compliance workspaces, you can monitor the **Confidential records** in a separate tab in the Tasks page. For more information, see My tasks in the workspace.

To enable the Confidentiality property at the system level:

1. Navigate to **Policy and Compliance** > **Administration** > **GRC Properties**.

   Note:
   The user must have sn_grc.admin role.

2. Select **Yes** for **Enable record level confidentiality**.
3. Click **Save**.

Manage audit issues and remediation

Issues can be created manually to document audit observations or remediations, or to accept any problems. They are automatically generated from indicator results, attestation results, or control test effectiveness.

Various types of issues are created under the following conditions:

Issue

Created when an indicator fails

Control issue

Created when a control attestation is completed indicating that the control is **Not implemented**

Control test issue

Created when a control test is closed complete with the control effectiveness set to **Ineffective**

Other issue

Created by the user manually

Remediating an issue marks an intention to fix the underlying issue causing the control failure or risk exposure. Accepting an issue marks an intention to create an exception for a known control failure or risk. Controls that are **Accepted** remain in a non-compliant state until the control is reassessed. In this way, the issue can be used to document observations during audits.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Manually create GRC issues

As a GRC user, you can manually create issues to document policy, risk, or audit observations, or to accept any GRC problems. You can also identify the source of the issue to help analyze and classify the issues.

Before you begin

Role required: (per product)

- In Policy and Compliance Management: sn_grc.business_user, sn_grc.business_user_lite
- In Risk Management: sn_grc.business_user, sn_grc.business_user_lite
- In Audit Management: sn_grc.business_usersn_grc.business_user_lite

Note:
Starting with Version 12.0.1 of the products mentioned above, the minimum role for the **Assigned to** user on the Issues form is GRC Business User [sn_grc.business_user]. The minimum role for the **Issue manager** is GRC User [sn_grc._user].

For more information on the access control limitations to issues, see GRC business user role to control access and track usage of compliance tables.

Procedure

1. Navigate to one of the following locations:
   - **All** > **Policy and Compliance** > **Issues** > **Create New**.
   - **Risk** > **Issues** > **Create New**.
   - **Audit** > **Issues** > **Create New**.

   Note:
   Starting with Version 12.0.1 of the products mentioned above, the minimum role for the **Assigned to** user on the Issues form is GRC Business User [sn_grc.business_user]. The minimum role for the **Issue manager** is GRC User [sn_grc._user].

2. On the Issue form, fill in the fields.

   The due date under the **Dates** tab is automatically calculated based on the issue rating. You can manually override the calculated due date. The Task SLAs related list creates and displays SLAs based on the **Due date**.

3. Save the issue record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The tabs at the bottom of the screen enable you to perform various tasks for remediating the issue. You can add policy exceptions and create remediation tasks. Additionally, you can view other issues, indicator results, and task SLAs related to the issue.

Note:
Starting with Version 12.0.1, the **Task SLA** tab creates and displays SLAs based on the **Due date**. Notifications are sent to the issue owner and issue manager when the issue **Due date** reaches 50%, then 75%, then when it breaches. If the **Assigned to** and **Due date** fields are not empty and the issue is not in the **New** state, an SLA is created for the issue.

If the due date for the SLA changes, a new SLA is created. The SLA is completed when the issue transitions to **Closed Complete** or **Closed Incomplete**. Also, the SLA is cancelled if the **Due date** or **Assigned to** fields are empty, or the state is New.

Also starting with Version 12.0.1, remediation tasks can be created with the Assigned to user and issue manager user roles, as well as any user with the GRC Business User role.

Issue form

Use the Issue form to create a new issue.

Issue form

Field	Description
Number	Unique identification number.
Assignment group	Group to which this issue has been assigned. Each member gets a notification when an activity happens on this issue.
Assigned to	Member of the group assigned to resolve the issue. Starting with Version 12.0.1, the user must have at least the sn_grc.business_user role. **Note:** Use the bulb icon to get suggestions on who must the issue be assigned to. The bulb icon only appears if you have the GRC: Predictive Intelligence application activated, the form is saved, the **Assigned to** field is not inactive, and the GRC Property is selected as Similarity Analysis. For more information, see Governance, Risk, and Compliance properties. You can configure a hierarchy of users to access the issue record. For more information, see User hierarchy access control for issue and remediation task records. Starting with Version 12.0.1, the assigned-to user gets an email notification when the issue manager requests more information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issue form (continued)

Field	Description
	Starting with Version 12.0.1, when an issue transitions to the **Respond** state, an entry in the **Assigned to** field is mandatory.
Issue source	Source from where the issue was created. This field is auto-populated with one of the following options based on how the issue is created: • Indicator Failure: Issue is created by a failure of the indicator • Risk Assessment: Issue is created in a risk • Risk Event: Issue is created in a risk event • Control Attestation Failure: Issue is created due to a non-compliant control • Control Test Failure: Issue is created when a control is ineffective and the control test is marked as closed and complete • Ad-hoc: Issue is manually created
Issue type	Type of issue. Choices are: • Control design effectiveness failure • Control operative effectiveness failure • Control does not meet requirement • Control does not exist • Non-compliance to a regulation • Non-compliance to a policy • Improvement or suggestion to an existing policy • Recommendation for a new policy • Process optimization or improvement • Observation • Data Breach • Fraud • Misstatement • Training • Documentation • Risk issue • Other
Classification	The classification of the issue as a risk, compliance, or audit, based on the issue type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issue form (continued)

Field	Description

Issue manager group	The group responsible for managing and reviewing the issue.
	
	Starting with Version 12.0.1, the following enhancements and requirements were introduced:
	• Members of the issue manager group must have one of the following roles:
	  ○ sn_audit.manager
	  ○ sn_audit.user
	  ○ sn_compliance.manager
	  ○ sn_compliance.user
	  ○ sn_grc.manager
	  ○ sn_grc.user
	  ○ sn_risk.manager
	  ○ sn_risk.user
	• When an issue transitions to the **Analyze** state, an entry in either the **Issue manager group** or **Issue manager** field is mandatory.
	• When an issue is assigned to the group, the members receive an email notification. Additionally, the issue manager receives an email notification when the issue transitions to the **Review** state.

Issue manager	The user responsible for managing and reviewing the issue. Starting with Version 12.0.1, the following enhancements and requirements were introduced: • The issue manager must have at least the sn_grc.user role. • The issue manager receives an email notification when the assigned-to user provides requested information. • When an issue transitions to the **Analyze** state, an entry in either this field or **Issue manager** is mandatory. • When an issue transitions to the **Respond** state, an entry in this field is mandatory.
State	• New • Analyze • Respond

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issue form (continued)

Field	Description
	• Review • Closed Complete • Closed Incomplete
Substate	The substate and applicable details for the substate.
Priority	The sequence in which an issue must be resolved, based on its impact and urgency: • **1 — Critical** • **2 — High** • **3 — Moderate** • **4 — Low** • **5 — Planning**
Issue rating	Starting with Version 12.0.1, the issue manager can assign the issue rating to the issue. Based on the issue rating, the **Due date** under the **Dates** tab is calculated as follows and displayed: • Very high (2 days) • High (4 days) • Moderate (8 days) • Low (10 days) • Very Low (15 days) You can manually override the **Due date**. **Note:** Users with the sn_grc.manager and sn_grc_advanced.issue_triage_manager role can navigate to **Policy and Compliance** > **Administration** > **Issue rating** and define additional issue ratings.p When the issue transitions to the **Respond** state, the Issue rating field is read only.
Issue group rule	Group rule assigned to this issue. The Issue group rule is used to group similar issues together into a parent issue based on the conditions defined in the rule. This rule enables you to work on similar issues simultaneously and close out the parent issue

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issue form (continued)

Field	Description
	after all issues are resolved. This closes out all the child issues.
Parent Issue	Parent issue this issue belongs to.
Configuration item	Item associated with this issue. If all child issues have the same configuration item, it gets copied over to the parent issue
Location	Location where the issue occurred.
Short description Starting with Version 12.0.1, this label is changed to **Name**.	A name for the issue.
Description	A more comprehensive description of the issue.
Details	
Control/Risk	Control or risk associated with the issue. When the control is associated, the corresponding entity of the control is added to the **Entity** field, and the control objective is added to the **Control Objective/Risk Statement** field. These control objective and entity are the ones that are linked to this control. When the control is associated to the issue form, an m2m record is created in the source [sn_grc_m2m_issue_item] table. Whenever a record is added in the source table, a corresponding record, Issue to Entity is added in the destination [sn_grc_m2m_issue_to_entity] table, and another record Issue to Content is added in the destination [sn_grc_m2m_issue_content] table for the associated entity and control objective of the control.
Entity	Related entity.
Policy	The policy associated with the issue.
Authority document	The authority document associated with the issue.
Control Objective/Risk Statement	The control objective or risk statement related to this issue.
Recommendation	Resolution actions recommended by the risk, compliance, or audit teams.
Action Plan	The plan for remediating the issue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issue form (continued)

Field	Description
Dates	
Planned start date	Date and time that work on the issue is expected to begin.
Planned end date	Date and time that work on the issue is expected to end.
Planned duration	Estimated amount of work time for the issue.
Confirmed date	(Starting with Version 12.0.1) The date when the issue is confirmed. This field is read-only, and displays today's date when the issue is moved from **New** to any of the following states: • **Analyze** • **Review** • **Respond** **Note:** If a triage issue is converted to an actual issue, this field displays the date it was converted.
Due date	(Starting with Version 12.0.1) This date is auto-populated based on a GRC property. Navigate to **Policy and Compliance** > **Administration** > **GRC Properties**. If the **Auto populate due date based on issue rating** property is set to **Yes**, this field is auto-populated based on the predefined remediation time frame for the issue's risk rating. Otherwise, you can manually enter a due date. When an issue transitions to the **Respond** state, an entry in this field is mandatory.
Actual start date	Time when work began on this issue.
Actual end date	A read-only value that is determined by the **Actual duration** input field.
Actual duration	Amount of work time.
Created	The date and time the issue was created.
Closed	The date and time the issue was closed.
Engagement	
Engagement	The related engagement.
Activity	
Additional comments (Customer visible)	Public information about the issue. Click **Post** to add your comments to the issue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issue form (continued)

Field	Description
Work notes	Click the **Work notes** check box to display the **Work notes** field. Information about how to resolve the issue, or steps already taken to resolve it, if applicable. Work notes are visible to users who are assigned to the issue. Click **Post** to add your work notes to the issue.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on the confidential option, see Confidentiality flag for audit and compliance records.
Risk Event	
Risk event	The related risk event.

Evidence request

Evidence request is used by audit and compliance teams for requesting supporting documents during an audit. Auditors and compliance teams require these documents from the first line of defense.

Evidence is all the information used by an auditor in determining the audit opinion. Evidence includes the information contained in the accounting records underlying the financial statements and other information. Evidence is cumulative in nature. It includes evidence obtained from audit procedures performed during the audit. Evidence may also include audit evidence obtained from other sources such as, previous audits.

An evidence request is frequently introduced during the audit preparation or the planning phase after the audit announcement. The documents requested are used by the audit team to understand the in-scope controls and processes, and to begin fieldwork testing. As an audit progresses through various stages, the audit team frequently adds new requests to the list. The compliance teams use the collected evidence for control testing. Starting with the latest release, unplanned evidence request is supported by Audit Management and Policy and Compliance Management. The following are the benefits of the evidence request feature:

- Helps the second line and third line of defense to create and send all their evidence requests quickly.
- Helps in the management of requests and evidence.
- Eliminates multiple emails by providing a tool for communication.
- Compliance teams can request evidence from control owners, business stakeholders, and process owners.
- Audit teams can request evidence from control owners, business stakeholders, process owners, and compliance teams.
- Enables providing the due date for the evidence to be submitted.
- Provides the ability to send email reminders to the assignee.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The assignee can provide evidence directly from the Service Portal.
- Simplified manager approval of evidence requests can be based on various criteria, such as confidentiality and criticality.
- The assignee can store evidence in a common evidence folder, such as Box or SharePoint.
- Improved communication channels between requesters and assignees streamline the approval process.
- Improved confidentiality constraints prevent unauthorized persons from viewing request information.

Evidence can be requested from an engagement and all audit tables. To understand how to request evidence, refer to Request evidence for audit.

Evidence request workflow and users

Evidence request helps customers to electronically request the information that they need from the first and second line of defense. The individuals being audited can then immediately upload their documents to the system, significantly reducing manual processing time.

The evidence request workflow is as follows:

1. An audit user with the sn_audit.user role requests evidence and assigns the request to another user. This requester can either request the evidence for themselves or raise a request on behalf of another audit user or GRC user. If the requester determines that an evidence task has been created erroneously, then the requester can cancel that particular evidence task. The ability to cancel the evidence request is available when the request is in **Draft** state. A requester can cancel the evidence request tasks any time until the tasks reach the **Review** state.
2. After you create an evidence request, you must create evidence collection records and then the requester must request evidence. Evidence Collection records contain the evidence collection instructions, assigned to, and assignment group. On clicking **Request Evidence**, evidence request tasks are generated and they are assigned to a group or user.
3. The assignee then receives an email with the link to provide the requested evidence.

   Note:
   If the requester changes the assignee after requesting evidence, then the original assignee can no longer view the request. Only the person who is assigned the request can view the request. This feature ensures confidentiality.

4. The assignee can either attach the requested evidence or provide a URL or location that contains the required evidence.
5. The assignee can also add an approver for verifying and approving the evidence. Adding approvers is necessary if the evidence is sensitive and confidential in nature.
6. The approver can then review the evidence and either approve it, request revision, or request further details about the evidence.
7. If the approver approves the evidence, the requester receives the evidence and can process it further.
8. The requester can then review the evidence and do one of the following:
   - accept the evidence.
   - request for its review.
   - request further details about the evidence.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- cancel the evidence request if it is not required anymore.
- delete the request.

9. If the requester accepts all the evidence tasks, the request is closed.

The evidence request workflow is shown in the following

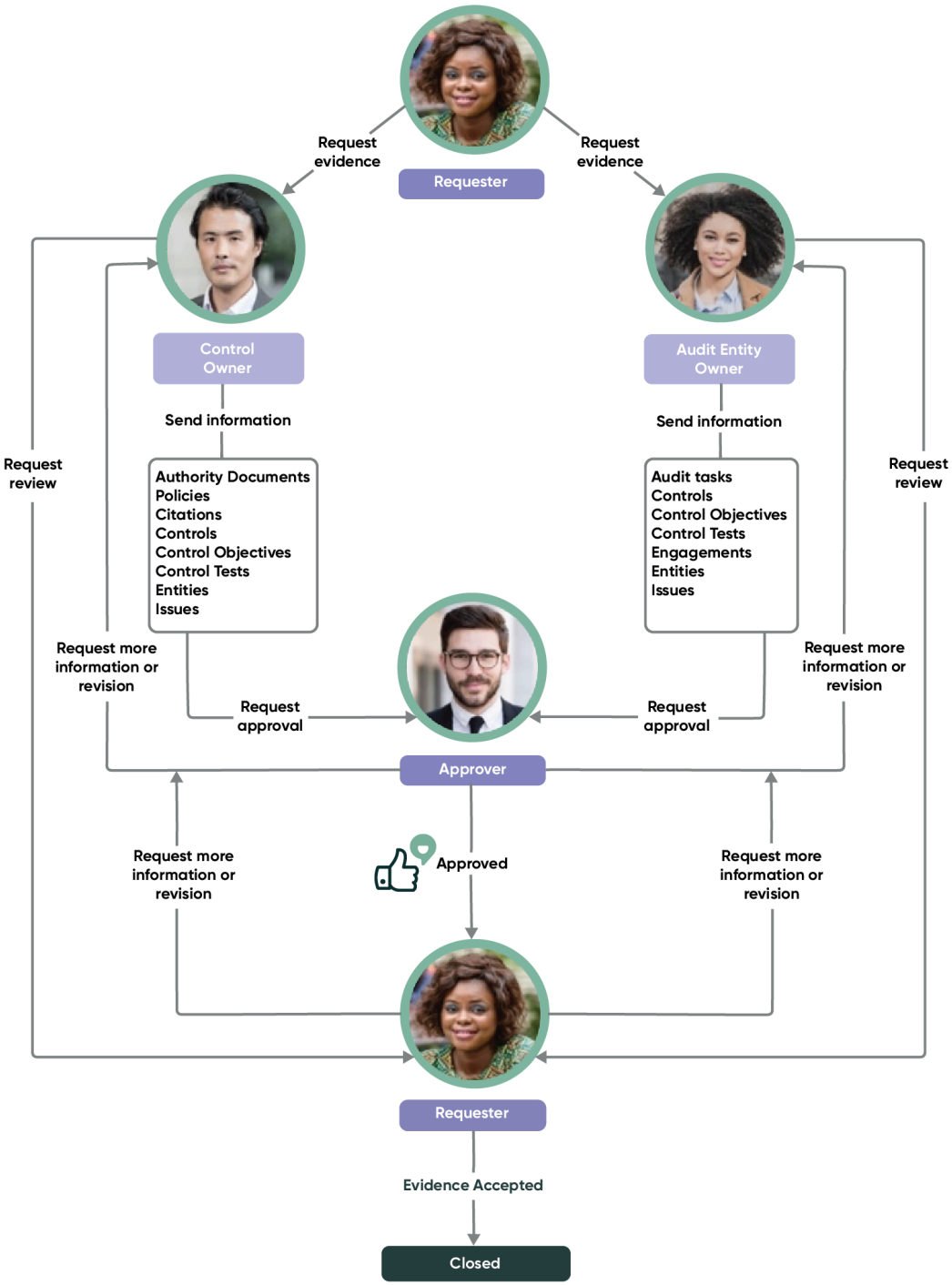


figure:

The following table describes the roles and their responsibilities during the evidence request workflow:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Evidence request users, responsibilities, and requirements

User	Responsibilities	Requirements
Internal auditor	• Perform audit testing. • Request audit testing. • Review all audit findings and the evidence collected.	• Visibility into compliance and risk activity. • A job queue (pending, current, upcoming) to plan their team efforts. • Track and monitor audit findings. • Track and monitor audit activities.
Compliance manager, Audit manager	• Can request evidence. • Request compliance test evidence. • Review all findings and evidence collected.	• Visibility into compliance activities. • A job queue (pending, current, upcoming) to plan their team efforts. • Track and monitor compliance findings.
Compliance user, Control owner	• Ensure that the controls are implemented. • Attest to the controls. • Test the controls. • Provide audit evidence requested by the auditor.	• A job queue to direct their day-to-day activities. • Track the time spent and performance of activities and tasks they own. • Ensures the task they own and additional request from the auditor is fulfilled.

Request evidence for audit

Request evidence at any stage during an audit. The details about the items for which evidence is requested are also provided to the person responsible for providing the evidence.

Before you begin

Role required: sn_audit.user

About this task

An evidence can be requested in the following three ways:

- By creating an evidence record from the **My Evidence** module.
- From the Entity, Control, Audit Task, Control Test Issue, and Other Issues related lists in an engagement record. To request evidence from these sources, navigate to **Audit** > **Engagements** > **My Engagements**. Open the engagement record, and select the related list from which you want to request evidence. From the **Action on selected rows** list, select **Request Evidence**. Here, you can either create a new evidence request or add more requests to an existing evidence request. The Evidence request is created but not evidence request tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- From the following tables: Entity, Control, Control Objective, Control Test, Engagement, Issue. However, when the users request evidence from these tables, the evidence request is created not the actual evidence request task. The users must go to the evidence request record that is generated and then add evidence request tasks.

In this procedure, the method to request evidence from the **My Evidence** module is described.

Procedure

1. Navigate to **Audit** > **My Evidence Request**.
2. Click **New**.
3. On the form, fill in the fields.

Evidence Request form

Field	Description
Number	Unique number of the evidence request.
Requester	User requesting evidence. This field is automatically populated.
Requested on behalf of	User for whom evidence is being requested.
Assignment group	Group assigned to provide evidence.
Assigned to	User responsible for providing the evidence.
State	State of the request. The default state is **Draft**.
Type	The default type is **Audit**.
Request reason	Reason for requesting evidence.
Watch list	Users interested in viewing the evidence collected. If a person is added on the watch list, they can navigate to **Audit** > **Evidence Request** > **Watched Evidence Requests** to view the requests.
Short description	Brief description of the evidence request.
Description	Detailed description of the evidence request.
Schedule	
Due date	Expected date of evidence submission.
Opened	Date the request is opened. This date is automatically updated.
Closed	Date the request is closed. This date is automatically updated.
Activity	
Work notes	Type any notes that might be required.
Activities	Activity log for the request.
Confidentiality	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on confidential option, see Confidentiality flag for audit and compliance records.

4. Save the form.
   The Evidence Collection Details related list appears. This related list is used to list the items for which evidence is requested.
5. Click **New**.
6. On the form, fill in the fields.

Evidence Collection Detail form

Field	Description
Evidence request	Unique number of the evidence request task.
Evidence for	Record for which evidence is requested.
Assignment group	Group assigned to provide evidence. The users of this group must have the sn_grc.business_user roles.
Assigned to	User responsible for providing evidence.
Evidence collection instructions	Instructions for providing evidence. For example, list of supporting documents, files, and so on.

7. Click **OK**.
8. Click **Submit**.
9. Click **Request Evidence**.
   When an evidence request is already in the Work in Progress state, and a new evidence collection detail is added, then evidence request task is sent to the assignee immediately. The Evidence related list appears with the list of evidences and the person who is assigned the request receives an email notification to provide the requested evidence. Also, the state of the request changes to **Work in Progress**.

Provide requested evidence

Provide evidence when you are requested. When evidence is requested, the person who must provide the evidence receives an email. The process to provide the evidence begins.

Before you begin

Role required: sn_grc.business_user

About this task

When the assignee receives the email to provide the requested evidence, the assignee can either provide the requested evidence or reassign the request to another user. The assignee can also add approvers before sending the requested evidence to ensure additional security of the evidence. If the assignee reassigns the request to some other user, the original assignee can no

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

longer view the request. If the evidence provided does not need an approver, then the assignee can directly request a review of the evidence, and the requester gets a notification to review the evidence.

Procedure

1. Navigate to **All** > **Audit** > **Evidence Request** > **My Evidence Request Tasks**.
2. Open the record for which you want to provide evidence.
3. Click **Accept Work**.
4. On the form, fill in the fields.

Evidence form

Field	Description
Number	Number of the evidence request. This value is generated by default.
Requester	User requesting evidence. This value is generated by default.
Requested on behalf of	User for whom evidence is being requested. This value is generated by default.
Assignment group	Group assigned to provide evidence. The users of this group must have the sn_grc.business_user roles.
Assigned to	User responsible for providing the evidence. This value is generated by default.
State	State of the request.
Substate	None. This value is generated by default.
Request reason	Reason for requesting evidence.
Approvers	Users to approve evidence before it is returned to the requester for review. Usually, an approver is the manager of the person providing the evidence.
Watch list	Users interested in viewing the evidence collected.
Name	Name of the evidence request. This description is generated by default and is fetched from the record that was created to request evidence.
Description	Detailed description of the evidence request. This value is generated by default and is fetched from the record that was created to request evidence.
Request Details	
Evidence request	Unique ID of the evidence request associated with the task. This value is generated by default and is fetched from the record that was created to request evidence.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Evidence for	Record for which the evidence is requested.
Evidence for description	Description of the record for which the evidence is being requested. This value is generated by default and is fetched from the record that was created to request evidence.
Evidence URL	URL of the evidence if the user prefers to share the evidence as a link instead of an attachment. For example, this can be a link to a shared folder.

5. To request approval for the attached evidence, click **Request Approval**.
6. If no approvers are required, click **Request Review**.

Approve evidence before evidence review

Approve the evidence being provided before the requester views the evidence. When evidence is provided in response to an evidence request, the evidence may need an approval before the evidence is sent back to the requester. This ability ensures security and confidentiality of the evidence.

Before you begin

Role required: sn_grc.business_user

About this task

After receiving a request to approve evidence, an approver can do one of the following:

- Approve the request if there are no issues or concerns.
- Request revision of the evidence attached in case it is not correct or needs rectification.
- Request information if the approver wants more details about the attached evidence.

Procedure

1. Navigate to **All** > **Audit** > **Evidence Request** > **My Approvals**.
2. Open the record for which you want to approve evidence.
3. Review the attached evidence on the form and click one of the following options:

Option	Description
Approve	Approve the attached evidence. The requester gets the evidence provided.
Request Revision	Request that the attached evidence be reviewed. Enter comments when you request revision. The assignee gets a notification to review the attached evidence.
Request Information	Seek more information and details about the attached evidence. The assignee gets a notification to provide more information about the attached evidence.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Accept, reject, or cancel evidence request

Accept, reject or cancel an evidence request when you receive the evidence you requested. After requesting an evidence request, when the requester receives the evidence, the requester can accept, reject, or cancel the evidence request.

Before you begin

Role required: sn_audit.user and sn_compliance.manager

Procedure

1. Navigate to **All** > **Audit** > **Evidence Request** > **My Pending Reviews**.
2. On the Evidence form, review the attached evidence, and click one of the following options:

Option	Description
Accept Evidence	Accept the evidence that is provided.
Request Revision	Request for the evidence to be reviewed, if it is not appropriate, or modified.
Cancel	Cancel the evidence request task.
Delete	Delete the evidence request task.

Audit plan overview

An audit plan enables you to plan all your audit engagements in a systematic and logical manner.

An audit engagement is like a project which involves multiple tasks and it is difficult to manage all audit activities without planning well. Having a well-defined plan with all the audits, their projects, and costs helps audit managers to perform their tasks efficiently.

Audit plan uses and benefits

An audit team conducts multiple audits in an organization. Creating an audit plan enables the audit teams to plan their audits and engagements better. By creating an audit plan, the auditor directors or audit leads with the role sn_audit.manager can:

- Plan engagements effectively and ensure that the goals set in the annual internal audit plan are accomplished.
- Help the auditor obtain appropriate evidence for the circumstances.
- Keep audit costs at a reasonable level.
- Ensure that potential problems are promptly identified
- Get the scope of the audit program determined by an auditor to perform the audit tasks in a well-defined manner.

Audit planning workflow

- Defining the purpose of the audit
- Risk assessment
- Audit scoping
- High-level audit schedule and detailed audit timeline with milestones

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Resource planning by necessary skills and building audit team
- Cost planning

When you create an audit plan with advanced planning capabilities and add engagements to the plan, and move the engagement to either **Validate** or **Fieldwork** state, an associated engagement project is automatically generated.

Note:
A project is only created if the PPM Standard plugin is installed and the user has the it_project_manager role. If the user does not have the it_project_manager role and has only the sn_audit.manager role, even when advanced planning capabilities are enabled on the plan, the engagements do not have corresponding projects when they move into **Validate** or **Fieldwork** states.

After you add engagements to an audit plan, you also have the flexibility to change the parent plan of the engagements. It is important to note the following points:

- Engagements can be either added or removed from a plan only when the plan is in **Draft**, **Awaiting Approval**, and **Approved** states.
- The parent plan can only be changed on an engagement when the engagement is in **Scope**, **Validate** and, **Fieldwork** states.

Create an audit plan

Create an audit plan to manage different types of audits in a periodic manner and group engagements in a logical manner.

Before you begin
Role required: sn_audit.manager, it_project_manager (to create projects)

Activate the Advanced Audit plugin (com.sn_audit_advanced).

About this task
When an audit plan is created and engagements are added to the plan, the plan is sent to the approver for approval.

Procedure
1. Navigate to **All** > **Audit** > **Plans** > **Create New**.
2. On the form, fill in the fields.

Plan form

Field	Description
Number	Unique number of the plan.
Name	Name of the plan. For example, Annual Audit Plan for Payroll.
Timeframe	Duration of the plan. The choices are: ○ Annual ○ Semi-annual ○ Quarter ○ Other

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Start date	Date the plan begins.
End date	Date the plan ends. This field is automatically populated based on the choice made in the **Timeframe** field. If the **Timeframe** field has **Other**, then enter an end date manually.
Owning group	Group responsible for owning the plan.
Owner	Plan owner.
State	State of the plan. The default state is **Draft**.
Substate	Substate of the plan. The value in this field changes based on the workflow.
Type	Type of the plan. The choices are: ○ None ○ Internal Audit Plan ○ External Audit Plan ○ SOX Audit ○ Compliance Audit Plan ○ Vendor Audit Plan ○ Customer Audit Plan
Plan with	Planning capability to use for the engagements. The choices are: ○ Basic planning capabilities: ○ Advanced Planning capabilities: If you select this option, engagement projects are automatically created.
Approvers	Person who approves the plan.
Description	Brief description of the plan.
Objectives	Objectives of the plan.
Expenses and Resources	
Budgeted expenses	Budget allocated for the engagements under the plan.
Planned expenses	Rolled up planned expenses from the engagements.
Actual expenses	Rolled up actual expenses from the engagements.
Expense comments	Notes about the expense details.
Budgeted resources	Number of hours allocated for the engagements under the plan.
Planned resources	Rolled up planned resources from the engagements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Actual resources	Rolled up actual resources from the engagements.
Resource comments	Notes about the resource details.

3. Save the form.
   The Engagements related list appears.
4. In the Engagements related list, add engagements by either clicking **New** or **Edit**.
5. Click **Request Approval**.
   The state changes from **Draft** to **Awaiting approval**.

Approve a plan

Approve a plan if you're assigned as an approver after plan creation. You can also request that the plan be reviewed or request more information about the plan from the plan creator.

Before you begin

Role required: sn_audit.manager

Procedure

1. Navigate to **All** > **Audit** > **My Plan Approvals**.
2. Select and open the plan you want to approve.
3. Review the plan and click one of the following options:

Option	Description
Approve	Approve the plan that is created.
Request Revision	Request for the plan to be reviewed or modified, if it is not appropriate.
Request Information	Request more information about the plan.
Cancel	Cancel the plan.

Create an engagement with advanced planning

Use the advanced planning capabilities to create an engagement that automatically creates an engagement project. After an engagement project is created, you can add resource plans and cost plans to the engagement. The values of these plans roll up to the engagement and to the audit plan.

Before you begin

To use the advanced planning feature, you must activate the following store applications and plugins:

- GRC Advanced Audit plugin (com.sn_audit_advanced)
- GRC Profiles
- GRC Policy and Compliance Management
- GRC Risk Management
- GRC Advanced Core
- GRC Advanced Risk

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- GRC Audit Management
- Project Portfolio Management Standard

You can choose to create audit plans for the engagement.

Note:
To know more about the applications in GRC module, see Governance, Risk, and Compliance.

Role required: sn_audit.manager

Procedure

1. Navigate to **All** > **Audit** > **Engagements** > **Create New**.
2. On the form, fill in the fields.

Engagement form

Field	Description
Number	Unique identification number of the engagement.
Name	Name of the engagement.
Type	Type of engagement. The choices are as follows: ○ None ○ Internal Audit ○ External Audit ○ SOX Audit ○ IT Audit ○ Financial Audit ○ Compliance Audit ○ Certification Audit ○ Regulatory Audit ○ Operational Audit ○ Continuous Audit ○ Vendor Audit ○ Customer Audit ○ Store Audit ○ Quality Audit ○ Project Audit **Note:** For more information on the types of audits, see Audit types.
Assigned to	User assigned to the engagement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
State	State of the engagement. The choices are as follows: ○ Scope ○ Validate ○ Fieldwork ○ Awaiting Approval ○ Follow Up ○ Closed Complete ○ Closed Incomplete **Note:** For more information on each of these states, see Manage engagements.
Percent complete	Percentage of the engagement that is complete.
Auditors	Auditors assigned to the engagement.
Approvers	Approvers assigned to the engagement.
Description	General description of the engagement.
Objectives	Stated objectives of the engagement.
Schedule	
Engagement planned start	Estimated start date of the engagement.
Engagement starts	Choice to automatically determine the start date of the engagement. The choices are as follows: ○ Scope ○ Validate ○ Fieldwork
Engagement actual start	Actual date when the engagement begins.
Engagement planned end	Estimated end date of the engagement.
Engagement ends	Choice to automatically determine the end date of the engagement. The choices are as follows: ○ Follow Up ○ Closed **Note:** For more information on the Follow Up and Closed states, see Manage engagements.
Engagement actual end	Actual date the engagement ends.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Fieldwork planned start	Estimated start date of the fieldwork.
Fieldwork planned end	Planned end date that was originally set in the engagement. **Note:** This field is automatically set to one day after the planned start date for fieldwork.
Fieldwork planned duration	Number of days and hours planned for fieldwork. The duration and planned start date of fieldwork are used to calculate the planned end date. If audit tasks are defined, this field is automatically set to the longest planned duration from the audit tasks.
Fieldwork actual start	Actual start date of the fieldwork. If audit tasks are defined, this field is automatically set to the earliest actual start date from the audit tasks.
Fieldwork actual end	Actual end date of the fieldwork. If audit tasks are defined, this field is automatically set to the latest actual end date from the audit tasks.
Fieldwork actual duration	Duration of fieldwork start date and end date.
Results	
Result	Results of the engagement. The choices are as follows: ○ Satisfactory ○ Adequate ○ Inadequate
Opinion	Justification for the selected result.
Report	
Knowledge base	Knowledge base to use to select the report template.
Report template	Template that is used to generate the knowledge base article which reports the engagement results.
KB article	Recently generated knowledge base article which contains the engagement results.
Activity	
Additional comments	Comments that are viewable by customers.
Work notes	Comments that are viewable by the administrator and by the audit manager.
Plan Details	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Parent plan	Plan to associate the engagement with.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on confidential option, see Confidentiality flag for audit and compliance records.
Expenses and Resources	
Budgeted expenses	Budgeted expenses for the engagement.
Planned expenses	Estimated expenses for the engagement. If the cost plan is defined, this field automatically displays the estimated expenses.
Remaining budgeted expenses	Difference between **Budgeted expenses** and **Planned expenses**. This field is automatically set.
Actual expenses	Actual expenses incurred. If timecards are defined, this field is automatically set.
Budgeted resources	Budgeted resources for the engagement, in hours.
Planned resources	Estimated resources for the engagement, in hours. If resource plans are defined, this field is automatically set.
Actual resources	Actual resources for the engagement, in hours. If timecards are defined, this field is automatically set.
Project Details	
Project	Automatically created engagement project. This field is populated when you click **Validate and Plan**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: This field also gets populated when you click **Enable Advanced Planning** on the engagement, in the Validate or Fieldwork state. This field also gets populated if any of the following are true: ○ The field is already linked to a plan with advanced planning capabilities. ○ The user has the required roles. ○ The engagement is in the correct state.
Time card approver	Person assigned to the engagement. You can also change the approver in this field. **Note:** If more than one user is selected, then everyone on the list must approve the time cards.

3. Click **Validate and Plan**.

   Note: The **Validate and Plan** button only appears if the Advanced Audit plugin is activated.

   The project details are populated.
4. Click **Enable Advanced Planning**.

Result
An engagement project is created in the background for the engagement. The Resource Plan and Cost Plan related lists also appear.

What to do next
Create a resource plan and Create a cost plan.

Add auditors for an engagement from resource plans

Assign audit tasks to auditors in an engagement from the resource plans. Resource plans track the cost associated to auditors. Considering this cost is important while planning the engagement.

Before you begin
If you have an engagement record with a resource plan created, the resource plan must be in Allocated state. The users in the Resource Allocations section of the resource plan contain resources that can be added as auditors. The auditors you add must have sn_audit.user or external auditor role, and pps_resource role. The Resource Plans related list with its associated workflow is only available when the GRC Advanced Audit and the Project Portfolio Management plugins are activated.

Role required: sn_audit.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Audit** > **Engagements**.
2. Open the engagement record to which you want to add auditors.
3. Click the Resource Plan related list.
4. Click the **Add Auditors** button.
   The resources who have the required roles are automatically added to the auditors field, if they are not already present.

Create an auditable unit

Create auditable units with entities such as business units, departments, vendors, products, business processes, business applications, locations, authority documents, and policies to perform risk assessments on the auditable units.

Before you begin

Role required: sn_audit.user or sn_audit.manager

Activate the GRC Advanced Audit plugin (com.sn_audit_advanced).

About this task

You can create an auditable unit and decide the type of risk assessment you want to perform on the auditable unit. After the risk assessment is done, based on the risk ratings, the audit managers can decide if they want to audit the entities. You can scope an auditable unit as an entity on an engagement.

Procedure

1. Navigate to **All** > **Audit Universe** > **All Auditable Units**.
2. Click **New**.
3. On the form, fill in the fields.

Auditable Unit form

Field	Description
Number	Unique number of the auditable unit.
Name	Name of the auditable unit. For example, Accounts Payable - Finance.
Owning group	Group that owns the auditable unit.
Owner	Owner of the auditable unit.
State	State of auditable unit. The default state is **Draft**.
Priority	Priority of the auditable unit.
Description	Brief description of the auditable units.
Risk Assessment	
Method	Type of risk assessment to obtain the risk rating of the auditable unit. The choices are:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Basic Risk Assessment. This option allows you to manually enter a value for the risk rating. ○ Detailed Risk Assessment. This option appears when the Advanced Audit plugin is activated. When you select this option, the Risk Assessments related list appears.
Risk rating	Risk rating of the auditable unit obtained from a basic risk assessment. This field appears if the **Method** field has **Basic Risk Assessment**.
Inherent risk rating	Inherent risk score. The value in this field is derived from advanced risk assessment. This field appears if the **Method** field has **Detailed Risk Assessment**.
Control effectiveness	Control effectiveness score. The value in this field is derived from advanced risk assessment. This field appears if the **Method** field has **Detailed Risk Assessment**.
Residual risk rating	Residual risk score. The value in this field is derived from advanced risk assessment. This field appears if the **Method** field has **Detailed Risk Assessment**.

4. If you have selected **Basic Risk Assessment** in the **Method** field, click **Submit**.
5. If you have selected **Detailed Risk Assessment** in the **Method** field, click **Assess Risk**.
   a. In the **Assessor** field, select an assessor for the risk assessment.
   b. In the **Approver** field, select an approver for the assessment.
   c. Click **Submit**.
   A risk assessment instance link is created at the top left and the assessor gets a notification to perform the risk assessment. After the detailed risk assessment is performed, the Risk Assessments related list shows the assessment.
6. Click the following available related lists, and add entities to them as required.
   - Business Units
   - Departments
   - Vendors
   - Products
   - Business Processes
   - Business Applications
   - Locations
   - Authority Documents
   - Policies

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Audit types

There are many types of audits and each of the audit types has a specific use in an audit engagement.

Audit Type	Description
Internal Audit	An internal audit checks a company's internal controls, corporate governance, and accounting processes.
External Audit	An external audit is an independent examination of the financial statements prepared by the organisation.
SOX Audit	A Sarbanes Oxley (SOX) compliance audit is a measure of how well your company manages its internal controls. While SOX doesn't specifically mention information security, for practical purposes, an internal control is understood to be any type of protocol dealing with the infrastructure that handles your financial data.
IT Audit	An IT audit is the examination and evaluation of an organization's information technology infrastructure, policies and operations.
Financial Audit	A financial audit is an independent, objective evaluation of an organization's financial reports and financial reporting processes. The primary purpose for financial audits is to give regulators, investors, directors, and managers reasonable assurance that financial statements are accurate and complete.
Compliance Audit	A compliance audit is an independent evaluation to ensure that an organization is following external laws, rules, and regulations or internal guidelines, such as corporate bylaws, controls, and policies and procedures.
Certification Audit	A certification audit is an audit your registrar conducts to verify conformance against the ISO 9001 standard before they issue your official ISO 9001 certificate.
Regulatory Audit	The aim of a regulatory audit is to verify that a project is compliant with regulations and standards.
Operational Audit	An operational audit is an examination of the manner in which an organization conducts business, with the objective of pointing out improvements that will increase its efficiency and effectiveness.
Continuous Audit	A continuous audit is an internal process that examines accounting practices, risk controls, compliance, information technology systems, and business procedures on an

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Audit Type	Description
	ongoing basis. Continuous audits are usually technology-driven and designed to automate error checking and data verification in real-time.
Vendor Audit	A vendor audit is performed for a company that aims to attain an objective assessment of its contractors' or vendors' compliance to the terms, conditions and intent of the contracts or agreements between two entities.
Customer Audit	A customer audit is a detailed review of how your company is perceived by its customers, a review of each customer's needs, and an evaluation of the role your company is playing in each of your customer's businesses.
Store Audit	A store audit assesses the health of your retail location using hard data. Retailers, staff, or a third party combs through your store or pop-up shop to collect information on what's working and what's selling or what isn't.
Quality Audit	A Quality audit is the process of systematic examination of a quality system carried out by an internal or external quality auditor or an audit team.
Project Audit	A project audit is a formal review of a project, often intended to assess the extent to which project management standards are being upheld. Audits are generally carried out by a specially designated audit department, the Project Management Office, an approved management committee or an external auditor.

Manage milestones

Milestones can be used to track the progress of an engagement.

After you create milestones for an engagement, you can also add audit tasks to the milestone and track those tasks as milestones. You can assign the milestone to a user who is responsible for the milestone. When a person is assigned to a milestone, they receive a notification informing them of the assignment. The user who is assigned the milestone must have the sn_audit.user role. When an engagement moves to the **Follow Up** state, if there are no open audit tasks, open milestones, and open observations, then the engagement moves to the **Closed** state.

After you create a milestone from an engagement, you can manage your milestones by navigating to **Audit** > **Milestones** > **My Milestones**.

Create an engagement milestone

Create milestones for an engagement to track the progress of an engagement. You can also add audit tasks to a milestone.

Before you begin

Activate the Advanced Audit plugin.

Role required: sn_audit.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Audit** > **Engagements**.
2. Open the engagement for which you want to create a milestone.
3. Click the Milestones related list.
4. Click **New**.
5. On the form, fill in the fields.

Milestone form

Field	Description
Number	Unique number of the milestone. This number is automatically generated.
Type	Audit milestone type. The choices are: ○ Scoping ○ Planning ○ Fieldwork ○ Follow up ○ Reporting ○ Closure
Name	Name of the milestone.
Assignment group	Group responsible for the milestone. The group members must have the sn_audit.user role.
Assigned to	Person responsible for working on the milestone.
State	State of the milestone. The default state is **Open**.
Percent complete	Percentage of milestone completion. When a value is entered in this field, the state changes to **Work in progress**.
Parent	Parent engagement of the milestone.
Key milestone	Option to mark the milestone as important.
Auto complete and close	Option to mark the milestone as close complete when all the associated audit tasks are completed and closed. If this option enabled, then the percent complete is automatically updated as per the number of tasks marked as closed complete.
Description	Brief description of the milestone.
Schedule	
Due date	Expected completion date of the milestone.
Completion date	Actual completion date of the milestone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Closed date	Actual close date of the milestone.
Activity	
Worknotes	Worknotes for the milestone.
Additional comments (Customer visible)	Comments related to the milestone, if any.

6. Save the form.
   The Audit Tasks related list appears.
7. On the Edit Members form, move the required audit tasks from the available audit tasks in the Collection column to the Audit Tasks List column, and then click **Save**.
   The milestone is created.

Create a milestone from an audit task

Create and track an audit task as a milestone.

Before you begin

Role required: sn_audit.manager

Procedure

1. Navigate to **All** > **Audit** > **Milestones** > **All Milestones**
2. Open the Milestone that contains the audit task that you want to track.
3. From the Audit Tasks related list, open the audit task you want to track.
4. Click **Track as a Milestone**.
   The milestone is created and the task is added to the milestone.

Audit observations

Audit observations are the results of an audit. As an important part of the audit report, audit observations represent the results of reviews, analysis, interviews, and discussions.

Audit observations are used to bring significant issues to the attention of audit managers. Observations are logged in the system. For example, if a bank's operations are being audited, then the audit observations are based on evidence about how the bank's operations perform against the audit criteria. During control testing, interviews, and walkthroughs, audit observations are recorded. An audit user can create an observation from an engagement if the engagement is not in the Follow Up or Closed states. An observation can also be created from all types of audit tasks.

After the auditor completes the audit, the auditor then presents the audit observations to the audit managers. By using the audit observations, the auditor can present a summary of problems, discoveries, and recommendations. The audit team reviews the observations to determine if the observation is a reportable issue. The audit team can also determine if the observation can be tracked as a recommendation, an observation, or a best practice.

In its life cycle, an audit observation moves through the following states:

1. Draft
2. Review
3. Respond

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Finalize
5. Closed

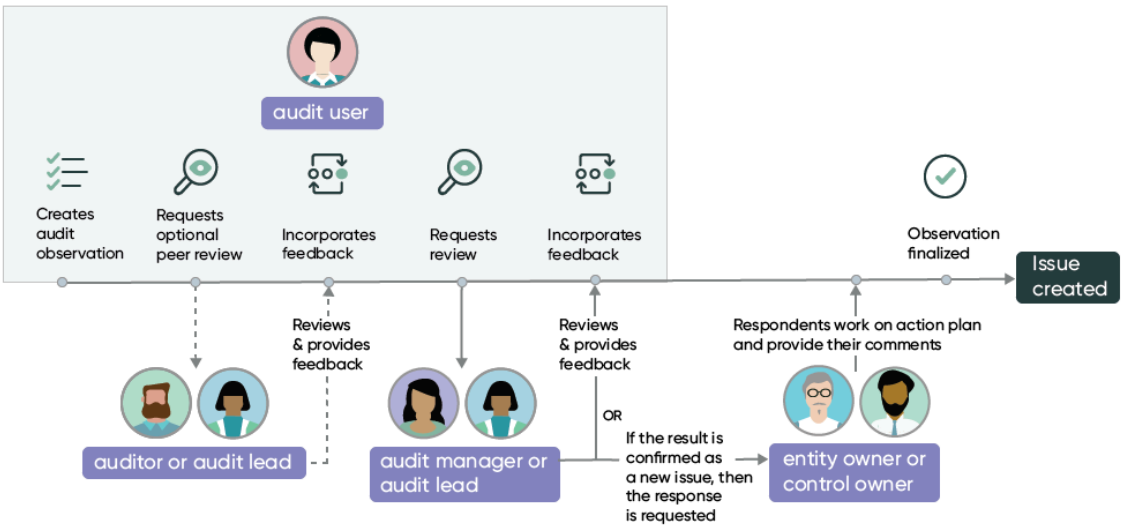
The workflow of an observation is as follows:

1. An audit user with the role sn_audit.user creates an observation.
2. The observation creator assigns respondents and peer reviewers to the observation. The respondents are the entity owners and control owners. The peer reviewers are the auditors and audit leads of the engagement.
3. The observation creator can request a peer review of the observation. In that case, the following then happens.
   a. The peer reviewer gets a notification to perform the peer review. The peer reviewer can view the task under **Audit** > **Observations** > **My Pending Peer Reviews**.
   b. The peer reviewer completes the review.

> **Note:**
> When a peer review is requested, the state remains as Draft but the substate changes to the Peer review requested substate.

4. The observation creator can also request a review. The reviewer can be an audit manager or the audit lead.
   a. The reviewer gets a notification to perform the review. The reviewer can view the task under **Audit** > **Observations** > **My Pending Reviews**.
   b. The reviewer can either request a revision of the observation or request a response from the respondent. The reviewer can also provide feedback in the Results section by selecting the appropriate option.
5. If the reviewer requested a response from the respondent, then the respondent responds to the observation by navigating to **Audit** > **Observations** > **My Pending Response**.
6. The observation moves to the Finalize state.
7. The observation is closed and an issue is created.

Audit observations workflow



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roll up expenses and resources in an engagement

Any audit project has associated costs, budgets, and resources. Roll ups of these costs, budgets, and resources enable the audit manager to view the entire costs and resources in a consolidated manner.

Starting with the new release, a new plugin called Advanced Audit has been introduced in the Audit Management application. When you activate the Advanced Audit plugin and install the Project Portfolio Management application, you can utilize the project management capabilities to automatically create engagement projects.

When an audit plan is created, the audit manager must be able to view the complete expenses and the resources involved in the engagement. Activating the Advanced Audit plugin enables the rollup of the expenses and resources cost of all engagements for a consolidated view. You can also use the advanced planning capabilities to automatically roll up the expenses and resources of each individual engagement to the parent plan of the engagements.

Project budget rollup

After an engagement project is automatically created, if the user has the it_portfolio_manager role, the user can create a project budget. When a budget is created, the budget cost gets copied over to the **Budgeted expenses** field of the engagement from the engagement project. When you use the advanced planning capabilities to automatically create a plan, the values in the expenses and the resources field are rolled up from the associated engagements and the engagement projects. To allocate a project budget, see Allocate budget to a project. If you allocate a project budget, then the data from the budget cost field gets copied over to the engagement. For example, if you have an engagement where the budget expense is $100. Then, if you create a project budget for the engagement project of this engagement, and enter the budget cost as $200, then the budget expense of $100 in the engagement is overwritten and replaced by $200.

Actual expenses and resources rollup

If actual effort is updated on an engagement project, then that value gets copied over to actual resources on the engagement. The **Actual resources** and **Actual expenses** both are copied over from the **Actual effort**and **Actual cost** fields.

Resource plan rollup

With Project Portfolio Management, you can add resource plans and cost plans to an engagement. To learn how to create an engagement with advanced planning, see Create an engagement with advanced planning

After you create a resource plan and it is in the **Allocated** state, all the confirmed and allocated hours from the resource plan are summed up in the planned resources on the engagement project. When a resource plan is created, you cannot manually enter the hours in the **Planned resources** field on the engagement form as the values get automatically rolled up. To manually enter hours in the **Planned resources** field, you must delete the resource plan that you have created.

Cost plan rollup

If you create an independent cost plan that is not created as a result of a resource plan, then you cannot manually enter values in the **Planned expenses** field on the engagement form. You can still edit the **Planned resources** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Integrating Audit Management with Time Card management

Audit users and audit managers can now use the Time Card Management feature to log and capture hours for engagements and other tasks on an engagement.

The Time Card management feature enables users to submit and track their time for the assigned tasks. With the Time Card Management feature:

- The time card users can record the time worked on a task using time cards and time sheets. They can then submit their time cards and time sheets for approval.
- Time cards and time sheets are routed for approval based on the **Non-project time approver** field in the user time sheet policy. Managers with the time card approver role can also log time and submit the time sheet of their resources.

When you integrate Audit Management with Time Card management, you can report a time card for:

- an engagement
- audit tasks
- issues
- milestones

To use the Time Card management feature integration with GRC Advanced Audit, you must activate the following plugins:

- Project Portfolio Management
- GRC: Advanced Audit

Note:
You must enable advanced planning for the engagement.

When an audit user logs time using time cards, the time cards are sent for approval based on the approvers defined in the time sheets policy. To learn more about time sheets policy, see Time sheet policy

Note:
If there's no approver identified or **None** is selected in the **Non-project time approver** field on the time sheet policy assigned to the user, then the users in the **Time card approver** field are able to approve the time cards associated to that engagement. If **User Manager** or **Auto** is selected in the **Non-project time approver** field, then the approvers are not overridden and remain as is. For details on the roles required to approve time cards, see Roles required for Advanced planning capability and Project Portfolio Management integration

To create a time card, see Create a time card.

A user can submit the time cards through the time sheet portal directly without coming to the engagement. To submit a time card, see Submit a time card. To submit a time card from the time sheet portal, see Submit time card from the time sheet portal

Time cards and rollup of expenses and resources

In the version 12.0.1, release of Audit Management, when an engagement has a project associated with it, after a time card is approved and expense lines are processed, both the **Actual resources** and the **Actual expenses** values roll up on the engagement. Although you can create a time card and log hours before you create a project for an engagement, it

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

is recommended to create a time card after a project is created. This task ensures accurate reporting of the expenses and resources. The Time Cards related list appears on an engagement only after a project is created.

Related topics

Roles required for Advanced planning capability and Project Portfolio Management integration

Audit Workspace

Audit workspace is a single-pane view for audit supervisor and auditor to view the overall audit timeline and status, track budget and resources for engagements, trace high priority observations and issues, and monitor ongoing control testing and audit task progress.

Highlights of the new Audit Workspace

The workspace provides a new user experience.

- Default home page for the audit supervisor and auditor displays actionable insights and quick links.
- Organized navigation menu that lists the modules based on each user's needs.
- Re-imagined page layout with improved experience for practitioners, business users, and executives.
- Record pages that provide holistic view and actionable insights specific to what is being viewed.
- 360° view to consider scores and ratings, and visualize data relationship across the enterprise for a record.

Audit supervisor view

An audit supervisor can use the workspace to:

- define plans and engagements
- assign budget and resource to engagements
- track the progress of engagements

Auditor view

An auditor using the workspace can:

- test effectiveness of controls
- request evidence
- create observations
- complete all audit activities

Audit Workspace for the Audit supervisor

An audit supervisor organizes and manages internal audits according to plans.

Overview of audit supervisor workspace

Audit workspace provides a personalized experience for audit supervisors to manage their work better. There are four main sections that help in accomplishing their audit tasks better.

Overview

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Provides the audit timeline and overview.

Tracking

Provides a summary of audit tasks, issues, observations.

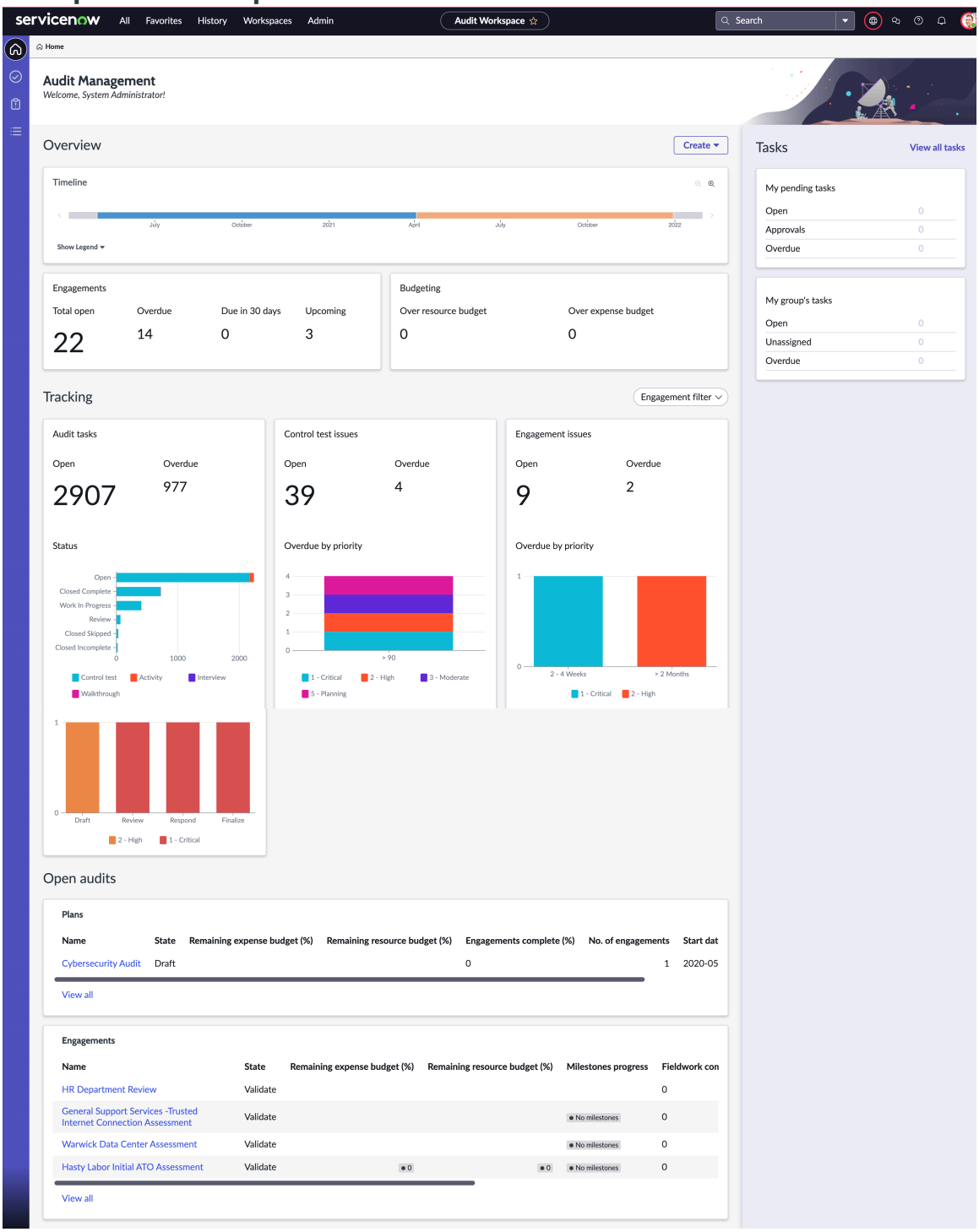
Open audits

Provides details of open plan and engagement details.

Tasks

Provides a summary of the logged in user's tasks and the group's tasks.

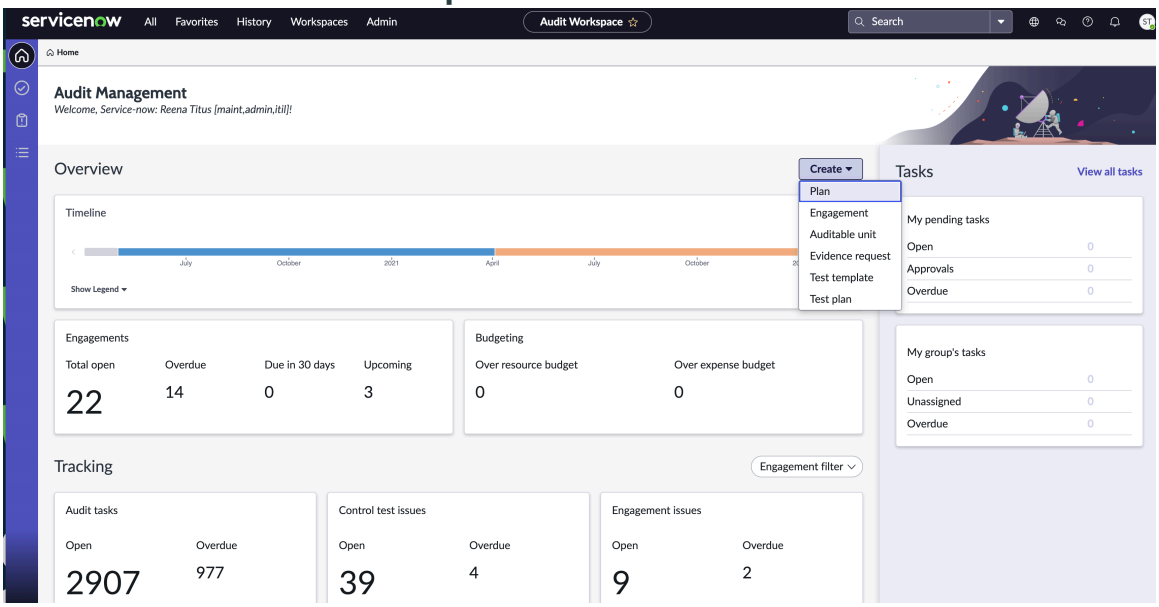
Workspace for audit supervisor



The audit supervisor workspace also provides quick links to create new records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Links to create records for audit supervisor



The responsibilities of audit supervisors include overseeing the process of audits, making recommendations on policies, and ensuring that the organization fulfills international and governmental obligations of compliance.

Tasks of an audit supervisor

The following table lists the key tasks that you perform in your role as an Audit supervisor.

Tasks of an Audit supervisor

Activity	Task
Plan and schedule audit programs and send plans for approval.	Create a plan
Approve an plan.	Approve a plan
Create audit engagements and monitor the progress.	Create an audit engagement
Perform risk assessments and scope auditable units and entities based on the risk rating.	Create auditable units and scope entities at risk
Create test plans to document control testing procedure. Coordinate walkthroughs and interviews for assessing internal control processes.	• Create a test template • Create a test plan
Review audit observations, issues and follow up on them.	• Create issues for the engagement • Create observations for the engagement
Review and approve audit engagements.	Approve or reject an engagement
Developing recommendations and reports based on audits and presenting these ideas to senior management.	Generating report for an engagement

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a test template in Audit Workspace

Create a test template and use it to create test plans applying much of the same testing criteria.

Before you begin

Role required: sn_audit.manager, sn_audit_ws.supervisor, sn_audit.user, sn_audit_ws.auditor

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Click **Create** and select **Test template** from the **Home** page.
   You can also create a test template by navigating to the Audit workspace List page.
   a. Click the lists icon ().
   b. Click **Test templates** in the Execution list.
   c. Click **New**.
3. On the form, fill in the fields.

Create New Test template form

Field	Description
Number	Unique identification number.
Name	Name of the test template.
Control objective	Objective that acts as a guidance for the control test.
Duration	Duration of the test in days, hours, minutes, and seconds.
Design test	
Design expectations	Basic requirement that should be met for a control to be effective.
Design assessment procedures	Procedure or steps to be followed to conclude whether the design of the control is effective to achieve the control objective or not. This is based on the design expectation.
Operational test	
Operational expectations	Expectations that should be met to ensure that the control is operating effectively to achieve the control objective.
Operational assessment procedures	Detailed steps, to carry out the operational expectations, which need to be performed to conclude that the control is operating successfully.

4. Click **Save**.
5. To visually explore the relationships between the different types of critical audit data that affect your business, click **360° view** button.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. To update all associated test plan with the content of the test template that you created, click **Update all** button.
7. To create test plans for all controls related to the control objective, as in the test template, if the test plan does not exist already, then click **Create test plans for all controls** button.

Create a test plan in Audit Workspace

Create a test plan to document the control testing procedure. You can create a test plan from scratch or based on a test template to describe how a feature is to be tested.

Before you begin

Role required: sn_audit.manager, sn_audit_ws.supervisor, sn_audit_ws.auditor, sn_audit.user

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Click **Create** and select **Test plan** from the **Home** page.
   You can also create a test plan by navigating to the Audit workspace List page.
   a. Click the lists icon ( ).
   b. Click **Test plans** in the Execution list.
   c. Click **New**.

   You can also create a test plan from an engagement that is in **Validate** or **Fieldwork** state by selecting the test plan and clicking the **Generate Control Tests** button in the Test plans related list.
3. To change the content of the test plan to the content in the test template, click **Revert to template** button.
4. On the form, fill in the fields.

Create New Test plan form

Field	Description
Number	Unique identification number.
Name	Name of the test plan.
Control	The control that this test plan covers.
Entity	Entity is auto-populated based on the value selected in the **Control** field.
Test template	Related test template. If you select a test template, all the fields in the **Design test** and **Operational test** sections are populated with the test template values.
Duration	Expected duration of the test.
Design test	
Design expectations	Basic requirement that should be met for a control to be effective.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Design assessment procedures	Procedure or steps to be followed to conclude whether the design of the control is effective to achieve the control objective or not. This is based on the design expectation.
Operational test	
Operational expectations	Expectations that should be met to ensure that the control is operating effectively to achieve the control objective.
Operational assessment procedures	Detailed steps, to carry out the operational expectations, which need to be performed to conclude that the control is operating successfully.

5. Click **Save**.
6. To visually explore the relationships between the different types of critical audit data that affect your business, click **360° view** button.

Create a plan in the Audit Workspace

Create a plan to manage different types of audits in a periodic manner and group engagements in a logical manner.

Before you begin

Activate the Advanced Audit plugin (com.sn_audit_advanced).

Role required: sn_audit_ws.supervisor or sn_audit.manager

About this task

When an audit plan is created and engagements are added to the plan, the plan is sent to the approver for approval.

Procedure

1. Navigate to **All** > **Audit** > **Audit workspace** > **Planning** > **All Plans**.
2. **Optional:** Alternatively, navigate to **Audit** > **Audit workspace** > **Planning** > **My Plans**.
3. Select **New**.
4. On the form, fill in the fields.

Plan form

Field	Description
Number	Unique number of the plan.
Name	Name of the plan. For example, Annual Audit Plan for Payroll.
Type	Type of the plan. The choices are: ○ None ○ Internal Audit Plan ○ External Audit Plan

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ SOX Audit ○ Compliance Audit Plan ○ Vendor Audit Plan ○ Customer Audit Plan
State	State of the plan. The default state is **Draft**.
Substate	Substate of the plan. The value in this field changes based on the workflow.
Description	Brief description of the plan.
Objectives	Objectives of the plan.
Schedule	
Timeframe	Duration of the plan. The choices are as follows: ○ Annual ○ Semi-annual ○ Quarter ○ Other
Start date	Date the plan begins.
End date	Date the plan ends. This field is automatically set based on the choice made in the **Timeframe** field. If the **Timeframe** field has **Other**, then enter an end date manually.
Assignment	
Owning group	Group responsible for owning the plan.
Owner	Plan owner.
Approvers	People who must approve the plan.
Expenses	
Budgeted expenses	Budget allocated for the engagements under the plan.
Planned expenses	Rolled up planned expenses from the engagements.
Actual expenses	Rolled up actual expenses from the engagements.
Expense notes	Notes about the expense details.
Resources	
Budgeted resources	Number of hours allocated for the engagements under the plan.
Planned resources	Rolled up planned resources from the engagements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Actual resources	Rolled up actual resources from the engagements.
Resource notes	Notes about the resource details.
Activity	
Work notes	Notes for this plan. These notes are for internal use and aren't visible to the customers.
Additional comments (Customer visible)	Additional comments about the plan that are visible to the customer.

5. Save the form.
   You can monitor the state of the plan in the stepper of the Overview page as it progresses through the plan process flow.
6. In the Engagements related list, do one of the following.
   - To add engagements, select **New**.
   - To add existing engagements, select **Add**.
7. Select **Request approval**.
   The state changes from **Draft** to **Awaiting approval**.

Result
The plan is sent for approval to the approver. After the plan is approved, the form displays the **Approved by** and **Approved on** fields with the values automatically set.

Create an audit engagement in Audit Workspace

Create an engagement in the workspace and assign it to an audit supervisor. Use the workspace to schedule the engagement, plan the details, and budget the expenses.

Before you begin
Role required: sn_audit.manager, sn_audit_ws.supervisor

About this task
As an audit supervisor you can create an engagement to manage the audit information and collect entities, controls, and control tests that are relevant to the audit. You can supervise the audit engagement, monitor its execution, and verify its completion on time as directed.

Procedure
1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the **Create** list and select **Engagement** from the **Home** page.
   You can also create an engagement by navigating to the Audit workspace List page.
   a. Select the lists icon ( ).
   b. Select **All engagements** or **My engagements** in the Execution list.
   c. Select **New**.
3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Engagement form

Field	Description
Number	Unique identification number of the engagement.
Name	Name of the engagement.
Type	Audit type based on its specific use in the engagement.
State	State of the engagement. The default state is Scope.
Fieldwork complete (%)	Percentage of the engagement that is complete.
Description	General description of the engagement.
Objectives	Stated objectives of the engagement.
Assignment	
Engagement lead	Audit supervisor who oversees and completes the engagement according to directions.
Auditors	Auditors assigned to the engagement.
Approvers	Approvers assigned to the engagement.
Engagement schedule	
Fieldwork planned start	Estimated start date of the engagement.
Fieldwork planned end	Estimated end date of the engagement.
Fieldwork planned duration	Number of days and hours planned for fieldwork. The duration and planned start date of fieldwork are used to calculate the planned end date. If audit tasks are defined, this field is automatically set to the longest planned duration from the audit tasks.
Fieldwork actual start	Actual start date of the fieldwork. If audit tasks are defined, this field is automatically set to the earliest actual start date from the audit tasks.
Fieldwork actual end	Actual end date of the fieldwork. If audit tasks are defined, this field is automatically set to the latest actual end date from the audit tasks.
Fieldwork actual duration	Duration of fieldwork start date and end date.
Plan details	
Parent plan	Plan that is to be associated with the engagement.
Start date	Start date of the plan.
End date	End date of the plan.
Expenses and resources	
Budgeted expenses	Calculated expenses for the engagement.
Planned expenses	Estimated expenses for the engagement.
Actual expenses	Actual expenses incurred.
Budgeted resources	Budgeted resources for the engagement, in days,hours, minutes, and seconds.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Planned resources	Estimated resources for the engagement, in days,hours, minutes, and seconds. If resource plans are defined, this field is automatically set.
Actual resources	Actual resources for the engagement, in days,hours, minutes, and seconds.
Results	
Result	Results of the engagement. The choices are as follows: ○ Satisfactory ○ Adequate ○ Inadequate
Opinion	Justification for the selected result.
Report	
Template type	Type of template used to generate the audit report for the engagement record. ○ Classic report template: Generates the report using the classic report templates such as HTML, script, or XML, provided the engagement record is in Follow up or Closed states. For more information, see Create an audit report template in classic formats and Generate a report for an engagement in a classic report template. ○ Word report template: Generates the report using the Microsoft Word template, provided the engagement record is in Validate, Fieldwork, or Follow up states. For more information, see Generate an audit report for an engagement using Microsoft Word template. The **Generate report** button is available in the engagement record only in the states mentioned for each **Template type**. You can generate only one report at a time.
Report template	Template used to generate the knowledge base article that reports the engagement results. This field is a reference field after a Word report is generated.
Report knowledge base	Knowledge base to be used.
Report	Reference field that displays the attachment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: This attachment field contains the URL if the Word template is Cloud enabled or a sys attachment if the Word template isn't Cloud enabled. In addition, the report is also attached to the engagement record as an attachment. You can select the attachment () icon to view or download the Word document. If it's a cloud-based report, then the report is also present in the cloud file.
Activity	
Additional comments	Comments that customers can also view.
Work notes (Private)	Comments that only the administrator and audit supervisor can view.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on the confidential option, see Confidentiality flag for audit and compliance records.

Note:

- If you had selected the **Classic report template** option in the **Template type** field while creating the engagement record, then the reports are created using HTML, script, or XML templates. For more information, see Create an audit report template in classic formats.
- If you had selected the **Word report template** option in the **Template type** field while creating the engagement, then the report is created using the Word template. For more information, see Generate an audit report for an engagement using Microsoft Word template.

4. Select **Save**.
   You can define the entities that are involved in the audit engagement.
5. From the **Overview** page, select the **Other issues** tab.
   You can add the existing one or more related issues to the engagement that you created. By mapping the existing issues to the engagement, you can reduce the count of open issues.

   a. Select the **Add** button.

   b. Select a related issue or issues from the Issues pop-up.

   c. Select **Add**.
   The selected issues are added to the engagement as related issues and an m2m relationship is created between the engagement and the issues in the Issue to Engagement [sn_grc_m2m_issue_engagement] table. You can also create an issue for the engagement by selecting the **New** button, which takes you to the Create New Issue form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

d. To remove an issue that is mapped to the engagement, select the issue and click **Remove**. The remove action only removes the mapping or the association between the engagement and the issue in the m2m table and doesn't delete the issue record.

> **Note:**
> The UI action buttons such as New, Add, Remove aren't available if the engagement is in the Retired state.

Manage an engagement from the overview page

After you create and save an engagement with the basic information such as the description, dates, scope, and the objectives, you can see the overview page.

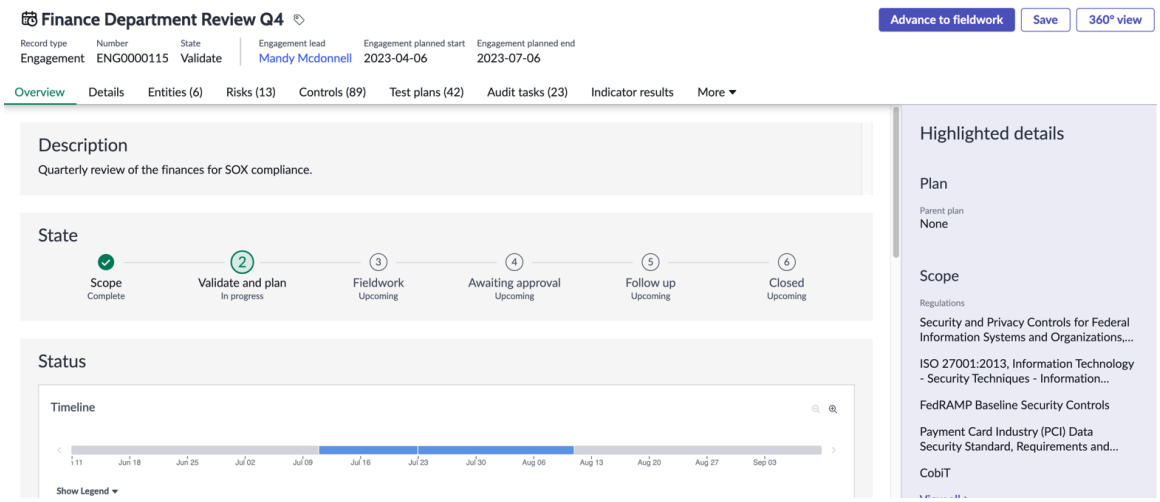
Overview page of an audit engagement

Use the overview page to get the necessary details and monitor the state flow of the audit engagement in the stepper. You can

- define and scope an audit engagement
- assign team members to it
- perform and review fieldwork
- manage issues
- complete the audit engagement using the different related items

Select the  icon to view the scope of the engagement.

Overview of an audit engagement



Create an auditable unit and scope entities at risk

Create auditable units to identify business entities that can possibly be at risk and scope them into audits.

Before you begin

Role required: sn_audit.manager, sn_audit_ws.supervisor, sn_audit.user, sn_audit_ws.auditor

About this task

Auditable units are a combination of different entities such as business units, products or services, legal entities, regulatory required audits, processes, programs, systems, policies, regulation, financial statements, and others.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

After you determine the nature and scope of the auditable units, your goal is to perform risk assessments, and scope auditable units and entities based on the risk rating.

See also Perform advanced risk assessment in the Risk workspace.

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Click **Create** and select **Auditable unit** from the **Home** page.
   You can also create an auditable unit by navigating to the Audit workspace List page.
   a. Click the lists icon ( ).
   b. Click **All auditable units** or **My auditable units** in the Scoping list.
   c. Click **New**.
3. On the form, fill in the fields.

Create New Auditable Unit form

Field	Description
Number	Unique number of the auditable unit.
Name	Name of the auditable unit. For example, Accounts Payable – Finance.
State	State of auditable unit. The default state is **Draft**.
Priority	Priority of the auditable unit.
Description	Brief description of the auditable unit.
Assignment	
Owning group	Group that owns the auditable unit.
Owner	Owner of the auditable unit.
Risk assessment	
Method	Type of risk assessment to obtain the risk rating of the auditable unit. The choices are: ○ Basic Risk Assessment: Allows you to manually enter a value for the risk rating. ○ Detailed Risk Assessment: Appears when the Advanced Audit plugin is activated. When you select this option, the Risk Assessments related list appears.
Risk rating	Risk rating of the auditable unit obtained from a basic risk assessment.
Inherent risk rating	Inherent risk score. The value in this field is derived from advanced risk assessment. This field appears if the risk assessment method is **Detailed Risk Assessment**.
Control effectiveness	Control effectiveness score. The value in this field is derived from advanced risk

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	assessment. This field appears if the **Method** field has **Detailed Risk Assessment**.
Residual risk rating	Residual risk score. The value in this field is derived from advanced risk assessment. This field appears if the **Method** field has **Detailed Risk Assessment**.

4. Click **Save**.
5. To add entities such as business units, department, vendors, products, business processes, and others to the auditable unit, click the respective related list in the Details page.
6. Select the records from the respective pop-up.
7. Click **Add**.
8. Click **Activate**.
   The state of the auditable unit becomes Active.
9. To retire the auditable unit, click the **Retire** button in the more actions icon (•••)
10. If you have GRC: Advanced Risk application installed and if you have selected Risk Assessment Method as **Detailed Risk Assessment**, then you can assess risk by clicking the **Assess risk** button.
    For more information, see risk assessment method in Create an auditable unit.

Create a milestone for an engagement

Create a milestone for an engagement to track the progress of an engagement. You can also add audit tasks to a milestone.

Before you begin
Role required: sn_audit.manager, sn_audit_ws.supervisor

About this task
A milestone is used to track the progress of an engagement.

After you create milestones for an engagement, you can also add audit tasks to the milestone. You can track those tasks as milestones.

You can assign a milestone to a user who is responsible for the milestone. The assigned user must have the sn_audit.user role. The assigned user then receives a notification about the assignment.

If an engagement moves to the Follow Up state, and if there are no open audit tasks, open milestones, or open observations, then the engagement moves to the **Closed** state.

Procedure
1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the lists icon ( ).
3. Select **All engagements** or **My engagements** in the Execution list.
4. Select the link to the engagement record in the **Name** column.
5. Select the **Milestones** tab.
6. Select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. On the form, fill in the fields.

Create New Milestone form

Field	Description
Number	Unique number of the milestone. This number is automatically generated.
Name	Name of the milestone.
Parent	Parent engagement of the milestone.
Type	Audit milestone type. The choices are: ○ Scoping ○ Planning ○ Fieldwork ○ Follow up ○ Reporting ○ Closure
State	State of the milestone. The default state is **Open**.
Percent complete	Percentage of milestone completed. When a value is entered in this field, the state changes to **Work in progress**.
Key milestone	Option to mark the milestone as important.
Auto complete and close	Option to mark the milestone as close complete when all the associated audit tasks are completed and closed. If this option is enabled, then the percent complete is automatically updated according to the number of tasks marked as closed complete.
Description	Brief description of the milestone.
Assignment	
Assignment group	Group responsible for the milestone. The group members must have the sn_audit.user role assigned.
Assigned to	Person responsible for working on the milestone.
Schedule	
Due date	Expected completion date of the milestone.
Completion date	Actual completion date of the milestone.
Closed date	Actual close date of the milestone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Activity	
Additional comments	Comments that customers can also view.
Work notes (Private)	Comments that only the administrator and audit supervisor can view.

8. Select **Save**.
   You can view the description of the Milestone record and monitor its status in the **State** banner of the default Overview page.

Audit task management in Audit Workspace

Audit tasks are completed throughout an engagement and provide documented evidence that the organization is complying with external regulations and internal policies.

Audit tasks can be:

- Control test
- Activity
- Interview
- Walkthrough

These audit tasks are assigned to the engagements that are in **Validate** or **Fieldwork** state.

When audit tasks are created or reassigned, a notification is sent to the assigned user. A notification is also sent when the task reaches 75% of its planned duration.

Create a control test from an engagement

Create a control test that runs periodically and provides documented evidence of whether the associated control is operating correctly or not.

Before you begin

Role required: sn_audit.manager, sn_audit_ws.supervisor

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the lists icon ( ).
3. Select **All engagements** or **My engagements** in the Execution list.
   Assign an audit task to an engagement that is in one of the following states:
   - Validate
   - Fieldwork
4. Select the link to the engagement record in the **Name** column.
   The engagement record details open in the **Overview** tab.
5. Select the Audit tasks related list.
6. Click the grouped button below the related lists and select **New control test** from the list.
7. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Control test form

Field	Description
Number	Unique identification number.
Name	Name of the control test.
Parent	Parent engagement.
Test plan	Test plan associated with this control test.
State	State of the control test. The default state is **Open**.
Control effectiveness	Control effectiveness.
Issue	Issue related to this control test.
Assignment	
Assigned to	User assigned to the control test.
Schedule	
Planned start date	Intended start date of the control test.
Planned end date	Intended end date of the control test.
Planned duration	Expected duration of the control test. As with actual duration, the planned duration shows total activity time and takes the control test schedule into consideration.
Actual start date	Actual start date of the control test.
Actual end date	Actual end date of the control test.
Actual duration	Duration of the control test from control test start to control test closure.
Design test	
Design effectiveness	○ None ○ Effective ○ Ineffective
Design expectations	Basic requirement that should be met for a control to be effective. This field checks if the control was designed properly to achieve the control objective.
Design assessment procedures	Procedure or steps to be followed to conclude whether the design of the control is effective to achieve the control objective or not. This procedure is based on the design expectation.
Design results	Results of testing the design of the control based on the design assessment procedure.
Operational test	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Operating effectiveness	○ None ○ Effective ○ Ineffective
Operational expectations	Expectations that should be met to ensure that the control is operating effectively to achieve the control objective.
Operational assessment procedures	Detailed steps, to carry out the operational expectations, which must be performed to conclude that the control is operating successfully.
Operational results	Results of testing the operation of the control based on the operation assessment procedure.
Activity	
Work notes (Private)	Comments that the audit manager and audit supervisor can only view.
Additional comments	Comments that customers can also view.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on the confidential option, see Confidentiality flag for audit and compliance records.

8. Select **Save**.
   You can view the description and monitor the state of the control test in the **State** banner of the Overview page as the record progresses through the control test process flows.

Create an activity in the Audit Workspace

Create an activity that explores and provides documented evidence of whether the associated control is operating correctly or not.

Before you begin

Role required: sn_audit.manager, sn_audit_ws.supervisor

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the lists icon ( ).
3. Select **All engagements** or **My engagements** in the Execution list.
   Assign an audit task to an engagement that is in one of the following states:
   - Validate
   - Fieldwork

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select the link to the engagement record in the **Name** column.
   The engagement record details open in the **Overview** tab.
5. Select the Audit tasks related list.
6. Click the grouped button below the related lists and select **New activity** from the list.
7. On the form, fill in the fields.

Create New Activity form

Field	Description
Number	Unique identification number.
Name	Name of the activity.
Parent	Parent audit task or parent engagement.
State	State of the activity. The default state is **Open**.
Description	Detailed description of the activity.
Assignment	
Assigned to	User assigned to the activity.
Schedule	
Planned start date	Intended start date of the activity.
Planned end date	Intended end date of the activity.
Planned duration	Expected duration of the activity. As with actual duration, the planned duration shows total activity time and takes the activity schedule into consideration.
Actual start date	Actual start date of the activity.
Actual end date	Actual end date of the activity.
Actual duration	Actual duration of the activity from its start to its closure.
Activity	
Additional comments	Comments that customers can also view.
Work notes (Private)	Comments that the audit manager and audit supervisor can only view.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on the confidential option, see Confidentiality flag for audit and compliance records.

8. Select **Save**.
   You can monitor the status of the activity in the **State** banner of the Overview page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create an interview in Audit Workspace

Create an interview with control owners to discuss and provide documented evidence of whether the associated control is operating correctly or not.

Before you begin

Role required: sn_audit.manager, sn_audit_ws.supervisor

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the lists icon ( ).
3. Select **All engagements** or **My engagements** in the Execution list.
   Assign an audit task to an engagement that is in one of the following states:
   - Validate
   - Fieldwork
4. Select the link to the engagement record in the **Name** column.
   The engagement record details open in the **Overview** tab.
5. Select the Audit tasks related list.
6. Click the grouped button below the related lists and select **New interview** from the list.
7. On the form, fill in the fields.

Create New Interview form

Field	Description
Number	Unique identification number.
Name	Name of the interview.
Parent	Parent engagement.
State	State of the interview. The default state is **Open**.
Description	Detailed description of the interview.
Assignment	
Assigned to	User assigned to the interview.
Primary contact	User to be contacted for the interview.
Other contacts	Other users to be contacted, if the primary contact is unavailable.
Notes	Additional notes about the interview contacts.
Schedule	
Planned start date	Intended start date of the interview.
Planned end date	Intended end date of the interview.
Planned duration	Expected duration of the interview. As with actual duration, the planned duration shows total activity time and takes the interview schedule into consideration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Actual start date	Actual start date of the interview.
Actual end date	Actual end date of the interview.
Actual duration	Actual duration of the interview from its start to its closure.
Activity	
Additional comments	Comments that customers can also view.
Work notes (Private)	Comments that the audit manager and audit supervisor can only view.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on the confidential option, see Confidentiality flag for audit and compliance records.

8. Select **Save**.
   You can monitor the state of the interview audit task in the **State** banner of the Overview page as the record progresses through the different process flows.

Create a walkthrough in the Audit Workspace

Create and conduct a walk through to observe and provide documented evidence of whether the associated control is operating correctly or not.

Before you begin

Role required: sn_audit.manager, sn_audit_ws.supervisor

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the lists icon ( ).
3. Select **All engagements** or **My engagements** in the Execution list.
   Assign an audit task to an engagement that is in one of the following states:
   - Validate
   - Fieldwork
4. Select the link to the engagement record in the **Name** column.
   The engagement record details open in the **Overview** tab.
5. Select the Audit tasks related list.
6. Click the grouped button below the related lists and select **New walkthrough** from the list.
7. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Walkthrough form

Field	Description
Number	Unique identification number.
Name	Name of the walkthrough.
Parent	Parent engagement.
State	State of the interview. The default state is **Open**.
Description	Detailed description of the walkthrough.
Assignment	
Assigned to	User assigned to the walkthrough.
Primary contact	User to be contacted for the walkthrough.
Other contacts	Other users to be contacted, if the primary contact is unavailable.
Schedule	
Planned start date	Intended start date of the walkthrough.
Planned end date	Intended end date of the walkthrough.
Planned duration	Expected duration of the walkthrough. As with actual duration, the planned duration shows total activity time and takes the walkthrough schedule into consideration.
Actual start date	Date on which the walkthrough began.
Actual end date	Date on which the walkthrough ended.
Actual duration	Duration of the walkthrough from its start to end.
Walkthrough	
Execution steps	Details of activities to be performed during the walkthrough.
Explanation	Intended purpose of the walkthrough.
Additional information	Additional information the user conducting the walkthrough must be aware of.
Results	Details of what transpired during the walkthrough.
Activity	
Additional comments	Comments that customers can also view.
Work notes (Private)	Comments that the audit manager and audit supervisor can only view.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	confidential groups of users can access the record. For more information on the confidential option, see Confidentiality flag for audit and compliance records.

8. Select **Save**.
   You can view the description of the walkthrough and monitor its status in the **State** banner of the Overview page.

Add entities to an engagement scope and validate the engagement

Add entities related to the selected auditable units to the engagement. In addition, you can also add entities other than the ones created for auditable units to the engagement.

Before you begin

Role required: sn_audit.manager, sn_audit_ws.supervisor

About this task

During the **Scope** state, as an audit supervisor you can define which entities are involved in the audit engagement. For example, for a financial audit, you can include all business services that the finance department relies on and the finance department itself.

When you add an entity to an engagement, the corresponding risks, controls, test plans, and indicator results of the entity are also added to the engagement.

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Click the lists icon ( ).
3. Click **All engagements** or **My engagements** in the Execution list.
   You can scope entities to an engagement that is in **Scope** state.
4. Click the link to the engagement record in the **Name** column.
   The engagement record details open in the **Overview** tab.
5. Click the Entities related list.
6. Click the **Add auditable units** button.
7. In the Auditable units pop-up, select the desired entities that are included in the audit engagement.
   These auditable units are those that have entities already created.
8. Click **Add**.
   If there are risks and controls, test plans, and indicator results associated with an entity then they appear in their respective sections.

   Risks, controls, and test plans are automatically added if the engagement is already in the **Validate** state. Other related items are added only when you click **Validate** or **Validate and plan** button.

   Note:
   If you do not have GRC: Advanced Audit application installed, only then the **Validate** button appears, otherwise the **Validate and plan** button appears.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

After adding the auditable units as entities to the audit engagement, you can validate and plan the engagement.

9. To add entities other than the ones created for auditable units, click the **Add other entities** button.

   Note:
   If you have GRC: Advanced Audit application installed, only then the **Add auditable units** and **Add other entities** fields appear. Otherwise, an **Add** button appears in the page.

10. Click the **Validate and plan** button.
    After an engagement has moved to the **Validate** state, all the risks, controls, and test plans associated with the entities in the engagement's scope are associated with the audit. Only direct controls and risk for the entities will get scoped in the audit when the engagement moves to Validate state. Indicator results that were collected during the audit period of the engagement are also associated with the audit.

    As an audit supervisor, you can review the risks, controls, test plans, and indicator results, and update the scope of the engagement, if necessary. You can also begin creating and planning audit tasks for the engagement.

Create an issue for an engagement

Create an issue to document policy, risk, or audit observations, or to accept any GRC problems. You can also identify the source of the issue to help analyze and classify the issues.

Before you begin
Role required: sn_audit.manager, sn_audit_ws.supervisor

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Click the lists icon ( ).
3. Click **All engagements** or **My engagements** in the Execution list.
4. Click the link to the engagement record in the **Name** column.
   The engagement record details open in the **Overview** tab.
5. Click the Other issues related list.
6. Click **New**.
7. On the form, fill in the fields.

Create New Issue form

Field	Description
Number	Unique identification number.
Name	Name of the issue.
Issue source	Source from where the issue was created. This field is auto-populated with one of the following options based on how the issue is created:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Indicator Failure: Issue is created by a failure of the indicator. ○ Risk Assessment: Issue is created in a risk. ○ Risk Event: Issue is created in a risk event. ○ Control Attestation Failure: Issue is created due to a non-compliant control. ○ Control Test Failure: Issue is created when a control is ineffective and the control test is marked as closed and complete. ○ Ad-hoc: Issue is manually created.
Issue type	Type of issue.
Classification	Classification of the issue as a risk, compliance, or audit, based on the issue type.
State	○ New ○ Analyze ○ Respond ○ Review ○ Closed Complete ○ Closed Incomplete
Substate	Substate and applicable details for the substate.
Priority	Sequence in which an issue needs to be resolved, based on its impact and urgency: ○ 1 — Critical ○ 2 — High ○ 3 — Moderate ○ 4 — Low ○ 5 — Planning
Issue rating	Issue manager can assign a issue rating to the issue. Based on the issue rating, the **Due date** in the **Dates** tab is calculated as follows and displayed: ○ Very high (2 days) ○ High (4 days) ○ Moderate (8 days) ○ Low (10 days) ○ Very Low (15 days) You can manually override the **Due date**.
Description	Comprehensive description of the issue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Assignment	
Assignment group	Group to which the issue is assigned. Each member receives a notification when an activity occurs on this issue.
Assigned to	Member of the group assigned to resolve the issue.
Issue manager group	Group responsible for managing and reviewing the issue.
Issue manager	User responsible for managing and reviewing the issue.
Watch list	Users added to view the issue.
Schedule	
Due date	Due date is auto-populated based on a GRC property, *`Auto populate due date based on issue rating`*. If it is set to **Yes**, the field is auto-populated based on the predefined remediation time frame for the issue's risk rating. Otherwise, you can manually enter a due date. When an issue transitions to the **Respond** state, an entry in this field is mandatory.
Confirmed date	Date on which the issue is confirmed. This field is read-only, and displays the current date when the issue is moved from **New** to any of the following states: ○ Analyze ○ Review ○ Respond **Note:** If a triage issue is converted to an actual issue, this field displays the date it was converted.
Created	Date and time the issue was created.
Closed	Date and time the issue was closed.
Planned start date	Date and time when the work on the issue is expected to begin.
Planned end date	Date and time when the work on the issue is expected to end.
Planned duration	Estimated duration of work time. Calculated using the **Planned start date** and **Planned end date**.
Actual start date	Time when work began on the issue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Actual end date	Time when work on the issue was completed.
Actual duration	Duration of work time. Calculated using the **Actual start date** and **Actual end date**.
Details	
Control/Risk	Control or risk associated with the issue.
Control Objective/Risk statement	Control objective or risk statement related to this issue.
Entity	Related entity.
Configuration item	Item associated with the issue. If all child issues have the same configuration item, it gets copied over to the parent issue.
Location	Location where the issue occurred.
Risk event	Related risk event.
Engagement	Related engagement.
Policy	Policy associated with the issue.
Authority document	Authority document associated with the issue.
Issue grouping	
Parent issue	Parent issue to which the issue belongs.
Issue group rule	Group rule assigned to the issue. Issue group rule is used to group similar issues together into a parent issue based on conditions defined in the rule. This allows you to work on similar issues simultaneously and close out the parent issue after all issues are resolved. This closes out all the child issues.
Action plan	
Recommendation	Resolution actions recommended by the risk, compliance, or audit teams.
Action plan	Plan for remediating the issue.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on confidential option, see Confidentiality flag for audit and compliance records.
Activity	
Work notes (Private)	Information about how to resolve the issue, or steps already taken to resolve it, if applicable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Work notes are visible to users who are assigned to the issue.
Additional comments	Public information about the issue.

8. Click **Save**.

Request evidence during audits using Audit Workspace

Request evidence at any stage during an audit using the Audit Workspace. The details about the items for which evidence is requested are also provided to the person responsible for providing the evidence.

Before you begin

Role required: sn_audit.user

Procedure

1. Navigate to **All** > **Audit Workspace**.
2. In the Audit Workspace select the List icon ( ).
3. Navigate to **Evidence requests** > **My request**.
4. Select **New**.
5. On the form, fill in the fields.

Evidence request form

Field	Description
Number	Unique number of the evidence request.
Name	A name for this request.
Requester	User requesting evidence. This field is automatically populated.
Requested on behalf of	User for whom evidence is being requested.
Type	Type of evidence that is created. Can be either Audit or Compliance.
Request reason	Reason for requesting evidence.
State	State of the request. The default state is **Draft**.
Substate	An additional state for the request.
Description	Detailed description of the evidence request.
Assignment	
Assignment group	Group assigned to provide evidence.
Assigned to	User responsible for providing the evidence.
Watch list	Users interested in viewing the evidence collected. If a person is added on the watch list, they can navigate to **Audit** > **Evidence**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Request > **Watched Evidence Requests** to view the requests.
Schedule	
Due date	Expected date of evidence submission.
Opened	Date the request is opened. This date is automatically updated.
Closed	Date the request is closed. This date is automatically updated.
Activity	
Work notes	Type any notes that might be required.
Activities	Activity log for the request.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on the confidential option, see Confidentiality flag for audit and compliance records.

6. Save the form.
   Monitor the state of the Evidence in the stepper of the Overview page. The record progresses through a sequence of logical steps when you accept evidence, request revision of the evidence, and request information.

   The Evidence collection details related list appears. This related list is used to list the items for which evidence is requested.
7. Click **New**.
8. On the form, fill in the fields.

Evidence collection details form

Field	Description
Number	Unique number for the evidence collection detail.
Name	A name for this request.
Evidence collection type	Record for which evidence is requested. If you're a user with the audit user role, the available options are: ○ Audit task ○ Authority document ○ Citation ○ Control

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Control objective ○ Control test ○ Engagement ○ Entity ○ Issue ○ Policy If the request was entered by a user with the audit user role, the available options are: ○ Audit task ○ Control ○ Control objective ○ Control test ○ Engagement ○ Entity ○ Issues
Evidence for	Lists all the tables to which the evidence is applied.
Evidence request	Unique number of the evidence request task.
Assignment	
Assignment group	Group assigned to provide evidence. The users of this group must have the sn_grc.business_user roles.
Assigned to	User responsible for providing evidence.
Instructions	
Evidence collection instructions	Instructions for providing evidence. For example, list of supporting documents, files, and so on.

9. Select **Save**.
10. Select **Request Evidence**.
    When an evidence request is already in the Work in Progress state, and a new evidence collection detail is added, the evidence request task is sent to the assignee immediately. The Evidence related list appears with the list of evidences and the person who is assigned the request receives an email notification to provide the requested evidence. Also, the state of the request changes to **Work in Progress**.You can view the description. Monitor the state of the Evidence request in the stepper of the Overview page as it progresses through the evidence request process flow.

Audit observations in Audit Workspace

Audit observations are the results of an audit. As an important part of the audit report, audit observations represent the results of reviews, analysis, interviews, and discussions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Overview of an audit observation

Audit observations are used to bring significant issues to the attention of audit supervisors. Observations are logged in the system. For example, if a bank's operations are being audited, then the audit observations are based on evidence about how the bank's operations perform against the audit criteria. During control testing, interviews, and walkthroughs, audit observations are recorded. An audit user can create an observation from an engagement if the engagement is not in the **Follow Up** or **Closed** states. An observation can also be created from all types of audit tasks.

After the auditor completes the audit, the auditor then presents the audit observations to the audit supervisors. By using the audit observations, the auditor can present a summary of problems, discoveries, and recommendations. The audit team reviews the observations to determine if the observation is a reportable issue. The audit team can also determine if the observation can be tracked as a recommendation, an observation, or a best practice.

In its life cycle, an audit observation moves through the following states:

1. Draft
2. Review
3. Respond
4. Finalize
5. Closed

Status workflow of an audit observation in workspace

1. An audit user with the role sn_audit.user creates an observation. See Create an observation for an engagement.
   a. To create an observation, navigate to **All** > **Audit** > **Audit Workspace**.
   b. Click the lists icon ( ).
   c. Click **All engagements** or **My engagements** in the Execution list.
   d. Click the link to the engagement record in the **Name** column.
   e. Click the **Observations** tab.
   f. Click **New**.
   g. On the Create New Observation form, fill in the fields.
2. The observation creator assigns respondents and peer reviewers to the observation. The respondents are the entity owners and control owners. The peer reviewers are the auditors and audit leads of the engagement.
3. The observation creator can request a peer review of the observation. In that case, the following happens:
   a. The peer reviewer gets a notification to perform the peer review. The peer reviewer can view the task under **My pending tasks** > **All** by clicking the tasks icon ( ) in the workspace.

      Note:
      The peer reviewer can also navigate to **Tasks** > **My tasks** > **Open** in the Home page of the workspace.

   b. The peer reviewer completes the review.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
When a peer review is requested, the state remains as **Draft** but the substate changes to **Peer review requested**.

4. The observation creator can also request a review. The reviewer can be an audit supervisor or the audit lead.
   a. The reviewer gets a notification to perform the review. The reviewer can view the task by navigating to **My pending tasks** > **All** > **Observations**.
   b. The reviewer can either request a revision of the observation or request a response from the respondent. The reviewer can also provide feedback in the **Results** section by selecting the appropriate option.
5. If the reviewer requested a response from the respondent, then the respondent responds to the observation by navigating to **Audit** > **Observations** > **My Pending Response**.
6. The observation moves to the **Finalize** state.
7. The observation is closed and an issue is created.

Create an observation for an engagement

Create an audit observation to present a summary of problems, discoveries, and recommendations. The audit team can then review the observations to determine if the observation is a reportable issue.

Before you begin
Role required: sn_audit.manager, sn_audit_ws.supervisor, sn_audit.user, sn_audit_ws.auditor

Procedure
1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the lists icon ( ).
3. Select **All engagements** in the Execution list.
4. Select the link to the engagement record in the **Name** column.
5. Select the **Observations** tab.
6. Select **New**.
7. On the form, fill in the fields.

Create New Observation form

Field	Description
Number	Unique identification number.
Name	Name of the observation.
Engagement	Engagement associated with this observation.
Source	Source or origin of the observation.
Issue type	Reason for creating the observation. The choices are: ○ Control design effectiveness failure ○ Control operative effectiveness failure

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Control does not exist ○ Control doesn't meet requirement ○ Other observation
State	State of the observation.
Substate	Substate of the observation.
Priority	Priority of the observation. Choices are: ○ 1 — Critical ○ 2 — High ○ 3 — Moderate ○ 4 — Low
Description	Detailed description of the observation.
Action plan	Plan for resolving the resulting issue.
Assignment	
Owner	User who creates and is responsible for the observation.
Peer reviewer	One of the auditors responsible for peer review.
Respondent	User responsible for completion of the action plan. Respondent can be the owner of the entity or control associated with the parent engagement.
Reviewer group	Group assigned to review the observation.
Reviewer	User responsible for reviewing the observation.
Watch list	Users interested in following updates to the observation.
Details	
Control	Control associated with the observation.
Control Objective	Control objective associated with the observation.
Entity	Entity associated with the observation.
Audit task	Audit task associated with the observation.
Results	
Result	Result of the observation. The choices are as follows: ○ Track as an observation ○ Track as a recommendation ○ Track as a best practice

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Confirmed as a new issue ○ Confirmed as an existing issue ○ No action required
Explanation	Explanation for the selected result.
Activity	
Work notes (Private)	Notes about the observation. Work notes are visible to users who are assigned to the observation.
Additional comments	Public information about the observation.
Security	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record.

Confidentiality flag to control access of audit records

You can set the confidentiality flag at the record level for an issue, engagement, observation, control test, activity, interview, and walkthrough records. The users whom you determine to view and update these records are confidential users.

When the **Confidentiality** option is selected, a list of users who can be an engagement lead, auditors, and approvers are auto-populated as **Confidential users**.

You can add more audit users or GRC business users to the list or remove some of the existing users based on your access control criteria and can set them as confidential users.

Additionally, you can also add random users to the record, who are neither audit users nor GRC business users. However, an email notification is sent to all confidential users who have neither an audit user nor a GRC business user role intimating them to acquire the confidential role (sn_grc.confidential_user) from the admin if they are to access the record.

You can also select groups as **Confidential groups** who can access the record as well. For more information, see Confidential records in GRC common features.

To enable the Confidentiality property at the system level:

a. Navigate to **System Properties** > **All Properties**.

b. Select *sn_grc.enable_record_confidentiality* system property.

c. Enter **true** in the **Value** field. This action enables record level confidentiality.

d. Select **Update**.

8. Select **Save**.
   You can monitor the state of the observation record in the **State** banner of the default Overview page as the record progresses through the different states.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Approve or reject an engagement in Audit Workspace

If you are an audit user and are assigned as an approver for an engagement, you can approve or reject an engagement in the **Awaiting Approval** state.

Before you begin

Role required: sn_audit.user, sn_audit_ws.auditor

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Click the tasks icon ( ).
   The workspace opens listing all engagements assigned to you including the ones waiting for your approval.
3. Click the **Needs my approval** button in the My pending tasks related list.
4. Click the link to open the approval record associated with the engagement in the **State** column.
5. Click **Approved** or **Rejected** in the **State** list.
6. Click **Save**.
   One of the following actions occurs:
   - If the engagement is approved and there are remaining open tasks or issues, it automatically moves into the **Follow Up** state.
   - If the engagement is approved and there are no remaining open tasks or issues, it automatically moves into the **Closed** state.
   - If the engagement is rejected, it automatically moves back to the **Fieldwork** state

Generate a report for an engagement in a classic report template

Generate a report that summarizes the findings of an engagement to communicate the report findings to executives.

Before you begin

Role required: sn_audit.manager, sn_audit_ws.supervisor

About this task

You can generate a report for engagements that are in the **Awaiting approval**, **Follow up**, or **Closed complete** states.

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the lists icon ( ).
3. Select **All engagements** or **My engagements** in the Execution list.
4. Select the link to the engagement record in the **Name** column.
   The engagement must be in **Awaiting approval**, **Follow up**, or **Closed complete** state.
5. Select the **Details** tab.
6. If you have not entered details in the Report section of the Engagement form, then fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Report section of the Engagement form

Field	Description
Report template	Template used to generate the knowledge base article that reports the engagement results.
Report knowledge base	Knowledge base to be used.

7. Select **Save**.
8. To generate the report, select the **Generate report** button.

Generate an audit report for an engagement using Microsoft Word template

Generate an audit report for an engagement record using Microsoft Word template that is in the Validate state or any subsequent states. You can manage the generated report either on cloud (Microsoft SharePoint) in the Cloud files tab or as a sys_attachment to the engagement.

Before you begin

Role required: sn_audit.manager, sn_audit_ws.supervisor, sn_irm_shared_cmn.word_template_reader

1. To apply the Word template in the engagement record and to generate the report in the Audit Workspace, you must have the Audit manager role (sn_audit.manager) and also the Word template reader role (sn_irm_shared_cmn.word_template_reader). More importantly, you must have access to the Audit Workspace.
2. To generate the report for the engagement, the record must be in the Validate, Fieldwork, or Follow Up state.
3. To view the **Generate report** button in the engagement record, you should have selected the **Word report template** option in the **Template type** field while creating the record.

Important:
You must set up the ServiceNow Document designer for Word plugin before you create a Microsoft Word template and generate the audit report for an engagement record.

For more information, see Create content configurations and Create Word template record for an audit engagement.

About this task

To generate an audit Word report, you must navigate to **All** > **Audit** > **Audit Report** and set up the following administrative steps for a Word template:

- Create content configurations
- Create Word Report Templates
- Word template category form

- If you had selected the **Classic report template** option in the **Template type** field while creating the engagement record, then the reports are generated as a Knowledge Base, while the input template is in HTML, script, or XML. For more information, see Create an audit report template.
- If you had selected the **Word report template** option in the **Template type** field as an input template while creating the engagement, then the Word template report that is generated is a Word file.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can apply the Microsoft Word template to one or more audit engagement records and generate the audit report in Word format. You can use the Word document to collaborate with other stakeholders for report editing.

There are two steps to this process:

1. As an audit admin, you can navigate to the Word template module and configure the record for a particular table or a document.
2. As an audit manager, audit supervisor, or auditor you can then associate the Word report template to the engagement record and generate the audit report, provided you also have the template reader (sn_irm_shared_cmn.word_template_reader) role.

You also have the option to manage the generated report either as an sys_attachment or on cloud in the Audit Workspace.

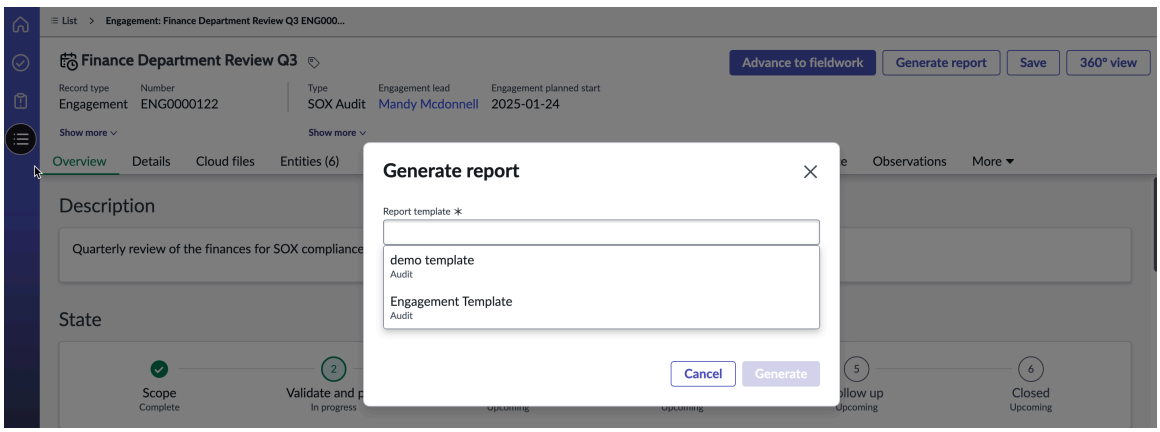
The generated report can be saved at the Microsoft SharePoint or Google Drive site for report collaboration.

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the lists icon ( ).
3. Select **All engagements** in the Execution list.
4. Select an engagement record for which you want to generate a report.

   Note:
   The record must have been scoped. It must be in the Validate, Fieldwork, or Follow Up state.

5. Select the **Generate report** button.
   The ServiceNow Document designer for Word plugin must be activated. Only then the **Generate report** button is available.
6. Select the audit report name in the **Report template** field of the Generate report pop-up.
   - All the Word templates that are relevant to the engagement and are active and in Published state appear for you to select.



If there are no Word templates created for this record, then a message appears stating so.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- If the Word template is cloud enabled, then a message pops up with the destination where the generated report would be saved after it's generated.
- If you had not set up the cloud file configuration for the engagement record, then an error message appears. To enable cloud file configuration, see Manage your documents and work papers with Audit Management as cloud files.

7. Enter a unique name for the report in the **Name of report** field.
8. Select **Generate**.
   A message appears stating that the report generation has been initiated.
9. If you hadn't selected the **Cloud enabled** option in the Word template form, then select the attachment ( ) icon to download the report.
   A message appears confirming that the report is being generated as an attachment.
   a. Select the actions ( ) icon and click the **Download** option.
   b. Select the downloaded Word file to view the audit report.
10. If you had selected the **Cloud enabled** option in the Word template, then select the Cloud files tab for the cloud-based report.
    a. Select the URL link for the cloud folder path to open the Word document in the Microsoft SharePoint site.
    b. View the contents of the audit engagement report in the cloud and share the report with your collaborators.
    You can also check your most recent report as a URL or as an attachment in the **Report** field of the Report section in the engagement form.

    For details on cloud document management, see Manage your documents and work papers with Audit Management as cloud files.

A Word report attachment is created each time you generate the report. By default, only the latest Word report is attached to the record. However, there's a system property that you can set to retain the previous attachments even when a new report is generated with the latest attachment.

By default, the property is set as false, which means that the previous Word report as a sys attachment is deleted from the engagement record when the report is generated again. The engagement, therefore, has the latest report, which is attached to the record.

As an audit admin, you can set the property as true to retain the previous attachments with the engagement record. All the previous attachments are available to view in the Attachments section. Retaining the previous attachments helps you to track an audit trail on the engagement.

To reset the property, navigate to **All** > **Audit** > **Administration** > **Properties**. See, Properties installed with Audit Management and Advanced Audit.

Create a Microsoft Word template record for an audit report

Generate your audit reports for an engagement in Microsoft Word template to collaborate with your auditors in an effortless and user-friendly manner.

Before you begin

Role required: sn_audit.admin, sn_irm_shared_cmn.word_template_creator, sn_irm_shared_cmn.word_template_reader

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The Word template creator role (sn_irm_shared_cmn.word_template_creator) has create, read, update, and delete access to all the records in the Word template [sn_irm_shared_cmn_word_template] and Word template category [sn_irm_shared_cmn_word_template_category] tables.
- The minimum role is the Word template reader role (sn_irm_shared_cmn.word_template_reader) that has the read access to the records in the Word template and Word template category tables.

- **Note:**
  You can generate the audit report for an engagement record in a Word template in Audit Workspace only.

  To apply the Word template in the engagement record and to generate the report in the Audit Workspace, you must have the Audit manager role (sn_audit.manager). See, Generate audit report for an engagement.

Important:
You must set up the ServiceNow Document designer for Word plugin before you create a Microsoft Word template and generate the audit report for an engagement record.

For more information, see Content configuration.

About this task
As an audit admin, you can navigate to the Word template module and configure the record for a particular table or a document.

Procedure
1. Navigate to **All** > **Audit** > **Audit report** > **Word Report Templates**.
2. Select **New**.
3. On the form, fill in the fields.
   See the Word template form for values to enter in each field of the form.
4. Select **Submit**.

What to do next
You must select the Word report template as the template type for the engagement record. Then, generate the report in the Audit Workspace.

For more information, see

- Create an audit engagement in Audit Workspace.
- Generate audit report for an engagement.

Word template form
The table gives a description of the field values for the Word template form.

Word template form

Field	Description
Name	Unique name of the Word template for the table that is selected in the Table field.
Category	Classification or group to which the Word template belongs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Word template form (continued)

Field	Description
	For example, Audit for audit-related Word template. To create a Word template category, see Word template category form.
Table	Record table for which the Word template is being created.
Document	Word template that was created based on content configuration. **Note:** The document must be a docx file only. If you attach a document that is in any other format, then an error message appears.
State	State of the Word template record defaults to Draft. • Draft: Defaults to Draft state when you open the record. • Published: When the Word template record is published. You can't update the record in the published state. • Edit: State in which the record details can be updated. **Note:** The Word template record in Edit state can’t be used for report generation. The record isn't available to select in the Generate report pop-up. See Generate a report for an engagement in a classic report template.
Active	Option to activate the record.
Word document generation configurations	
Cloud enabled	Option to manage the generated report either as a sys_attachment in the engagement record or as a cloud document. You can access the document in the cloud either from the Microsoft SharePoint or Google Drive site based on your cloud upload configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Word template form (continued)

Field	Description
	For more information, see Manage your documents and work papers with Audit Management as cloud files.
Post processing action	Option to update the generated Word template report with fields from the Report section of the Engagement record. Options are: • **Populate audit word template and report fields**: If you choose Word report-based template, the fields from the Report section of the Engagement record populate in the Word report. **Note:** This option is available only if Audit Management application is installed. • **None**: Report is generated as a sys attachment or a cloud file. However, no post processing action happens to add or update any report-based fields of the engagement record to the Word report that is generated.

Word template category form

The table gives a description of the field values for the Word template category form. Template categories enable you to categorize similar reports and filter them accordingly. For example, Audit is a category.

Word template category form

Field	Description
Name	Unique name for the Word template category.
Active	Option to make the record active.

Audit Workspace for the Auditor

The auditor workspace is a centralized workspace for managing audit activities.

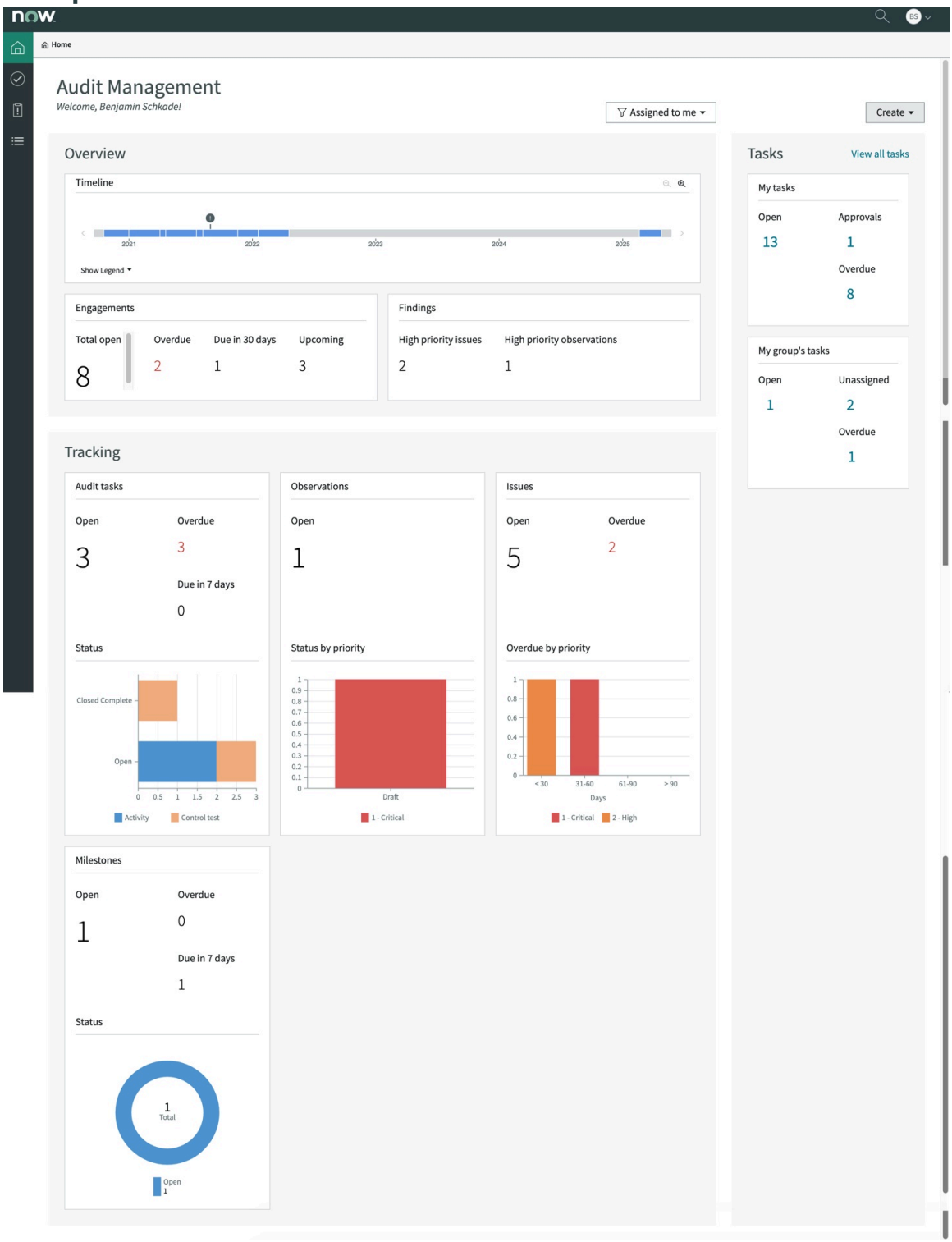
Overview of auditor workspace

An auditor analyses the operational and financial processes of a company to ensure compliance with industry and federal regulation. They prepare financial reports, review internal controls, collect evidence, conduct audit test, and follow up on audit findings.

Using the auditor workspace, auditors can perform fieldwork such as control tests, activities, interviews, and walkthroughs. They can document their work and findings, and resolve or follow up the audit findings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workspace for auditor



Tasks of an Auditor

The following table lists the key tasks that you can perform in your role as an auditor.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tasks of an auditor

Activity	Task
Examine records, reports, operating practices, and documentation to ensure compliance with internal controls.	Update an assigned control test.
Create test plans to document control testing procedure.	Create a test plan.
Coordinate walkthroughs and interviews for assessing internal control processes.	Update other assigned audit tasks.
Request and review evidence for control implementation.	Request evidence for audit tasks.
Comply with federal, state, and local security legal requirements.	Create an observation for an audit task assigned to an auditor.

Update an assigned control test in Audit Workspace

Use the Audit Workspace to ensure compliance with the established internal control procedures by reviewing records, reports, operating practices, and documentation.

Before you begin

Role required: sn_audit_ws.auditor, sn_audit.user

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Click the tasks icon ().
   The workspace opens listing **All** tasks assigned to you in the My pending tasks related list.
3. Move the state to **Work In progress**, and enter the details.
   You can move the control test to **Review** state if all required information are entered.
4. To approve a control test that requires your approval, click the **Needs my approval** button.
   a. Click the link to open the control test in the **State** column.
   b. Review the control test details and click the **State** list to update the requested control test to an appropriate state.
      The choices are:
      - Not Yet Requested
      - Requested
      - Approved
      - Rejected
      - Cancelled
      - No Longer Required
   c. Click **Save**.
5. Click the **Details** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. Review the control test details and click the **State** list to update it to an appropriate state.
   You can now move the state of the control test to **Close Complete**.
7. Click **Save**.

Update other assigned audit tasks in Audit Workspace

Update the audit tasks such as walkthroughs and interviews that are assigned to you when you get a notification.

Before you begin
Role required: sn_audit_ws.auditor, sn_audit.user

About this task
Audit tasks are completed throughout an engagement and provide documented evidence that the organization is complying with external regulations and internal policies.

Procedure
1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Click the tasks icon ().
   The workspace opens listing **All** tasks in the **My pending tasks** tab. You can view **All – Audit tasks** assigned to you.
3. Click the audit task record either an interview, activity, or a walkthrough that you want to update in the **Name** column.
   The record opens in the **Overview** tab displaying the workflow of its state.
4. Click the **Details** tab to review and update the audit task details.
   In addition to entering other details, you can also move the state of the audit task to **Work In Progress**, **Review**, or **Close Complete**.
5. Click **Save**.

Create an observation for an audit task

Create an observation for an audit task to comply with federal state and local security legal requirements by studying the existing and new security legislation.

Before you begin
Role required: sn_audit_ws.auditor, sn_audit.user

About this task
Creating an observation also helps enforce adherence to requirements, thereby advising the management on the needed actions to adhere to the federal and local security legal requirements.

Procedure
1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Click the tasks icon ().
   The workspace opens listing **All** tasks in the **My pending tasks** tab. You can view **All – Audit tasks** assigned to you.
3. Click the audit task record for which you want to create an observation in the **Name** column.
   The record opens in the **Overview** tab displaying the workflow of its state.
4. Click the **Observations** tab.
5. Click **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. Enter the details in the Create New Observation form.
7. Click **Save**.

Matrix report in Audit Workspace

Matrix report is a structured report that you can configure to view in a grid or table format in the Audit Workspace. You can use the matrix report to analyze relationships between different objects, for example assessing risks and controls.

The matrix has rows and columns, where each row represents the object of the configured columns. The columns contain details such as name, descriptions, owner, risk ratings, and other data points.

You can have a Matrix report such as Risk and Controls Matrix, which is used in audits to assess and document risks and the internal controls designed to mitigate those risks. The matrix serves as a structured framework to evaluate the effectiveness of an organization's control environment and identify gaps that might expose the organization to potential risks.

Auditors use this matrix to verify that all significant risks have appropriate controls in place and are functioning effectively.

Configure matrix report registry to set up base table for audit matrix report

Configure the Matrix report registry to select the base table. You can create a relationship with the target table to configure the details of the report for an audit-related record or a landing page.

Before you begin

Role required: sn_matrix_report.admin

Procedure

1. Navigate to **All** > **Matrix report** > **Matrix report registry**.
2. Select **New**.
3. Enter the name of the Matrix report registry in the **Name** field.
4. Select the base table from the **Base table** list.
5. Select **Submit**.
6. Select the matrix report registry that you created by clicking the **Name**.
   The base level of the configuration is auto-populated, which contains the base target table and you can select any filter conditions. For the next level configuration, add new relationships between the base table and a target table for the matrix report.
7. In the Matrix relationships related list, select **New**.
8. On the form, fill in the fields.
   For a description of the field values, see Matrix relationship form.
9. Select **Submit**.
   You have configured the base table, which is the level 0 of the matrix report configuration. You can add new configurations as well. For example, if you have selected the base table as Risk, then you can add configurations such as risk related to controls, which would be level 1. For level 2, you can configure a relationship between controls and issues. Parent record as source helps to identify the record from which the data is taken. The Source table and the Relationship cannot be the same in the Matrix report registry.

   To configure column heads for the matrix report, see, Configure target table fields as columns for matrix report.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Matrix relationship form

The table gives a description of the field values for the Matrix relationship form.

Matrix relationship form

Field	Description
Name	Name of the matrix relationship.
Source	Source of the current relationship.
Source table	Source table of the relationship.
Relationship	Relationship between the source and the target tables.
Target table	Target table of the relationship.
Filter condition	Conditions to be set on the target table to filter required field data.
Order	Order in which the columns are represented in the report.

Configure target table fields as columns for matrix report

Configure the fields in the target table as column heads in the matrix report, which is the second level of configuration for the audit matrix report.

Before you begin

Role required: sn_matrix_report.admin

Procedure

1. Navigate to **All** > **Matrix report** > **Matrix report registry**.
2. Select the Matrix report registry **Name** that you created.
3. To configure the columns in the matrix report, select the record in the **Name** column of the Matrix relationships related list.
4. Select **New** in the Matrix column configurations related list to configure the field in the target table.
5. On the form, fill in the fields.
   For a description of the field values, see Matrix column configuration form.
6. Select **Submit**.
   You have configured one field from the target table as a column in the matrix report. You can configure other fields as well in the target table as columns for the matrix report by selecting **New** again in the Matrix column configurations related list.

What to do next

After the matrix relationship is complete, you can Create matrix report configuration for Audit Workspace.

Matrix column configuration form

The table gives a description of the field values for the Matrix column configuration form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Matrix column configuration form

Field	Description
Target table	Selected target table defaults in the field.
Field	Field from the selected target table.
Field label	Label of the column to be displayed in the report. Field name defaults as the display name in the **Field label**. You can change the label if necessary.
Order	Order in which the column is displayed in the report.

Create matrix report configuration for Audit Workspace

Create the matrix report configuration giving a name to the report, determining its display type either as a landing page or as a record page, and setting filter conditions on the base table.

Before you begin

Role required: sn_matrix_report.admin

Procedure

1. Navigate to **All** > **Matrix report** > **Matrix report configurations**.
2. Select **New**.
3. On the form, fill in the fields.
   For a description of the field values, see Matrix report configuration form.
4. Select **Submit**.

What to do next

This configuration helps the Audit Workspace user to see the matrix report in the Audit Workspace. As an admin you have completed all the steps of matrix report configurations. Now, as a user you can View matrix report in landing page and record page of Audit Workspace.

Matrix report configuration form

The table gives a description of the field values for the Matrix report configuration form.

Matrix report configuration form

Field	Description
Name	Title of the matrix displayed in the report.
Matrix report	Matrix report registry reference.
Base table	Base table of the Matrix report registry.
Workspace	Workspace to which this report configuration applies.
Display type	Type of display such as landing page or record page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Matrix report configuration form (continued)

Field	Description
Is default	Option for default display type. The field appears only for the landing page type.
Matrix configuration	
Filter on	Additional filter conditions applied to the base table. Record or table where this configuration or report is displayed. This field appears only for the Landing page type.
Configured for	Record or table where this configuration or report is displayed. This field appears only for the Record page type.
Filter condition	Filter conditions on the configured table.
Base table relation	Relationship between the configured table and the base table.

View matrix report in landing page and record page of Audit Workspace

View the Matrix report in the Audit Workspace that presents the data in a structured format.

Before you begin

Role required: sn_audit_ws.auditor

About this task

As an admin you have completed the matrix report registry, relationship configuration, and column configurations. As a user you can see the report in the Audit Workspace.

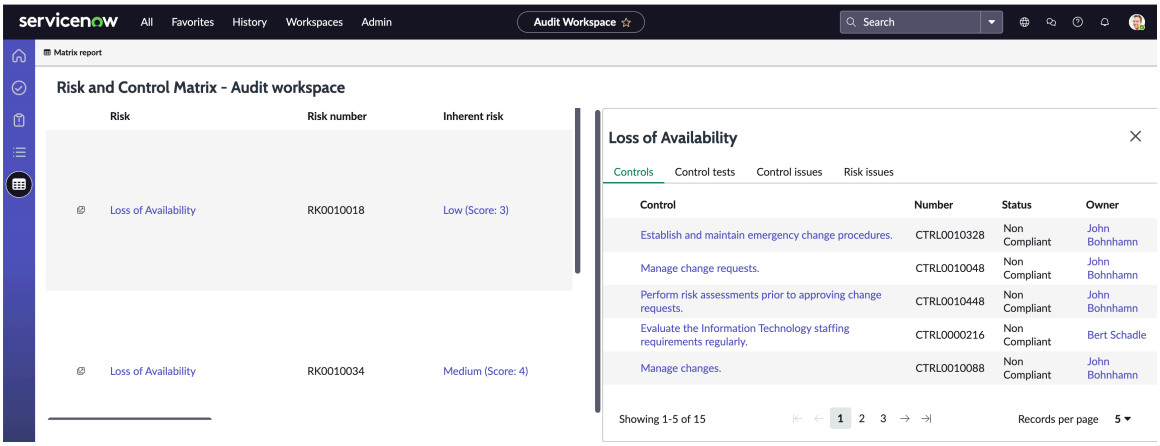
The report helps to analyze relationships between different objects such as assessing risks and controls. You can assess and document risks and the internal controls designed to mitigate those risks through the Risk and Controls Matrix.

Procedure

1. Navigate to **All** > **Audit** > **Audit Workspace**.
2. Select the matrix report icon ( ) and click the matrix report that you configured.
3. For the landing page display type matrix configuration, you can view the Matrix report in the Audit Workspace.
4. Select the view related information icon ( ) to get a complete tabular view of the matrix report.

   The source record details are displayed on the left pane for the top two orders. The target table fields that you configured are displayed as column heads on the right pane.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

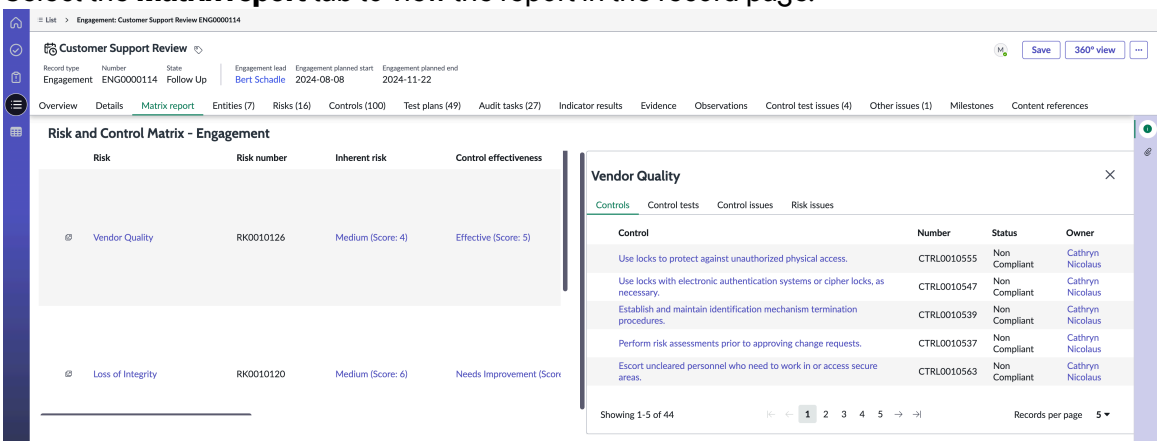


Since risk is the base source table, all the risk-related fields are displayed on the left pane. Level 0 is the risk, which is the default base table. All the data that are fetched from the risk record are Level 1.

For example, in the preceding illustration, for the **Loss of Availability** risk listed on the left pane you can view all the risk-related details that you configured from the target tables on the right pane. The control details that are retrieved from the Control table, the test plans for the control, the issues related to the control, and the issues related to the risk are all displayed in separate tabs that come from the configuration on the right pane.

For the record page display type matrix configuration, you can view the matrix report in the List view of the Audit Workspace.

5. Select the list icon ( ) of the Audit Workspace.
6. Select any record from the configured table of the Matrix report configuration.
   For example, if it's an engagement record, then select the record from **All engagements** in the **Execution** list.
7. Select the record from the list of records on the right pane.
   The **Overview** page of the selected record opens up.
8. Select the **Matrix report** tab to view the report in the record page.



Audit Management reference

The following sections show the roles and access limitations to the tables used in Audit Management.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Components installed with Audit Management

Activating the GRC: Audit Management (com.sn_audit) plugin adds or modifies several tables, user roles, and other components.

Properties installed with Audit Management and Advanced Audit

Properties are added with activation of GRC: Audit Management.

Name	Description	Application
sn_audit.retain_report_attachments	Retains the previous Word report attachments with the engagement record each time the report is generated • Type: string • Default value: No	Audit Management
sn_audit.knowledge_base	Name of the knowledge base used to publish Audit reports • Type: string • Default value: Audit	Audit Management
sn_audit_advanced.default_adv_notification_duedate_duration	Default duration (in days) from the due date of a milestone, based on which, a notification is sent. • Type: integer • Default value: 8	GRC: Advanced Audit
sn_audit_advanced.role_documentation_link	Documentation link for role requirements for enabling and using advanced planning feature (with PPM integration). Type: string	GRC: Advanced Audit
sn_audit_advanced.ppm_project_documentation_link	Documentation link for project capabilities and role requirements. Type: string	GRC: Advanced Audit
sn_audit_advanced.rollup_documentation_link	Documentation link for expenses and resources rollup details, from project to related engagement and plan. Type: string	GRC: Advanced Audit

Roles installed with Audit Management

Roles are added with activation of GRC: Audit Management.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role title [name]	Description	Contains roles
Audit Admin [sn_audit.admin]	In addition to the inherited permissions, the audit admin can delete engagements, audit tasks, test templates, and test plans.	• sn_audit.manager • sn_grc.admin
Audit approver [sn_audit.approver]	The audit approver can approve an engagement and audit plan. The user with this role can be a part of approver list and the role is classified as Lite operator role.	sn_audit.reader
Audit reader [sn_audit.reader]	The user can view the audit-related entities such as engagements, plans, observations, audit tasks, and has exclusive read access to all the entities in the Audit Management application. This role is classified as a lite operator role.	sn_grc.reader
Audit Developer [sn_audit.developer]	In addition to the inherited permissions, the audit developer can add and delete audit report templates.	• sn_audit.admin • sn_grc.developer
External Auditor [sn_audit.external_auditor]	External auditors can be assigned as auditors for an engagement and can be assigned to audit tasks. They can view closed engagements, audit tasks that are assigned to them, and closed audit tasks. If the Policy and Compliance Management plugin or Risk Management plugins are installed, they can also view published policies and all controls and risks in the **Monitor** state.	
Audit Manager [sn_audit.manager]	In addition to the inherited permissions, the audit manager can create audit tasks (such as control tests, activities, walkthroughs, and interviews), engagements, test plans, test templates, issues, remediation tasks, and entities. If Advanced Core is installed, then the audit manager can also create evidence requests.	• sn_audit.user • sn_grc.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role title [name]	Description	Contains roles
Audit User [sn_audit.user]	In addition to the inherited permissions, the audit user can be assigned audit tasks and create test templates and test plans. The audit user has read-only access to the Risk Management application and modules and the Policy and Compliance Management application and modules.	• sn_compliance.reader • sn_grc.reader • sn_grc.user
Engagement Project Manager [sn_audit_advanced.engagement_project_manager]	The audit lead who does advanced planning and could handle plans of engagements. This role is available after GRC: Advanced Audit plugin is activated.	• sn_audit.manager • resource_manager • it_project_manager

Tables installed with Audit Management

Tables are added with activation of GRC: Audit Management.

Table	Description
Activity [sn_audit_activity]	Extends Audit Task [sn_audit_task] and stores audit activities
Audit Task [sn_audit_task]	Extends Planned Task [planned_task] and is a generic table for all tasks associated with an audit
Base Audit Test [sn_audit_base_test]	Base table for Test Templates and Test Plans
Control Test [sn_audit_control_test]	Extends Audit Task [sn_audit_task] and stores control tests
Control to Engagement [sn_audit_m2m_control_engagement]	Stores many-to-many relationships between controls and engagements
Engagement [sn_audit_engagement]	Extends Planned Task [planned_task] and stores engagements
Interview [sn_audit_interview]	Extends Audit Task [sn_audit_task] and stores interviews
Entity to Engagement [sn_audit_m2m_profile_engagement]	Stores many-to-many relationships between entities and engagements

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table	Description
Risk to Engagement [sn_audit_m2m_risk_engagement]	Stores many-to-many relationships between risks and engagements
Test Plan [sn_audit_test_plan]	Extends Base Audit Test [sn_audit_base_test] and stores test plans
Test plan to Engagement [sn_audit_m2m_test_plan_engagement]	Stores many-to-many relationships between test plans and engagements
Test Template [sn_audit_test_template]	Extends Base Audit Test [sn_audit_base_test] and stores test templates
Walkthrough [sn_audit_walkthrough]	Extends Audit Task [sn_audit_task] and stores walkthroughs
Audit Report Template [sn_audit_report_template]	Stores the defined xml, html, or script-based audit report templates
Assessment procedures [sn_audit_asmnt_procedure_control_test]	Stores the assessment objectives of control tests. Identifier and assessment objectives field values are copied over from the Assessment procedure plan table.
Assessment procedure plan [sn_audit_asmnt_procedure_test_plan]	Generated for the test plan. Changes made to the test plan are reflected in the control test table [sn_audit_asmnt_procedure_control_test]
Assessment procedure templates [sn_audit_asmnt_procedure]	Stores the assessment objectives
Test template to Assessment procedure [sn_audit_m2m_test_temp_asmnt_procedure]	Stores many-to-many relationships between test template and assessment procedure

Note:
All additional tables installed by the dependent plugins are also needed for GRC: Audit Management.

Tables installed with Advanced Audit

Tables are added with activation of GRC: Advanced Audit

Table	Description
Audit Task to Milestone sn_audit_advanced_m2m_audit_task_milestone	Stores many-to-many relationships between audit tasks and milestones.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table	Description
Auditable Unit sn_audit_advanced_auditable_unit	Stores auditable units.
Auditable Unit To Authority Document sn_audit_advanced_m2m_unit_authority_document	Stores many-to-many relationships between auditable units and authority documents.
Auditable Unit To Business Application sn_audit_advanced_m2m_unit_business_application	Stores many-to-many relationships between auditable units and business applications.
Auditable Unit To Business Process sn_audit_advanced_m2m_unit_business_process	Stores many-to-many relationships between auditable units and business processes.
Auditable Unit To Business Unit sn_audit_advanced_m2m_unit_business_unit	Stores many-to-many relationships between auditable units and business units.
Auditable Unit To Department sn_audit_advanced_m2m_unit_cmn_department	Stores many-to-many relationships between auditable units and departments.
Auditable Unit To Location sn_audit_advanced_m2m_unit_location	Stores many-to-many relationships between auditable units and locations.
Auditable Unit To Policy sn_audit_advanced_m2m_unit_policy	Stores many-to-many relationships between auditable units and policies.
Auditable Unit To Product sn_audit_advanced_m2m_unit_product_model	Stores many-to-many relationships between auditable units and products.
Auditable Unit To Vendor sn_audit_advanced_m2m_unit_vendor	Stores many-to-many relationships between auditable units and vendors.
Engagement Project sn_audit_advanced_engagement_project	Extends Project table and stores engagement projects for engagements.
Milestone sn_audit_advanced_milestone	Extends Planned Task table and stores milestones.
Observation sn_audit_advanced_observation	Extends Triage table and stores observations.
Plan sn_audit_advanced_plan	Extends Planned Task table and stores plans.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
All additional tables installed by the dependent plugins are also needed for GRC: Audit Management.

Roles required for Engagement project planning for Project Portfolio Management

The advanced planning capability enables integration of Advanced Audit with the Project Portfolio Management (PPM) product. The capability creates an equivalent project for the engagement, and provides planning features that could be used for resource planning, cost planning, and so on, from the engagement project.

Engagement-project planning features and roles

To understand the roles required for using the engagement-project planning features, see the following table:

Engagement-project planning features and role requirements

Feature	Description	Roles and their scope
Resource planning	As a resource requester, find the availability of the resources, and create and manage the resource plans for the project and project tasks in the project workspace. For more information, refer to Create and manage resource plans for a project	• Users with at least resource_user role can add resource plans using the **New** button and with it_project_manager role can manage and add new resource plans using the **Manage** button. Users with resource_manager role would be able to confirm and allocate resource plans. • Users with sn_ppm_read or timecard_user or resource_user role would be able to see the resource plans for the engagement project.
Cost planning	Project cost plans capture the costs of projects. Create a cost plan to specify the unit cost of a cost type for a fiscal period. For more information, refer to Create a project cost plan	• Users with sn_audit.user or sn_audit.manager role and it_project_manager would be able to manage the cost plan. Users with the it_project_manager role can add new cost plans. Users with sn_audit.user or sn_audit.manager and project_manager role would be able to add a new cost plan. • Users with sn_audit.user or sn_audit.manager role and project_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Engagement-project planning features and role requirements (continued)

Feature	Description	Roles and their scope
		role would be able to add a new cost plan. Users are suggested to use the it_project_manager role instead of project_manager role by PPM. Users with the it_project_manager role can also add new cost plans.
Related links on Engagement project	Users can enter the project budget, move projects, calculate completion estimates for the engagement project using the related links which appear based on the roles and permissions.	• Users need portfolio_manager role to create project budget. If a user role is being added manually, use the it_portfolio_manager role instead of portfolio_manager role. • Users need project_manager role to be able to calculate completion estimates, and move project. If a user role is being added manually, use the it_project_manager role instead of project_manager role.

Related topics

Roles required for Advanced planning capability and Project Portfolio Management integration

Roles required for Advanced planning capability and Project Portfolio Management integration

The advanced planning capability enables integration of Advanced Audit with the Project Portfolio Management (PPM) product. The capability creates an equivalent project for the engagement, and provides planning features that could be used for resource planning, cost planning, and so on, from the engagement.

Engagement planning features and roles

To use the new features of advanced planning capability, users must have the following roles:

Engagement planning features and role requirement

Feature name	Description	Roles and their scope
Resource Planning	As a resource requester, find the availability of the resources, and create and manage the resource plans for	• Users with sn_audit.manager plus resource_user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Engagement planning features and role requirement (continued)

Feature name	Description	Roles and their scope
	the project and project tasks in the project workspace. For more information, refer to Create and manage resource plans for a project	or resource_manager roles would be able to manage and add resource plans. Users with resource_manager role would also be able to confirm and allocate the resource plans. • Users who already have access to the engagement and also have sn_ppm_read or timecard_user or resource_user roles are able to view the resource plans on the engagement.
Cost Planning	Project cost plans capture the costs of projects. Create a cost plan to specify the unit cost of a cost type for a fiscal period. For more information, refer to Create a project cost plan	• Users with sn_audit.user or sn_audit.manager plus it_project_manager roles would be able to manage the cost plans. • Users with sn_audit.user or sn_audit.manager plus project_manager roles would be able to add a new cost plan. **Note:** Users are suggested to use it_project_manager role instead of project_manager role by PPM product. • Users who already have access to the engagement and also have sn_ppm_finance_read or demand_manager or program_manager or portfolio_manager or project_manager roles are able to view the cost plans for the engagement.
Resource allocations	After resource requesters create a resource plan, resource managers can	• Users need both pps_resource and sn_audit.user or

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Engagement planning features and role requirement (continued)

Feature name	Description	Roles and their scope
	confirm the resources to move the plan to the Confirmed state. Resource managers can then allocate resources to the plan and move it to the Allocated state. Based on calendar and schedule information, resource managers view resource availability and select the resources under their management that can be confirmed and allocated to specific tasks. For more information, refer to Resource allocation	sn_audit.external_auditor roles to be added to the auditors field on the engagement from the resource plan. • Users need pps_resource role to be added as resources to the resource plans.
Time card reporting	You can log hours in a time card for an engagement and other tasks on an engagement. If there is a project associated with an engagement, then the actual expenses and actual resources values roll up. To create a time card, see Create a time card.	• Users need timecard_user role to create a time card. • Users who already have access to the engagement, audit tasks, milestones, issues and also have sn_ppm_read or timecard_approver or timecard_admin roles will be able to view all the time cards on the engagement, audit tasks, milestones, and issues. • Users who already have access to the engagement, audit tasks, milestones, and issues and also have the timecard_user role will only be able to view the time cards that they have reported on the engagement, audit tasks, milestones, and issues. • Users need timecard_approver role to approve a submitted time card. The time sheet policy assigned to the user governs the approval process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

Roles required for Engagement project planning for Project Portfolio Management

Domain separation and Audit Management

Domain separation is supported for Audit Management. Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Support level: Basic

- Business logic: Ensure that data goes into the proper domain for the application's service provider use cases.
- The application supports domain separation at run time. The domain separation includes separation from the user interface, cache keys, reporting, rollups, and aggregations.
- The owner of the instance must set up the application to function across multiple tenants.

Sample use case: When a service provider (SP) uses chat to respond to a tenant-customer's message, the customer must be able to see the SP's response.

For more information on support levels, see Application support for domain separation.

Benefits of having domain-separated tables in Audit Management

Domain separation is best for those customers who:

- Need to enforce absolute data segregation between business entities (data separation).
- Customize business process definitions and user interfaces for each domain (delegated administration).
- Maintain some global processes and global reporting in a single instance.

These users can choose to expand or collapse the domain scope to show or hide data from other domains.

Note:
Users always have access to data from domains that have been explicitly granted to them by domain visibility.

How domain separation works in Audit Management

While GRC supports separation of data, separation of logic and process is not fully supported.

- Many types of records in GRC are automatically generated through user processes. Entities, controls, risks, indicators, and control tests are all fields that can be generated automatically. For records that are automatically generated (and for any GRC record that is manually generated), the domain of the record is the same as the domain of the user responsible for creating or generating the records.
- Automatic generation should be kept in mind when working in a domain-separated GRC implementation. Users should be sure that they are creating / generating records at the right domain level so that they are visible to the right set of users.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For example, suppose you have domains that look like:



- If you have a risk or control that you want to be assessed by users in domains A and B, the risk or control should be generated or manually created at the global level. If the risk or control is created in Domain B, you will not be able to recreate the risk or control in Domain A due to indexing.
- If you have a risk or control that you want to be assessed by users in TOP and Domain A, you can create the risk or control in Domain A.

Unless the risks and controls are in the Global domain, users should not assign risks or controls in a higher domain to users in a lower domain. In the example above, if you have a control in the TOP domain, you should not assign it for attestation to users in Domains A or B since those users would not have access to the control; thus the attestation or assessment questionnaire would not be generated.

Similarly, users should not assign control objectives and risk statements in a higher domain to attestations and assessments in a lower domain. Otherwise the attestation or assessment questionnaire would not be generated.

Use cases

GRC data for IT can be separated from the GRC data of other departments. Each business area using the GRC application can have separate data that cannot be shared with other departments. Therefore each department can have its own entities, policies, controls, risks, and so on.

When looking at a control from the IT domain, the user can choose to expand the domain scope to show values from the Finance domain or collapse the domain scope to show only controls that match the IT domain.

By default, domain separation adds a domain field to the Task `[task]` and Configuration Items `[cmdb_ci]` tables and their extensions.

You can extend domain separation to any new tables you create by adding a `sys_domain` field to the table's dictionary definition. By default, the system only domain-separates platform and baseline application tables where appropriate.

> **Warning:**
> ServiceNow does not recommend domain separating platform tables (any table with the sys_ prefix such as the Dictionary Entry `[sys_dictionary]` and Dictionary Entry Override `[sys_dictionary_override]` tables) because it can produce unexpected results.

In this use case, client scripts, business rules, workflows, processes, and so on can be domain-separated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

While the behavior offered with domain separation provides multi-tenancy support, multi-tenancy is still contained within a single instance. This means that some global properties, some global data, and some global processes are shared across all domains. For example, the system's "Remember me" option on the login page is global and cannot be specified per domain.

If you need complete and total separation of all system properties and do not require global reporting or global processes, separate instances are the best option.

Allocation of domain values to Audit Management objects

The following changes are made to the domain assignment process to manage data segregation by the Managed Service Providers related to Audit Management tables:

GRC Audit Management

Audit Management objects	Domain source
Activity	User creating activity or Engagement
Audit Report Template	User
Audit task	Engagement
Control test	Engagement
Control to Engagement	Engagement
Entity to Engagement	Engagement
Interview	Engagement
Issue to Engagement	Engagement
Risk to Engagement	Engagement
Test plan	User
Test plan to Engagement	Engagement
Test template	User creating template
Walkthrough	Engagement

GRC Advanced Audit

Advanced Audit	Domain source
Audit task to Milestone	Audit task or Control test
Auditable unit	User
Auditable unit to Authority document	Auditable unit
Auditable unit to Business application	Auditable unit
Auditable unit to Business process	Auditable unit
Auditable unit to Business unit	Auditable unit
Auditable unit to Department	Auditable unit
Auditable unit to Location	Auditable unit
Auditable unit to Policy	Auditable unit

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC Advanced Audit (continued)

Advanced Audit	Domain source
Auditable unit to Product	Auditable unit
Auditable unit to Vendor	Auditable unit
Engagement	User
Engagement project	Engagement
Milestone	Engagement
Observation	Engagement
Plan	User

Related topics

Domain separation for service providers

Analytics and Reporting Solutions for Audit Management

Platform Analytics contain preconfigured dashboards. These dashboards contain actionable data visualizations that help you improve your business processes and practices.

The GRC: Audit Management Analytics and Reporting Solution is available on the ServiceNow Store.

Request apps on the Store

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

Platform Analytics data visualizations use Performance Analytics indicator data to show you data over time, helping you analyze your business processes and identify areas of improvement. With Platform Analytics Solutions, you can get value from Performance Analytics for your application with minimal setup. You can always create your own objects as well.

Important:
Set up and test Platform Analytics Solutions on a non-production instance before enabling them in production.

To enable the Analytics and Reporting solution for GRC: Audit Management, perform these steps.

1. Visit the ServiceNow Store and obtain an entitlement to the Performance Analytics - GRC: Audit Management application and associated applications. See Install a ServiceNow Product on the ServiceNow Store.
2. On the instance, navigate to **System Applications** > **All Applications** > **All**.
3. Locate and install the GRC: Audit Management application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:

Starting with version 18.1.5 of the Audit Management application, the Analytics and Reporting solutions for Audit Management such as the Audit Engagement Overview dashboard and Audit Manager dashboard are available in the Next Experience UI Framework.

For more information, see Audit Engagement Overview Performance Analytics dashboard and Audit Manager Performance Analytics dashboard.

Audit Engagement Overview Performance Analytics dashboard

The Audit Engagement Overview dashboard provides an executive view into audit results and engagement breakdowns by task, allowing areas of concern to be identified quickly.

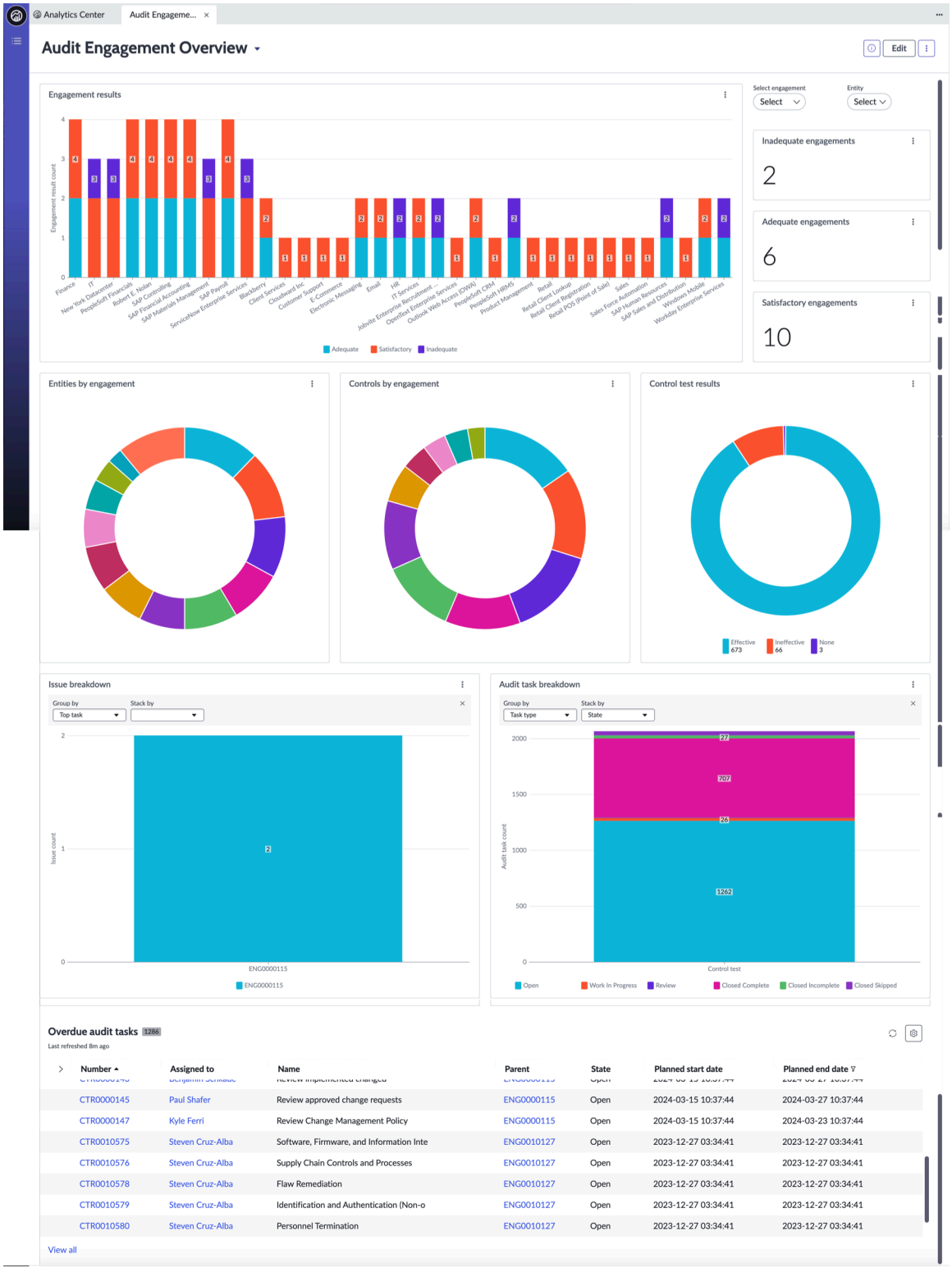
Audit Engagement Overview dashboard

Important:
Starting with version 18.1.5 of the Audit Management application, the Audit Engagement Overview dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

To access the Audit Engagement Overview dashboard in the Next Experience UI Framework, navigate to **All** > **Audit** > **Analytics Overview**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The following roles and tasks are associated with this solution:

- Audit Manager (sn_audit.manager): To have clear visibility into the overall state and volume of vulnerabilities within the organization.
- Audit Administrator (sn_audit.admin): To pinpoint areas of concern quickly.
- Audit Analyst (sn_audit.user): To prioritize which risks or tasks to focus on based on criticality to the organization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reports

Name	Type	Description
Adequate Engagements	Single Score	Displays the number of engagements closed with an adequate result.
Audit Task Breakdown	Horizontal bar	Total number of active audit tasks broken down by type, state, and assigned to
Control Test Results	Donut	The number of completed control tests, broken down by overall control effectiveness rating.
Controls by Engagement	Donut	Breakdown of the number of open controls by audit engagement
Engagement Results	Bar	Displays an overall count of audit engagements conducted for each entity. The chart is stacked to display the overall audit results for each entity.
Inadequate Engagements	Single Score	Displays the number of engagements closed with an inadequate result.
Issue Breakdown	Horizontal bar	Count of issues grouped by Engagement, State, or Response
Overdue Audit Tasks	List	List of open audit tasks that have exceeded the planned end date.
Profiles by Engagement	Donut	Select one or many entities to view and compare their audit findings.
Satisfactory Engagements	Single Score	Displays the number of engagements closed with a satisfactory result.

Audit Engagement Overview – Premium dashboard

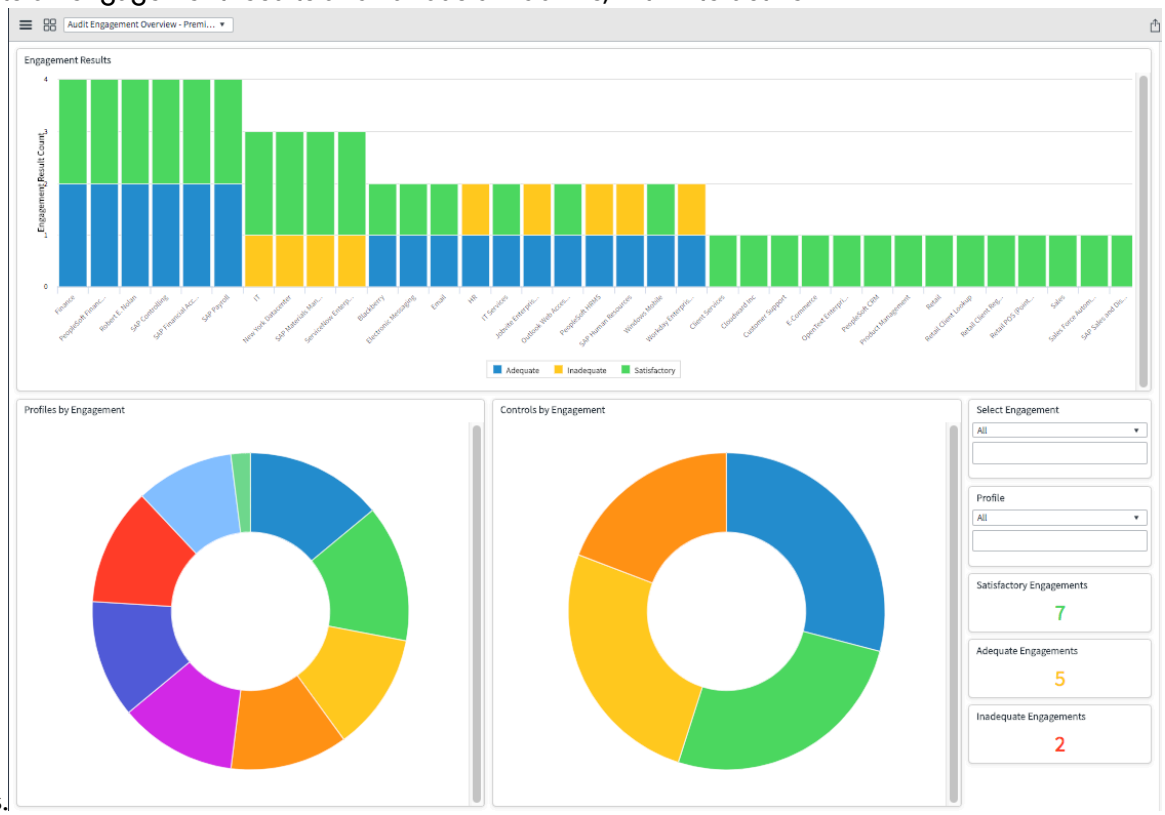
Important:
The Audit Engagement Overview dashboard with PA filters is now available as part of the Audit Management plugin.

Starting with version 18.1.5, the Audit Engagement Overview – Premium dashboard is being prepared for future deprecation. It will be no longer available on new instances.

As this dashboard uses interactive filtering, the licensed version of Performance Analytics is required.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Audit Engagement Overview dashboard has one view, with reports on engagement results and various drilldowns, with interactive filters.



Audit Manager Performance Analytics dashboard

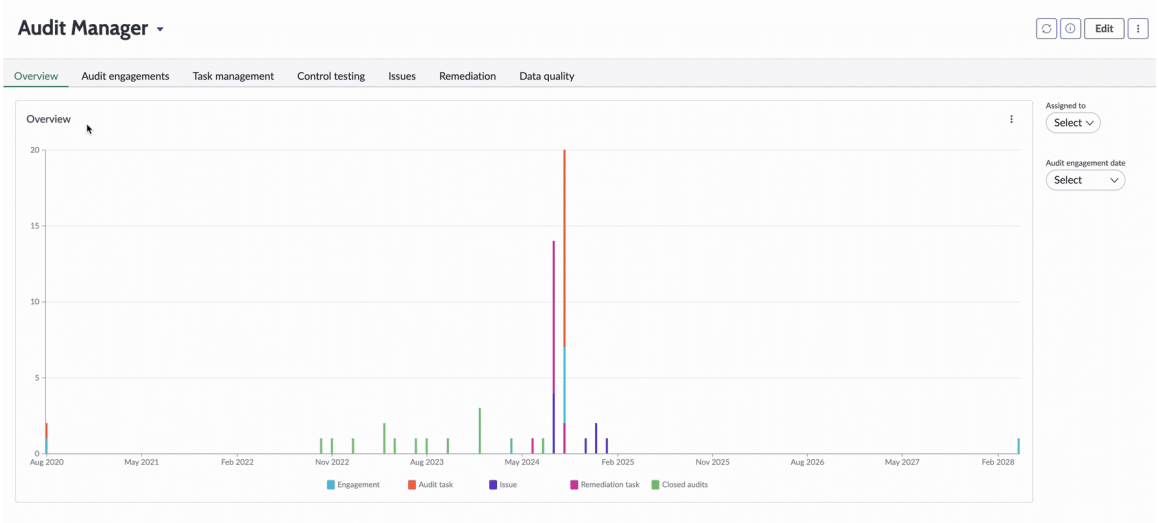
The Audit Manager dashboard provides the current view of audit engagements and related audit activities. Users with the sn_audit.manager role can view this dashboard. This Audit Manager dashboard is part of the Advanced GRC dashboard.

Audit Manager dashboard

Important:
Starting with version 18.1.5 of the Audit Management application the Audit Manager dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note:
For detailed reports on the audit activities, see the following tables.

To open the dashboard in the Next Experience UI Framework, navigate to **All** > **Audit** > **Analytics Audit Manager Dashboard**.

The Audit Manager dashboard provides detailed reports that capture audit activities, for example:

- Overview of various open and closed engagements
- Overview of audit tasks and control test status
- Overview of audit issues and control test failures
- Active remediation tasks
- Closed audits
- Data quality of audits

This dashboard provides useful answers to the following questions:

- What are the open, past due, closed, and upcoming audits? What is the audit engagement date range? Who are the audit tasks assigned to?
- What are the key audit engagements? Are the engagement results adequate or satisfactory?
- What are the various audit tasks? What is the percentage of task completion?
- How many tests are completed over given time?
- Are the issues and remediation tasks completed on time?

Users with the sn_audit.manager role can view and adjust a report chart by grouping or stacking data. To group and stack audits and their activities, use common filters such as State, Assigned to, Result, and Name.

Various interactive filters are provided to further refine reports. For example, use the Assigned to filter to view the audits assigned to Abel Tuter.

The **Overview** tab provides a color-coded bar chart report. It displays the latest view of the audit engagements and audit activities such as audit tasks, issues, and remediation tasks. You can further drill down in the individual reports.

Use the following interactive filters to filter data on the **Overview** tab reports:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Assigned to
- Audit Engagement Date

The **Audit Engagements** tab provides an overview of the audit engagements and displays the following reports.

Audit Engagements tab

Reports	Description
Open Audits	Number of audit engagements which are open
Past Due Audits	Past due audits over time
Upcoming Audits	Monthly count for the upcoming audit engagements
Started Audits	Monthly count for the audit engagements that have been started
Closed Audits	Closed audit engagements

Use the following interactive filters to filter data on the **Audit Engagements** tab reports:

- Assigned to
- Audit Engagement Date

The **Task Management** tab provides an overview of the audit tasks and displays the following reports.

Task Management tab

Reports	Description
Active Tasks	Number of active tasks
Past Due Tasks	Past due tasks
Tasks Due This Week	Tasks that are due in a given week
Upcoming Audit Tasks	Upcoming audit tasks
Tasks Completed On-Time	Number of tasks completed by the users on time
Tasks Completed After Planned End date	Tasks that are completed after the planned end date
Tasks Completed	Number of tasks completed over time

Use the following interactive filters to filter data on the **Task Management** tab reports:

- Assigned to
- Audit Engagement Date
- Task Type

  The example task types are interviews, walkthroughs, activities, and control tests.

The **Control Testing** tab provides detailed information on control tests. On further drill down, you can view detailed information about the control tests. This tab displays the following reports.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control Testing tab

Reports	Description
Active Tests	Number of active tests
Past Due Tests	Number of past due tests
Tests Due This Week	Tests that are due in a given week
Upcoming Tests	Upcoming control tests
Tests Completed On-Time	Number of tests completed on time
Tests Completed After Planned End date	Tests that are completed after the planned end date
Open Tests by Week	Tests that are open in a given week
Tests Completed by Month	Number of tests completed in a month

Use the following interactive filters to filter data on the **Control Testing** tab reports:

- Assigned to
- Audit Engagement Date
- Operation Effectiveness
- Design Effectiveness

The **Issues** tab provides an overview of all the issues that are created under audit and the issues that are generated due to control test failures. This tab displays the following reports.

Issues tab

Reports	Description
Active Issues	Number of active issues assigned to different users
Past Due Issues	Past due issues assigned to different users
Issues Awaiting response	Issues that are open and awaiting response
Issues Due This Week	Issues that are due in a given week
Upcoming Issues	Number of upcoming issues
Issues Completed Before Planned End date	Issues that are completed before the planned end date
Issues Completed After Planned End date	Issues that are completed after the planned end date
Issues Completed On-Time	Number of issues completed on time by the users
Issues Completed by Month	Number of issues completed in a month

Use the following interactive filters to filter data on the **Issues** tab reports:

- Assigned to
- Audit Engagement Date
- Issue Entity

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Issue State
- Issue Priority
- Issue Response

The **Remediation** tab provides an overview of the remediation tasks created for the audit issues and displays the following reports.

Remediation tab

Reports	Description
Active Remediation Tasks	Number of active remediation tasks
Past Due Planned Remediation	Number of past due remediation tasks
Remediation Tasks Due This Week	Remediation tasks that are due in a given week
Upcoming Remediation Tasks	Remediation tasks that are forthcoming
Remediation Tasks Completed Before Planned End date	Remediation tasks that are completed before the planned end date
Remediation Tasks Completed After Planned End date	Remediation tasks that are completed after the planned end date
Remediation Tasks Completed On-Time	Number of remediation tasks completed on time by the users
Remediation Tasks Issues Completed by Month	Number of remediation tasks completed in a month

Use the following interactive filters to filter data on the **Remediation** tab reports:

- Assigned to
- Audit Engagement Date
- Remediation Task Priority

The **Data Quality** tab provides the reports to validate whether the data for audits, audit issues, remediation tasks, and control tests is captured in a correct manner. This tab displays the following reports.

Data Quality tab

Reports	Description
Active Audits No Assignee	List of unassigned active audits
Audits Without Tasks	List of audits without tasks
Active Audits No Entity	List of active audits with no entities
Audit Task No Assignee	List of unassigned audit tasks
Operation Test No Result	List of operation tests with no results
Active Audits No Description	List of active audits with no description
Design Test No Result	List of design tests with no results
Issues No Description	List of issues with no description

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data Quality tab (continued)

Reports	Description
Control Test No Assignee	List of unassigned control tests
Issues No Assignment Group	List of issues with no assignment group
Issues No Remediation Tasks	List of issues with no remediation tasks
Control Test No Test Plan	List of control tests with no test plans
Issues No assignee	List of unassigned issues
Issues No Recommendation	List of issues with no recommendation
Issues No Explanation	List of issues with no explanation
Remediation Task No Assignee	List of unassigned remediation tasks
Issues No item	List of issues with no items
Remediation Task No Issues	List of remediation tasks with no issues

Use the Assigned to filter in the report to filter data on the **Data Quality** tab reports.

Audit Manager dashboard in classic UI

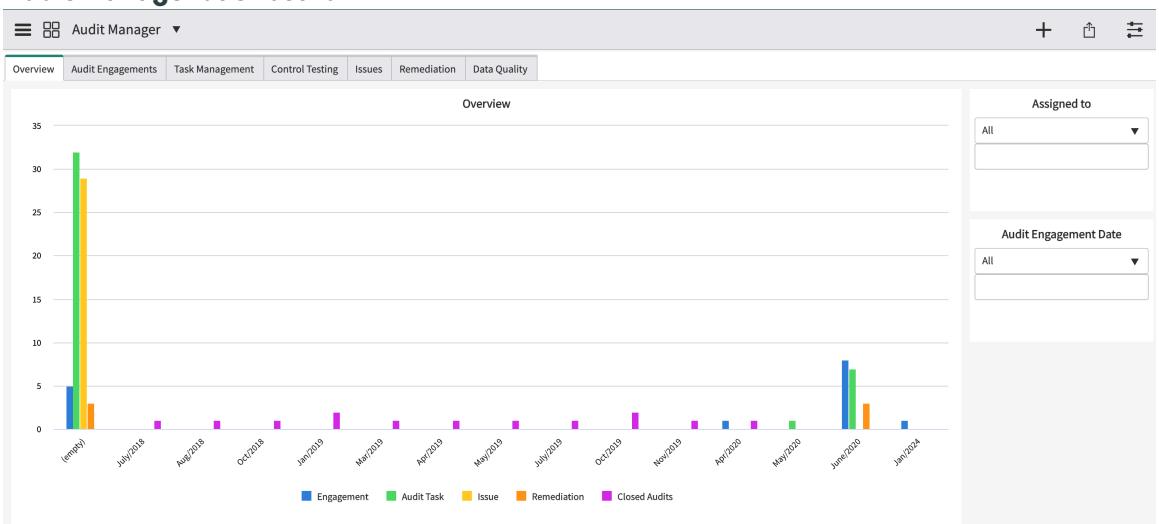
Important:
Starting with version 18.1.5 of the Audit Management application, the Audit Manager dashboard can be viewed in the Next Experience UI Framework.

To view the Audit Manager dashboard, activate the following GRC applications:

- GRC Audit Management (com.sn_audit)
- GRC Advanced Dashboards (com.sn_grc_pa_advanced)

To view the Audit Manager dashboard, navigate to **Audit** > **Audit Manager Dashboard**. Log in with the sn_audit.manager role to view reports.

Audit Manager dashboard



Related topics

Advanced Governance, Risk, and Compliance Application Risk dashboard

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Business Continuity Management

ServiceNow® Business Continuity Management application gives your organization the capability to continue to deliver products and services at an acceptable level when a disruptive incident occurs. The ongoing activities of this application are aimed to reduce the operational risks and improve your organizational ability to respond, react, and recover from issues and disruptions.

Business Continuity Management overview

The Business Continuity Management product provides a framework to perform continuous management activities. The Business Continuity Management application helps your organization to achieve the following objectives:

- Establish a clear governance structure.
- Define a consistent classification of business processes, interdependencies, and recovery objectives based on impact analysis and risk to the business.
- Develop and provide continuous improvement to the business continuity plans.
- Identify, analyze, and manage process continuity during and following a disruptive event.

For more information on Business Continuity Management, see Exploring Business Continuity Management.

Get started

Explore  Explore key features of BCM	**Configure**  Set up the BCM application	**Manage**  Manage your business continuity tasks
Notify  Send emergency notifications with Everbridge	**Classic workspace**  Use BCM Classic workspace	**Reference**  Components installed with BCM

Support for Business Continuity Management UI Builder Workspace

Starting with the Xanadu release, you can configure the Business Continuity Management application in the UI Builder Workspace. UI Builder is a Web user interface builder to build or customize your Workspace pages by using Next Experience Components.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information on the next generation of the user interface, see Next Experience UI.

For information on the UI Builder administrative tasks in BCM, see Setup for the UI Builder.

For instructions on how to configure your business continuity tasks in BCM UIB Workspace, see Managing BCM workflow tasks.

Troubleshoot and get help

- Ask or answer questions in the GRC community
- Search the Known Error Portal for known error articles
- Contact Customer Service and Support
- Developer training
- Developer documentation

Exploring Business Continuity Management

Learn how you can use the Business Continuity Management application to manage your business continuity tasks using predefined templates and workflows.

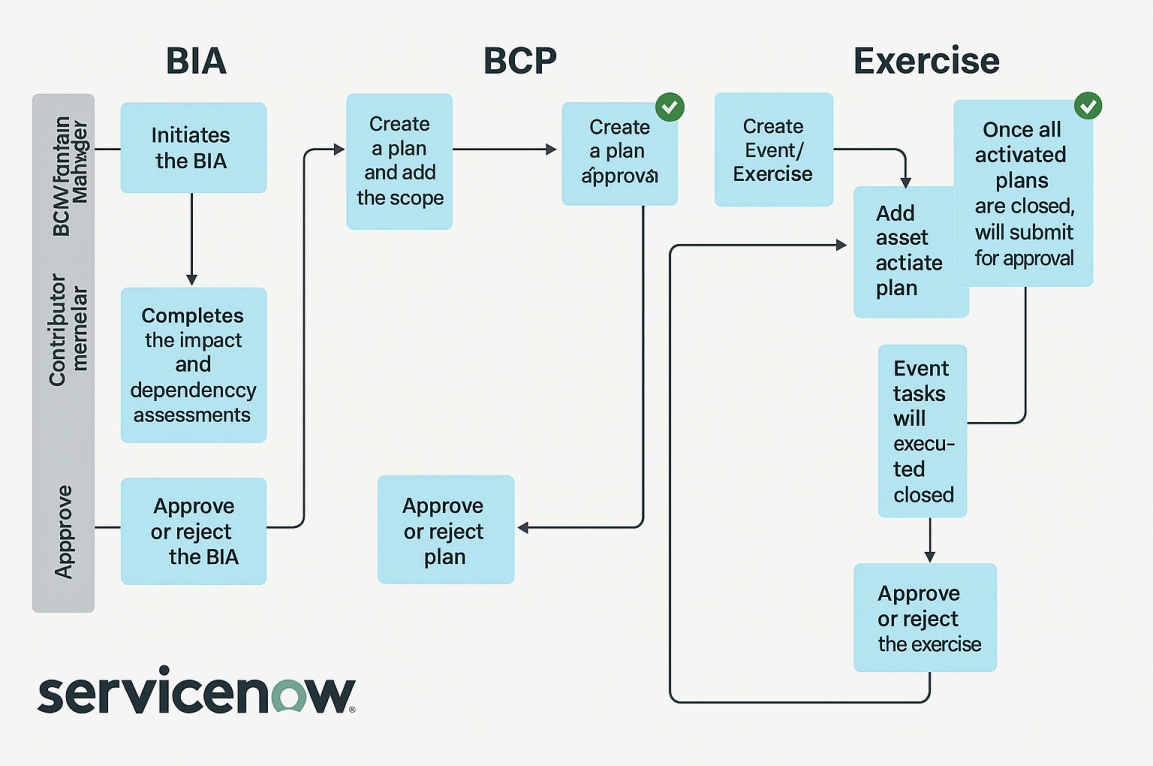
Business Continuity Management overview

The Business Continuity Management application provides a framework to perform continuous management activities such as business impact analysis, business continuity planning, exercise management, and crisis management. The structured workflows in the Business Continuity Management application improve your organizational ability to respond to the issues and recover quickly from the disruptions.

Business Continuity Management workflow

A typical workflow in the Business Continuity Management application involves the following steps for managing your business continuity tasks:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



1. An administrator downloads the Business Continuity Management application from ServiceNow Store.
2. The BCM administrator sets up the Business Continuity Management application and the templates for performing the business continuity activities.
3. The BCM program manager or business impact analysis (BIA) administrator creates a business impact analysis to determine the impact of a disruption on the business processes and IT applications. The BIA administrator also focuses on the consequences of incidents and estimates the time of recovery to resume normal business operations.
4. The BCM program manager or BCM lead reviews the assessments and approves the business impact analysis.
5. The BCM program manager or business continuity plan (BCP) administrator creates a business continuity plan and adds the relevant assets, scope, documentation, related plans, recovery teams, loss scenarios, and recovery tasks to it. The BCP administrator then sends an approval request to the BCM lead to review and approve the business continuity plan.
6. The BCM program manager creates exercise events, tracks the assets and their dependencies, and approves the exercise events.
7. The BCM program manager responds to the crisis events, tracks the assets and their associated dependencies, and manages the recovery tasks to mitigate the negative impact of a disruption.
8. The BCM program manager manages the alerts from the Crisis map interface and initiates the response workflows to minimize the downtime.
9. The BCM administrator or BCM program manager sends the emergency notifications in Everbridge notifications system and notifies the stakeholders about the crisis alerts.

Business Continuity Management benefits

The Business Continuity Management application provides the following benefits:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Benefit	Feature	Users
Manage your business continuity activities from the interactive dashboard in the Home page.	Home page view	BCM program manager
Monitor your individual and team tasks from a single dashboard in the **My tasks** view.	My tasks page view	BCM program manager
Assess your critical business services and IT applications by creating a business impact analysis.	Create a business impact analysis	BCM program manager or BIA administrator
Prepare a business continuity plan with a response strategy and get it reviewed by the BCM leads and program managers.	Create a business continuity plan	BCM program manager or BCP administrator
Finalize your business continuity plan by continuously testing and exercising an event.	Create an exercise	BCM program manager or BCM planner
Respond to an actual crisis event and manage the associated event tasks.	Start a crisis event	BCM program manager or BCM planner
Respond to the alerts in Crisis map and set the recovery tasks into action to manage the alerts.	Manage alerts from the map interface	BCM administrator or BCM program manager
Notify the stakeholders about the crisis alerts by sending emergency notifications in Everbridge.	Sending notifications with Everbridge	BCM administrator or BCM program manager

Coral theme

Coral is now the default theme for the Business Continuity Workspace. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

BCM Configurable Workspace

Starting with version 5.x.x, the Business Continuity Management application supports BCM Configurable Workspace. You can perform your business continuity tasks with an intuitive functionality in BCM Configurable Workspace.

Enhancements in BCM Configurable Workspace

BCM Configurable Workspace (also known as Business Continuity Workspace) offers an enhanced and simplified user experience for its users. The BCM application users can take advantage of the following enhancements in BCM Configurable Workspace over BCM classic Workspace:

1. Manage the crisis events, business impact analysis, planning, and exercises from an interactive dashboard in the Home page.
2. Monitor your individual and team tasks in the My tasks page and act on your pending tasks quickly.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Respond to the alerts in Crisis map and manage the recovery tasks effectively.
4. Visualize 360-degree relationship data for your business impact analysis, planning, exercises, and crisis events records and get a complete overview of all dependencies.

The Business Continuity Workspace in the classic Workspace is automatically updated to point to BCM Configurable Workspace. For information on BCM classic Workspace, see Using BCM Classic Workspace.

Configurable and role-driven Workspace

The BCM Configurable Workspace is configurable and role-driven, offering a unique experience tailored to each user or role in your organization. Logging in with specific user roles provides access to different functions and corresponding user interface views.

For more information on the user roles in the BCM application, see Components installed with Business Continuity Management.

For more information on the store apps, see Business Continuity Management and ServiceNow Store.

Support for BCM Classic Workspace

Starting with the Vancouver release, the BCM Configurable Workspace provides the latest user experience. Post Xanadu release, the BCM Classic Workspace is being prepared for future deprecation. Although the BCM Classic Workspace can still be used post Xanadu release via URLs, it will be hidden from the navigation. Using the BCM Configurable Workspace will ensure a smooth transition post Xanadu release.

The BCM Classic Workspace is an obsolete user interface that will not be compatible with the new features and enhancements introduced with the Xanadu release. If you continue to use the BCM Classic Workspace after the upgrade, you may encounter issues and errors that will not be supported by ServiceNow®.

To avoid any disruptions, transitioning to the BCM Configurable Workspace before or immediately following the Xanadu release offers the latest functionality and best user experience.

Users of the BCM application

The BCM application is the central workbench for the following types of users:

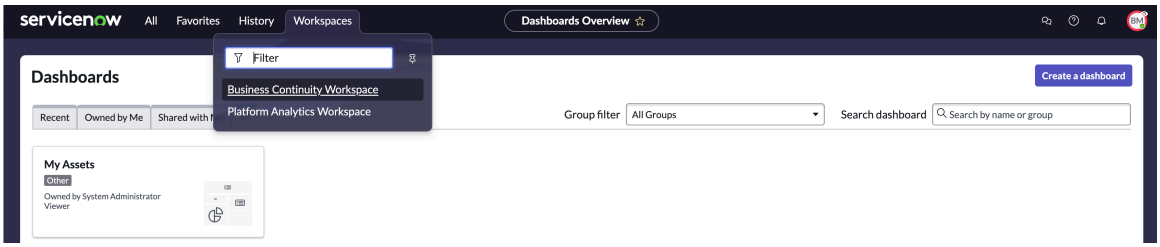
- BCM administrators
- BCM managers
- BCM planners
- BCM contributors
- BCM viewers
- Business users
- IT application owners

Navigating to BCM Configurable Workspace

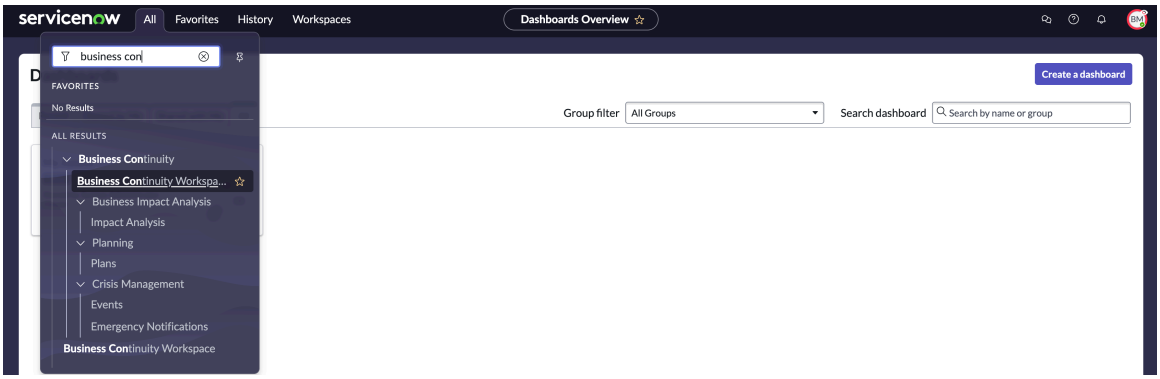
When you log in to the Business Continuity Management application with a specific user role, you can navigate to the Business Continuity Workspace by using one of the following options:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- First option: Navigate to **Workspaces > Business Continuity Workspace** in the application instance as shown in the following example.



- Second option: Navigate to **All > Business Continuity > Business Continuity Workspace** in the application instance as shown in the following example.



Note:
The Business Continuity Workspace in the classic Workspace view is automatically updated to navigate to BCM Configurable Workspace.

Icons in Business Continuity Workspace

When you launch Business Continuity Workspace, you can view the following icons in the side bar of the Workspace view.

- Home page: Displays your business continuity tasks in a single pane view.
- Tasks page: Displays an overview of the tasks for the logged-in user. For more information, see My tasks page view.
- Lists: Displays the count and status of the business impact analysis, planning, exercise, and crisis event records. For more information, see List view.
- Crisis map: Displays the real-time threat alerts from different locations in a map view. For more information, see Crisis map view.

Managing functional components in BCM Configurable Workspace

You can manage the following functional components of the BCM application in BCM Configurable Workspace:

Business impact analysis

Performing a business impact analysis helps you to identify high risk assets and determine the impact of disruption on your critical business functions or services. By analyzing the impact, you can estimate the time of recovery to resume business and also focus on the consequences of incidents and disruptions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For information on creating a business impact analysis, see Business impact analysis. For information on the structured workflow tasks for business impact analysis, see Structured workflows for BIAs.

Business continuity planning

Planning your business continuity tasks enables you to develop continuity and recovery plans for critical business processes and IT functions. Disaster recovery enables you to protect, recover, and restore the organizational critical data and its technology systems. You can also develop a business continuity strategy for each activity.

For information on creating a business continuity plan, see Business continuity planning. For information on the structured workflow tasks for business continuity planning, see Structured workflows for BCPs.

Exercise management

Creating an event to exercise the plan in a simulated crisis helps you to validate your business continuity plans by continuous testing. You can then improve the effectiveness of the plans and usability during a simulated crisis.

For information on the exercise events, see Exercises. For information on the structured workflow tasks for exercise management, see Structured workflows for exercises.

Crisis management

Managing an actual crisis event helps you to mitigate the negative impact of a disruption to the business system. You can then prioritize the actions and apply the right strategy to minimize the downtime.

For information on the crisis events, see Crisis events. For information on the structured workflow tasks for crisis management, see Structured workflows for crisis events.

Note:
For setting up Business Continuity Management, see General administration setup for BCM.

Home page view

The Home page in Business Continuity Workspace serves as the landing page of the BCM application.

Home page in Business Continuity Workspace

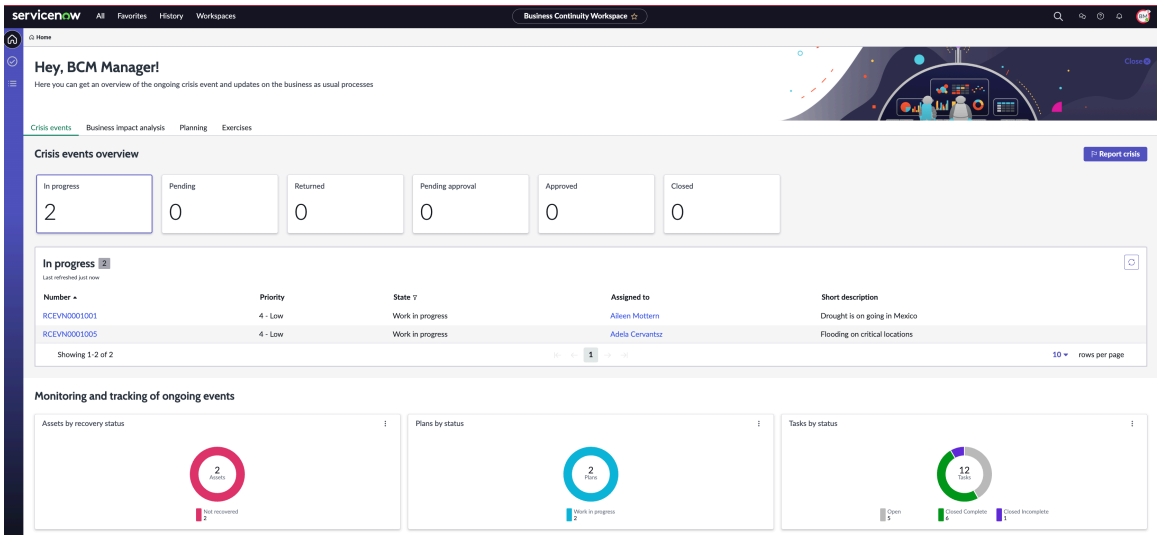
The Home page in Business Continuity Workspace provides an overview of the BCM functional components in an interactive dashboard. The visualizations help the Workspace users to know the status of their tasks and act on them in an organized manner. The Home page consists of the following tabs:

- **Crisis events**
- **Business impact analysis**
- **Planning**
- **Exercises**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Crisis events tab

The **Crisis events** tab in the Home page displays various cards that offer information on the crisis events. You can review the crisis events in various states, details of the selected crisis events, and monitoring and tracking of the crisis events. The following example shows the cards in the **Crisis events** tab.



See the following table for the description of the cards in the **Crisis events** tab:

Cards in the Crisis events tab

Card	Description
Crisis events overview	Overview of the crisis events in different states. You can view the details of the crisis events in the following states: **In progress** Number of the crisis events that are in the **In progress** state. **Pending** Number of the crisis events that are in the **Pending** state. **Returned** Number of the crisis events that are in the **Returned** state. **Pending approval** Number of the crisis events that are in the **Pending approval** state. **Approved** Number of the crisis events that are in the **Approved** state. **Closed** Number of the crisis events that are in the **Closed** state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cards in the Crisis events tab (continued)

Card	Description
Details of the selected event card	Details of the crisis events for the selected state of the card. For example, if you selected **In progress** in **Crisis events overview**, then details of the crisis events that are in the **In progress** state are displayed in this panel. You can view the following details on the crisis events: **Active** State of the crisis event. The state can be **True** or **False**. You can select the link to open the crisis event record. **Activity due** Activity that is due on the crisis event. **Participants** Participants of the crisis event. **Approval** Approval information for the crisis event. **Approval history** Approval history of the crisis event. **Assigned to** Name of the assignee responsible to respond to the crisis event. When you select the assignee name in the column, it opens the record form where the following tabs are displayed: • **Details** • **Roles** • **Groups** • **Delegates** **Assignment group** Assignment group for the crisis event. **Business duration** Business duration of the crisis event. **Service** Service impacted due to the crisis event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

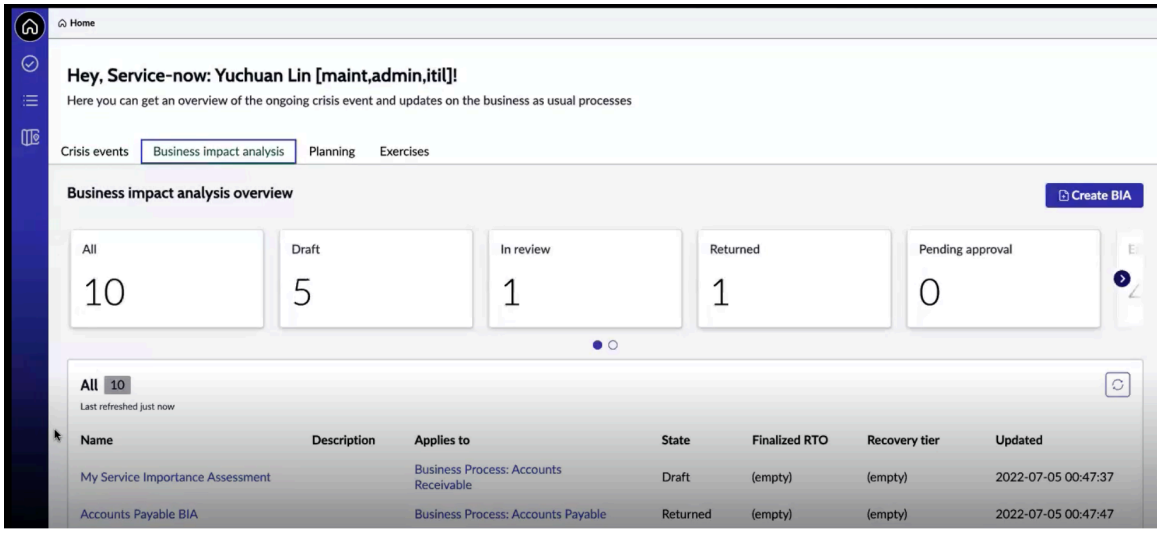
Cards in the Crisis events tab (continued)

Card	Description
Monitoring and tracking of ongoing events	Graphical representation of all crisis events. You can filter the information based on their associated assets, plans, and tasks in a pie chart format: **Assets by recovery status** Shows the number of the assets by their recovery status for ongoing events. The following details are displayed on the asset in a pie chart: • Not recovered • Recovered The example in the image shows that out of the total 18 assets, 17 assets are not yet recovered and one asset is recovered. **Plans by status** Shows the plans by the following status of the ongoing events: • Pending • Work in Progress • Closed Complete **Tasks by status** Shows the tasks by the following status of the ongoing events: • Open • Pending • Closed Incomplete • Closed Complete • Closed Skipped
Report crisis action button	Action button to report a crisis and create a crisis event from the **Crisis events** tab. When you select **Report crisis**, it launches the **Create New Event** form where you can fill in the details of the crisis event.

Business impact analysis tab

The **Business impact analysis** tab in the Home page displays various cards that offer information on the business impact analyses. You can review the business impact analyses in various states, details of the selected analyses, and monitoring and tracking of the analyses. The following example shows the cards in the **Business impact analysis** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



See the following table for the description of the cards in the **Business impact analysis** tab:

Cards in the Business impact analysis tab

Card	Description
Business impact analysis overview	Overview of the business impact analysis in different states. You can view the details of the business impact analysis in the following states: **All** Total number of the business impact analyses in the BCM application. **Draft** Number of the business impact analyses in the **Draft** state. **In review** Number of the business impact analyses in the **In review** state. **Returned** Number of the business impact analyses in the **Returned** state. **Pending approval** Number of the business impact analyses in the **Pending approval** state. **Expired** Number of the business impact analyses in the **Expired** state. **Approved** Number of the business impact analyses in the **Approved** state. **Archived**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cards in the Business impact analysis tab (continued)

Card	Description
	Number of the business impact analyses in the **Archived** state.
Details of the selected business impact analysis card	Details of the business impact analyses for the selected state of the card. For example, if you selected **In progress** in **Crisis events overview**, then details of the business impact analyses that are in the **In progress** state are displayed in this panel. You can view the following details on the business impact analyses in a tabular format: **Name** Name of the business impact analysis. **Description** Description of the business impact analysis. **Applies to** Service, process, or company that the business impact analysis applies to. **State** State of the business impact analysis. **Updated** Date and time when the business impact analysis gets updated.
Monitoring and tracking of ongoing business impact analyses	Graphical representation of all business impact analyses for their assets in a pie chart format: **Assets by RTO** Shows the number of the assets that have different recovery time objectives (RTO). The image shows an example of three assets that have an RTO of 8 hours and one asset that has an RTO of 4 hours. **Assets by recovery tier** Shows the number of assets that have different recovery tiers. The image shows an example of three assets that have mission critical recovery tiers and two assets that have business critical recovery tiers.

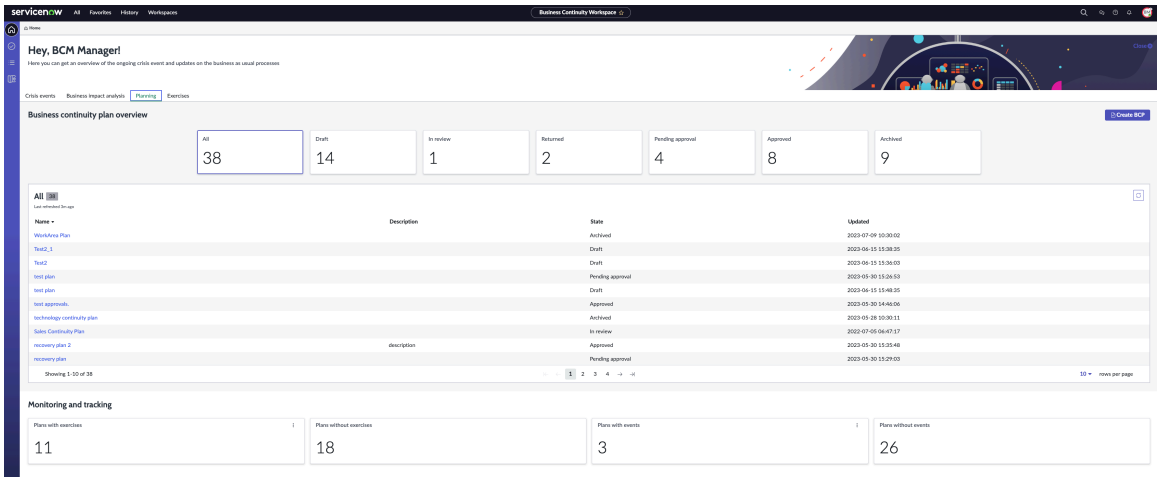
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cards in the Business impact analysis tab (continued)

Card	Description
Create BIA action button	Action button to create a business impact analysis from the **Business impact analysis** tab. When you select **Create BIA**, it launches the **Create New Impact Analysis** form where you can fill in the details of the business impact analysis.

Planning tab

The **Planning** tab in the Home page displays various cards that offer information on the business continuity plans. You can review the business continuity plans, details of the selected plans, and monitoring and tracking of the plans. The following example shows the cards in the **Business continuity plan** tab.



See the following table for the description of the cards in the **Planning** tab:

Cards in the Planning tab

Card	Description
Business continuity plan overview	Overview of the business continuity plans in different states. You can view the business continuity plans in the following states: **All** All business continuity plans in the BCM application. **Draft** Business continuity plans that are in the **Draft** state. **In review** Business continuity plans that are in the **In review** state. **Returned**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cards in the Planning tab (continued)

Card	Description
	Business continuity plans that are in the **Returned** state. **Pending approval** Business continuity plans that are in the **Pending approval** state. **Approved** Business continuity plans that are in the **Approved** state. **Archived** Business continuity plans that are in the **Closed** state.
Details of the selected business continuity plans card	Details of the business continuity plans for the selected state of the card. For example, if you selected **In progress** in **Business continuity plan overview**, then details of the business continuity plans that are in the **In progress** state are displayed in this panel. You can view the following details on the business impact analyses in a tabular format: **Name** Name of the business continuity plan. **Description** Description of the business continuity plan. **State** State of the business continuity plan. **Updated** Date and time when the business continuity plan gets updated.
Monitoring and tracking	Graphical representation of all the active business continuity plans in a pie chart format: **Plans with exercises** You can select the card to view the plans with exercises. **Plans without exercises** You can select the card to view without exercises. **Plans with events** You can select the card to view the plans with events. **Plans without events**

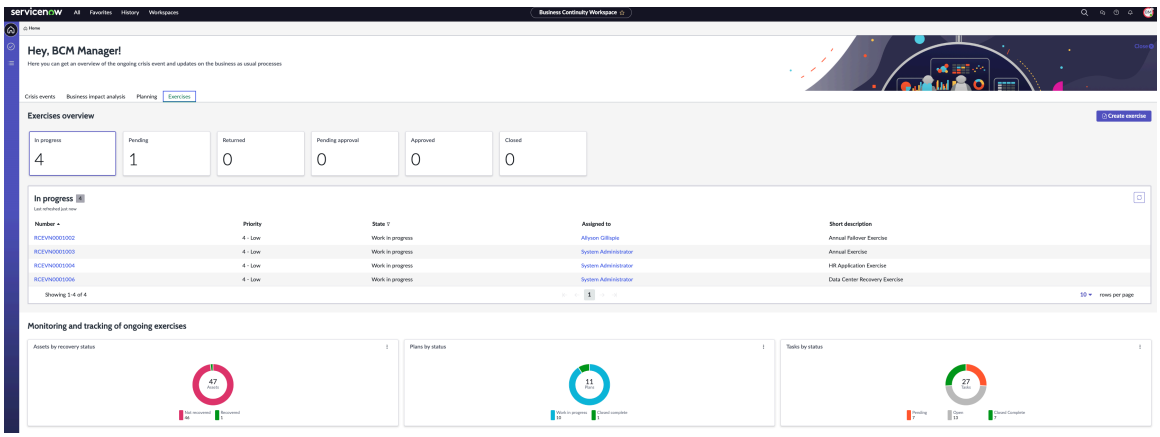
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cards in the Planning tab (continued)

Card	Description
	You can select the card to view the plans without events.
Create BCP action button	Action button to create a business continuity plan from the **Planning** tab. When you select **Create BCP**, it launches the **Create New Plan** form where you can fill in the details of the business continuity plan.

Exercises tab

The **Exercises** tab in the Home page displays various cards that offer information on the exercise events. You can review the exercise events in various states, details of the selected exercise events, and monitoring and tracking of the exercise events. The following example shows the cards in the **Exercises** tab.



See the following table for the description of the cards in the **Exercises** tab:

Cards in the Exercises tab

Card	Description
Exercises overview	Overview of the exercise events in different states. You can view the details of the exercise events in the following states: **In progress** Exercise events that are in the **In progress** state. **Pending** Exercise events that are in the **Pending** state. **Returned** Exercise events that are in the **Returned** state. **Pending approval**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cards in the Exercises tab (continued)

Card	Description
	Exercise events that are in the **Pending approval** state. **Approved** Exercise events that are in the **Approved** state. **Closed** Exercise events that are in the **Closed** state.
Overview of the exercises for the selected state	Details of the exercise events for the selected state of the card. For example, if you selected **In progress** in **Exercises overview**, then details of the exercise events that are in the **In progress** state are displayed in this panel. You can view the following details on the exercise events in a tabular format: **Active** State of the exercise event. The state can be **True** or **False**. You can select the link to open the exercise event record. **Activity due** Activity due on the exercise event. **Participants** Participants of the exercise event. **Approval** Approval information on the exercise event. **Approval history** Approval history of the exercise event. **Assigned to** Name of the assignee responsible for the crisis event. When you select the assignee name in the column, it opens the record form where the following tabs are displayed: • **Details** • **Roles** • **Groups** • **Delegates** **Assignment group**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cards in the Exercises tab (continued)

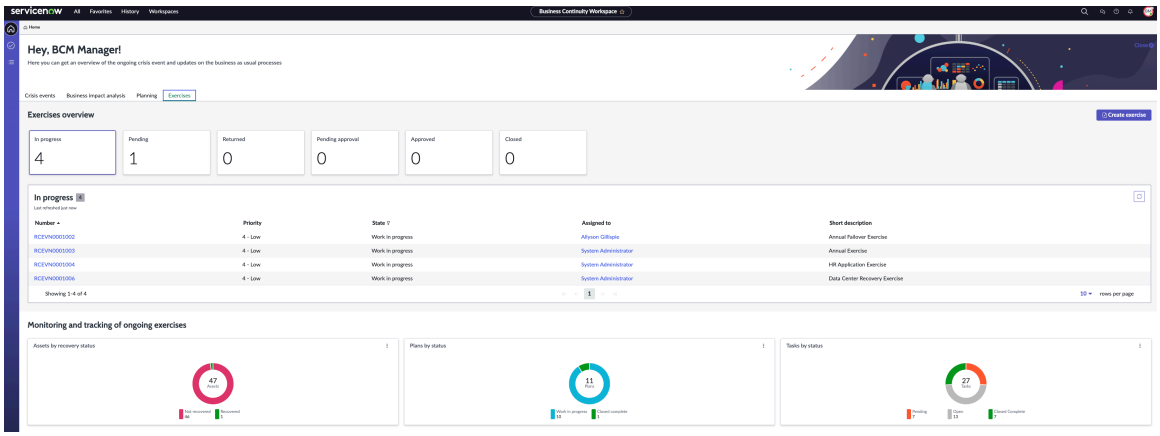
Card	Description
	Assignment group for the exercise event. **Business duration** Business duration for the exercise event. **Service** Service for the exercise event.
Monitoring and tracking of ongoing exercises	Graphical representation of all active exercises in a pie chart format: **Assets by recovery status** Shows the number of the assets by the recovery status for ongoing events. The following details are displayed on the asset in a pie chart: • Not recovered • Recovered The example in the image shows that out of the total 18 assets, 17 assets are not recovered and one asset is recovered. **Plans by status** Shows the plans by the following status of the ongoing events: • Pending • Work in Progress • Closed Complete **Tasks by status** Shows the tasks by the following status of the ongoing events: • Open • Pending • Closed Incomplete • Closed Complete • Closed Skipped
Create exercise action button	Action button to create an exercise event from the **Exercises** tab. When you select **Create exercise**, it launches the **Create New Event** form where you can fill in the details of the exercise event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

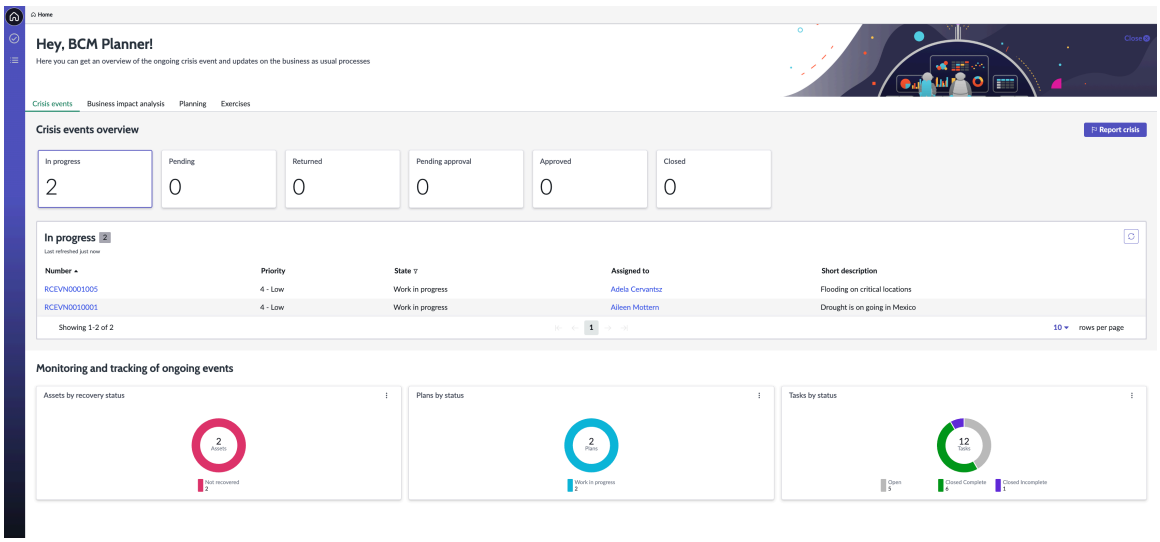
Home page views for BCM Manager and BCM Planner

When you log in to the BCM application, the Home page view is displayed according to your user role, responsibilities, and the assigned tasks.

A typical Home page view for a BCM manager is shown in the following example.



A typical Home page view for a BCM planner is shown in the following example.



For information on the tabs and their associated actions in the Home page, see Home page view.

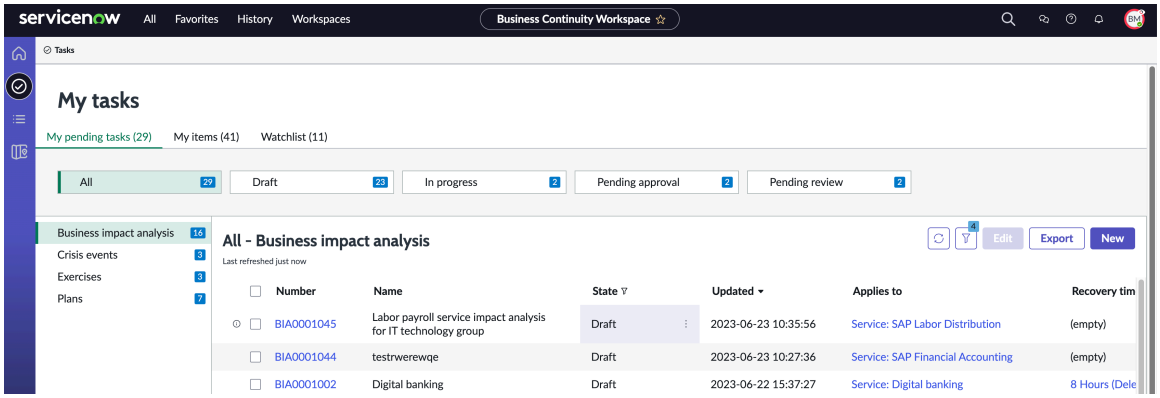
My tasks page view

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

Tabs in the Tasks page

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Tasks page in BCM UIB Workspace displays the following tabs:

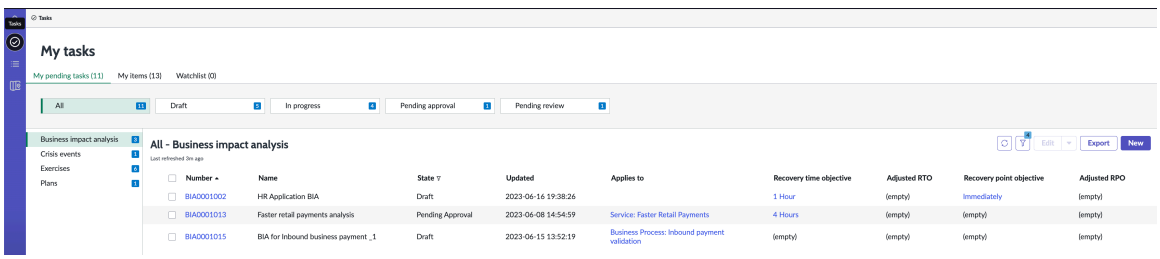
- **My pending tasks**: Displays an overview of the pending tasks that are assigned to you and the tasks that require an action from you. You can filter your pending tasks by using the following types of the states:
  - All
  - Draft/New
  - In progress
  - Needs my approval
  - Needs my review
  - Overdue
  - Pending response

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

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

- **Watchlist**: Displays a list of the tasks for which you are on the watchlist. When a task is approved or completed, you receive a notification on the **Watchlist** tab.

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



For more information on the My tasks page configurations module in the application, see My tasks page configurations.

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you have the BCM administrator role, you can customize BCM UIB Workspace by updating the Tasks page configurations module. To update the Tasks page configurations, you can navigate to **All > General administration > My tasks page configuration** in your instance.

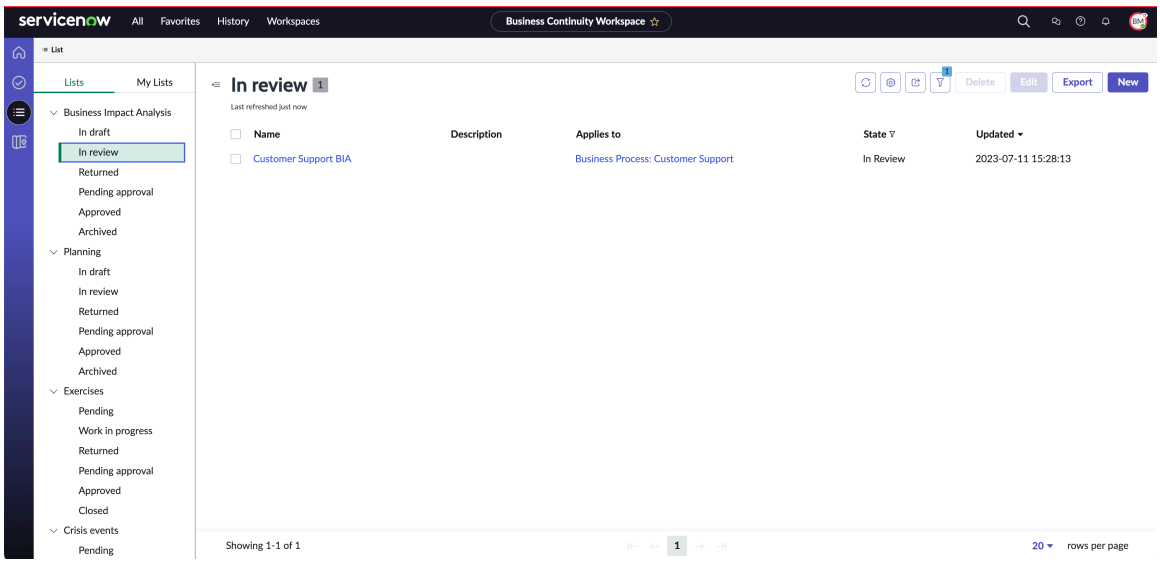
If you have the BCM manager or BCM user roles, you can also get relevant recommendations on your business continuity tasks on the Home page.

To view more information on the Tasks Page Configuration, see Update the Tasks Page Configuration record.

List view

The List view in BCM UIB Workspace displays the scope of all BCM functional components and their key metric information.

Use the List view to know the count and status of the business impact analysis, planning, exercise, and crisis event records. A typical List view in BCM UIB Workspace is shown in the following example.



The records from each group are listed according to their current state and the record details are configurable. You can create a record by selecting **New**. You can select the link of a record in the **Name** column and view its details.

Use the List view in BCM UIB Workspace to complete the following business continuity tasks:

- Assess the impact of a possible disruption on your business services, processes, and applications. For more information on performing a business impact analysis, see Business impact analysis.
- Create business continuity plans to mitigate the risk at the time of an event. For more information on managing your business continuity planning tasks, see Business continuity planning.
- Create an event to exercise the plan in a simulated crisis. For more information on exercising an event, see Exercises.
- Apply the plan in an actual crisis. For more information on managing a crisis event, see Crisis events.

For information on managing business continuity tasks in BCM UIB Workspace, see Managing BCM workflow tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Monitoring 360° relationship data for a record

You can monitor the 360° relationship data for your business impact analysis, planning, exercises, and crisis events records. You can also get an overview of the dependencies for each record.

The configurations for the 360° view are stored in **360° View Configurations** > **Configure 360° Views**. If you have the BCM administrator role, you can configure the relationships for the records in **360° View Configurations** > **Relationship Registries**.

For information on configuring 360° relationship registries and views, see Configure 360° relationship registries and views.

For information on how to view 360° relationships of a business impact analysis, see Visualize 360° relationships for BIAs.

For information on how to view 360° relationships of a business continuity plan, see Visualize 360° relationships for the BCP.

For information on how to view 360° relationships of an exercise or crisis event, see View 360° relationships for exercises and crises.

Crisis map view

When you install the GRC: Crisis map application in your instance, you can view the Crisis map icon in the List view. You can integrate the Crisis map application with BCM and analyze real-time threat alerts from different locations in a map view. You can then take remedial actions and manage the crisis events from Business Continuity Workspace.

Panels displayed in Crisis map

The Crisis map application consists of the following panels:

- Alerts panel
- Map view with the locations of the alerts

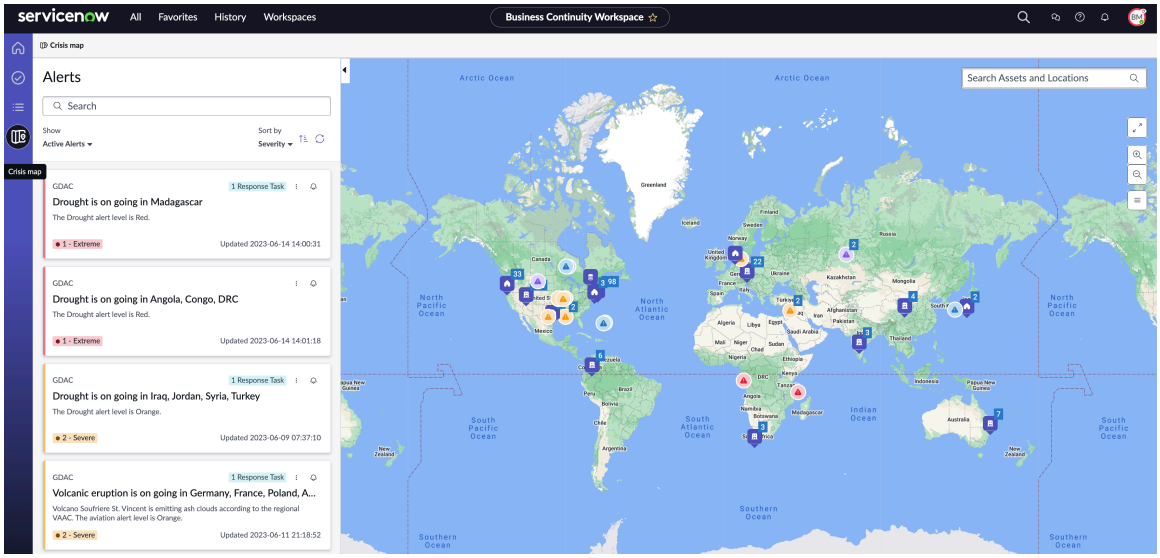
Note:

To enable the search functionality in Crisis map, you must set the *sn_bcm_map.use_google_places_lib* system property. For more information on setting the property, see Properties installed with BCM.

To enable Crisis map functionality in the GRC: Crisis map application, you must set up Google maps. For more information, see Set up Google Maps API.

A typical view of the Crisis map application is shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



For more information on the feeds, alerts, and events in Crisis map, see Crisis map interface.

Tasks for a BCM administrator

If you are the BCM administrator, you must perform the following setup tasks for Crisis map:

- Enable threat feed integrations that are provided by the base system.
- Configure additional threat feeds into the Crisis Management application. The configurations alert the crisis managers about the threats and aids them to take an appropriate action on time.

For more information on the setup tasks for Crisis map, see Setup for Crisis map in the configuration section.

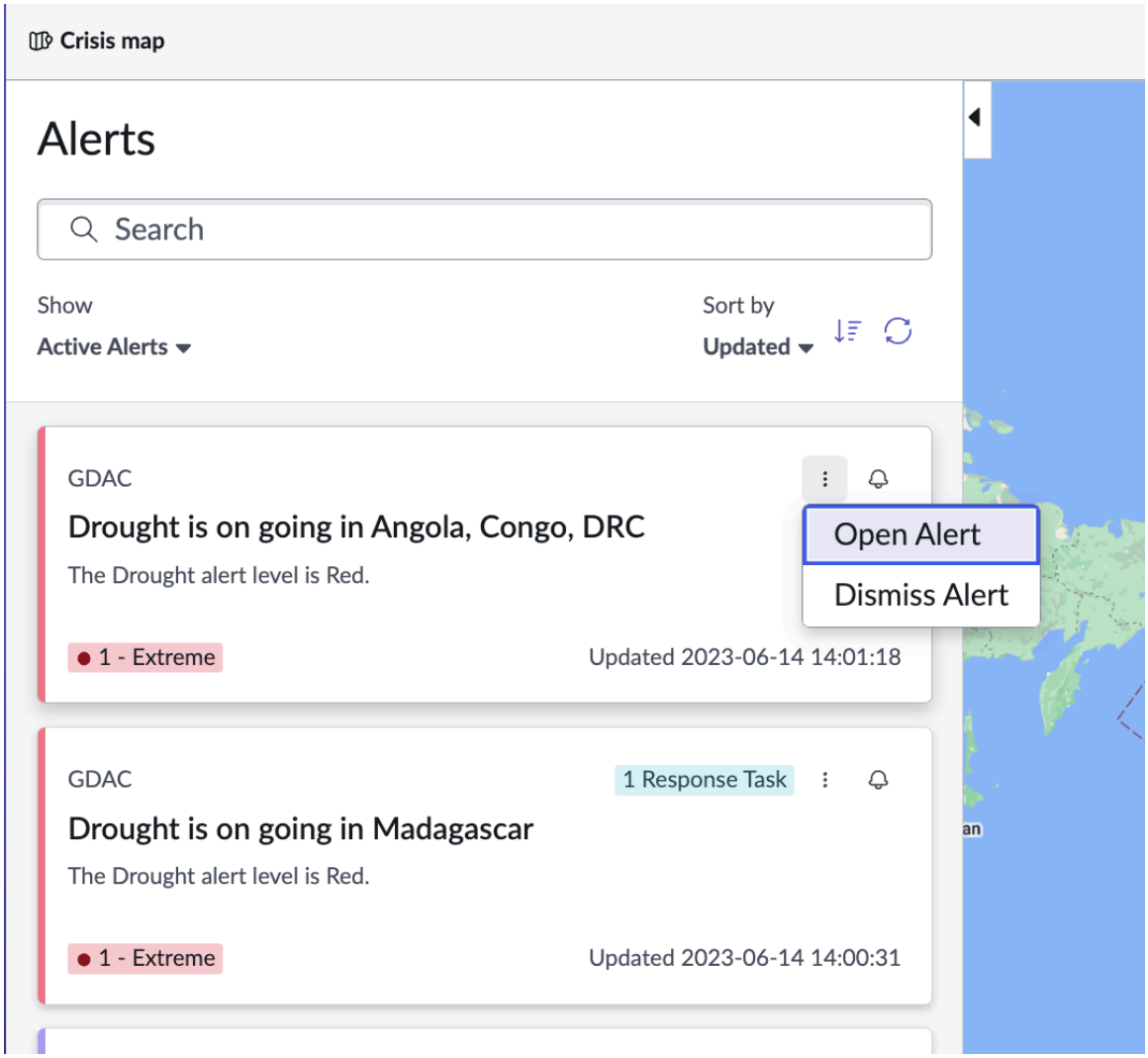
Alerts panel in Crisis map

The **Alerts** panel in Crisis map displays the following details:

- **Search field**: You can search for an alert by using specific keywords.
- **Show**: You can select this option to display the following types of alerts:
  - **Active Alerts**
  - **Dismissed Alerts**
- **Sort by**: You can select this option to sort the alerts. Select one of the following options:
  - **Severity**: Select this option to sort and display the alerts based on their severity such as **Extreme** or **Severe**.
  - **Created**: Select this option to sort and display the alerts based on their creation date.
  - **Updated**: Select this option to sort and display the alerts based on the date that they were updated on.
  - **Change sort order**: Select this option to display the alerts in an ascending or descending order.
  - **Refresh**: Select this option to refresh the alerts display.

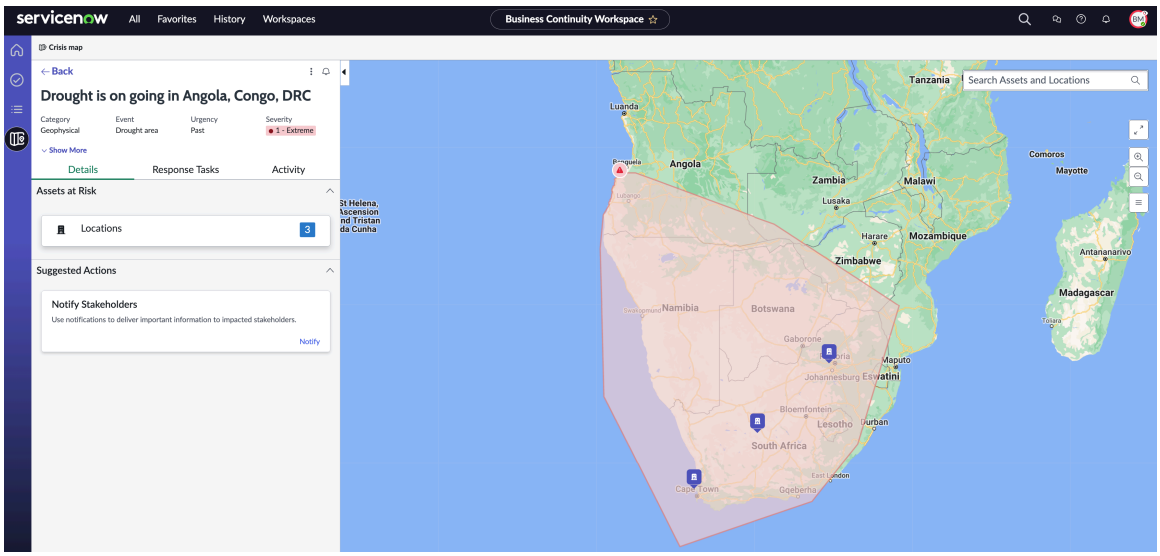
You can open or dismiss an alert in the alerts panel. You can also subscribe to an alert by selecting the bell icon as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Alerts panel

When you select an alert in the **Alerts** panel, it launches a zoomed-in view with the alert details such as category, event, and so on as shown in the following example.



You can view the following details of a single alert in the Alerts panel:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

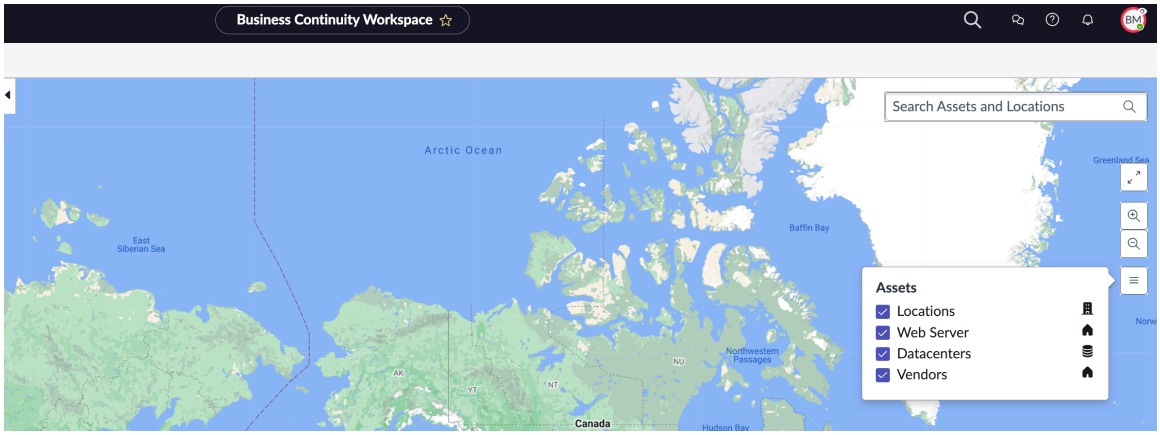
Information in the Alerts panel

Field	Description
Title of the alert	Title of the alert such as Drought is ongoing in Angola, Congo, DRC.
Category	Category of the alert such as Geophysical.
Event	Event of the alert such as Drought area.
Urgency	Urgency of the alert such as Past.
Severity	Severity of the alert such as Extreme.
Certainty	Certainty of the alert such as Unknown.
Source	Source of the alert such as GDAC.
Latitude	Latitude of the alert such as -14.0701845.
Longitude	Longitude of the alert such as 13.0958574.
Web URL	Web URL of the alert such as Web https://www.gdacs.org/report.aspx?eventtype=DR&eventid=1014416.
Description	Description of the alert such as The Drought alert level is Red.
Details tab	
Assets at risk	Number of assets that are at risk as per locations. You can select the locations to view details such as Name, Contact, Phone, City, Latitude, Longitude, Updated, and so on. The Map view in the right panel shows the zoomed-in location and highlighted area of the alert.
Response tasks	Response tasks that are associated with the alert.
Activity	Activity related to the alert. It displays the Activity panel and the Compose section where you can add your notes.
Suggested actions	Suggested actions for the alert. For example, Notify Stakeholders: Use notifications to deliver important information to impacted stakeholders.
Back	Option to navigate to the Alerts panel view.

Map view in Crisis map

After you have set up Google maps, you can view the locations of the alerts in the Map view as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can view the following details in the Map view.

Details in the Map view

Icons	Description
Search Assets and Locations search bar	Search bar in the Map view. You can enter a location or a datacenter that is impacted by an alert. When you search for a location, a mixed list of your company results with the display value of the records along with their icons, and the Google map pin icons is displayed.
zoom-in and zoom-out	Zoom control buttons to change the zoom level of the map and view specific areas.
Layers icon	Layers icon to select and display the assets such as asset locations, datacenters, or core companies on the map. The layers on the map are displayed as pins on a Google map and they are configurable. All the layer details such as the asset locations, assets, datacenters, and core companies are displayed on the map by their configured icons. Use the Layers icon to view only the selected or all assets that can be toggled on and off on the map. As a crisis manager, when viewing the active alerts you can make an informed decision by concentrating on a single asset that can be critical at that moment from the rest. The following assets are displayed: • Locations • Web Server • Datacenters • Vendors
Reset icon	Reset icon to clear the map of all the search results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Business impact analysis

Business impact analysis is a structured process where you assess the impact categories and dependencies and predict the consequences of a disruption on a business process or business function.

An integral component of your business continuity plan

A business impact analysis is an integral component of the business continuity plan for an organization. It includes information on the important information systems and a planning component that includes the strategies for minimizing your risks.

Business managers have to make challenging decisions that can contribute to overall business growth. Sometimes, an unforeseen event or a disruption can cause disruptive effects. Performing a business impact analysis helps your business to mitigate these concerns. By evaluating the potential impact of an event or a decision, your business can predict future consequences and recover from setbacks successfully.

For information on the use cases for business impact analysis, see Use cases for business impact analysis.

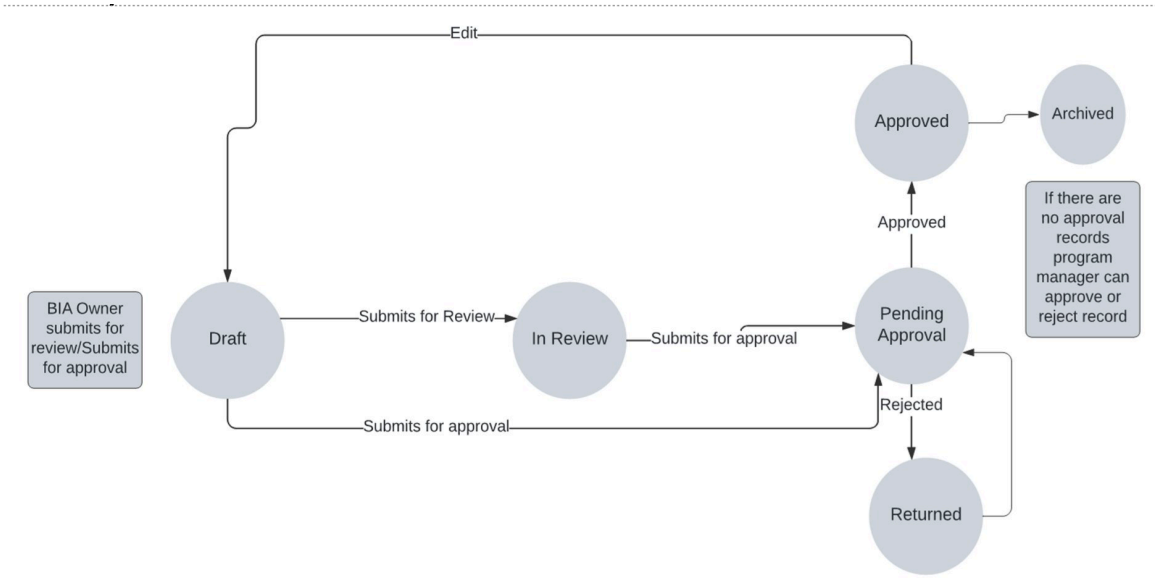
Steps involved in creating a business impact analysis

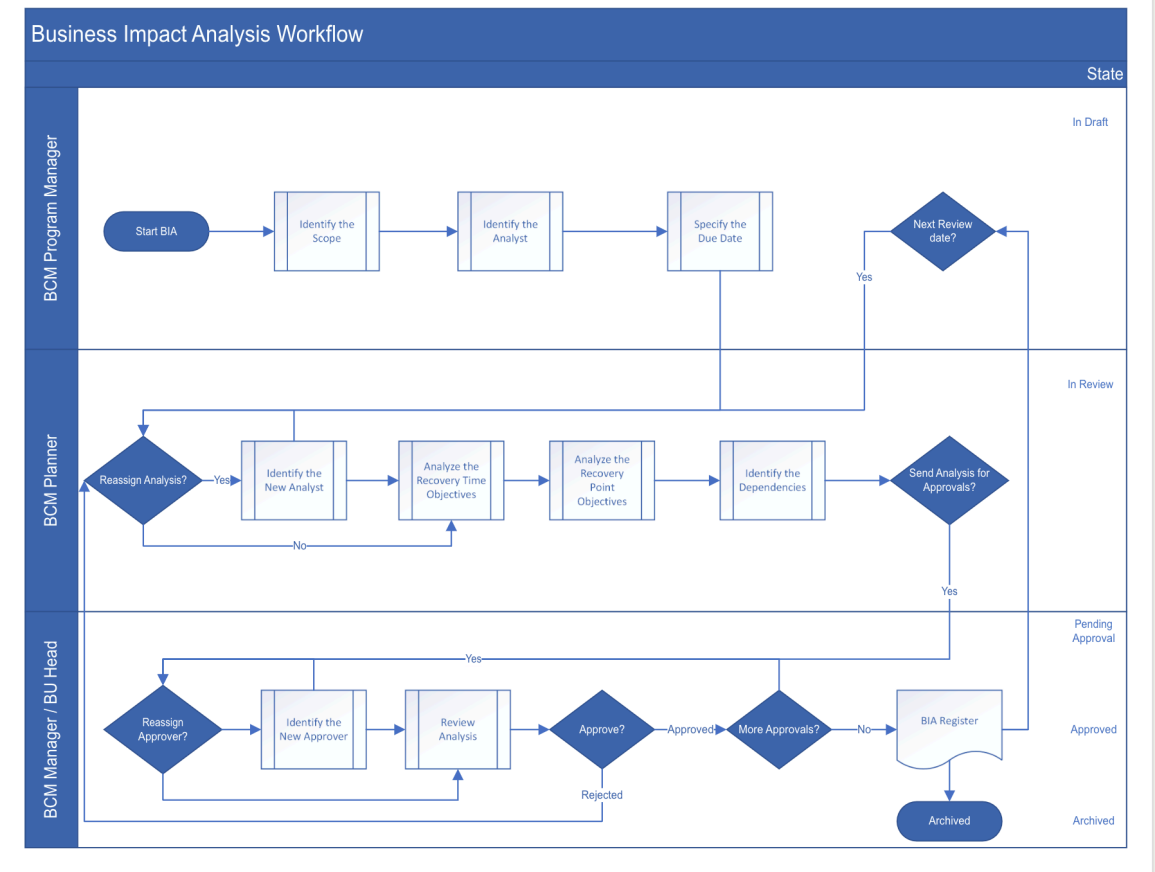
Typically, the following steps involved in creating a business impact analysis:

- The business impact analysis owner creates a business impact analysis either from the Home page or the business impact analysis record page in the List view of the BCM UIB Workspace.
- The BIA owner adds additional details for the business impact analysis on the **Details** tab.
- Different users of the BCM application respond to the assessment questionnaire for the business impact analysis on the **Assessment** tab.
- Based on the responses received, the BCM application calculates the recovery time objective (RTO), recovery point objective (RPO), and dependencies for the business impact analysis.
- The business impact analysis owner reviews the information and submits the analysis for a review and approval to the business manager for services or IT manager for applications respectively.
- The business manager, IT manager, or BCM lead review the details of the business impact analysis and approve or reject it.
- An approved business impact analysis is moved to **Approved** and later, it is moved to the **Archived** state.
- The business impact analysis owner can generate the PDF of the analysis and save a copy for reference.

A typical business impact analysis workflow is shown in the following examples:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.





Setup tasks for the business impact analysis administrator

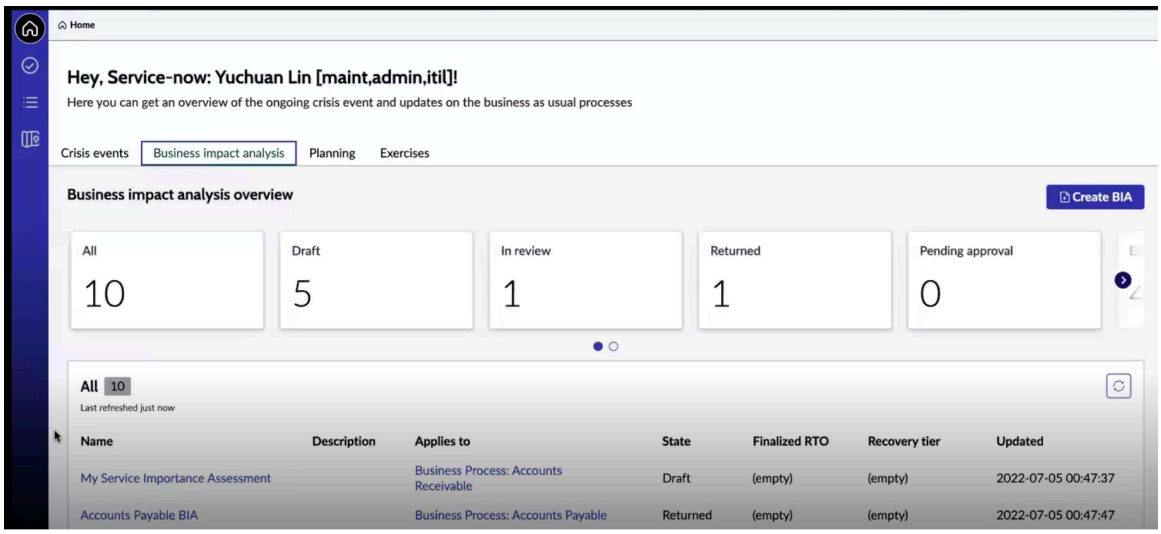
If you are the business impact analysis administrator, you can view Setup for a business impact analysis for information on the setup tasks.

Creating a business impact analysis in Business Continuity Workspace

if you are the business impact analysis owner, you can create a business impact analysis in Business Continuity Workspace by using one of the following options:

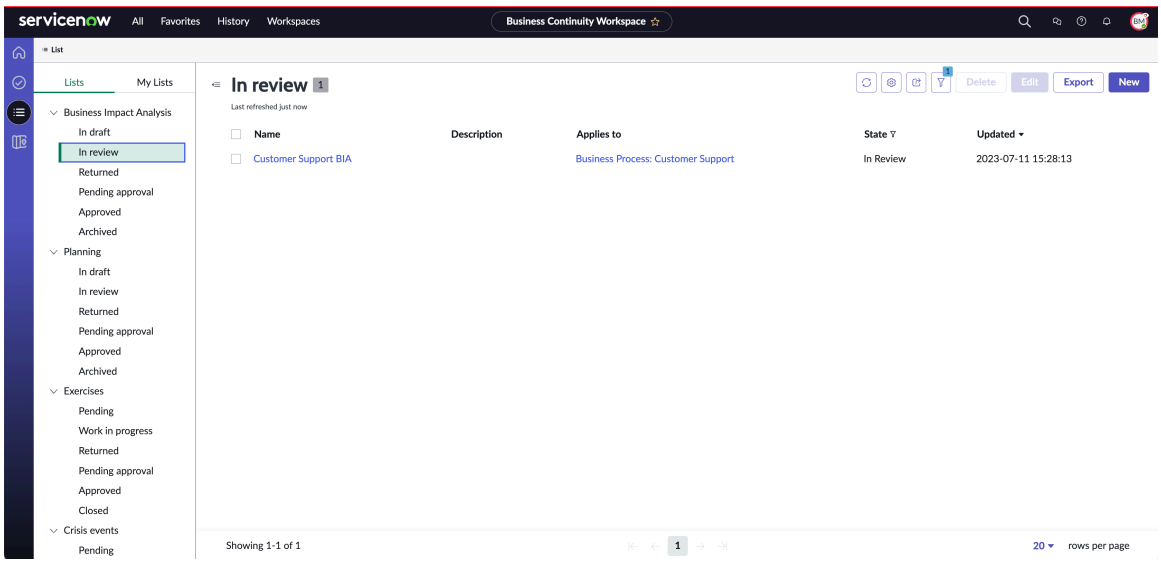
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- You can navigate to the **Business impact analysis** tab in the Home page and select **Create BIA** as shown in the following example.



For the description of the cards and action buttons in the **Business impact analysis** tab of the Home page, see Home page view.

- You can also navigate to the List view and select **New** in the Business Impact Analysis records as shown in the following example.



To create a business impact analysis in Business Continuity Workspace, see Create a business impact analysis. For information on managing the tasks that are related to a business impact analysis, see Structured workflows for BIAs.

Use cases for business impact analysis

You can use the Business Continuity Management application to assess the impact of a downtime on your business services or processes and technical entities such as datacenters or applications. For creating a business impact analysis for your organization, you can refer to the common use cases that are used for managing the business continuity tasks.

Note:
Every customer's environment is different. These use case scenarios only show generic implementations for the stated use cases. Your actual implementation may be different.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Importance of performing the impact analysis

Performing the impact analysis is an important step in managing your business continuity tasks. It offers the following benefits:

- Prevents and minimizes unintended disruptions to your normal business functions.
- Helps you identify the critical business processes for your organization and develop strategies to prevent future issues.
- Assists in planning for the protection of your financial and technical assets.
- Offers guidance and support about the areas of improvement in future.

Categories of impact analysis

You can broadly classify the impact analysis in the following categories:

Business impact analysis

If you are a business user who mainly manages the business services or processes, you want to determine the impact of a downtime on your services and processes. Performing a process-related business impact analysis can help your business to achieve the following objectives:

- Prepare for the changes to a process or procedure.
- Identify the issues that are associated with a process.
- Mitigate for the risks that you may face due to an unexpected event.

Technical impact analysis

If you are an application user or the IT manager who mainly manages a datacenter or IT systems, you want to determine the impact of a downtime on your data and applications. Performing a technical impact analysis can help you to analyze the impact of technical changes in the deployed product or application. It gives the information about the areas of the information system that may be affected due to a change in the particular section or features of an application.

Goal and method for creating the business impact analysis

Business impact analysis is typically performed by the business users to analyze a business service or business process. For example, if you are a financial analyst, you can perform the business impact analysis to estimate the impact of the downtime of a business process or service.

Goal

The goals of performing a business impact analysis are to determine the following information:

- Determine the criticality of the process.
- Determine the time that a business can survive without the business service or process.

Method to perform the business impact analysis

As a business user, you want to analyze the business service or process by estimating responses to few of the following assessment questions:

- What are the Impact categories or factors that affect the business service or process?
- What is the impact of the downtime of the business process or service?

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- How many customers are affected?
- What is the revenue impact of the downtime for the organization?
- Are there additional penalties that the organization may incur?
- Is there a reputational damage for the organization?
- What is the additional cost to repair the damage such as media coverage of the estimated downtime?
- What supporting systems are required on a normal day so that the business processes run efficiently?

As the BCM lead or manager, when you respond to these assessment questions, it helps you to define the goals of creating a business impact analysis.

Goal and method for creating the technical impact analysis

Technical impact analysis is typically performed by the IT owners to analyze the applications or systems that house the data. For example, if you are an IT owner of a financial organization, you can perform the technical impact analysis to determine the criticality and timelines for the applications and frequency to back up the data.

Goal

The goals of performing a technical impact analysis are to determine the following information:

- Criticality of the application.
- Timeline that the organization can survive for without the application.
- Frequency to back up the data

Method to perform the technical impact analysis

As a business user, you can perform the business impact analysis by estimating the responses to the following sample assessment questions:

- What is the impact on the business if the application is non-functional?
- How many employees are impacted?
- Is the application external facing?
- How many customers are impacted, if the application is external facing?
- What kind of data does the application process?
- How frequently does the data change?

As the business user, when you respond to these assessment questions, it helps you to define the goals of the technical impact analysis.

Using the business impact analysis workflow

If you are a user of the BCM application, you can use the business impact analysis workflow to perform the business impact analysis.

The following sample use cases are considered for creating a business impact analysis with BCM:

- Assess the recovery tier for the business processes or applications that are based on the pre-defined templates.
- Identify the recovery point objective.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Identify the recovery time objective.
- Identify the dependencies such as vendors, applications, facilities, and other foundational elements.

As a pre-requisite to the business impact analysis workflow, the BCM administrator of your organization sets up the BIA template in the BCM application. The template offers a survey-type user experience in the form of an assessment questionnaire.

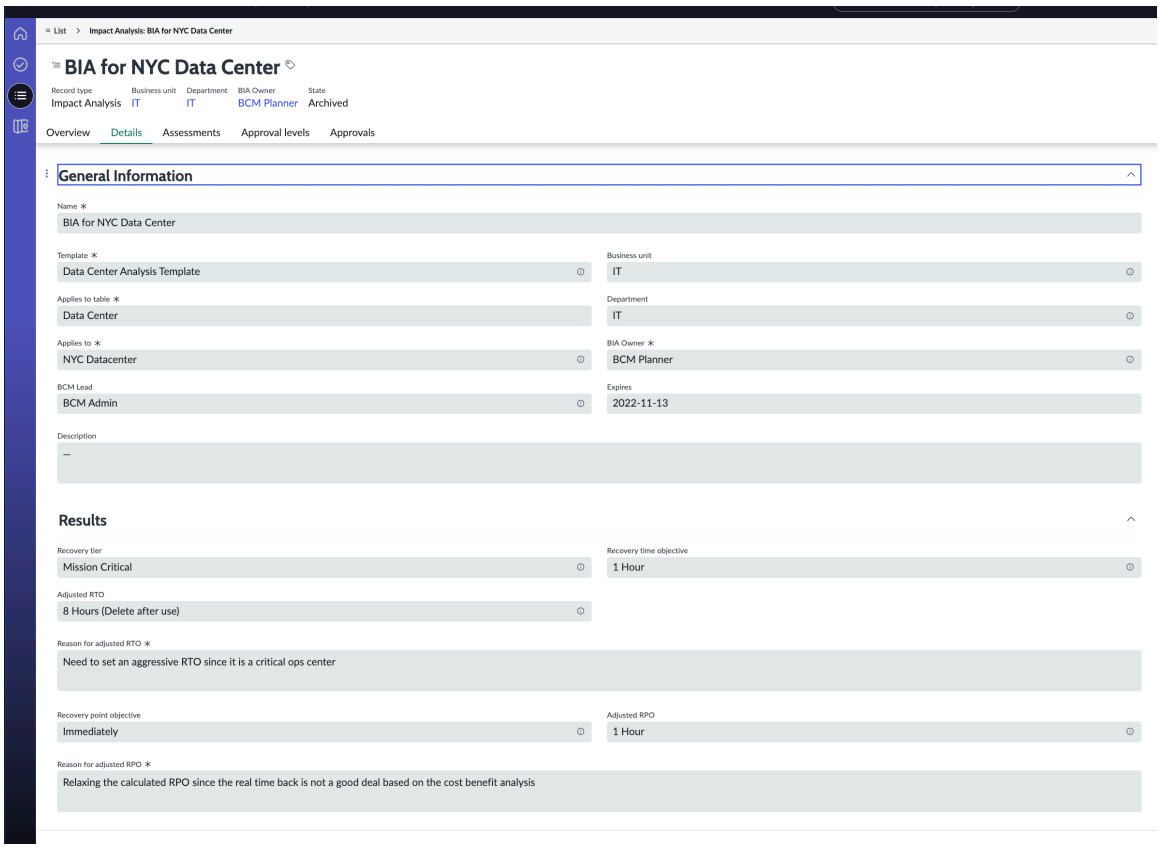
If you are the BCM administrator, you can set up the questions that are relevant to your organization and scenario in the BIA template. For more information on setting up the BIA template with the BCM administrator role, see Configure BIA templates with legacy assessment.

If you are the BCM lead or BCM program manager, you can respond to the assessment questionnaire on the **Assessments** tab of the business impact analysis record. If you mainly use the business services and processes, your answers serve as key data points for the recovery time objective assessment and dependency assessment. Based on your responses, the criticality of the business process or service and recommended timelines are determined.

If you are the BCM lead or BCM program manager who handles the IT systems, data, and applications, your answers serve as key data points for the recovery point objective assessment. Based on the responses received to the questionnaire, the application calculates the criticality of the business process or service and the recommended timelines.

Outcome of the impact analysis in BCM

After receiving responses to the questionnaire, the BCM application calculates the results of the business impact analysis. The results are displayed in the **Results** section on the **Details** tab in the business impact analysis record as shown in the following example.



The BCM application displays the following key results in the business impact analysis record:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Recovery tier

The BCM application determines the criticality of the process. It is known as the recovery tier. For example, a recover tier can be non-essential or critical for your business.

Recovery time objective

The BCM application helps you to determine the time that the organization can survive without the business process that is the recovery time objective (RTO).

Adjusted RTO

The business impact analysis owner can adjust the recovery time objective value for practical reasons. The adjusted value is displayed in the **Adjusted RTO** field in the **Results** section. If you are the business impact analysis owner and you have adjusted the RTO value with a reason during the assessment, the reason for the adjustment is displayed in the **Reason for adjusted RTO** field.

Dependencies

The BCM application helps you to determine the supporting systems or dependencies that are required on a normal day so that the business processes run efficiently. For example, you can have the following dependencies for your business:

- People
- Facility
- Application
- Vendors

For more information on the recovery time objective, recovery point objective, and recovery tiers, see RTO, RPO, and recovery tiers.

Business impact analysis (BIA) templates

The Business Continuity Management application provides pre-configured business impact analysis (BIA) templates for creating a business impact analysis. If you are the BCM or BIA administrator, you can use the **BIA Templates** module in the Business Continuity Management application. You can then select the type of the template, elements, impact categories, and so on, for the business impact analysis.

Advantages of using a BIA template

The BIA templates store information such as the impact categories and dependency groups that a business process depends on. Using a BIA template offers the following advantages:

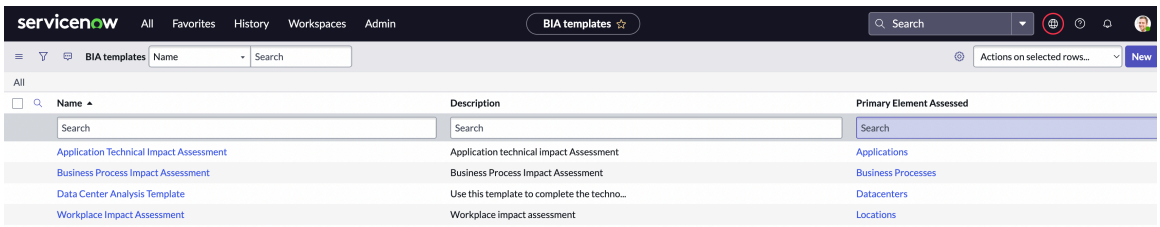
- Simplifies the process of creating a business impact analysis.
- Saves time and resources by pre-populating the templates.
- Helps you to define the primary object type that you can use the BIA template for. For example, you can use the Application technical impact analysis template to perform a technical impact analysis of an IT application.
- Populates the dependency groups automatically in the BIA.
- Helps you to select the impact categories that are relevant to your organization.

BIA templates in BCM

If you have the sn_bcm.admin role, you can view the BIA templates that are installed with demo data when you install the application or configure a BIA template in the **BIA Templates** module.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows the BIA templates that are installed with demo data in the Business Continuity Management application.



BIA template configuration

With the sn_bcm.admin role, you can configure the following details in the BIA template:

Name and Description

Use the **Name** and **Description** fields to search for the name and select an appropriate template for your business impact analysis.

Primary Element Assessed

Select the type of the elements that you plan to assess such as Business processes or CI service.

Impact Categories

Assess specific impact categories during the business impact analysis. For example, you plan to assess the financial impact and legal impact of a downtime.

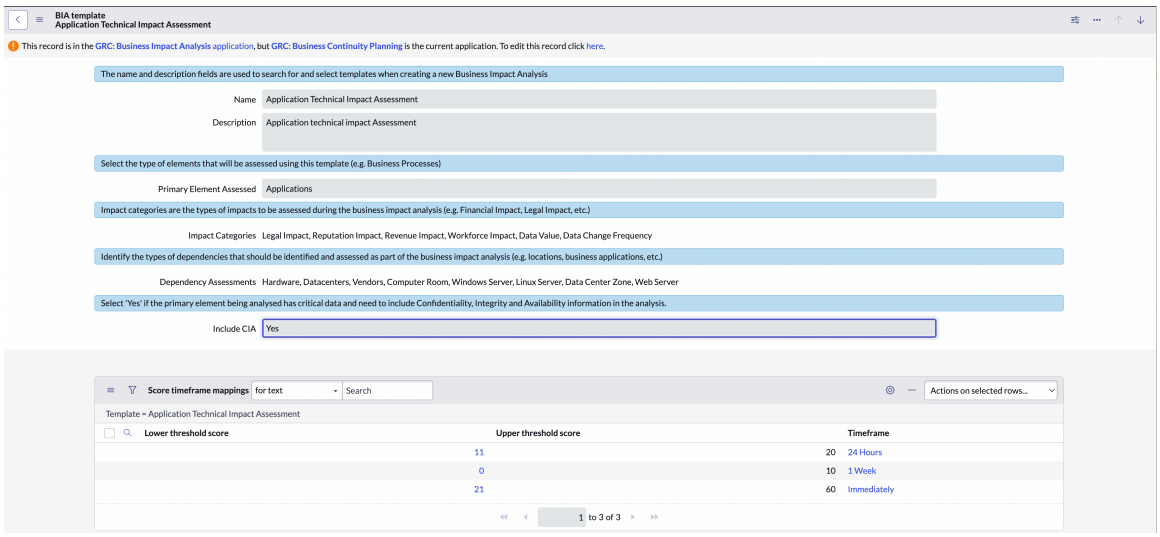
Dependency Assessments

Identify the dependencies for your business impact analysis.

Include CIA

Include CIA (Confidentiality, Integrity, Availability) information in your business impact analysis if the primary element being analyzed has critical data.

The following example shows the sample configuration of a BIA template in an instance.



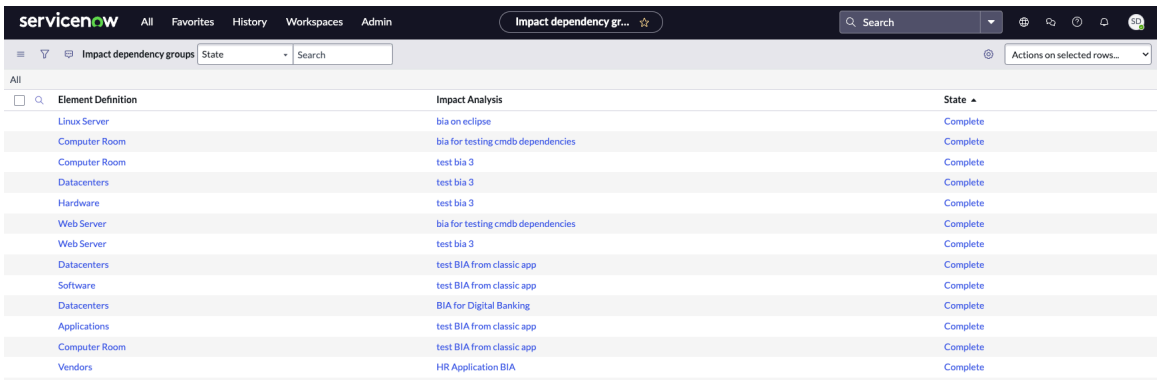
Configuring a BIA template

For more information on how to configure a BIA template with the sn_bcm.admin role, see Configure BIA templates with legacy assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Impact dependency groups

The BIA template used for creating a business impact analysis has dependency groups associated to it. When conducting an assessment, the dependency groups are automatically populated in the BIA. You can view them as Applications, Hardware, Software, Vendors, Workplaces, and others, each in its own container depending on how many of these groups are associated to the template.

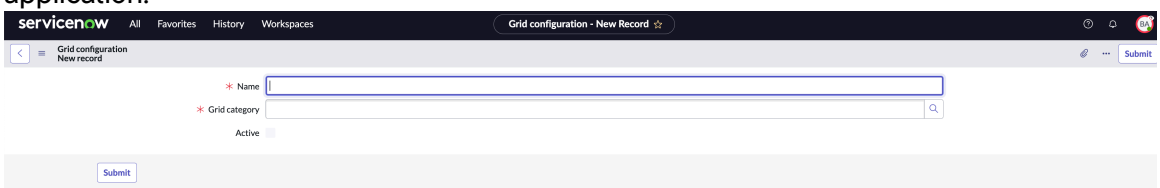


Each of them is a dependency group and you can add or remove items that belong to each group within its container.

Grid configurations and categories

You can set up the grid configuration to render the BIA dependency assessment grid with configured columns. You can define the grid category such as Dependency Assessment for which the grid configuration is applicable.

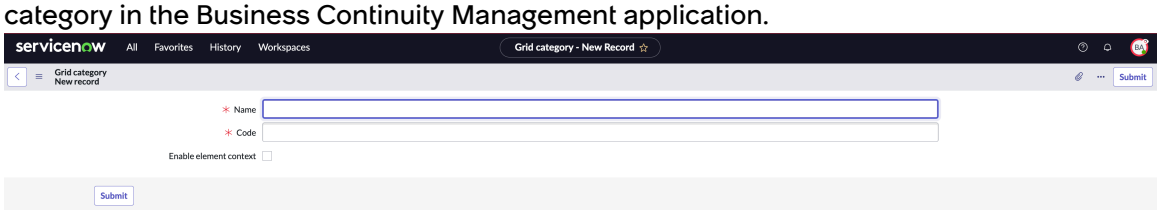
The following example shows the grid configuration in the Business Continuity Management application.



Note:
Grid configuration is used in BCM classic Workspace only.

For more information on how to configure the grid in the Business Continuity Management application, see Set up grid configuration for BIA dependency assessment.

The following example shows the configuration of a grid category in the Business Continuity Management application.



Note:
Grid categories are used in BCM classic Workspace only.

Business continuity planning

Business continuity planning helps you enact and mitigate risk at the time of an event. You can address and plan on the primary scope of the activities, documentation, loss scenarios, recovery

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

teams, approvals, and so on. You can then configure a structured workflow of your business continuity planning tasks in BCM UIB Workspace.

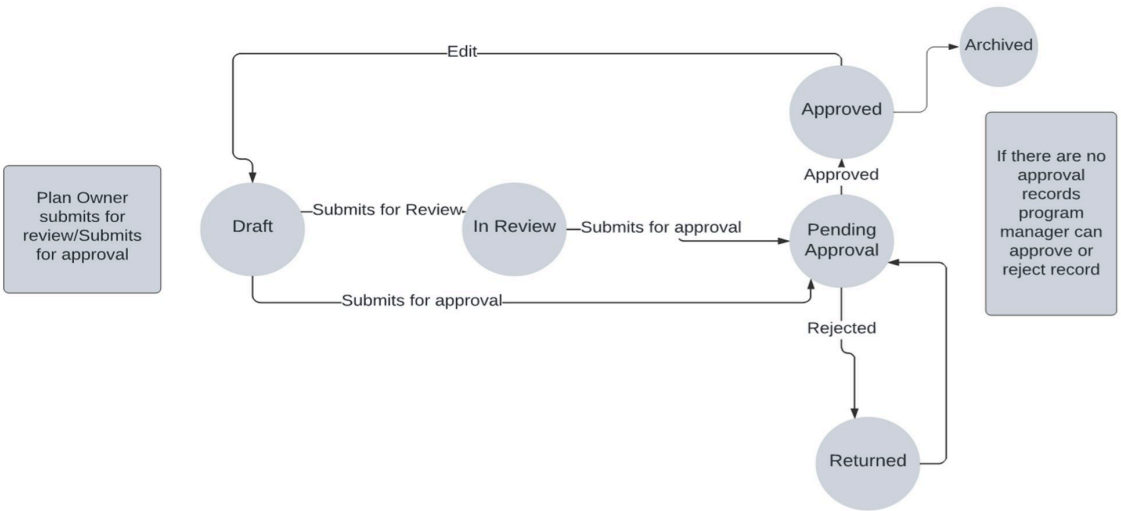
When you create a comprehensive business continuity plan for different possible disruptive scenarios, your organization is equipped to face a crisis or any adverse situation.

Steps involved in creating a business continuity plan

Typically, the following steps involved in creating a business continuity plan:

- The BCM program manager or planner creates a business continuity plan either from the Home page or the Planning record page in the List view of the BCM UIB Workspace.
- The BCM program manager or planner adds additional details for the business continuity plan such as its scope, documentation section, recovery teams, related plans, and so on.
- The business impact analysis owner reviews the information and submits the analysis for a review and approval to the business manager for services or IT manager for applications respectively.
- The business manager, IT manager, or BCM lead review the details of the business continuity plan and approve it.
- The approved business continuity plan is moved to **Approved** and later, it is moved to the **Archived** state.
- The business continuity plan owner can generate the PDF of the plan and save a copy for reference.

A typical business continuity plan workflow is shown in the following example:



Setup tasks for business continuity planning

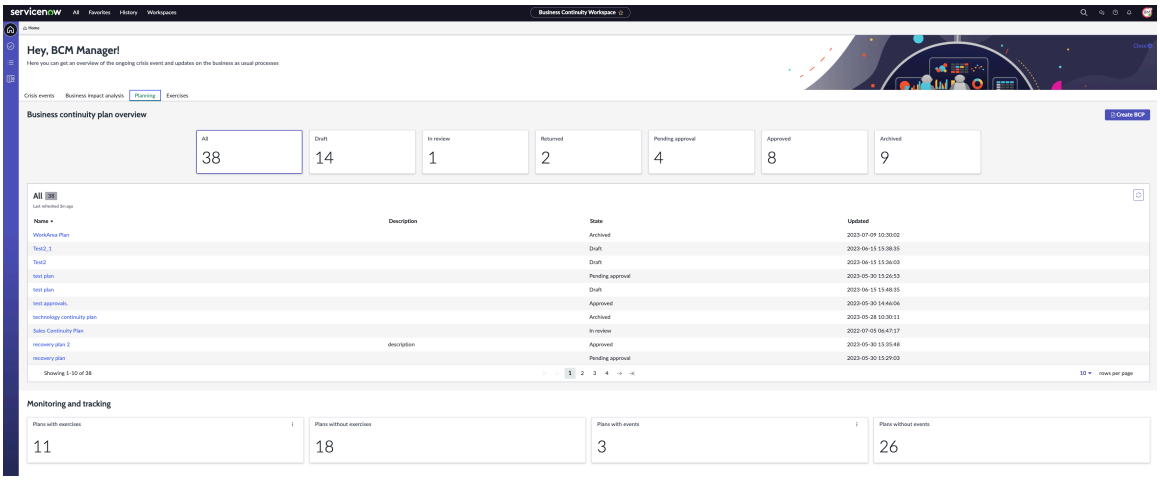
If you are the BCP administrator, you can view Setup for a business continuity plan for information on the BCP setup tasks.

Creating a business continuity plan in Business Continuity Workspace

if you are the business continuity plan owner, you can create a business continuity plan in Business Continuity Workspace by using one of the following options:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- You can navigate to the **Planning** tab in the Home page and select **Create BCP** as shown in the following example.



  For the description of the cards and action buttons in the **Planning** tab of the Home page, see Home page view.

- You can also navigate to the List view and select **New** in the Planning records.

To create a business continuity plan in Business Continuity Workspace, see Create a business continuity plan. For information on managing tasks related to a business continuity plan, see Structured workflows for BCPs.

Assets and plans related to BCP

You can identify the assets and plans related to a business continuity plan. You can then recover the assets in your planning stage. Reuse the configuration item relationship data that flow from CMDB to business impact analysis (BIA) during dependency assessment to identify the assets in your plan.

Related Assets

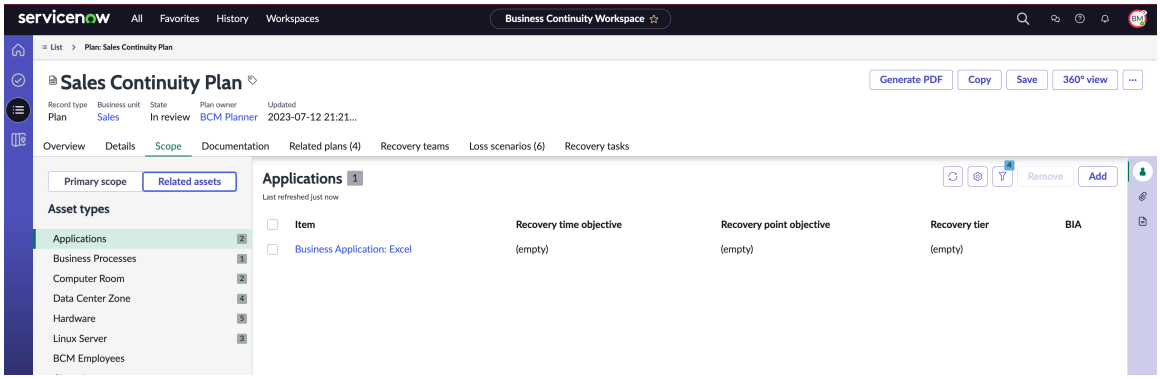
If you have added a business process or a location as an item in the **Primary scope** panel of the record, and if the scoped item is related to the business impact analysis, then all the related assets of the business impact analysis are listed in the **Related assets** panel in the record.

In other words, the CMDB configuration item added as a dependency in the business impact analysis is pulled into the plan as a related asset. The source of these related assets is displayed as the business impact analysis.

When you create a plan, you also select a primary element that the plan covers. Based on the scope that you selected in the business continuity plan or the primary element of the plan, the application adds the related assets and related plans during the planning phase. These items could be business processes, critical business applications, datacenters, or resources working from a location. All these dependencies if stored in the business impact analysis are copied over to the plan in the **Related assets** panel in addition to other dependencies that are added while creating the business impact analysis.

The following example shows the primary scope and related assets for a business continuity plan.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Related plans

After the assets are copied over to the plan, if there are plans attached to any of the related assets, then these plans are automatically pulled and listed on the **Related Plans** tab. Assets in the plan are the entities that are to be recovered by the plan during the event. When the related plans are pulled into the planning phase, you can also create the recovery tasks. As a planner, you can set a sequence to the execution of the recovery tasks of the main plan and its dependent subplans.

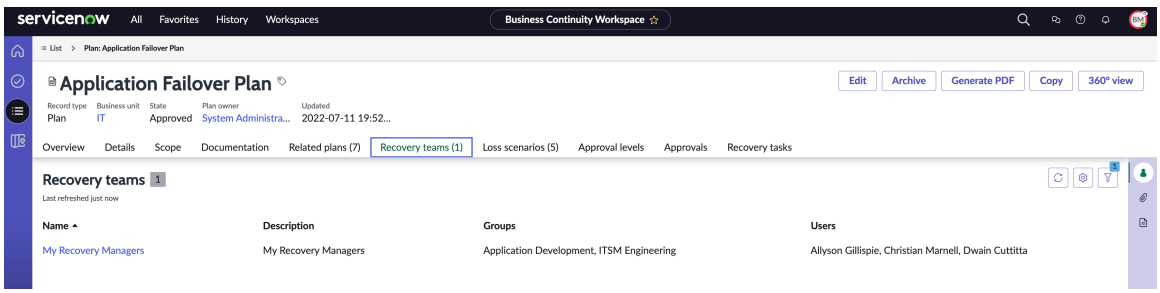
Recovery teams, loss scenarios, and recovery tasks

Business continuity planning workspace guides you to complete your business continuity plan. You can create a recovery team, define roles for the users, and direct the team to execute the plan. When you create a continuity plan for a department or a business unit, it is necessary to identify the loss scenarios to the business continuity plan.

Recovery teams

You can create a recovery team by entering the name and description for a recovery team or update an existing recovery team. You can select one or more users and groups from the respective lists.

The description for the recovery team also indicates the responsibilities of the users and groups who are assigned to the recovery team. You can also create a recovery team and add the user and group assignment later as shown in the following example.



Recovery groups and assignment groups

While drafting the plan details, the business continuity plan owners can assign one or more recovery groups and individual users to the recovery teams. While creating recovery tasks, the owner can assign them to one or more assignment groups and to the appropriate recovery teams. Additional assignees can also be added to the recovery task assignments.

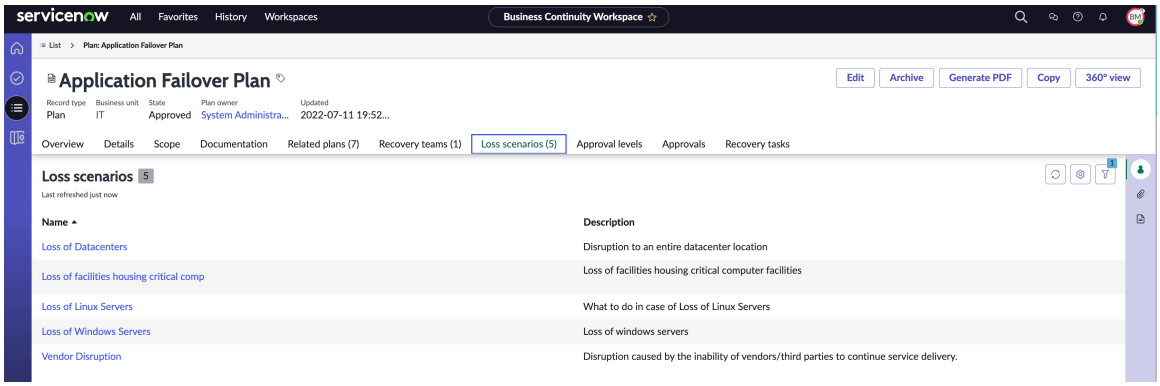
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Loss scenarios

Identifying a loss scenario helps your business to be prepared for future disruptive events and continue with your business functions as usual.

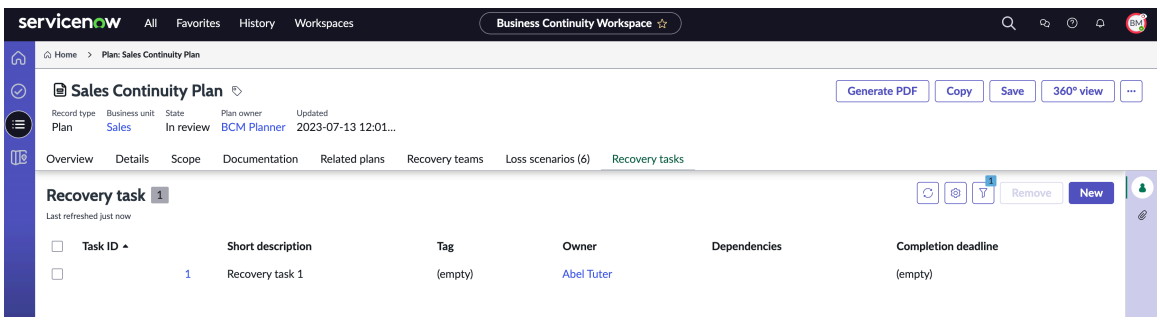
If you have the BCM administrator role, you create a business continuity plan by using the plan template. The loss scenarios that are identified in the plan template automatically get associated to the plan that you have created.

Your plan has a basic set of loss scenarios attached to it. You can then add additional loss scenarios to the plan as per your requirement in the BCM UIB Workspace as shown in the following example.



Recovery tasks

You can assign the recovery task to a group by identifying an owner to execute the processes and procedures of a recovery. The recovery task contains the details of the item to be recovered and the time by which it should be accomplished as shown in the following example.



Use cases for business continuity planning

This section describes the common use cases that are used for business continuity planning in the Business Continuity Management application. You can deploy these use cases individually or you can combine them to meet your specific needs.

You can build your business continuity plan based on your recovery strategy, partners, teams, tools, and processes that are needed to implement the plan.

Consider the example of a ransomware attack on a financial corporation. The attack may disrupt critical services such as utilities, transportation, payments, and so on. If a business continuity plan is in place, the emergency IT consultants and professionals can take the following preventive actions:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Shut down the IT services.
- Restore the services from the disaster data recovery component in the plan.
- Control the damage by moving the essential data servers to an off-site location.

Typical use cases for Business Continuity Planning

Typical BCP use cases

Use case name	description	Roles	Actions for the use case
Create a standardized recovery plan	BCP helps you enact and mitigate risk at the time of an event by addressing action items such as plan assets, activities, recovery teams, documentation, policies, and procedures. The plan record will go through a cycle of states before: • Draft -> In review -> Pending approval -> Approved -> Archived • In the **Pending approval** state, plan can be rejected back to **Returned** state.	BCM Planner, BCM Manager, BCM Admin	User creates a plan
Update dependencies in the plan	Update dependencies in the plan: 1. Allows users to view and configure the assets that are affected within the plan 2. Monitor the RTO, RPO, and Recovery Tier of each asset and identify any gaps/ risks when the asset is down 3. View the relationship of the	BCM Planner, BCM Manager, BCM Admin	User selects Update dependencies button. 2. Scheduled job Update BCP dependencies snapshot is executed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Typical BCP use cases (continued)

Use case name	description	Roles	Actions for the use case
	primary assets and related assets		
Configure the dependencies for plan	Provide configurations for users to configure what dependencies they want for plans including: 1. Configure the sources that they want to pull in from their dependencies including CMDB, BIA downstream, BIA upstream 2. Choose whether they want to pull the last updated record or all records from the source 3. Configure the users, and groups that they want to notify via emails 4. Configure what plan's fields will be updated every time they update the dependencies 5. Configure what type of plans the configurations should be applied to	BCM Admin	User creates or updates records by navigating to All -> Planning dependency update configuration
Create documentations	Provides a section and templates for the user to document the goals, objectives, and scopes that are required within the context of the plan.	BCM Planner, BCM Manager, BCM Admin	User creates a plan using a plan template with document sections defined. 2. User selects Create new section in the Documentation tab.
Create recovery teams	Defines the teams responsible for executing the plans during the recovery	BCM Planner, BCM Manager, BCM Admin	User selects New button in the Recovery teams related list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Typical BCP use cases (continued)

Use case name	description	Roles	Actions for the use case
	process. It is currently used in recovery tasks		
Monitor the loss scenarios of the plan	Create crisis scenarios that can be included in your plan (for example, Loss of Datacenters or Vendor disruption) and add assets dependencies or recovery strategies to the loss scenarios.	BCM Planner, BCM Manager, BCM Admin	User creates a plan using a plan template with Loss scenarios defined. 2. User selects Add in the Loss scenarios tab.
Submit for Approval	Create approval configurations including groups, users, or rules to standardize the approval process	BCM Planner, BCM Manager, BCM Admin	User selects Submit for approval.
Generate PDF	Summarize the details of the plan (scopes, asset dependencies, related plans, recovery teams, recovery tasks) in a PDF format. 2. Allows users to write scripts and format the PDF through document templates, and document scripts.	BCM Planner, BCM Manager, BCM Admin	User selects the Generate PDF button.
Copy Plan	Copy existing plans including their details and related lists	BCM Planner, BCM Manager, BCM Admin	User selects the Copy button.
Add related plan	Add related plan relationship to plan's related list.	BCM Planner, BCM Manager, BCM Admin	User adds a related plan.
Avoid creating cyclic tasks for the same plan while adding plan dependencies.	Stop processing same plan if its already part of the hierarchy. Avoid creation such plan dependencies during planning phase. Verify that plan dependency in recovery task doesn't create a cycle.	BCM Planner, BCM Manager, BCM Admin	User adds an activated plan to the plan recovery task.
Task execution order	Tasks under a plan can be parallel	BCM Planner, BCM Manager, BCM Admin	User adds recovery tasks

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Typical BCP use cases (continued)

Use case name	description	Roles	Actions for the use case
	and sequential based on the task dependencies. Therefore, the tasks in a plan should be ordered.		

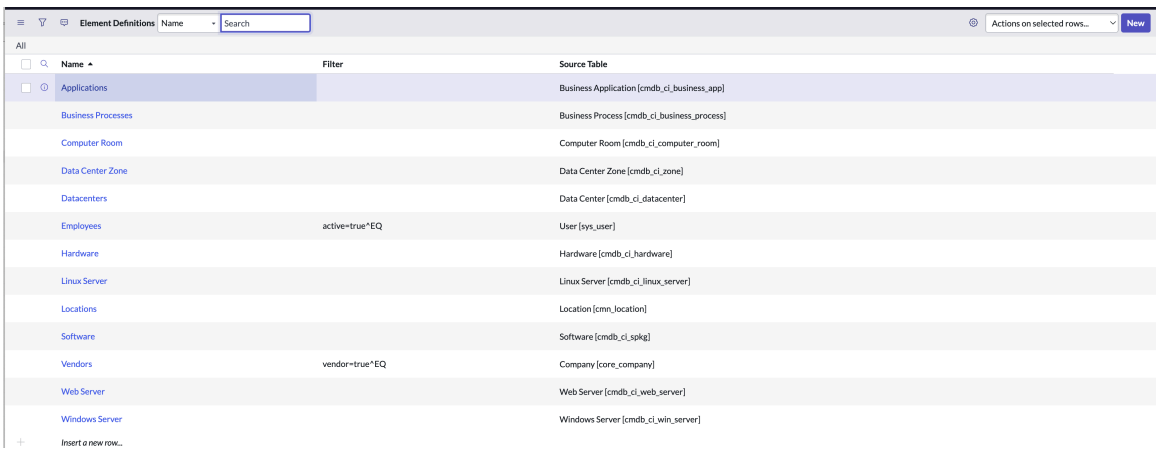
Element definitions and variables

An element definition is a configuration item that is assessed in the business impact analysis. The element definitions are also recovered in the business continuity plan. If you have the administrator role, you can set up an element variable that is required for a particular dependency of an element.

The BCM administrator can configure the element definitions in the Business Continuity Management application. Typically, the following element definitions are defined in the Business Continuity Management application:

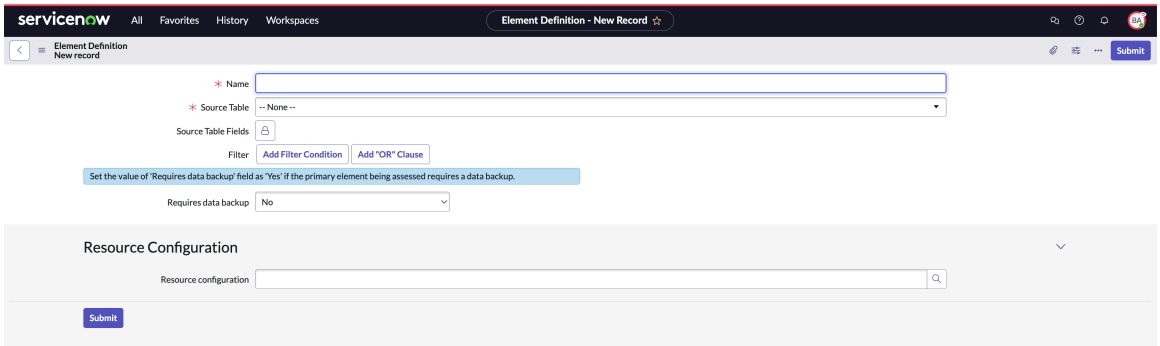
- Applications
- Business Processes
- Computer Room
- Datacenter Zone
- Datacenters
- Employees
- Linux Server
- Locations
- Software
- Vendors
- Web Server
- Windows Server

The following example shows the element definitions in an instance.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows the configuration of an element definition by the Business Continuity Management administrator.



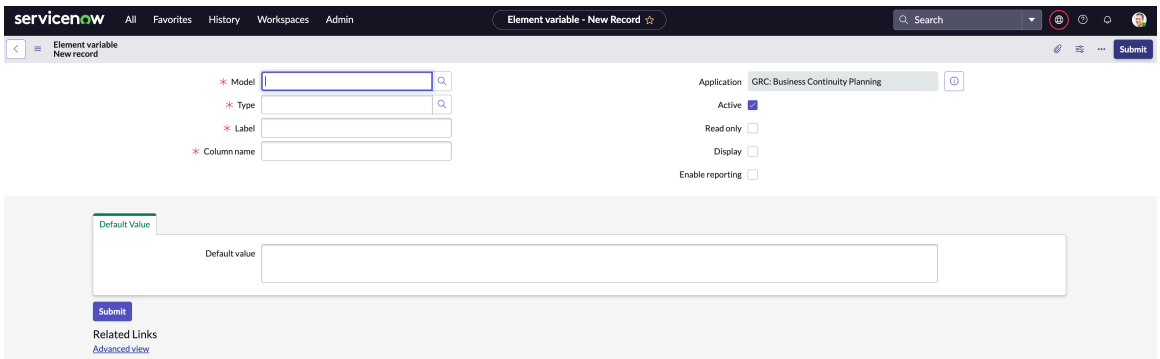
Configuration of an element definition

For more information on configuring an element definition with the BCM administrator role, see Configure element definition.

Note:
Starting with the Xanadu release, the element definition filter for the Hardware element definition has been updated. You can now add a Windows server asset in the Windows server element definition or a Linux server asset in the Linux server element definition. However, you cannot add the Windows server asset or the Linux server asset in the filter of the Hardware element definition.

Configuration of an element variable

As a functional system administrator, you can set up an element variable that is required for a particular dependency of an element. The following example shows an administrator's view of the element variable record.



For more information on how to configure an element variable in the Business Continuity Management application with an administrator role, see Configure element variables for element definitions.

Exercises

Exercises are used to provide continuous testing and improving of continuity plans. You can use the exercises to finalize your business continuity plan and improve its effectiveness and usability in an actual crisis event. You can manage your exercises in BCM UIB Workspace.

Steps involved in creating an exercise

Typically, the following steps are involved in creating an exercise:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The BCM program manager creates an exercise either from the Home page or the Exercises record page in the List view of the BCM UIB Workspace.
- The BCM program manager adds additional details for the exercise such as an asset, plan, and event task.
- The BCM program manager submits the event task related to the exercise for an approval.
- The assigned BCM program manager reviews the details on the event task and approves the exercise.
- The exercise is moved to the **Approved** state. An approved exercise is moved to the **Archived** state later.
- The BCM program manager can generate the PDF of the details and save a copy for reference.

Types of exercises

The BCM application creates the following types of exercises:

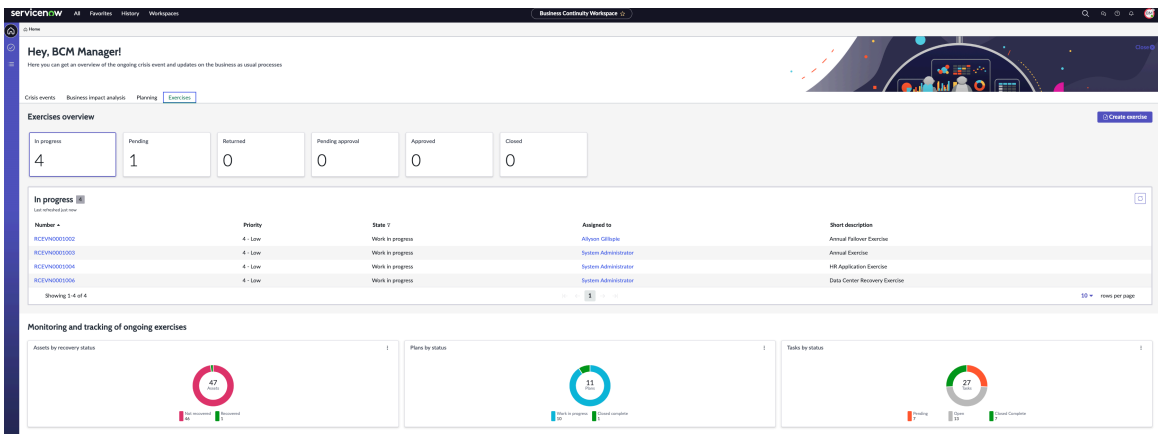
- Functional
- Simulation
- Tabletop
- Walkthrough

Technically, all exercises are treated the same way. However, only Functional exercises automatically generate tasks, while Simulation, Tabletop, and Walkthrough exercises do not have any technical differences in their implementation.

Creating an exercise in Business Continuity Workspace

If you are the BCM program manager, you can create an exercise in Business Continuity Workspace by using one of the following options:

- You can navigate to the **Exercises** tab in the Home page and select **Create exercise** as shown in the following example.



  For the description of the cards and action buttons in the **Exercises** tab of the Home page, see Home page view.

- You can also navigate to the List view and select **New** in the Exercises records.

To create an exercise in Business Continuity Workspace, see Structured workflows for exercises.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Crisis events

Managing a crisis event in BCM UIB Workspace helps you to minimize the downtime of critical business functions and processes across your organization. It is also used to minimize the financial, reputation, legal, and regulatory impact during a crisis event.

Steps involved in creating a crisis event

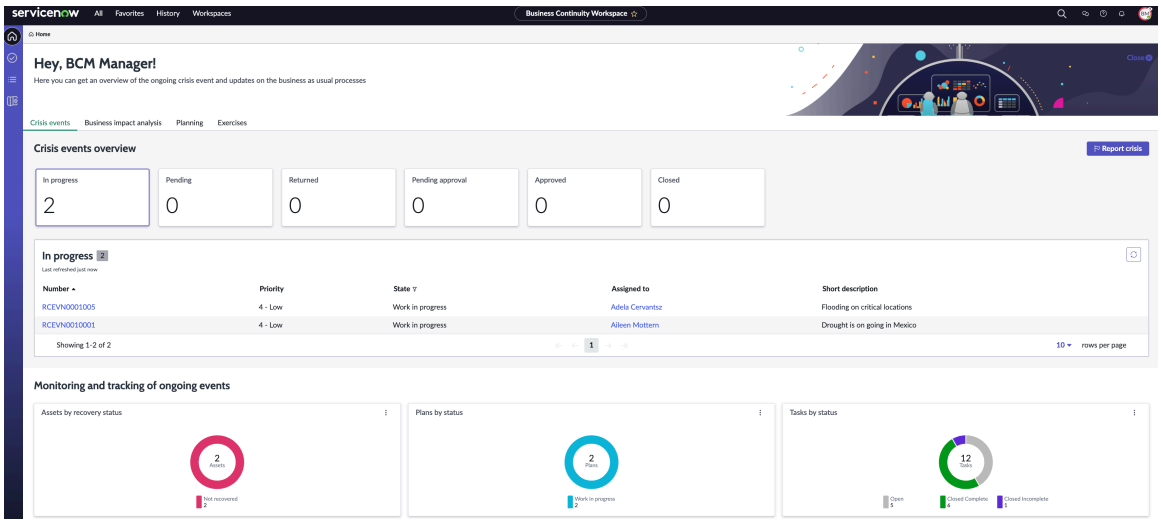
Typically, the following steps are involved in creating a crisis event:

- The BCM program manager creates a crisis event either from the Home page or the Crisis events record page in the List view of the BCM UIB Workspace.
- The BCM program manager adds additional details for the crisis event such as an asset, plan, and event task.
- The BCM program manager submits the event task related to the exercise event for an approval.
- The assigned BCM program manager reviews the details on the event task and approves the event.
- The crisis event is moved to the **Approved** state. An approved crisis event is moved to the **Archived** state later.
- The BCM program manager can generate the PDF of the details and save a copy for reference.

Creating a crisis event in Business Continuity Workspace

if you are the BCM program manager, you can create a crisis event in Business Continuity Workspace by using one of the following options:

- You can navigate to the **Crisis events** tab in the Home page and select **Report crisis** as shown in the following example.



  For the description of the cards and action buttons in the **Crisis events** tab of the Home page, see Home page view.

- You can also navigate to the List view and select **New** in the Crisis events records.

To create a crisis event in Business Continuity Workspace, see Structured workflows for crisis events.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Crisis map interface

You can integrate Crisis map with the BCM application and initiate the response workflows for crisis management. After installing the Crisis map application, you can view the **Threat and Alert Data Feeds** module in your BCM application instance.

Feeds, alerts, and events in BCM

When you integrate the Crisis map application with the BCM application, you can view and analyze the feeds, alerts, and events from different locations in the Crisis map view.

Feed

A feed is news content updated frequently and provided on a worldwide website. You can subscribe to a news feed by manually entering the URL of the feed channel in the **Web** field of the Feed form.

Alert

An alert is a notification that reports an incident happened at a particular place and time. First, an incident, or an event reportedly happens. Then, the alert triggers a notification that reports or notifies the incident to the concerned people to take an action.

Event

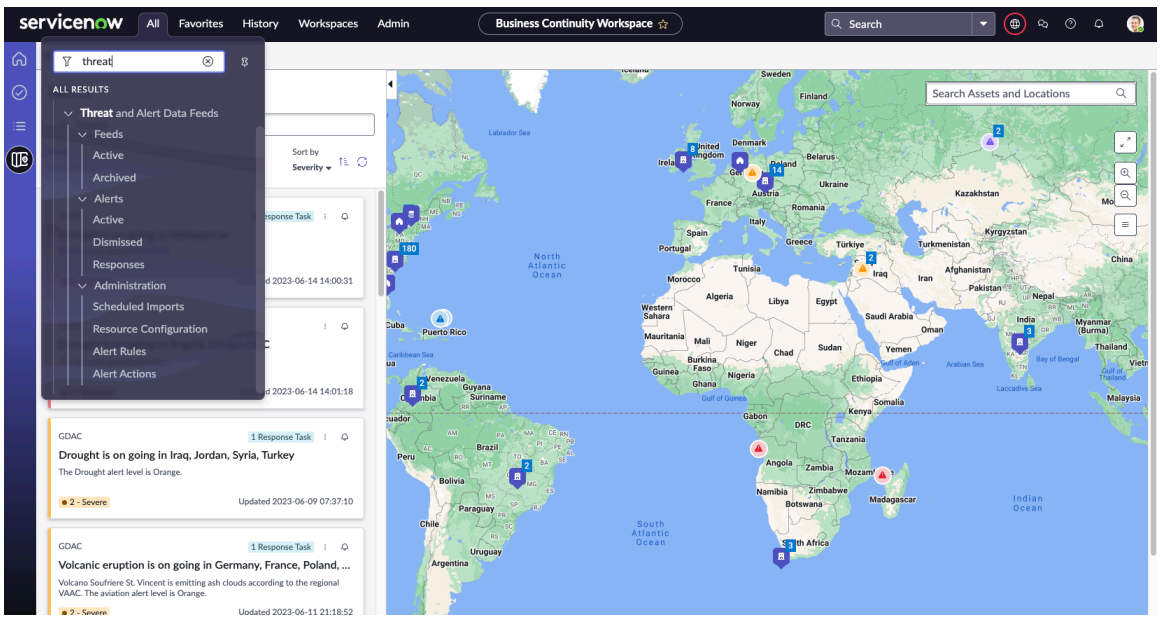
Based on the severity of the alerts, you can take actions such as notifying the stakeholders of the incident or declaring a crisis event. An event can become a crisis event if it disrupts the business operations. For information on the crisis events, see Crisis map view. You can then activate the business continuity plans for the locations that are impacted by the event.

Threat and Alert Data Feeds module in BCM

The **Threat and Alert Data Feeds** module in BCM displays the following information:

- **Feeds**
- **Alerts**
- **Administration**

The **Threat and Alert Data Feeds** module is shown in the following example.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

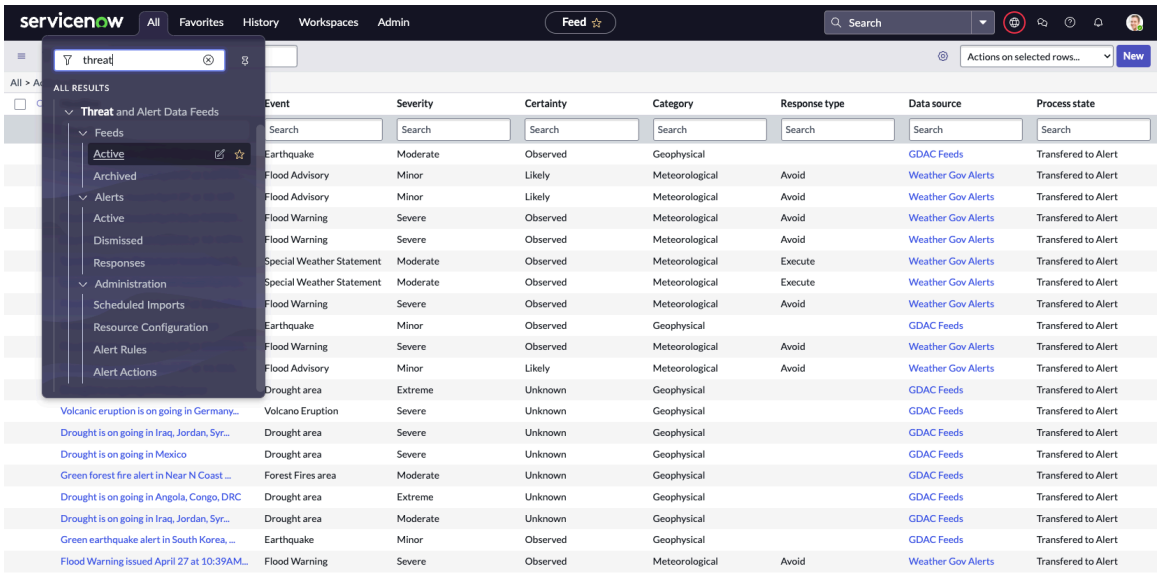
Feeds module in BCM

A threat feed is the data intelligence information of a potential or current threat that can pose a danger to an organization. It can disrupt the business routine or disable its business processes. The Crisis map application receives the feeds from third-party sources such as GDAC Feeds and Weather Gov Alerts.

The **Feeds** module in BCM displays the following types of feeds:

- **Active feeds**
- **Archived feeds**

A sample view of the active feeds is displayed in the following example.



You can use the **Personalize List** icon to configure the list columns in the **Feeds** module. For example, you can display the following additional details on the alert:

- Headline
- Event
- Severity
- Certainty
- Category
- Response type
- Data source
- Process state

Threat feeds include information about real-time disruptive events as shown in the following sample list:

- Civil unrest or riots
- Flood advisory
- Flood warning
- Drought area
- Earthquake

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Hurricane
- Wildfire or red flag warnings
- War or military conflict
- Volcano eruption

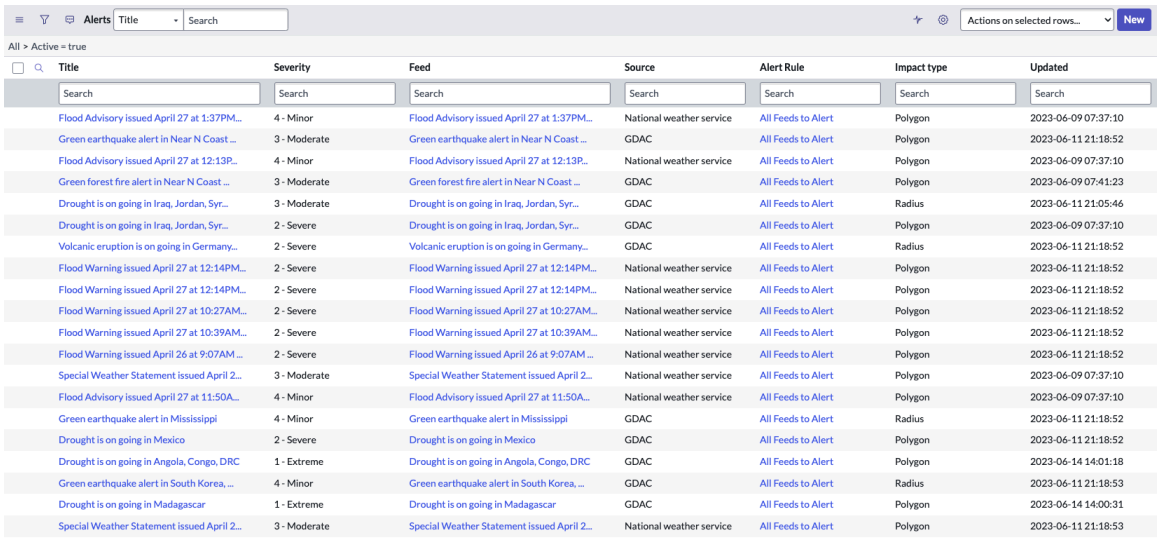
Alerts module in BCM

An alert is a notification that reports an incident happened at a particular place and time. First, an incident or an event reportedly happens. Then, the alert triggers a notification that reports or notifies the incident to the concerned people to take an action.

The **Alerts** module in BCM displays the following types of feeds:

- **Active alerts**
- **Dismissed alerts**
- **Alert responses**

A sample view of the active alerts is shown in the following example.



Title	Severity	Feed	Source	Alert Rule	Impact type	Updated
Flood Advisory issued April 27 at 1:37PM...	4 - Minor	Flood Advisory issued April 27 at 1:37PM...	National weather service	All Feeds to Alert	Polygon	2023-06-09 07:37:10
Green earthquake alert in Near N Coast ...	3 - Moderate	Green earthquake alert in Near N Coast ...	GDAC	All Feeds to Alert	Polygon	2023-06-11 21:18:52
Flood Advisory issued April 27 at 12:13P...	4 - Minor	Flood Advisory issued April 27 at 12:13P...	National weather service	All Feeds to Alert	Polygon	2023-06-09 07:37:10
Green forest fire alert in Near N Coast ...	3 - Moderate	Green forest fire alert in Near N Coast ...	GDAC	All Feeds to Alert	Polygon	2023-06-09 07:41:23
Drought is on going in Iraq, Jordan, Syr...	3 - Moderate	Drought is on going in Iraq, Jordan, Syr...	GDAC	All Feeds to Alert	Radius	2023-06-11 21:05:46
Drought is on going in Iraq, Jordan, Syr...	2 - Severe	Drought is on going in Iraq, Jordan, Syr...	GDAC	All Feeds to Alert	Polygon	2023-06-09 07:37:10
Volcanic eruption is on going in Germany...	2 - Severe	Volcanic eruption is on going in Germany...	GDAC	All Feeds to Alert	Radius	2023-06-11 21:18:52
Flood Warning issued April 27 at 12:14PM...	2 - Severe	Flood Warning issued April 27 at 12:14PM...	National weather service	All Feeds to Alert	Polygon	2023-06-11 21:18:52
Flood Warning issued April 27 at 12:14PM...	2 - Severe	Flood Warning issued April 27 at 12:14PM...	National weather service	All Feeds to Alert	Polygon	2023-06-11 21:18:52
Flood Warning issued April 27 at 10:27AM...	2 - Severe	Flood Warning issued April 27 at 10:27AM...	National weather service	All Feeds to Alert	Polygon	2023-06-11 21:18:52
Flood Warning issued April 27 at 10:39AM...	2 - Severe	Flood Warning issued April 27 at 10:39AM...	National weather service	All Feeds to Alert	Polygon	2023-06-11 21:18:52
Flood Warning issued April 26 at 9:07AM ...	2 - Severe	Flood Warning issued April 26 at 9:07AM ...	National weather service	All Feeds to Alert	Polygon	2023-06-11 21:18:52
Special Weather Statement issued April 2...	3 - Moderate	Special Weather Statement issued April 2...	National weather service	All Feeds to Alert	Polygon	2023-06-09 07:37:10
Flood Advisory issued April 27 at 11:50A...	4 - Minor	Flood Advisory issued April 27 at 11:50A...	National weather service	All Feeds to Alert	Polygon	2023-06-09 07:37:10
Green earthquake alert in Mississippi	4 - Minor	Green earthquake alert in Mississippi	GDAC	All Feeds to Alert	Radius	2023-06-11 21:18:52
Drought is on going in Mexico	2 - Severe	Drought is on going in Mexico	GDAC	All Feeds to Alert	Polygon	2023-06-11 21:18:52
Drought is on going in Angola, Congo, DRC	1 - Extreme	Drought is on going in Angola, Congo, DRC	GDAC	All Feeds to Alert	Polygon	2023-06-14 14:01:18
Green earthquake alert in South Korea, ...	4 - Minor	Green earthquake alert in South Korea, ...	GDAC	All Feeds to Alert	Radius	2023-06-11 21:18:53
Drought is on going in Madagascar	1 - Extreme	Drought is on going in Madagascar	GDAC	All Feeds to Alert	Polygon	2023-06-14 14:00:31
Special Weather Statement issued April 2...	3 - Moderate	Special Weather Statement issued April 2...	National weather service	All Feeds to Alert	Polygon	2023-06-11 21:18:53

You can use the **Personalize List** icon to configure the list columns in the **Alerts** module. For example, you can display the following details on the alert:

- Title
- Severity
- Feed
- Source
- Alert rule
- Impact type
- Updated

Administrative tasks in the Threat and Alert Data Feeds module

If you have the BCM administrator role, see Setup for Crisis map for information on the setup tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The **Administration** module in BCM displays the following types of feeds:

Scheduled imports

To manage your threat feed subscriptions that are sourced internally and externally, you must schedule a data import from the data source at defined intervals. For more information on scheduled imports, see Configure Scheduled Data Imports records.

Resource configuration

To plot your organization's assets or resources on the Crisis map, you must configure the resources in the application. For more information on resource configuration, see Configure Resource Configuration records.

Alert rules

To display the feeds as alerts on the Crisis map, configure the alert rules. For more information on alert rules, see Configure alert rules.

Alert actions

To act on a critical alert from the Crisis map dashboard, see Configure alert actions.

- For information on the administrative tasks for Crisis map, see Setup for Crisis map.
- To search for locations on the Crisis map, you must set the *sn_bcm_map.use_google_places_lib* system property. For more information, see Properties installed with BCM.

Crisis map

For information on managing the alerts in Crisis map, see Structured workflows for Crisis map.

Emergency notifications in Everbridge

You can integrate Crisis Management in the BCM application with Everbridge notifications system. You can then send an emergency notification to an individual or a group of people alerting them of an impending emergency. It provides a one-way notification and two-way communication through properly established delivery channels.

Crisis Management in Business Continuity Management application uses Everbridge to direct certain crisis response activities. This integration helps to send notifications about critical events to stakeholders and coordinates responses from them in an effective two-way delivery channel.

To send a notification, you need correct contacts, groups, and delivery channels. Delivery channels are created and stored in Everbridge and you have to import those delivery channels for your particular organization ID. These delivery channels are used for sending notifications and contact creation.

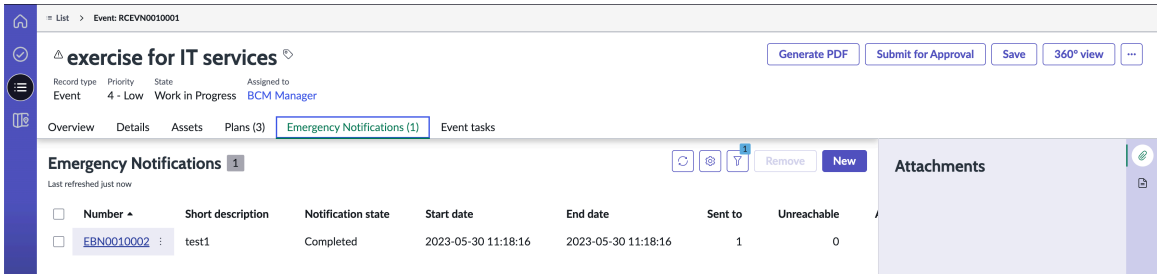
Process for sending the emergency notifications

You can send an event notification that triggers a complete workflow of the activities from the **Draft** to the **Complete** state in Everbridge. You can monitor all activities from Business Continuity Workspace.

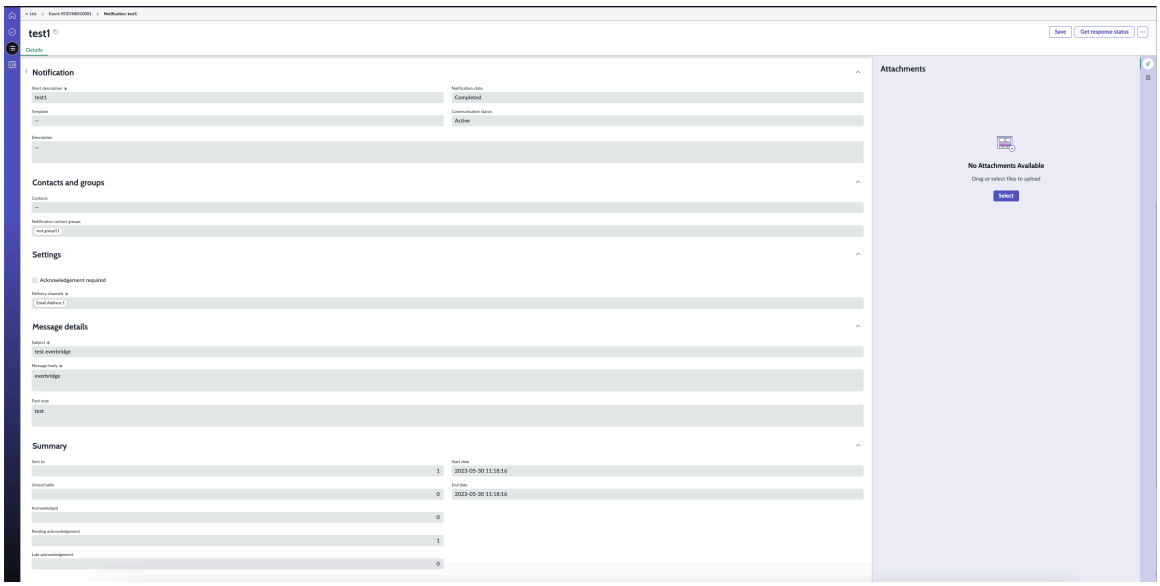
When you send an emergency notification from the Business Continuity Workspace, the action creates an incident and a notification for the incident in Everbridge to be sent to the right contacts and groups.

The emergency notifications for an event are displayed on the **Emergency notifications** tab for the event. You can view the details of the emergency notification such as the notification state, start date, end date, and so on as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The emergency notification form is shown in the following example.

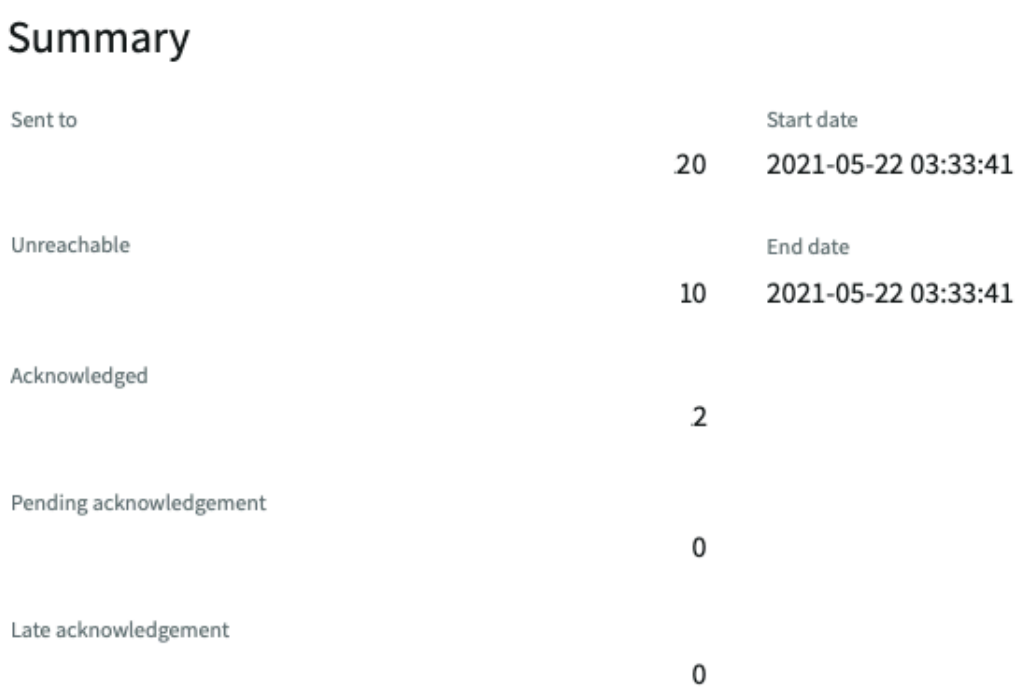


Summary of the notification sent to contacts

The **Summary** section in the notification form displays a list of the contacts and groups to whom the notification was sent and their responses are also recorded. It also displays the number of contacts who could not be reached, the number of contacts who acknowledged the notification, and the number of pending acknowledgments. This information is retrieved from Everbridge and it is displayed in your Business Continuity Workspace as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Summary of the notification sent to the contacts



The Summary section in the notification form contains the following information:

Sent to

Number of contacts to whom the notification was sent.

Unreachable

Number of contacts to whom notification was not sent.

Acknowledged

Number of contacts who acknowledged the receipt of notification.

Pending acknowledgment

Number of contacts who did not acknowledge the receipt of notification.

Late acknowledgment

Number of contacts who confirmed the receipt of notification after the notification duration had elapsed.

If there are many contacts to whom the notification could not be delivered, then you can create another notification for the same crisis event. This time, you can send it to a team of managers, as the previous notification did not reach many contacts.

Administrative tasks for integrating Crisis Management with Everbridge

For information on the administrative tasks for integrating Crisis Management with Everbridge notifications system, see Setup for Everbridge notifications.

Configuring Business Continuity Management

Configure the Business Continuity Management application to perform the business continuity tasks for your organization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configuration overview

Configuring Business Continuity Management involves installing the application from ServiceNow® Store and setting it up by the administrators.

Note:
If you have the BCM role, you can perform the setup tasks that are described in this section.

- Install the Business Continuity Management application from store. For more information, see Install Business Continuity Management from ServiceNow Store.

  Note:
  Installing GRC: Business Impact Analysis, GRC: Business Continuity Planning, or GRC: Crisis Management automatically installs GRC: Business Continuity Management – Core and GRC: Business Continuity Management – Components.

- Verify that you have assigned users with the required roles. For detailed instructions and a list of roles, see Components installed with Business Continuity Management.
- Set up the Business Continuity Management application by performing the administrative tasks with the BCM administrator role. For more information, see General administration setup for BCM.

  Note:
  You can view **My tasks page configurations** and **Properties** in the **General Administration** setup.

- Complete the setup for a business impact analysis by performing the administrative tasks with the BIA administrator role. For more information, see Setup for a business impact analysis.

  Note:
  When you create a business impact analysis in BCM UIB Workspace, you can assign a BCM lead to the analysis in the BIA form itself.

- Complete the setup for a business continuity plan by performing the administrative tasks with the BCP administrator role. For more information, see Setup for a business continuity plan.

  Note:
  When you create a business continuity plan in BCM UIB Workspace, you can assign a BCM lead to the plan in the BCP form itself.

- Format the PDF templates for a business impact analysis, a business continuity plan, or an event. For more information, see Format PDF templates for BIAs, BCPs, and events.
- Configure the 360° relationship registries and views. For more information, see Configure 360° relationship registries and views.
- Set up the notifications with Everbridge. For more information, see Setup for Everbridge notifications.
- Set up the Crisis map. For more information, see Setup for Crisis map.
- Review the setup tasks that are performed by an administrator. For more information, see Setup by system administrators.
- Review the setup information for UI Builder. For more information, see Setup for the UI Builder.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:

Both BCM classic Workspace and BCM Configurable Workspace use the Workspace view. If you have made any customizations in other UI views, you must apply the same customizations before or after upgrading from a prior release to the Xanadu release.

For information on the custom components configuration in BCM classic Workspace, see the KB1442692 article.

For information on how to migrate reports and custom changes to BCM Configurable Workspace, see the KB1444397 article.

Business Continuity Management and ServiceNow Store

Business Continuity Management applications are available from the ServiceNow Store, enabling you to obtain new and updated features more rapidly. Before you can use the Business Continuity Management applications, you must verify that you have an entitlement to use them.

Request apps on the Store

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

The list of BCM applications available on ServiceNow Store is:

Application	Description
GRC: Business Impact Analysis	Provides structured workflows for business continuity management teams to assess the impact of a disruption for critical resources such as business processes, applications, and locations.
GRC: Business Continuity Planning	Provides capabilities for business continuity management teams to create, review, and approve business continuity and disaster recovery plans.
GRC: Crisis Management	Provides capabilities for business continuity management teams to activate business continuity plans during plan exercises and actual crisis events.
GRC: Crisis Management integration with Everbridge Notifications (com.snc.bcm.app_crisis_ebn_intg)	Provides integration with Everbridge to create and send notification, and track responses.
GRC: Crisis Map (com.snc.app_bcm_crisis_map)	Provides the ability to integrate with the Feeds and Alert Management application to view the threat alerts and assets at risk on the BCM crisis map. Also, take appropriate action by triggering the Crisis Management event and notification workflows.
GRC: Approver Configurator (sn_grc_appr)	Provides capabilities to define multiple levels of approvals based on approval rule definitions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Installing GRC: Business Impact Analysis, GRC: Business Continuity Planning, or GRC: Crisis Management automatically installs GRC: Business Continuity Management – Core, GRC: Business Continuity Management – Components, and GRC: Approver Configurator.

GRC: Business Continuity Management – Core provides capabilities to configure data that are required for the business continuity management applications. This application also installs GRC: Business Continuity Management – Components: Now Design System components for Business Continuity Management application.

Get entitlement for the BCM application

The first step in installing an application is to verify that the application or the product and its associated applications have valid ServiceNow entitlements.

Before you begin
Role required: admin

Individuals performing entitlement must have a Now Support account and have permission to request applications for the instances under consideration.

Procedure

1. Navigate to the ServiceNow Store.
2. Select **Login** and log in using your Now Support credentials.
3. Select the **ServiceNow Products** tab to view all available ServiceNow Store products. Integrations and other types of content are shown on the **Certified Apps** tab.
4. Select the product name of the product that you are getting entitlement to.
   All applications associated with the product you are entitling are listed. When you have obtained entitlement to the core product, the applications listed under it are also entitled.
5. Select **Opt-in** to verify that you have entitlement to the product and the applications listed.
   You are prompted to read and accept the ServiceNow Store terms and conditions.
6. Select the check box and select **Accept**.

   Note:
   A check mark appears next to the product name and the **Manage Entitlements** button appears.

   The check mark indicates that you have subscribed to the product and its associated applications. It is time to manage your entitlements. This step is a one-time process for this product and any other products that you want to install in the future.

7. You can select **Manage Entitlements** to change the instances affected by the applications to which you are entitled.
   After you have agreed to the ServiceNow Store Terms and Conditions and managed entitlements, you can entitle other products by selecting the plus sign (+) next to the product name.

   You are now ready to install the application.

Install Business Continuity Management from ServiceNow Store

You can install the Business Continuity Management application if you have the admin role. This application includes demo data and installs the related store applications if they are not already installed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

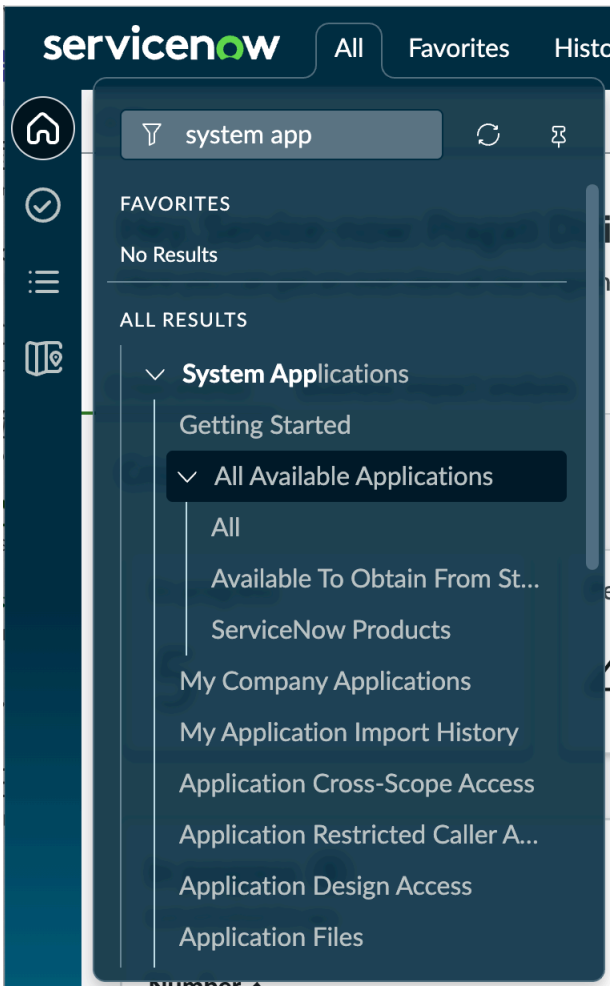
Role required: admin

In the ServiceNow Store, you must verify that you have entitlements (or licenses) to the application and its dependent applications.

Procedure

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

   The navigation path is shown in the example.



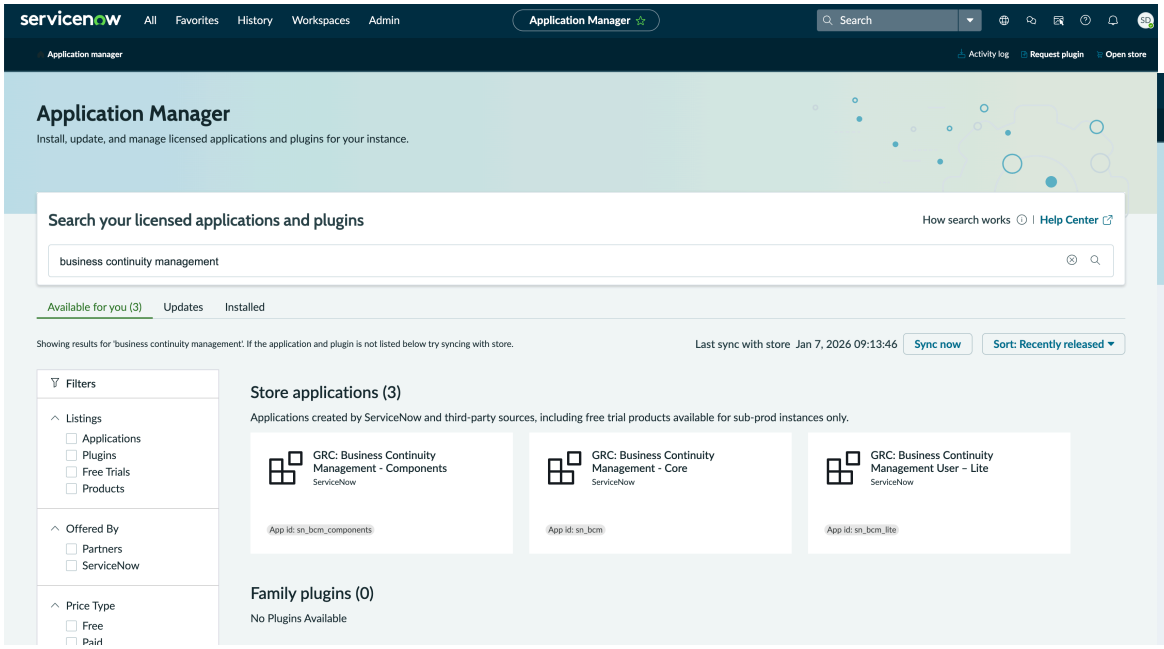
2. Find the Business Continuity Management application using the filter criteria and search bar.

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

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

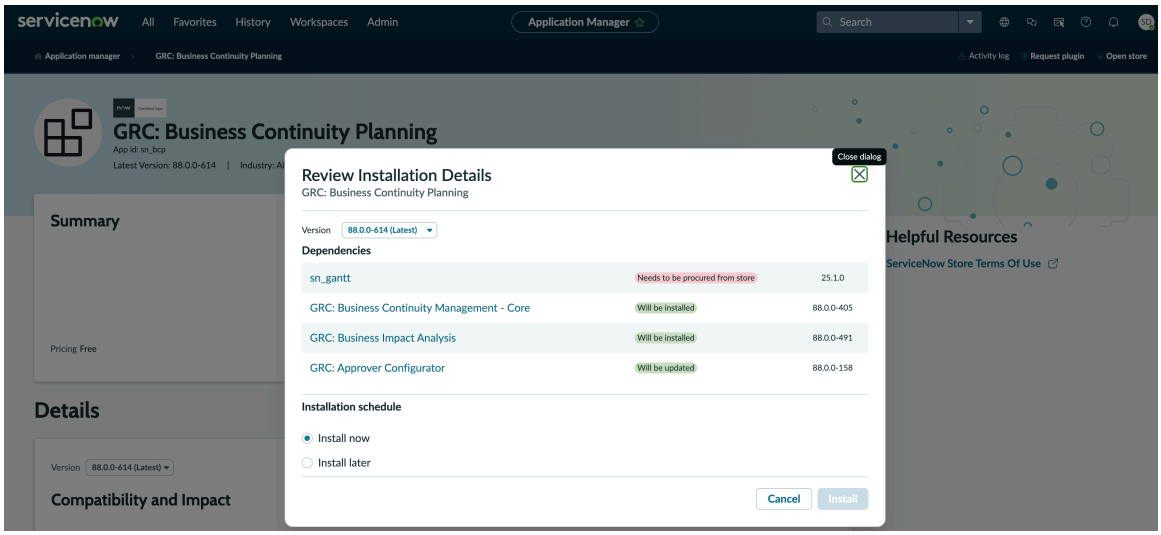
   The path using the filter criteria is shown in the examples.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



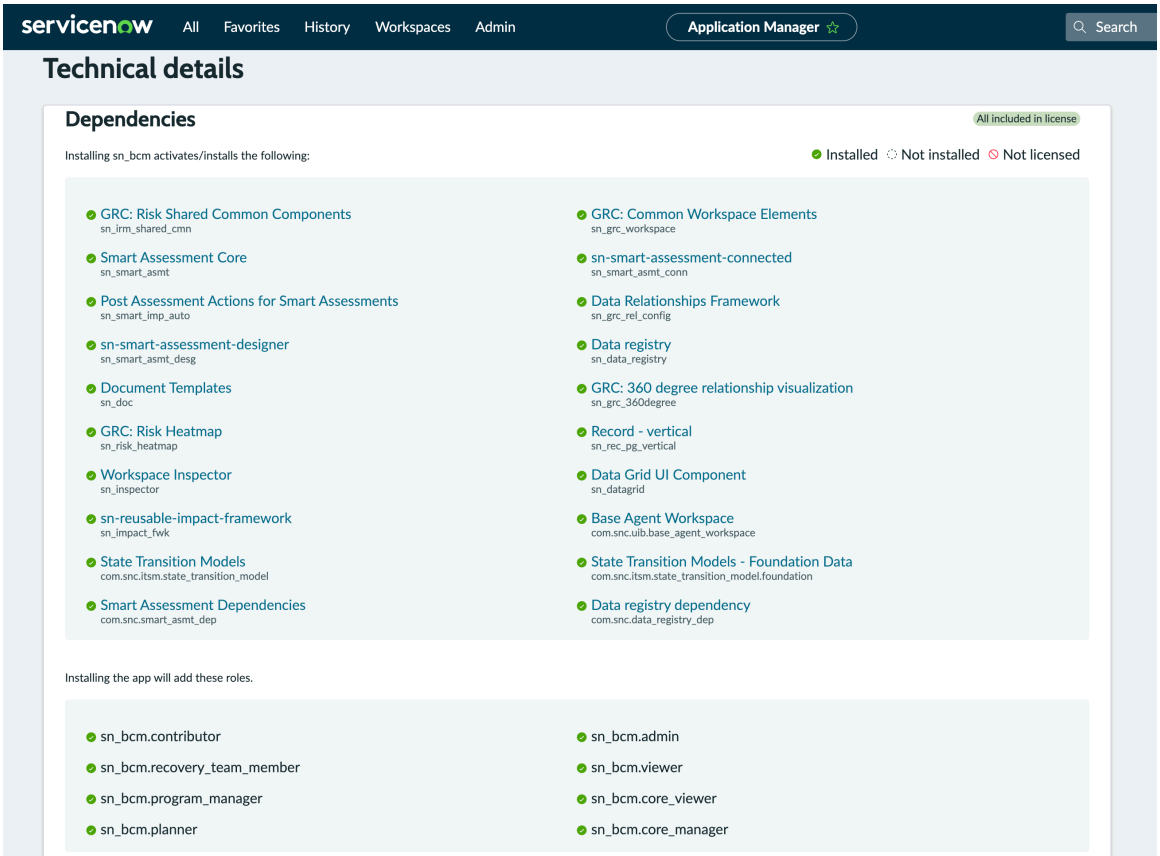
3. Select **Install**.
4. In the Application installation dialog box, review the application dependencies.

   Review the application listing in the instance for information on dependencies, licensing or subscription requirements, and release compatibility.



   The Business Continuity Management application (com.snc.sn_bcm) requires that the required applications are downloaded as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



- BCM core (com.snc.bcm.app_bcm_core)
- BIA (com.snc.bcm.app_bcm_bia)
- BCP (com.snc.bcm.app_bcm_planning)
- Crisis Management (com.snc.bcm.app_bcm_exercise)
- Crisis Map with Everbridge integration (com.snc.bcm.app_crisis_ebn_intg)
- Data registry (com.snc.data_registry_dep)
- Gantt UI Builder Component (servicenow-now-gantt)
- Data registry application (app-grc-data-registry)
- Document Templates (app-document-templates)
- Data relationship framework (app-grc-relationship-config)
- GRC Common Workspace (app-grc-base-workspace)
- GRC: Approver Configurator (app-bcm-approval-config)
- IRM shared components (irm-shared-common-components)

5. If demo data is available and you want to load it, select **Load demo data**.

   Some applications include demo data, which are sample records that describe application features for common use cases. Load demo data when you first install the application on a development or test instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
If you do not select the **Load demo data** check box for a store application during installation, demo data is not available to install from the **Application Manager** later. For information on how to install or reinstall demo data after the initial installation, see the Workaround to install demo data if application is already installed [KB0722909] article in the HI Knowledge Base.

6. Select **Install**.

Note:
Installing GRC: Business Impact Analysis, GRC: Business Continuity Planning, or GRC: Crisis Management automatically installs GRC: Business Continuity Management – Core and GRC: Business Continuity Management – Components.

BCM lite operators

The Business Continuity Management application provides flexible user licensing terms. The terms are based on whether your operator has read-only access or can complete certain types of tasks.

Overview of the lite operator classification

The Business Continuity Management roles that classify as lite operators are users who are responsible for the following tasks:

- Respond to the business impact analysis (BIA) plans when they are added as the contributors to the business impact analysis.
- Approve the assigned approval record from the record in the Lists view or My tasks page.

To enable lite operators to respond to tasks, you must assign them with the appropriate role for the activity and add them to the record as an approver. When this criteria is met, the lite operator can approve or reject a record and provide workflow notes.

For detailed information that describes how to configure BCP or BIA plan templates, see Configure the business continuity plan template and Configure BIA templates with legacy assessment.

For information about all roles that are installed with the activation of the Business Continuity Management application, see Components installed with Business Continuity Management.

BCM lite operator role

The BCM lite operator role (sn_bcm_lite.lite_operator) contains the roles listed in the following table.

BCM lite operator role classification

Role	Description	Additional Information
sn_bcm_contributor	Enables the user to respond to BIAs in which they are tagged as a contributor.	The BIA owner must add the user as a contributor to the BIA.
sn_bcm.core_viewer	Enables the user to view the BIA, plans, exercises, and events in the workspace UI.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

BCM lite operator role classification (continued)

Role	Description	Additional Information
sn_bia.bia_contributor	Enables the user to respond to BIAs in which they are tagged as a contributor.	The BIA owner must add the user as a contributor to the BIA.
sn_bcm.recovery_team_member	Enables the user to receive and respond to the assigned recovery tasks.	
sn_bcm_viewer	Enables the user to view all records in the BCM application.	
sn_bcp.plan_viewer	Enables the user to view the plans in a read-only format.	
sn_bia.bia_viewer	Enables the user to view the BIA responses in a read-only format.	
sn_recovery.event_viewer	Enables the user to view an exercise or event in a read-only format.	The read-only information is needed so that the recovery event member has the context of the entire exercise though the user can only respond to assigned tasks.
sn_crisis_ebn.viewer	Enables the user to view emergency notifications in a read-only format.	
sn_recovery.event_member	Enables the user to receive and respond to the assigned recovery tasks during an exercise or event.	Recovery tasks must be assigned to the recovery team member.

BCM roles that you can't assign to your lite operators

Operator roles can't be assigned to lite operators. If you assign a role to a user, it counts the user as an operator and you no longer have a flexible licensing model.

You can't assign the following roles to your lite operators:

- sn_bia.bia_admin
- sn_bia.bia_manager
- sn_bia.bia_planner
- sn_bcp.plan_admin
- sn_bcp.plan_manager
- sn_recovery.event_manager
- sn_recovery.event_user
- sn_crisis_ebn.admin
- sn_crisis_ebn.user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For additional information on role assignments, see the GRC Business User Role [KB0864247] article in the Now Support Knowledge Base.

Note:
You must log in to Now Support to view the articles.

Lite operator activities and limitations

The following table describes the lite operator activities and limitations.

BCM lite operator activities and limitations

Activity	Description	Create	Read	Update	Approve
Business impact analysis (BIA)	• Respond to the BIA analysis. • View a completed analysis. • Participate in the BIA workflow. • Review the analysis and then approve or reject it.		X	X	X
Business continuity planning (BCP)	• View and download the published continuity and disaster recovery plans. • Participate in the plan workflow. • Review and approve or reject an analysis.		X		X
Business continuity exercises	• View the exercise details. • Participate in the		X		X

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

BCM lite operator activities and limitations (continued)

Activity	Description	Create	Read	Update	Approve
	recovery tasks. • Participate in the exercise results workflow. • Review and approve or reject an analysis.				
Crisis events	• Report and view the crisis details. • Participate in the recovery tasks. • Participate in the exercise results workflow. • Review and approve or reject an analysis.		X		X
Update recovery tasks status	• Receive the recovery tasks from the exercises and crisis events. • Report the progress and status back to your event coordinator.		X	X	X

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

BCM lite operator activities and limitations (continued)

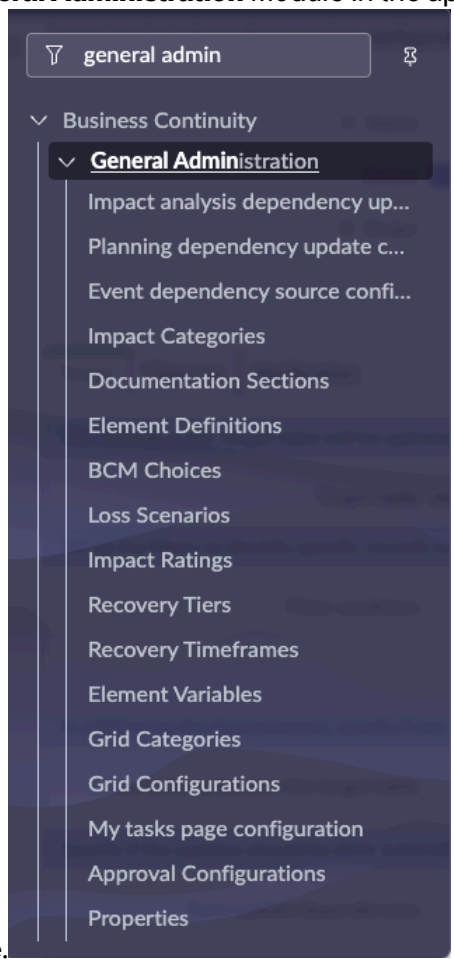
Activity	Description	Create	Read	Update	Approve
Emergency notification template	• View the emergency notifications. • Participate in the workflow.		X		X

General administration setup for BCM

If you are the BCM administrator, you can set up the Business Continuity Management application by performing certain administrative tasks.

General Administration module

The administrative tasks that are associated with the BCM application are listed in the **General Administration** module in the application UI as shown in the following example.



The Business Continuity Management administrator with the sn_bcm.admin role is responsible to perform the administrative tasks that are associated with the Business Continuity Management application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

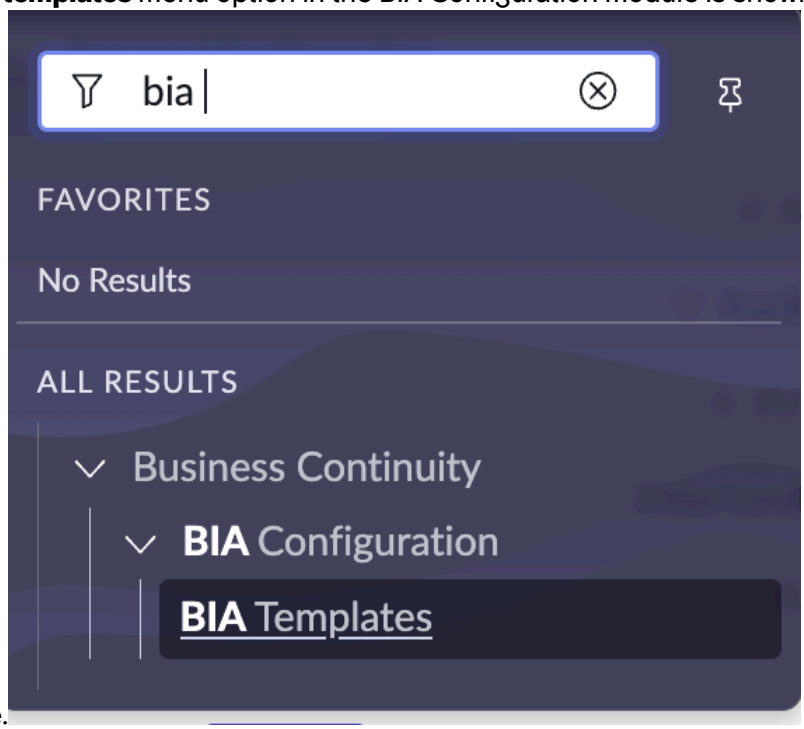
Typically, the Business Continuity Management administrator performs the following administrative tasks:

- Configure the impact categories. For more information, see Configure impact category for BIA.
- Configure the documentation sections. For more information, see Configure documentation section.
- Configure the element definitions. For more information, see Configure element definition.
- Configure the loss scenarios. For more information, see Configure loss scenarios in the plan.
- Configure the impact ratings. For more information, see Configure impact ratings.
- Configure the recovery tiers. For more information, see Configure recovery tiers for BIA.
- Configure the recovery timeframes. For more information, see Set up recovery timeframes.
- Configure the element variables. For more information, see Configure element variables for element definitions.
- View the My tasks page configurations module. For more information, see My tasks page configurations.
- Configure the approval configurations. For more information, see Approval configuration.
- Configure the properties. For more information, see BCM properties.
- For more information on the grid configurations and categories, see Configure grid for BIA assessment and Configure grid categories.

BIA Configuration module

The BCM administrator configures the BIA templates in the BIA Configuration module. Configuring the BIA templates is a pre-requisite for performing the business impact analysis.

The **BIA templates** menu option in the BIA Configuration module is shown in the following example.

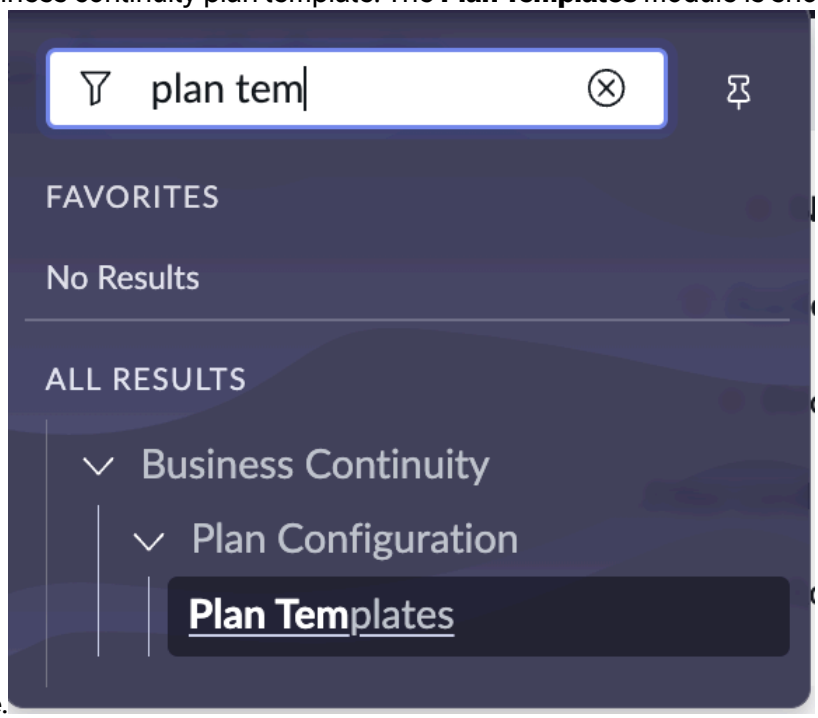


For more information on configuring a BIA template, see Configure BIA templates with legacy assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Plan Templates module

Typically, the Business Continuity Management administrator uses the **Plan Templates** module to configure a business continuity plan template. The **Plan Templates** module is shown in the following example.



For more information on configuring a business continuity plan template, see Configuring plan template.

Dependency Configuration records

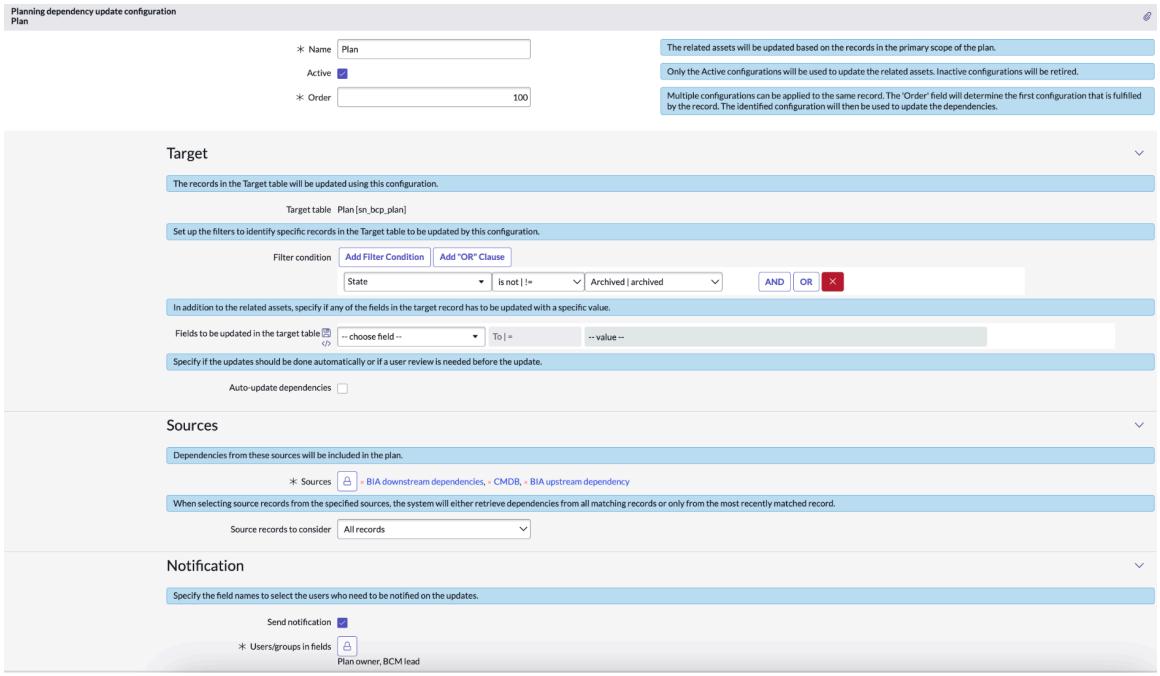
The BCM administrators configure the Dependency Configuration records.

Administrators configure the Dependency Configuration records in the administrator view (UI 16 view) to schedule an auto-update of the BIA dependencies, related assets, and sources based on the source data and relationships in the CMDB.

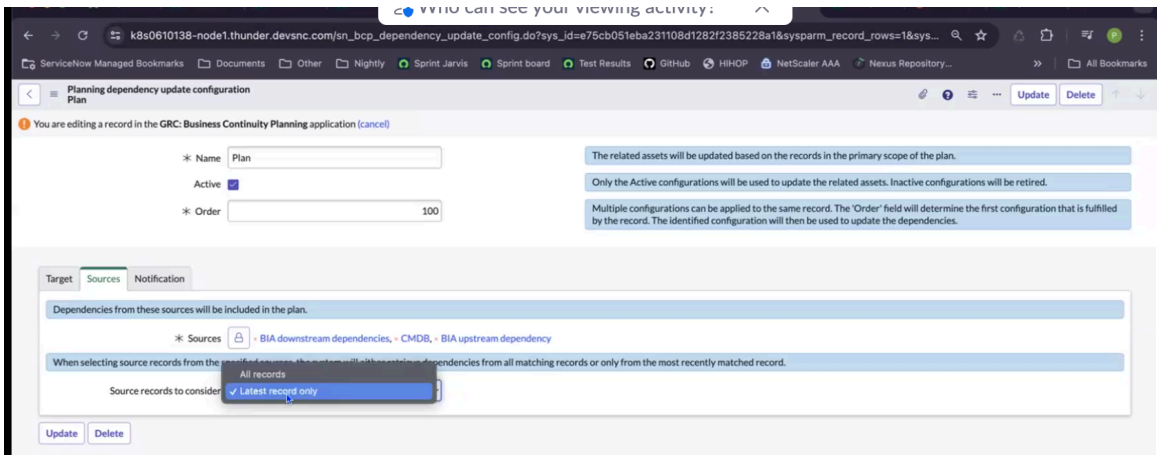
Note:
Beginning with the Xanadu release, you can access up-to-date information on dependencies related to Business Impact Analysis, Plans, and Events. To access the most recent updates for dependencies, choose **All records** or **Latest record only** from the **Source records to consider** option in the Impact analysis dependency update configuration, Planning dependency update configuration, and Event dependency source configuration records. Based on your selection, the application pulls dependencies from all sources or only from the latest record for each source.

The following example shows the Planning dependency update configuration record.

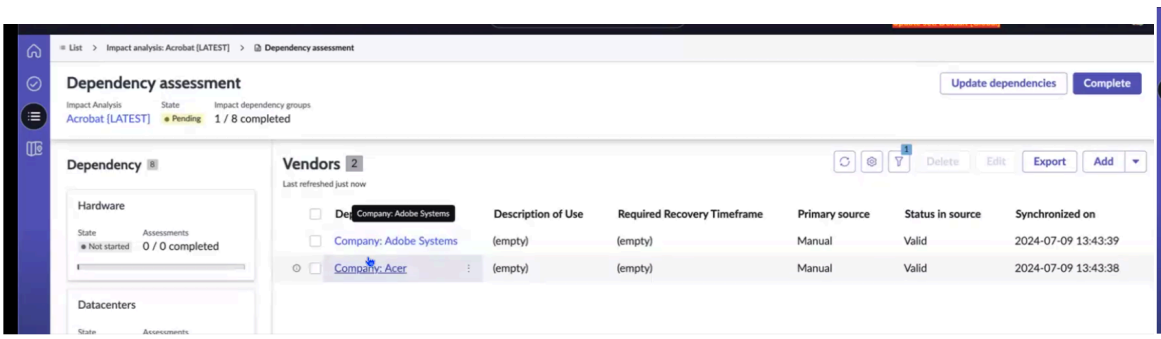
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Consider an example where you have 2 BIAs done on Acrobat and the configuration is shown in the example. When **All records** option is selected and you select **Update dependencies** UI action from the plan record, the application pulls all the dependencies in all BIA records that satisfy the requirement. As shown in the example, dependencies of both BIA Latest and BIA Old records are pulled into the plan.



When **Latest record only** option is selected and you select **Update dependencies** UI action from the plan record, the application considers one of the records of the two BIAs and it fetches the dependency assessment of that BIA record.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For the **Update dependencies** UI action in the plan record and the *Update BCP dependencies snapshot* scheduled job to function, it is necessary to have the Impact analysis dependency update configuration, Planning dependency update configuration, and Event dependency source configuration records established.

Pulling latest dependency updates for impact analysis, plans, and events

You can pull latest dependency updates for impact analysis, plans, and events. Choosing All records or Latest record only functionality is applicable for Impact analysis dependency update configuration, Planning dependency update configuration, and Event dependency source configuration records.

For Impact analysis dependency updates, pulling all BIA records or the latest BIA record may yield the same information. For planning dependency updates and event dependency updates, pulling all BIA records or the latest BIA record pulls the latest dependency updates.

Dependencies are fetched from the following sources for the plans:

- BIA upstream dependency
- BIA downstream dependencies
- CMDB

Dependencies are fetched from the following sources for the events:

- BIA upstream dependency
- BIA downstream dependencies
- CMDB
- Plan primary assets
- Plan related assets

For information on configuring the impact analysis dependency updates, see Configuring impact analysis dependency updates.

For information on configuring the planning dependency updates, see Configuring planning dependency updates.

For information on configuring the sources for adding the event dependencies, see Configuring sources for adding event dependencies.

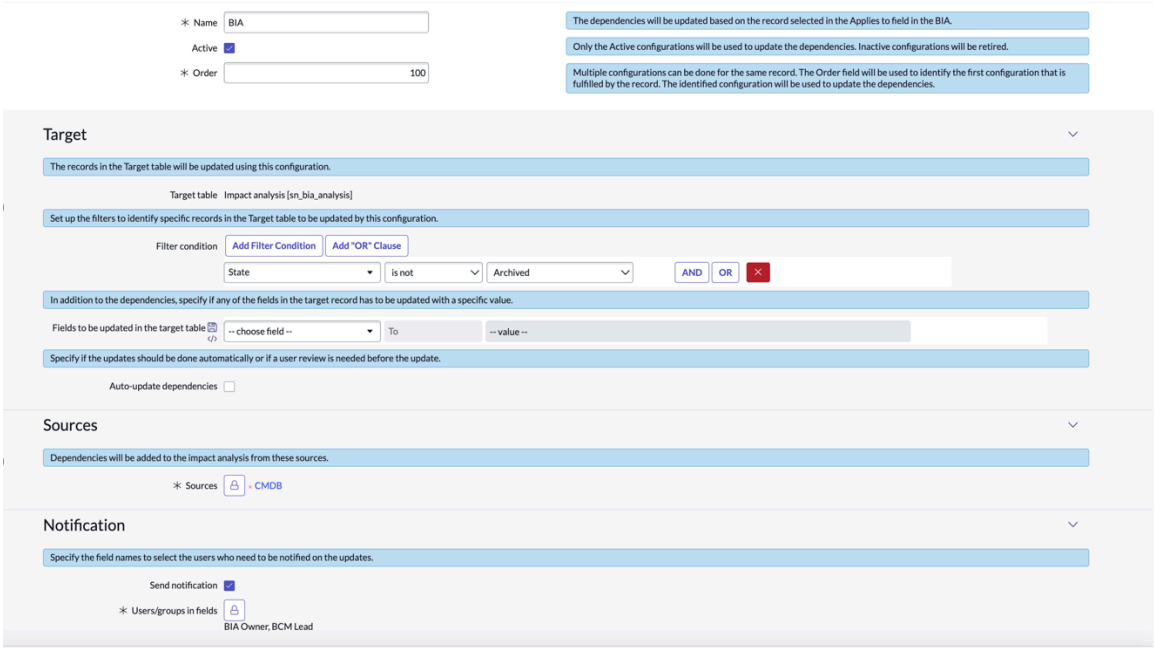
Configuring impact analysis dependency updates

The BCM administrators configure the Impact analysis dependency update configuration record so that an auto-update of the BIA dependencies can be scheduled based on the source data and relationships in the CMDB.

Impact analysis dependency update configuration record

The BCM administrators access the Impact analysis dependency update configuration record by navigating to **General Administration** in the application UI. The record contains the configuration details such as the name, order, target records, sources, and notification preferences as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Configure the sources for adding the dependencies

Configure the sources in the Impact Analysis dependency update configuration record to retrieve the latest BIA dependencies. As shown in the example, select the CMDB source to read dependencies from the Configuration Management Database. The BIA's **Applies to** field specifies the input asset. The system retrieves dependencies from the CMDB based on the asset defined in the BIA.

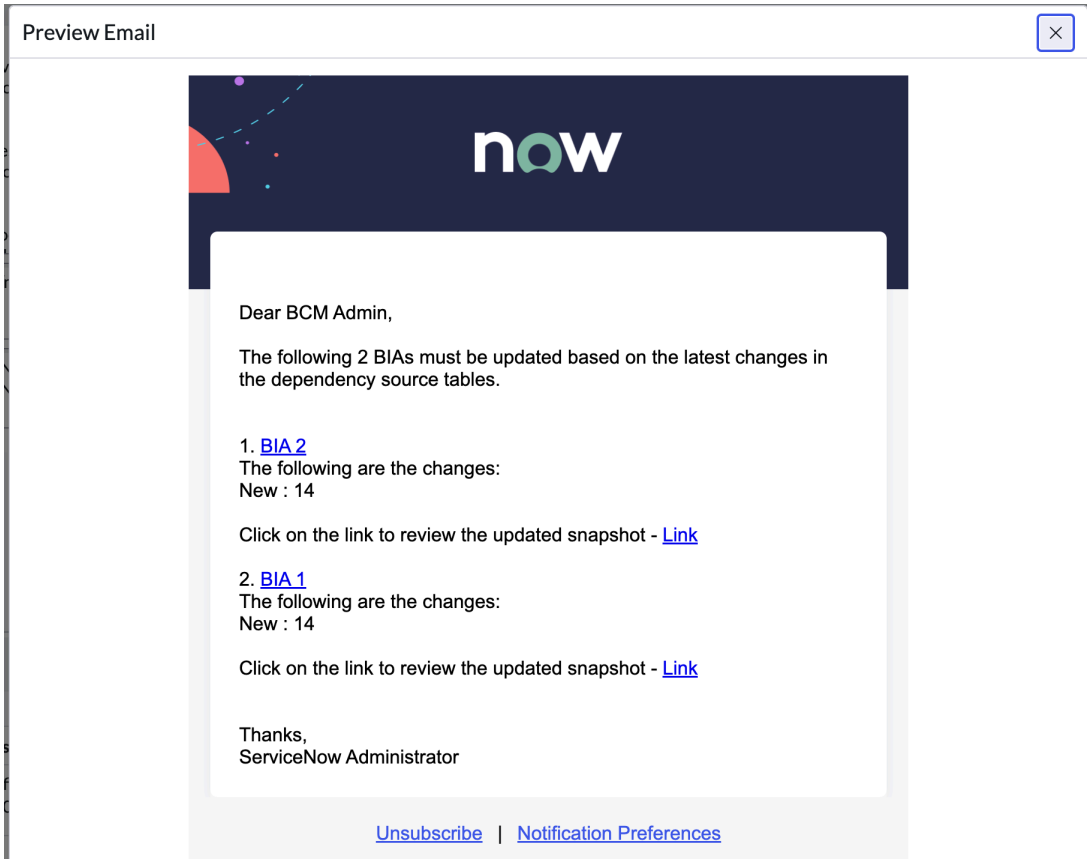
Note:
You can fetch the latest dependencies of the BIAs from the CMDB relationships only.

Auto-update the dependencies and set the notification preferences

The BCM administrators select the **Auto-update dependencies** option to schedule an auto-update of the dependencies in the BIAs.

The BCM administrators select the **Send notification** option to notify the BIA owners about the updated dependencies. The email notification contains the details of the dependency updates for the BIA records as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The snapshot records are displayed in the Pending updates record of the BIA from the list view. The delta snapshot record displays details of the BIA and updated dependency configuration such as Added, Updated, and Deleted assets for the BIA.

BIA owners then update the CMDB assets and dependencies manually by selecting the **Update dependencies** UI action displayed in the Dependency assessment of the BIA. The BIA owners or BIA approvers then review the dependency updates and save the changes to the BIA.

For more information on configuring the Impact analysis dependency update configuration record, see Set up Impact analysis dependency update configuration.

Set up Impact analysis dependency update configuration

Configure the Impact analysis dependency update configuration record to configure the BIA record (for which the dependencies are updated), its target records, sources, and notification preferences.

Before you begin

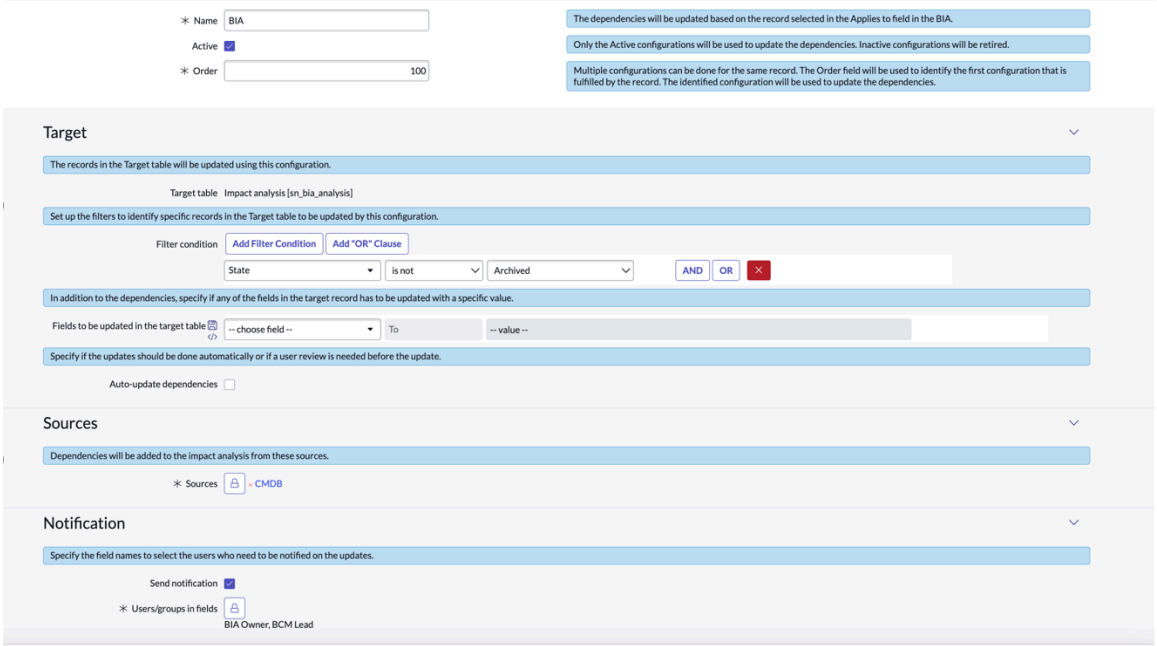
Role required: sn_bcm.admin, sn_bcp.plan_admin

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Impact analysis dependency update configuration**.
2. Select **New**.

   The example shows the Impact analysis dependency update configuration record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. On the form, fill in the fields.

   For more information on the fields in the form, see Impact analysis dependency update configuration form.

4. Select **Submit**.

   According to the configuration set up by the BCM administrator in the Impact analysis dependency update configuration record, the dependencies are updated in the BIA.

   The BIA owner and approver review the updated dependencies and complete the BIA workflow. For more information on scheduling an auto-update of the dependencies in the BIA, see Scheduling auto-update of dependencies.

Impact analysis dependency update configuration form

Use the Impact analysis dependency update configuration form to configure the details of the dependency updates such as the BIA record name, target records, sources, and notification preferences.

Impact analysis dependency update configuration record form

For the description of the field values, see the table.

Impact analysis dependency update configuration record form

Field	Description
Name	Name of the dependency update configuration rule.
Active	Option to select the active configurations. Active configurations are used to update the dependencies. Inactive configurations are retired.
Order	Field to identify the first configuration that is fulfilled by the record. The identified

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Impact analysis dependency update configuration record form (continued)

Field	Description
	configuration is used to update the dependencies. Multiple configurations can be done for the same record. When the filter conditions are the same, the least order such as 0 takes the preference.
Target	
Target table	Impact analysis [sn_bia_analysis] table that contains the BIA records. These records are updated according to the configuration set up in the Impact analysis dependency update configuration record.
Filter condition	Filter conditions to identify specific records in the target table. These records are updated according to the configuration set up in the Impact analysis dependency update configuration record.
Fields to be updated in the target table	Fields in the target record that can be updated with a specific value in addition to the dependencies.
Auto-update dependencies	Option to update the dependencies automatically. BCM administrators can specify if the updates should be done automatically or if a user review is needed before the update.
Sources	
Sources	Applicable sources for adding dependencies to the impact analysis. For the BIA record, the source used is CMDB.
Source records to consider	Option to select a specific record or all records. When selecting source records from the specified sources, the system retrieves dependencies from either all matching records or only from the most recently matched BIA record.
Notification	
Send notification	Option to notify the users or user groups on the updates.
Users/groups in fields	Option to select the users or groups fields in sn_bia_analysis who should receive a notification about the updates. For example, you can select the BIA owner and BCM lead to receive the updates.

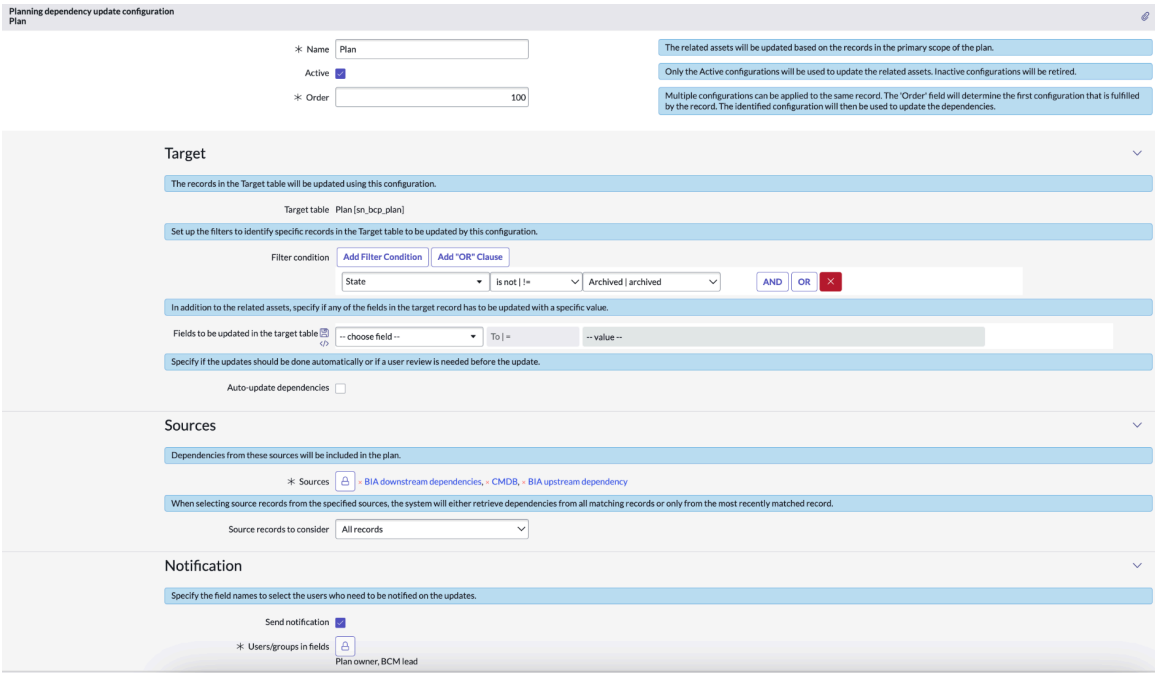
Configuring planning dependency updates

The BCM administrators configure the Planning dependency update configuration record so that an auto-update of the related assets in the plans can be scheduled based on the source data and relationships in the CMDB and BIA.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Planning dependency update configuration record

The BCM administrators configure details of the plan record, its target records, sources, and notification preferences in the Planning dependency update configuration record as shown in the following example.



Configure the sources for fetching the dependencies

The BCM administrators configure the sources for fetching the latest dependencies of the plan from different sources such as BIA upstream dependency, BIA downstream dependencies, and CMDB.

Note:
In the plans, the dependencies are fetched for all primary scope assets.

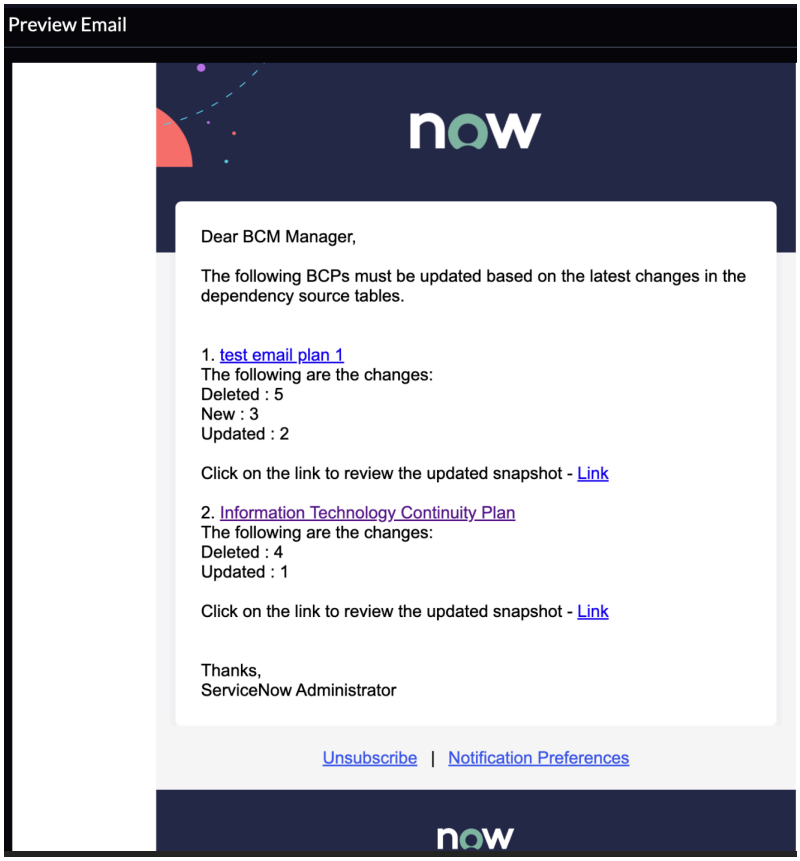
Auto-update the dependencies

The BCM administrators can select the **Auto-update dependencies** option in the Target tab of the Planning dependency update configuration record to schedule an auto-update of the related assets in the plans.

Set the notification preferences

The BCM administrators select the **Send notification** option to set the notification preferences for the plan owners. For every planning dependency update, an automated email is sent to the plan owners about the planning dependency updates and links to the updated snapshot records as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The plan owner and BCM lead reviews the dependency updates from the snapshot record. The delta snapshot record displays the updated dependencies such as Added, Updated, and Deleted assets for the selected plan record.

For more information on configuring the Planning dependency update configuration record, see Set up Planning dependency update configuration.

Set up Planning dependency update configuration

Configure the Planning dependency update configuration record to configure the plan record (for which the dependencies are updated), its target records, sources, and notification preferences.

Before you begin

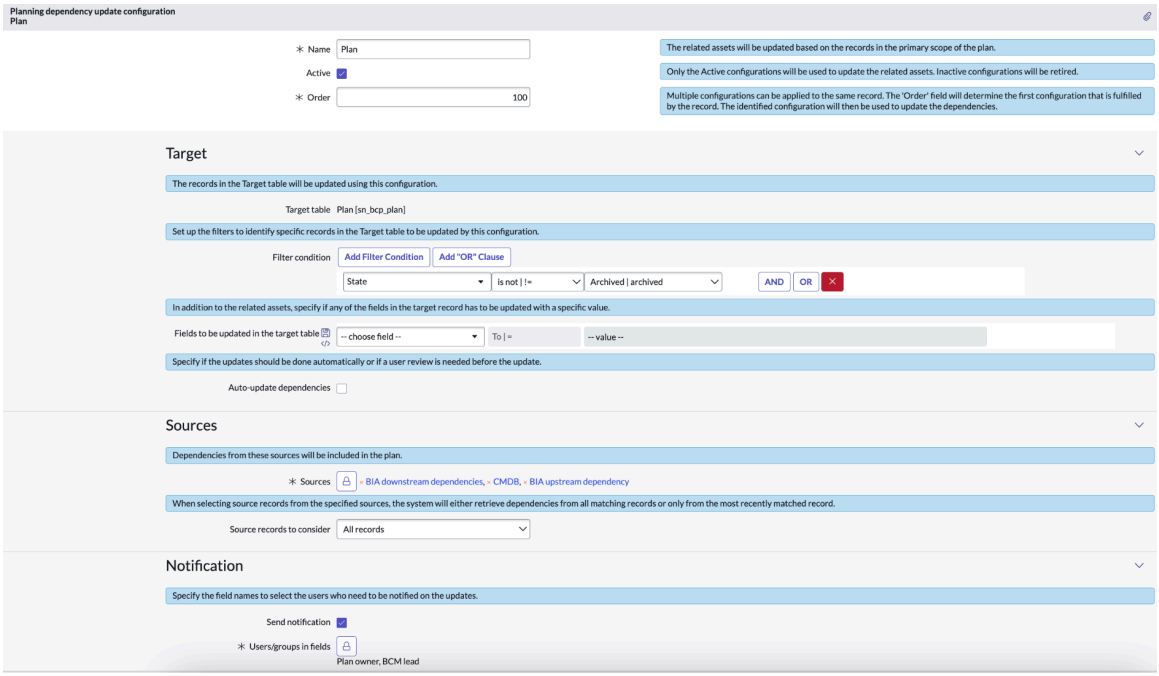
Role required: sn_bcm.admin, sn_bcp.plan_admin

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Planning dependency update configuration**.
2. Select **New**.

   The example shows the Planning dependency update configuration record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. On the form, fill in the fields.

   For more information on the fields in the form, see Planning dependency update configuration form.

4. Select **Submit**.

   As per the sources and preferences set up by the BCM administrator in the BCM administrator in the Planning dependency update configuration record, the planning dependency updates are auto-updated for the plan record.

   The BCP owner and approver review the updated dependencies and complete the BCP workflow.

Planning dependency update configuration form

Use the Planning dependency update configuration form to configure the plan record, its sources, and preferences such as the plan record name, sources, and notification preferences and schedule an auto-update of the related assets in the plans.

Planning dependency update configuration record form

For description of the field values, see the table.

Planning dependency update configuration record form

Field	Description
Name	Name of the plan record. The related assets are updated based on the primary scope of the plan record.
Active	Option to select the active configurations. Active configurations are used to update the dependencies. Inactive configurations are retired.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Planning dependency update configuration record form (continued)

Field	Description
Order	Field to identify the first configuration that is fulfilled by the record. The identified configuration is used to update the dependencies. Multiple configurations can be done for the same record.
Target	
Target table	Plan [sn_bcp_plan] table that contains the plan records. These records are updated as per the configuration set up in the Planning dependency update configuration record.
Filter condition	Filter conditions to identify specific records in the target table. These records are updated as per the configuration set up in the Planning dependency update configuration record.
Fields to be updated in the target table	Fields in the target record that can be updated with a specific value.
Auto-update dependencies	Option to update the dependencies automatically. BCM administrators can specify if the updates should be done automatically or if a user review is needed before the update.
Sources	
Sources	Applicable sources for adding related assets to the plan. For the business continuity plan record, these sources are used: • BIA Upstream • BIA Downstream • CMDB
Source records to consider	Option to select a specific record or all records. When selecting source records from the specified sources, the system retrieves dependencies from either all matching records or only from the most recently matched BIA record.
Notification	
Send notification	Option to notify the users or user groups on the updates.
Users/groups in fields	Option to select the users or groups who should receive a notification about the updates. For example, Plan owner and BCM lead are selected to receive the updates.

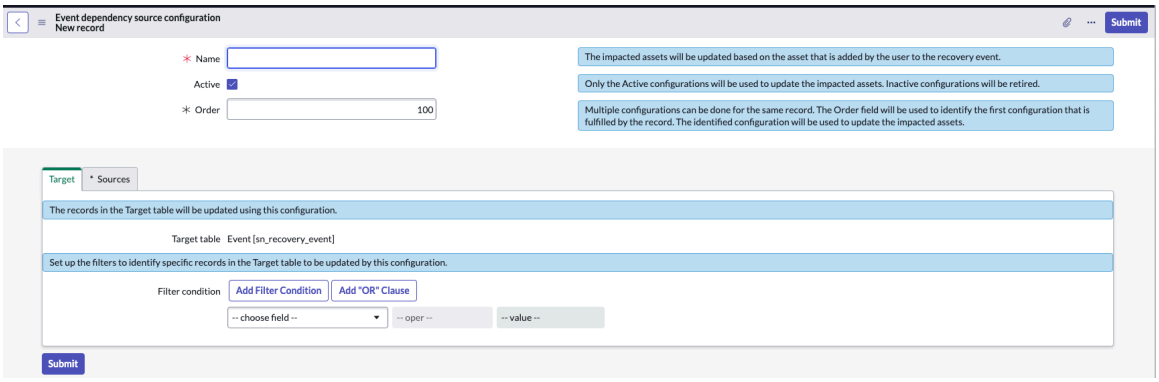
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configuring sources for adding event dependencies

The BCM administrators configure the sources in the Event dependency source configuration record so that the impacted assets are added in the events and exercises based on the source data and relationships in the BIA, CMDB, and plans.

Event dependency source configuration record

The Event dependency source configuration record contains the event dependency details such as the event record name, its target records, and sources as shown in the following example.



Dependencies are incorporated into events from all sources through the selection of the **Update dependencies** UI action by the user. When an event is created and linked to a plan, the primary asset and its associated assets are automatically retrieved from the plan, provided that the Event Dependency Configuration is active and includes the plans in its Sources, without the need to select the **Update dependencies** UI action.

Dependencies are fetched from the following sources for the events:

- BIA upstream dependency
- BIA downstream dependencies
- CMDB
- Plan primary assets
- Plan related assets

Note:
In an event, the dependencies of all assets are added manually where the source is Manual.

For more information on configuring the Event dependency source configuration record, see Configure Event dependency source configuration record.

Configure Event dependency source configuration record

Configure the sources for adding the event dependencies in the Event dependency source configuration record.

Before you begin

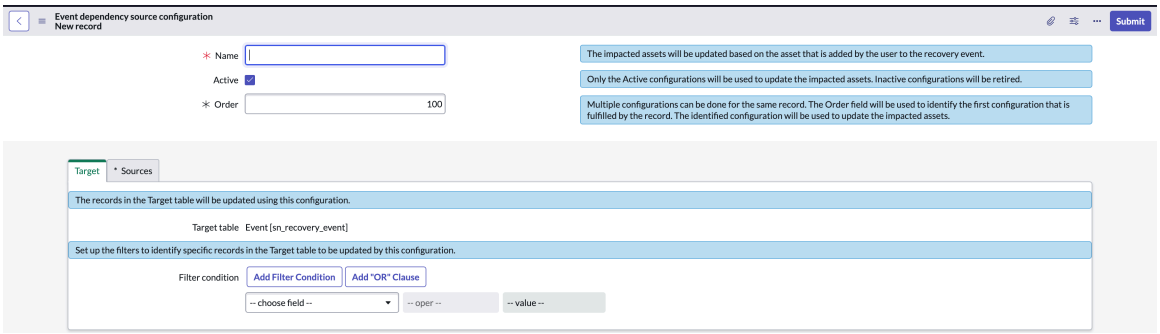
Role required: sn_bcm.admin, sn_bcp.plan_admin

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Event dependency source configuration**.
2. Select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The example shows the Event dependency source configuration record.



3. On the form, fill in the fields.

   For more information on the fields in the form, see Event dependency source configuration form.

4. Select **Submit**.

   As per the sources set up by the BCM administrator in the Event dependency source configuration record, the dependencies are added in the event.

Event dependency source configuration form

Use the Event dependency source configuration form to add the event dependency details such as the event record name, its target records, and sources in the BCM application.

Event dependency source configuration record form

For description of the field values, see the table.

Event dependency source configuration record form

Field	Description
Name	Name of the recovery event. The impacted assets are updated based on the asset that is added by the user to the recovery event.
Active	Option to select the active configurations. Active configurations are used to update the dependencies. Inactive configurations are retired.
Order	Field to identify the first configuration that is fulfilled by the record. The identified configuration is used to update the impacted assets. Multiple configurations can be done for the same record.
Target	
Target table	Event [sn_recovery_event] table that contains the event records. These records are updated as per the configuration set up in the Event dependency source configuration record.
Filter condition	Filter conditions to identify specific records in the target table. These records are updated

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Event dependency source configuration record form (continued)

Field	Description
	as per the configuration set up in the Event dependency source configuration record.
Sources	
Sources	Applicable sources for adding impacted assets to the recovery event. For the event record, one of these sources can be used: • BIA upstream dependency • BIA downstream dependencies • CMDB • Plan primary assets • Plan related assets
Source records to consider	Option to select a specific record or all records. When selecting source records from the specified sources, the system retrieves dependencies from either all matching records or only from the most recently matched BIA record.

Configure impact category for BIA

Configure an impact category for your business, when you are performing the business impact analysis. Use the **Impact Categories** module in the Business Continuity Management application navigator to define the name, criteria that the impact category contributes to, applicable timeframes, maximum RTO value, and so on.

Before you begin

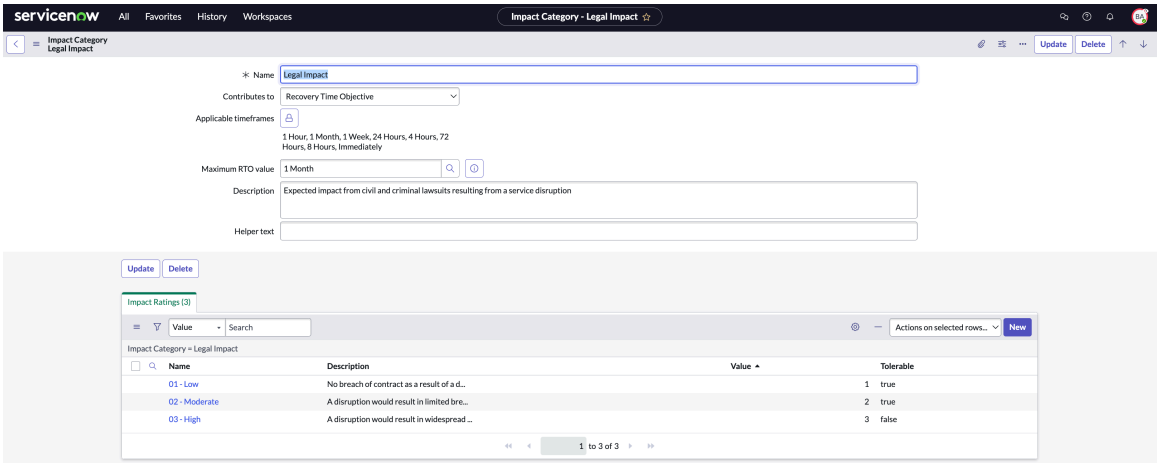
Role required: sn_bcm.admin

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Impact Categories**.
2. Select **New**.

   The example shows the impact ratings that are installed with demo data for an impact category.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. On the form, fill in the fields.

   For more information on the fields in the form, see Impact Category record form.

4. Select **Submit**.

Impact Category record form

Use the Impact Category record form to add details about the impact category such as name, criteria that the impact category contributes to, applicable timeframes, maximum RTO value, and so on in BCM UIB Workspace.

Impact Category record form

For description of the field values, see the table.

Impact Category record form

Field	Description
Name	Name of the impact category.
Contributes to	Contribution to RPO or RTO as a result of the impact on business disruption. If the impact category contributes to Recovery Point Objective, then the Impact analysis questions related list appears.
Applicable timeframes	Duration of business process disruption. This field appears only if the **Contributes to** field value is **RTO**.
Maximum RTO value	Metric that calculates the maximum time limit within which the business must recover an element after a disruption.
Description	Brief description of the impact category.
Helper text	Field to add the helper text. It provides a hint to the users on how to respond to the assessment questions. The helper text is then displayed for the user in the business impact analysis record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configuring the documentation section

You can configure the documentation section of a business continuity plan in a structured format. You can describe high level details of the plan such as its purpose, scope, coverage areas, goals, and success criteria.

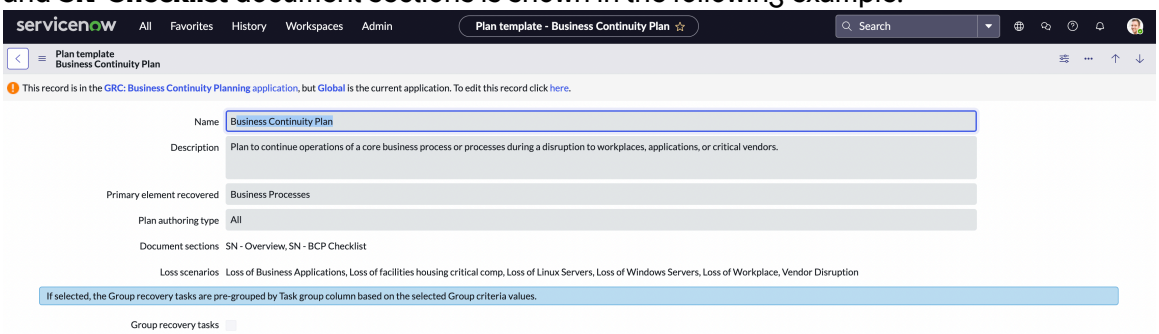
You can document the details of your business continuity plan in separate documentation sections. You can view the pre-configured documentation sections in the **General Administration** section of the Business Continuity Management application.

When a business continuity plan is created, it populates one or more documentation sections that are selected in the plan template.

The Business Continuity Management application provides the documentation sections that you are installed with the demo data in the plan template:

- BCP-Assumptions
- BCP-Objectives
- BCP-Scope
- BIA-Overview
- SN-BCP Checklist
- SN-Overview

A sample **Business Continuity Plan template** with the **SN-Overview** and **SN-Checklist** document sections is shown in the following example.



Creating a documentation section for your business requirement

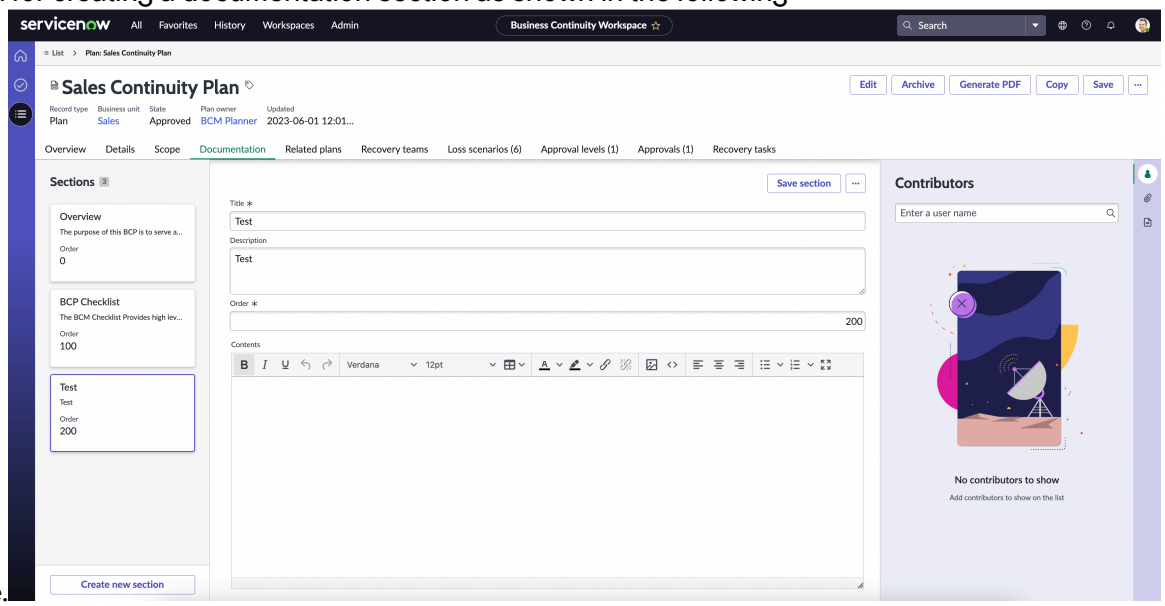
If you have the BCM administrator role, you can use the documentation section template listed in **General Administration** for creating a documentation section. To configure a documentation section by using the documentation section template, see Configure documentation section.

Note:
When you create a documentation section in the **Documentation** tab without using the plan template, the **Reset to template** UI action is not available for that documentation section.

You can also create a documentation section on the **Documentation** tab in the Business Continuity Workspace. You can use the **Create new section**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UI action for creating a documentation section as shown in the following example.



For more information on creating a documentation section for your business plan in the Business Continuity Workspace, see Create documentation sections.

Configure documentation section

Configure the documentation section to describe your plan through structured components: a high-level checklist, purpose, scope, and coverage areas.

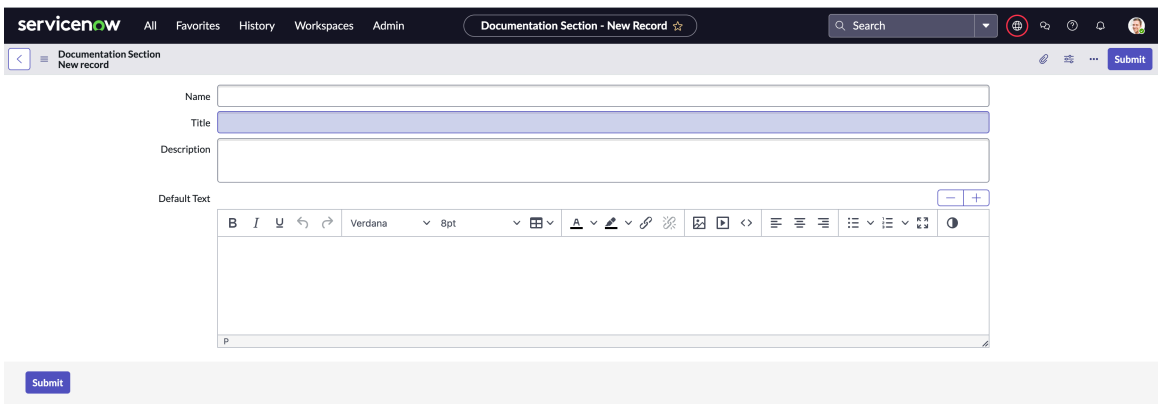
Before you begin

Role required: sn_bcm.admin, sn_bcp.plan_admin

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Documentation Sections**.
2. Select **New**.

   The documentation section template is shown in the example.

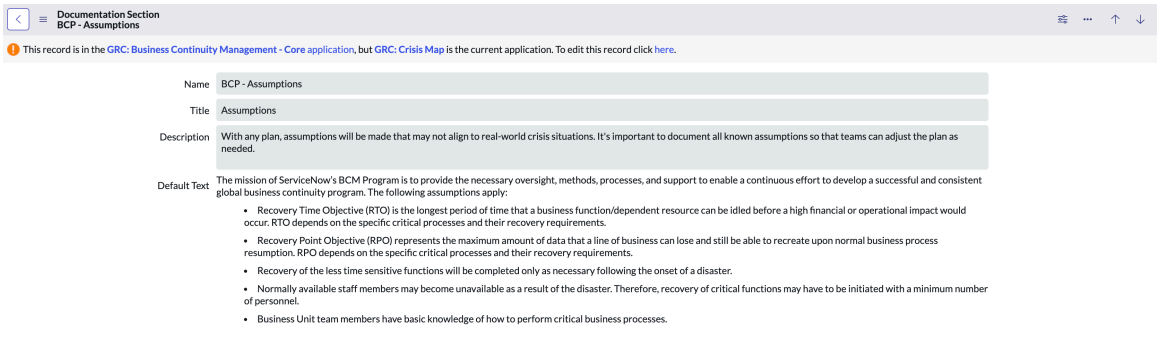


3. On the form, fill in the fields.

   For more information on the fields, see Documentation Section record form.

   The example shows the documentation section template from the demo data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Select **Submit**.

Documentation Section record form

Use the Documentation Section record form to describe a plan in the structured sections in the BCM UIB Workspace.

Documentation Section record form

For description of the field values, see the table.

Documentation Section record form

Field	Description
Name	Name of the documentation section.
Title	Documentation section title.
Description	Brief description about the documentation section.
Default Text	Default text relevant for the documentation section. The text can be edited later when the plan is formulated and the documentation sections are added, in accordance to the plan.

Configure element definition

Configure element definitions to identify the configuration item that has to be assessed in a business impact analysis and recovered in a business continuity plan. Use the **Element Definitions** module in the Business Continuity Management application navigator to configure an element definition.

Before you begin

Role required: sn_bcm.admin

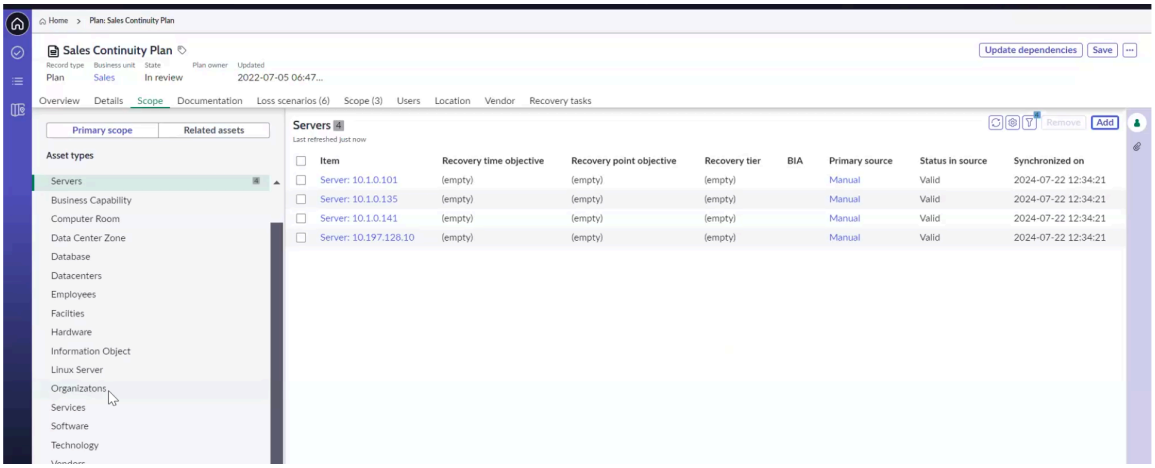
About this task

Avoid creating overlapping element definitions where one asset could fit into multiple categories. Each element definition should be unique and not overlap with another. For instance, do not define both server and Linux server as separate element definitions since a Linux server is inherently a server. The BCM application is structured to use only one of these definitions, not both, ensuring that an element definition appears in only one category.

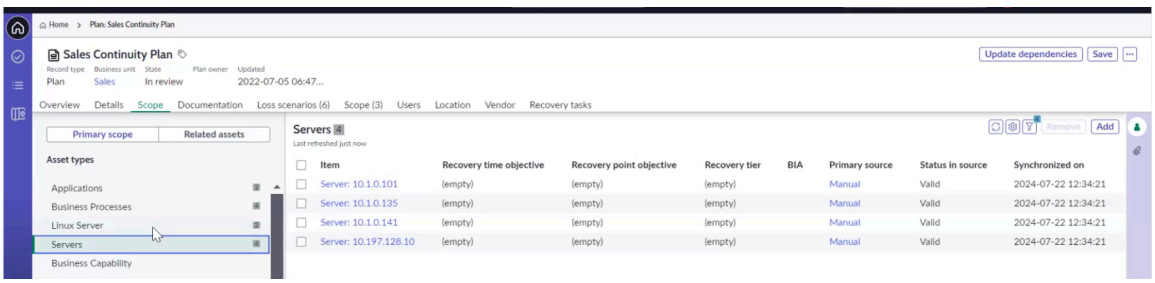
If you want to define Server and Linux Server as distinct element definitions without an overlap, apply a filter to the Server element definition specifying that the class is not Linux. This approach maintains mutual exclusivity between the two definitions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you select the Servers asset type as shown in the example and select **Add**, the configuration shows all the servers including Solaris, ESX, Windows, and so on.

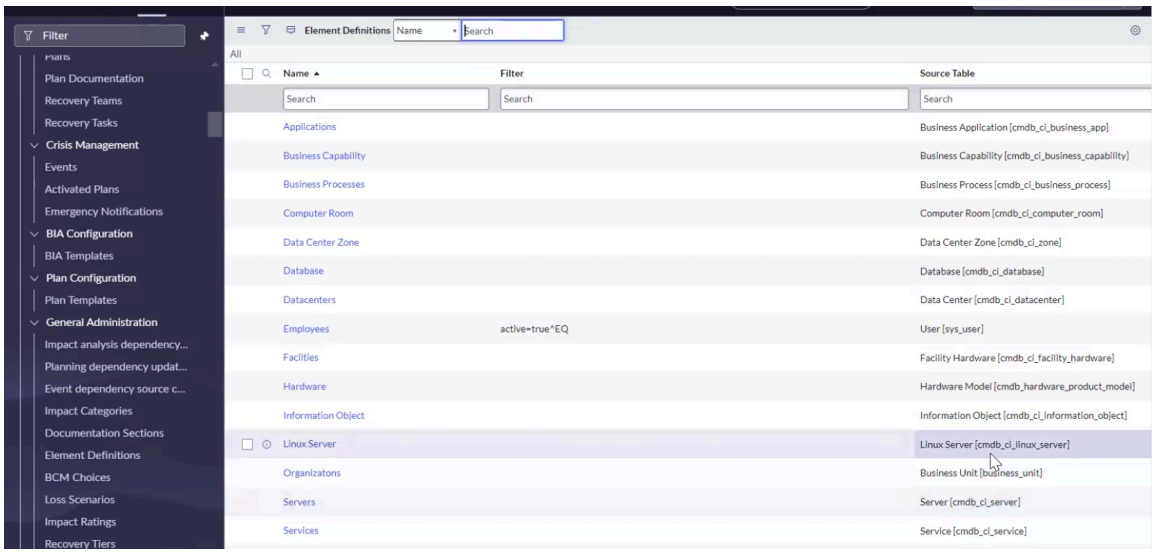


If you define the server element as a generic bucket, you can select any of the server types as shown in the example. The Servers asset type has a Linux server as a child item. However, a separate asset type called as Linux server is available in the Asset types list.



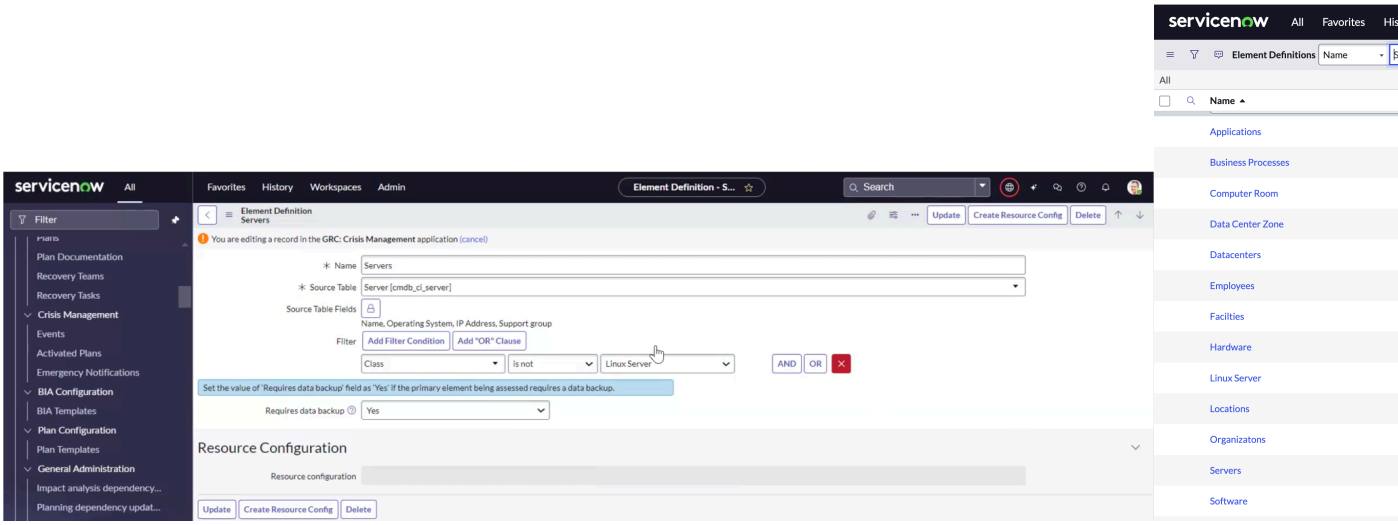
In the list, the asset types are calculated and shown as 2 Linux servers and 4 Servers where one item is a Linux server. It is possible that after the refresh or after reloading the assets, the asset types are recalculated and shown differently. For example, the system may show the asset types as 3 Linux servers and 3 Servers or 0 Linux servers and 6 Servers. The asset types are calculated differently because the element definition of Server also includes the Linux server.

In such scenarios, configuring rules that overlap with other rules may lead to an error. As a workaround, the list items should be configured as mutually exclusive and the filter condition should be configured appropriately as shown in the examples.



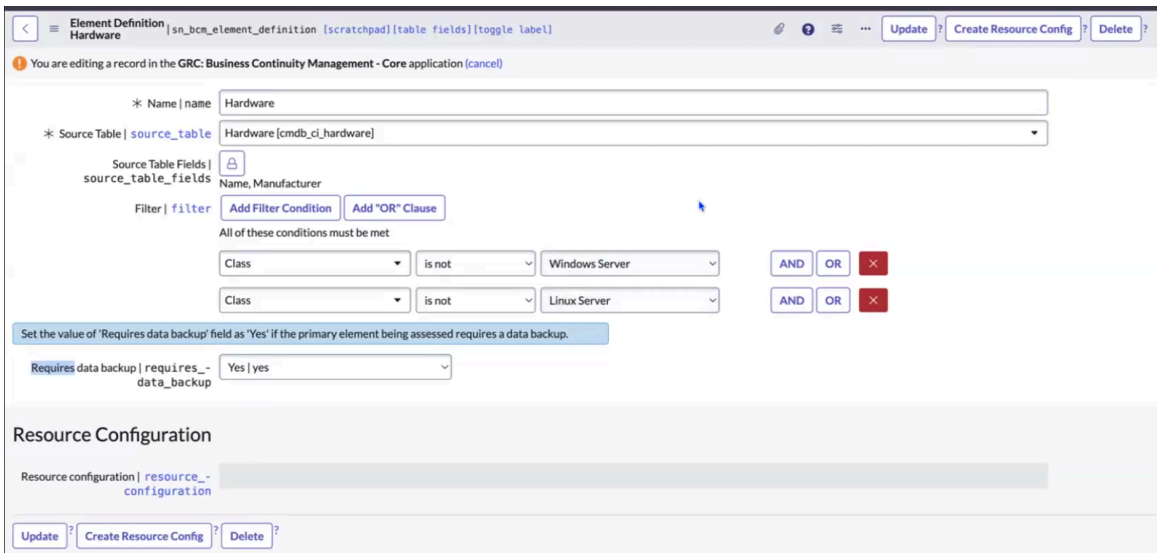
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In this scenario, the Servers is the parent table and the Linux server is the child table. In the Servers table (record), configure a filter condition where the class is not Linux Server by choosing the *`Class is not Linux Server`* option.



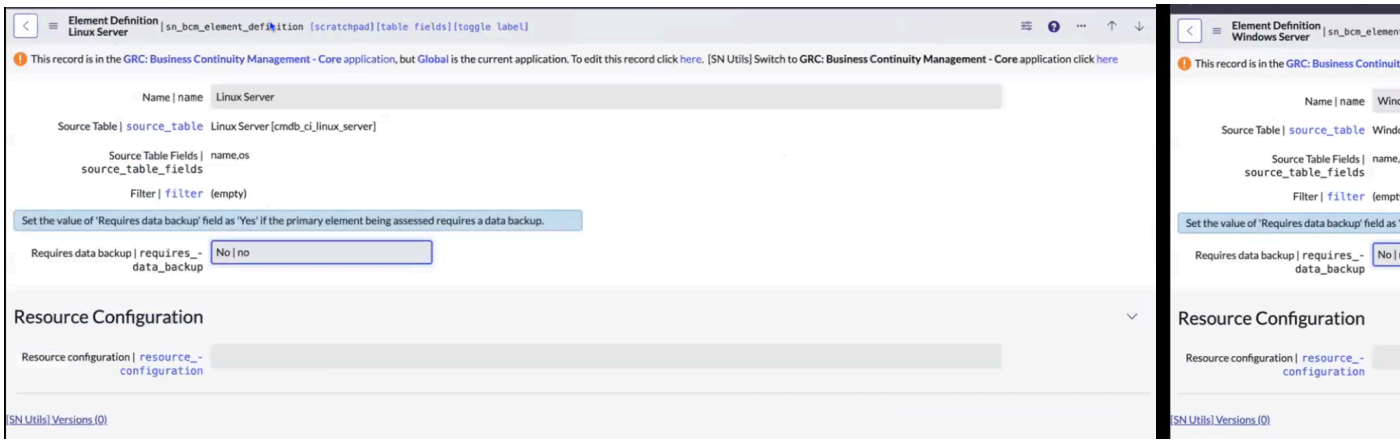
It means that the Servers element definition includes all servers except the Linux server.

Starting with the Xanadu release, the element definition filter for the Hardware element definition has been updated. You cannot add a Windows server asset or a Linux server asset under the Hardware element as shown in the example.



However, you can now add a Windows server asset in the Windows Server element definition or a Linux server asset in the Linux Server element definition as shown in the examples.

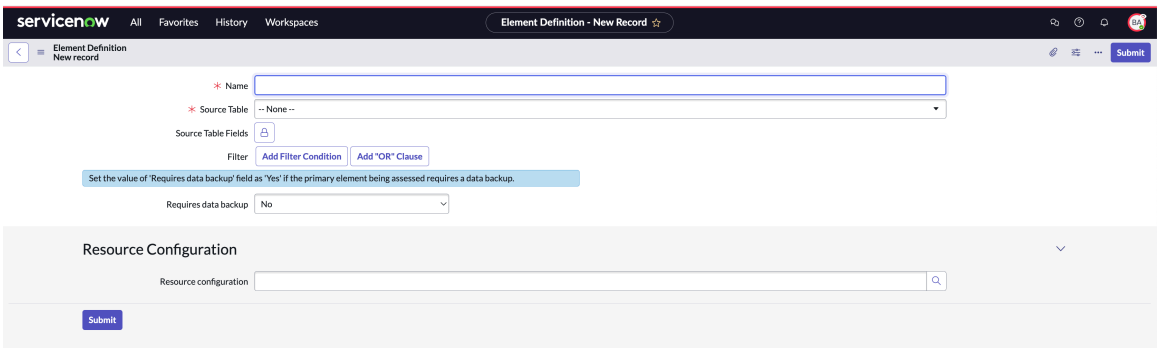
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Element Definitions**.
2. Select **New**.

   The example shows the Element Definition record.



> **Note:**
> The filter condition in the Element definition is used to add specific configuration items (CIs) via the pop-up. The **Update dependencies** UI action also considers the element definition's filter and retrieves the related CIs of the configuration item listed in the **Applies to** field of the BIA. These relationships are retrieved from the CI Relationships table.

3. On the form, fill in the fields.
   For more information on the fields in the form, see Element definition record form.
4. Select **Submit**.

Element definition record form

Use the Element definition record form to configure a recovery tier with a set of business applications by using BCM UIB Workspace.

Element definition record form

For description of the field values, see the table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element Definition record form

Field	Description
Name	Name of the element definition. It uses the translated_text field type, a text field that displays translations based on the language used.
Source Table	Table that stores the record details of the configuration item.
Source Table Fields	Column heads of the source table that you can select for reference. The *source_table_fields* configuration applies to the **Scope** tab in BCPs and the **Assets** tab in recovery events. The purpose of *source_table_fields* is to set the columns for the modal based on the asset type. In the **Scope** tab of BCPs, these columns appear when you select **Add primary scope** or **Add related asset**. In the **Assets** tab of recovery events, these columns appear when you select **Add**.
Filter	Add filter condition for the element definition. **Note:** Starting with the Xanadu release, the element definition filter for the Hardware element definition has been updated. You can now add a Windows server asset in the Windows server element definition or a Linux server asset in the Linux server element definition. However, you cannot add the Windows server asset or the Linux server asset in the filter of the Hardware element definition.
Requires data backup	Option to indicate if the primary element requires a data backup. Technology assets require data backup as they pertain to important IT information stored in a system or database.
Resource configuration	Resource configuration for the element definition. Available options are: • **Location** • **Web Server** • **Datacenters** • **Vendors**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element Definition record form (continued)

Field	Description
	For information on configuring a Resource configuration record, see Configure Resource Configuration records.

Configure element variables for element definitions

Configure an element variable for a specific dependency of an element. To do this, use the **Element variables** module in the Business Continuity Management application navigator.

Before you begin

Role required: sn_bcm.admin

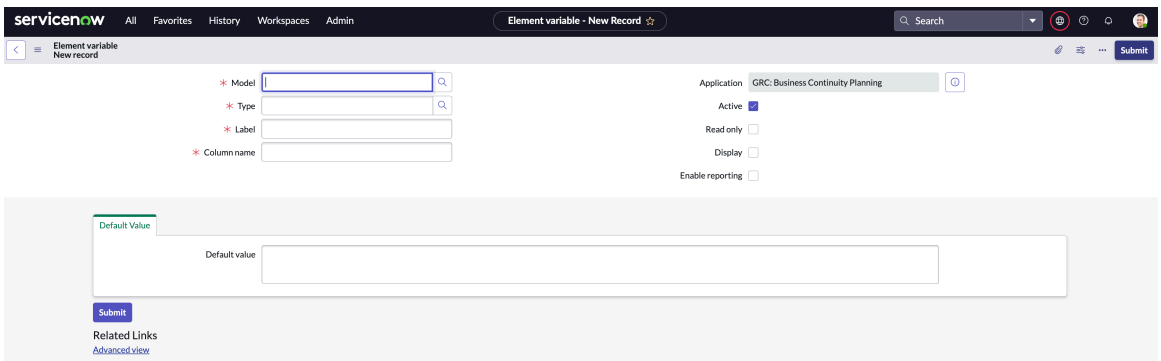
About this task

Element variables are custom elements that are used in the Grid configuration. As a functional system administrator, you can configure an element variable to include specific custom columns that are essential for a particular element's dependency.

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Element variables**.
2. Select **New**.

   The example shows an administrator's view of the element variable record.



3. On the form, fill in the fields.
   For more information on the fields in the form, see Element variable record form.
4. Select **Submit**.

Element variable record form

Use the Element variable record form to configure an element variable. Element variables are custom elements that are used in the Grid configuration. You can set up an element variable that is specific custom columns, which are required for a particular dependency of an element.

Element variable record form

For description of the field values, see the table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element variable record form

Field	Description
Model	Element definition [sn_bcm_element_definition] reference. You can create multiple element variables for an element definition.
Type	Field class in the model table.
Label	Display name in the dependency group of the BIA dependency grid.
Column name	Name of the column in the table.
Application	Application that contains the record.
Active	Option to activate the element variable.
Read only	Option to render the element variable as read only.
Display	Option to display the element variable.
Enable reporting	Option to report the element variable.
Default Value	
Default value	Description for the default value of the element variable.

Configure loss scenarios in the plan

Configure a plan for an identified loss scenario by using the loss scenario template in the Business Continuity Management application. Use the documented plan that has the needs and requirements listed for a potential disaster.

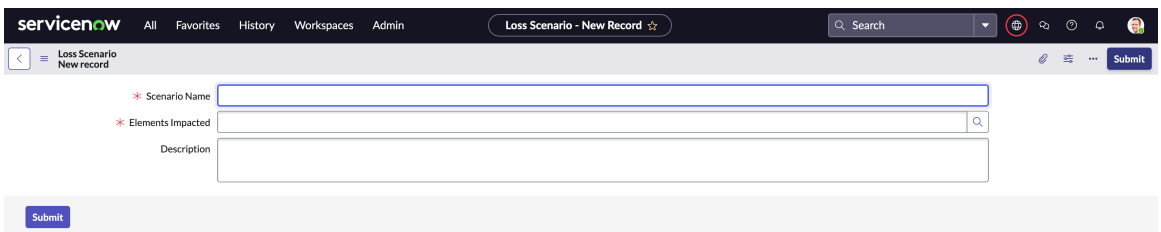
Before you begin

Role required: sn_bcm.admin, sn_bcp.plan_admin

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Loss Scenarios**.
2. Select **New**.

   The Loss scenario form is shown in the example.

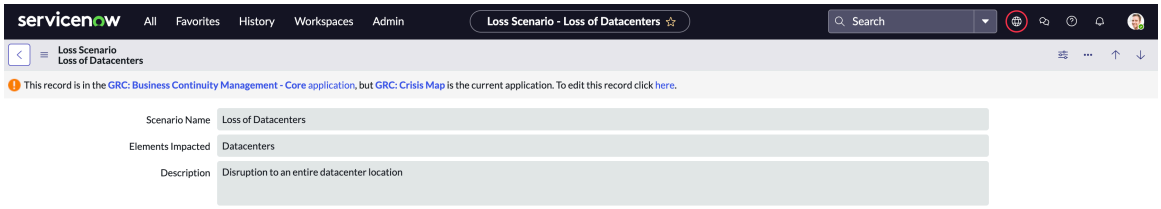


3. On the form, fill in the fields.

   For more information on the fields, see Loss Scenario record form.

   The example shows the details of a loss scenario.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Select **Submit**.

Loss Scenario record form

Use the Loss Scenario record form in BCM UIB Workspace to configure a plan for an identified loss scenario.

Loss Scenario record form

For description of the field values, see the table.

Loss Scenario record form

Field	Description
Scenario Name	Name of the impact scenario.
Elements impacted	Items or assets that are impacted because of the loss scenario.
Description	Short note about the loss scenario.

Configure impact ratings

Configure an impact rating to assess an impact category as low, moderate, high, or critical. Use the **Impact Ratings** module in the Business Continuity Management application navigator to help you measure the intensity of the loss when a business downtime occurs.

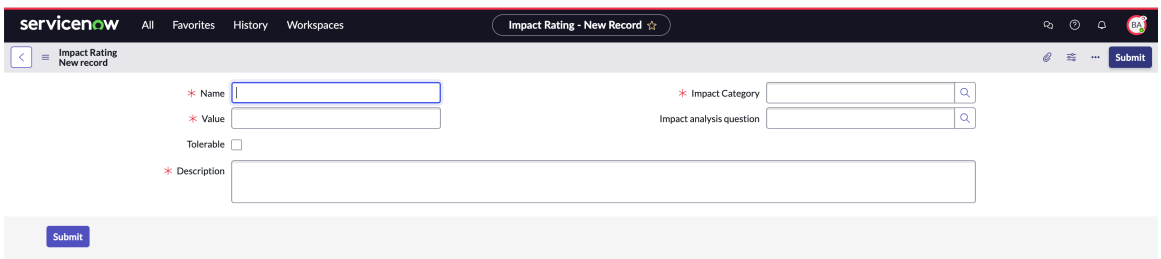
Before you begin

Role required: sn_bcm.admin

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Impact Ratings**.
2. Select **New**.

   The impact rating template is shown in the example.

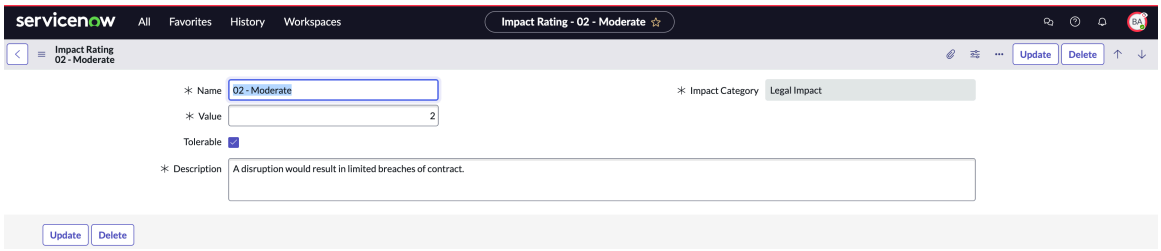


3. On the form, fill in the fields.

   For more information on the fields in the form, see Impact Rating record form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The example shows an impact rating from the demo data.



4. Select **Submit**.

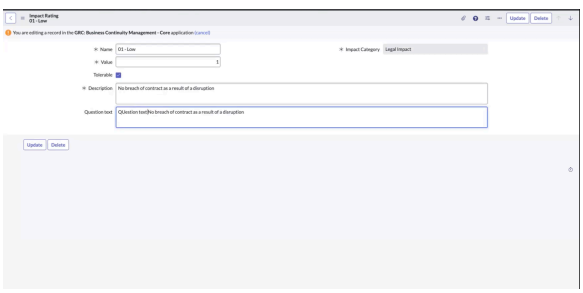
Impact Rating record form

Use the Impact Rating record form to assess an impact category such as low, moderate, high, or critical by using BCM UIB Workspace.

Impact Rating record form

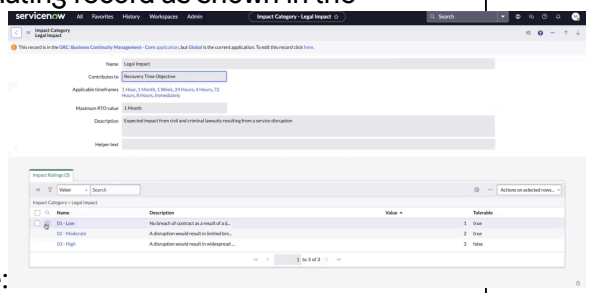
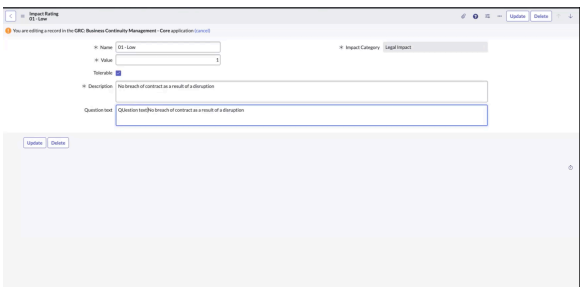
For description of the field values, see the table.

Impact Rating record form

Field	Description
Name	Name of the impact rating.
Value	Numerical value for the impact rating. You can associate a unique numerical value to each impact rating. You cannot use the same value for any other impact rating in the BCM application. For example, you can assign value *1* to the *01 - Low* impact category as shown below. After you do so, you cannot assign value *1* to any other impact rating in your BCM application instance. 
Impact Category	Category of the impact. For example, Workforce impact, Regulatory impact, Revenue impact, and so on.
Impact analysis question	List of available impact analysis questions. This field is displayed if the impact category of the business disruption contributes to RPO.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Impact Rating record form (continued)

Field	Description
Tolerable	Option for enabling the RTO impact as tolerable. This check box is displayed only if the impact category contributes to RTO.
Description	Short description about the impact rating.
Question text	Field to revise the question text. For the recovery time objective of an impact category, you can revise the question that is displayed in the RTO assessment questionnaire. You can navigate to the Impact Rating record as shown in the example:  Update the question text for the RTO assessment as shown in the example:  The revised question is then displayed in the RTO assessment of the business impact analysis record.

Configure recovery tiers for BIA

Configure a recovery tier with a set of business applications that follow a similar range of recovery time objective (RTO) values. Use the **Recovery Tiers** module in the Business Continuity Management application navigator to configure a recovery tier.

Before you begin

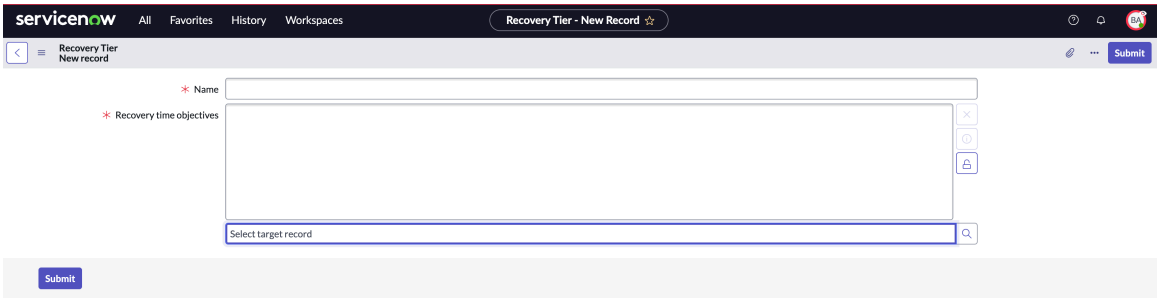
Role required: sn_bcm.admin

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Recovery Tiers**.
2. Select **New**.
3. On the form, fill in the fields.

   The recovery tier record is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



For more information on the fields in the form, see Recovery Tier record form.

4. Select **Submit**.

Recovery Tier record form

Use the Recovery Tier record form to configure a recovery tier with a set of business applications by using BCM UIB Workspace.

Recovery Tier record form

For description of the field values, see the table.

Recovery Tier record form

Field	Description
Name	Name for the recovery tier level.
Recovery time objectives	Metric that calculates how quickly the business should recover an element after a disaster.

Set up recovery timeframes

Set up a recovery timeframe for a recovery tier. The recovery timeframe starts from when a disruptive event happens to the time when your business can resume usual operations. You can use the **Recovery Timeframes** module in the Business Continuity Management application to set up the timeline for the recovery timeframe.

Before you begin

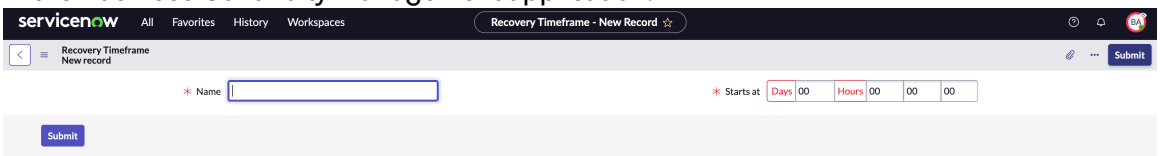
Role required: sn_bcm.admin

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Recovery Timeframes**.
2. Select **New**.
3. In the **Name** field, enter the name for the recovery timeframe.
4. In the **Starts at** field, enter the start of the timeline for the recovery timeframe in days, hours, minutes, seconds.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The example shows the configuration of a recovery timeframe in the Business Continuity Management application.



5. Select **Submit**.

Configure grid categories

Configure a grid category such as Dependency Assessment for the grid configuration. Use the **Grid Categories** module in the Business Continuity Management application navigator to configure the grid categories.

Before you begin

Role required: sn_bcm.admin

About this task

To create custom columns (grid configuration) for the BIA dependency group from the BCM Configurable Workspace, see KB1645940.

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Grid Categories**.
2. Select **New**.
3. On the form, fill in the fields.
   For more information on the fields in the form, see Grid category record form.
4. Select **Submit**.

Grid category record form

Use the Grid category record form to configure a grid category such as Dependency Assessment for the grid configuration by using BCM UIB Workspace.

Grid category record form

For description of the field values, see the table.

Grid category record form

Field	Description
Name	Name of the grid category.
Code	Code for the grid category.
Enable element context	Option to enable the element context for the grid category.

Configure grid for BIA assessment

Configure the grid to render the BIA dependency assessment grid with configured columns. Use the **Grid Configurations** module in the Business Continuity Management application navigator to configure the grid.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_bcm.admin

Procedure
1. Navigate to **All** > **Business Continuity** > **General Administration** > **Grid Configurations**.
2. Select **New**.
3. On the form, fill in the fields.
   For more information, see Grid configuration record form.
4. Select **Submit**.

Grid configuration record form
Use the Grid configuration record form to set up the BIA assessment grid in the classic Workspace.

Grid configuration record form
For description of the field values, see the table.

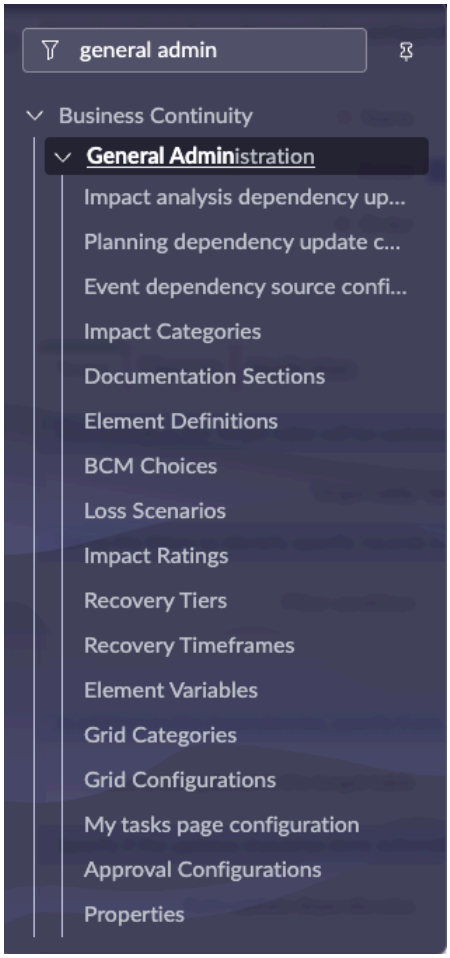
Grid configuration record form

Field	Description
Name	Name of the grid configuration.
Grid category	Grid category for which the configuration is applicable. For example, DEP_ASSMNT.
Active	Option to set the record active. If the option is disabled, then the grid is rendered based on the configured view. Only one active configuration for a category and element should be present.

My tasks page configurations
If you are the Business Continuity Management application user, you can use **My tasks page configurations** in the **General Administration** module to view your assigned tasks.

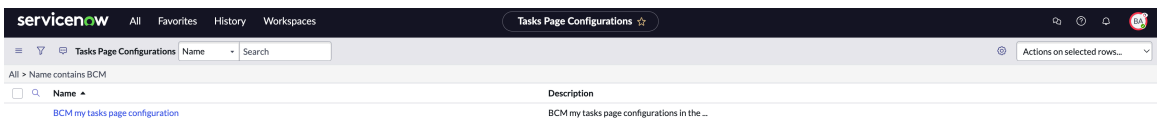
My tasks page configurations module
The administrative tasks that are associated with the BCM application are listed in the **General Administration** module in the application UI. You can view My tasks page configurations in the **General Administration** module as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

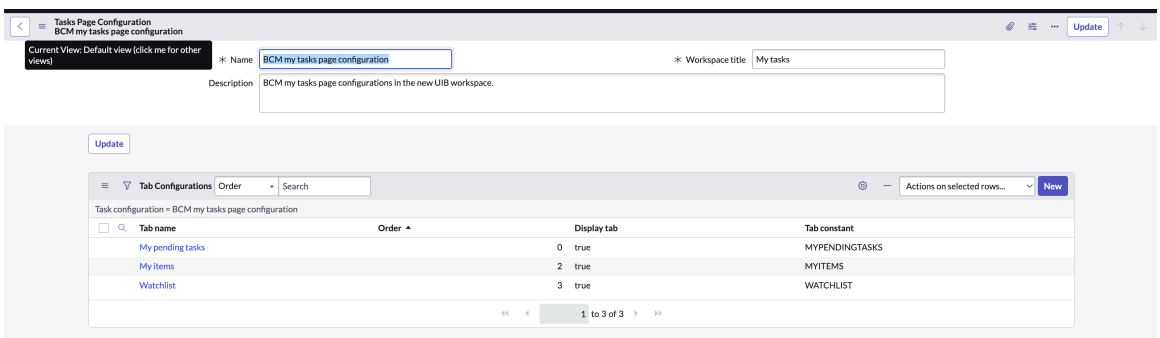


If you have the BCM administrator role, you can customize the BCM tasks in **My tasks page configuration**.

The **My tasks page configurations** module in the list view is shown in the following example.

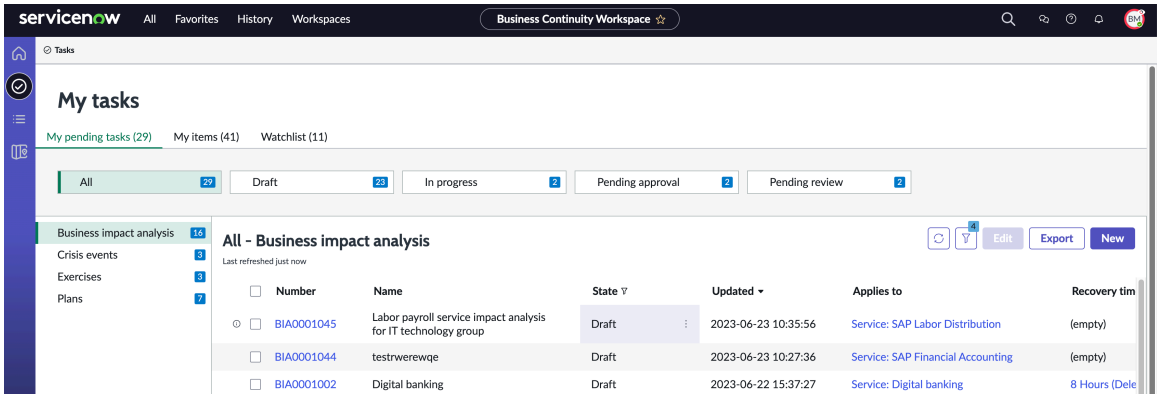


The **My tasks page configurations** module record is shown in the following example.



My tasks page in the Home page displays the assigned tasks for the logged-in user as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



For more information on My tasks page view in BCM UIB Workspace, see My tasks page view.

Approval configuration

Approver configurator provides you with capabilities to define multiple levels of approvals based on business rule definitions.

To set up multiple levels of approvals in your business impact analysis and business plans, you must configure the following setup steps:

- Set up approval configuration
- Set up approval levels
- Set up approval rules

Note:

For more information on the roles in the Business Continuity Management application, see Components installed with Business Continuity Management.

For more information on the roles in the GRC: Approver Configurator application, see Roles installed with GRC: Approver Configurator.

Set up approval configuration

Set up approval configuration to enable multiple levels of approvals and select approvers for each level based on approval rules.

Before you begin

You must install GRC: Approver Configurator (sn_grc_appr) application for approval configurations.

Role required: sn_bcm.admin

Note:

Granting this role to a user is equivalent to giving the user the admin role, because workflow script activities bypass access controls and grant access to all tables and database operations. Script activities do not bypass application scope settings.

Procedure

1. Navigate to **All** > **Assignment and Approval Configurations** > **Approval Configurations**.
2. Click **New**.
3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Approval Configuration form

Field	Description
Name	Name of the approval configuration.
Applies to	Table such as a business impact analysis, business continuity plan, events, or any table from which a record is submitted for approval.
Priority	Preference of approval configuration with higher priority.
Filter condition	Condition applied on the table with reference to the **Applies to** field. The approval configuration with higher priority that matches the filter condition for the business document is selected for approver evaluation.
Active	Option to enable the approval configuration as active.

Note:
You cannot have more than one approval configuration applying to the table with the same priority.

4. Click **Submit**.

Set up approval levels

Assign multiple levels of approvals to users or groups to support each step of your BIA, BCP, or events workflow processes.

Before you begin

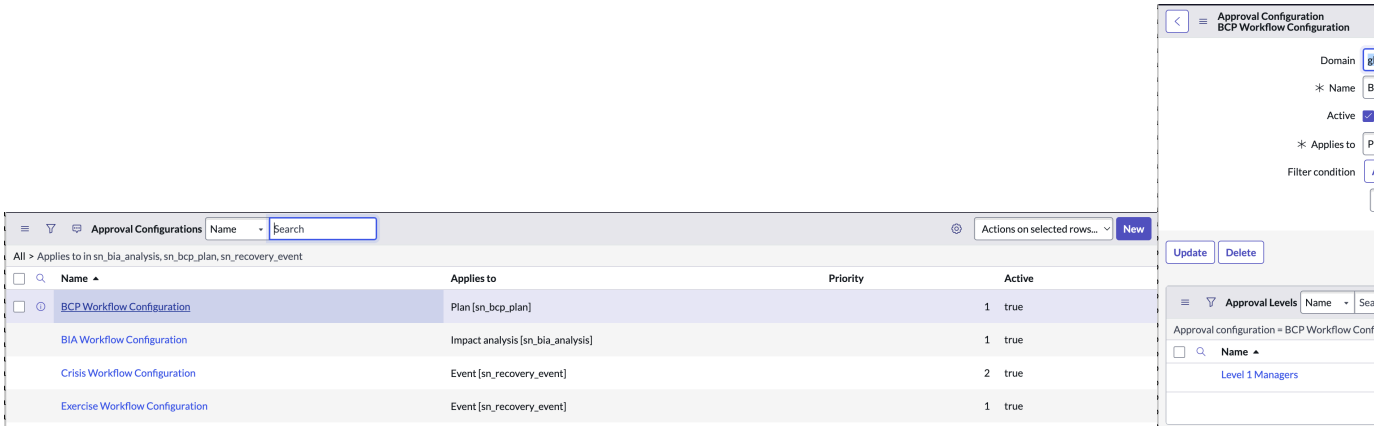
Role required: sn_bcm.admin

Note:
Granting this role to a user is equivalent to giving the user the admin role, because workflow script activities bypass access controls and grant access to all tables and database operations. Script activities do not bypass application scope settings.

Procedure

1. Navigate to **All** > **Assignment and Approval Configurations** > **Approval Configurations**.
   With the BCM application, these approval configurations are supported with the base system:
   - `BCP Workflow Configuration`
   - `BIA Workflow Configuration`
   - `Crisis Workflow Configuration`
   - `Exercise Workflow Configuration`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

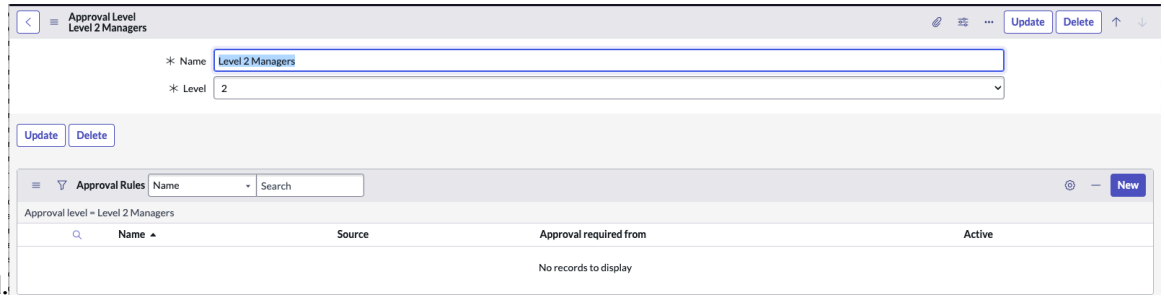


You can update the existing BCP, BIA, Crisis, or Exercise configurations. Additionally, you can set up multiple levels of approval configurations for BCP, BIA, Crisis, or Exercise. The base system supports the Level 1 approval level by default.

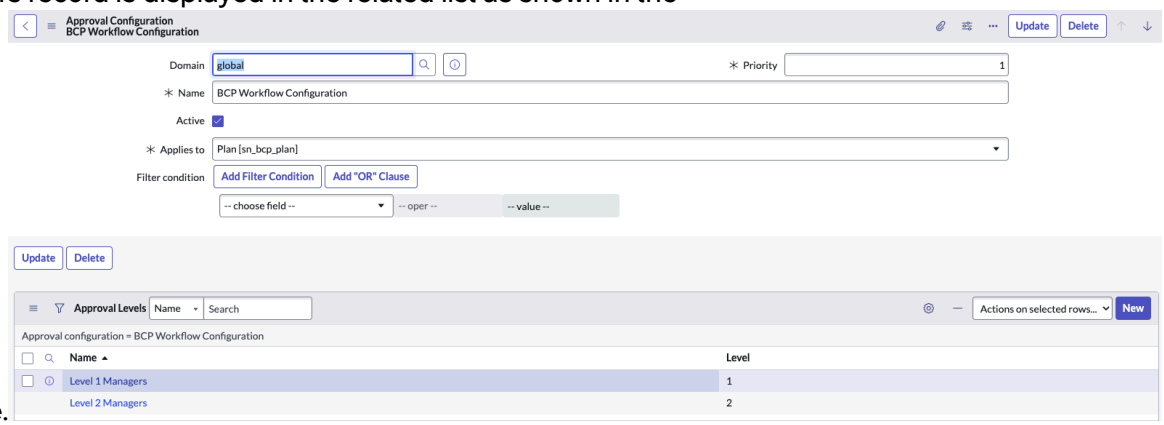
2. To set up multiple approval levels for an existing configuration such as the BCP Workflow Configuration, select the **BCP Workflow Configuration** record from the list and complete the substeps.

   The **BCP Workflow Configuration** record is displayed.

   a. Select **New** in the related list of the BCP Workflow Configuration record.
   The Approval level new record form is displayed.



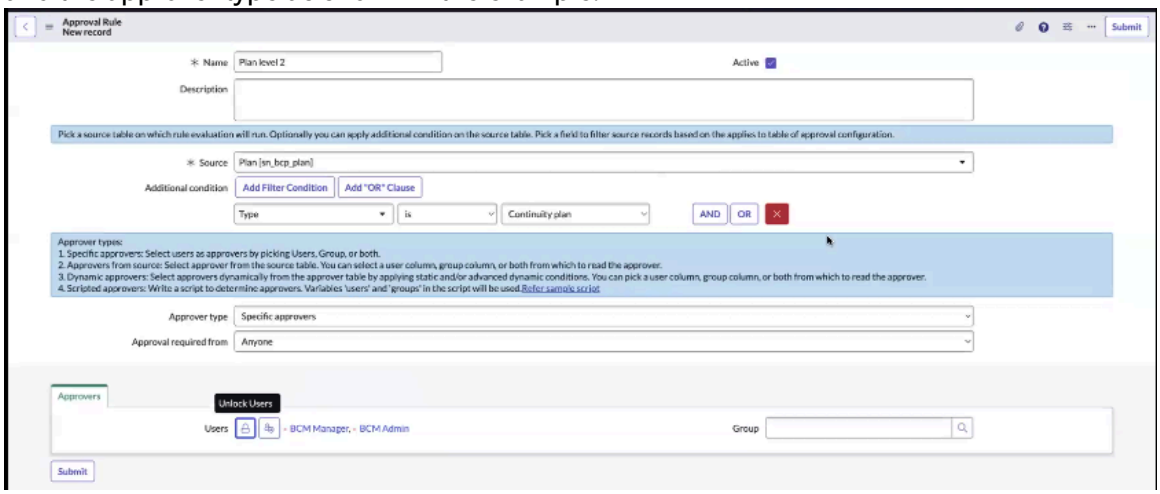
   b. In the form, enter the name for the approval level record such as Level 2 Managers, select the level such as level 2, and select **Submit**.
   The newly created Approval level record such as Level 2 Managers record is displayed in the related list as shown in the example.



3. To configure an approval rule for the newly configured approval level record, select **New** in the Approval Rules related list of the approval level record and complete the steps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

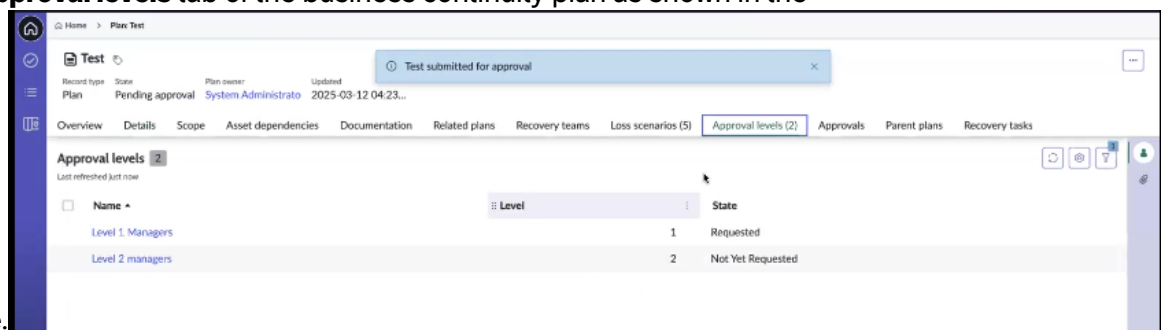
a. Update the approval rule configuration for continuity plans by updating the filter condition and the approver type as shown in the example.



In the filter condition, you can select the source table on which rule the approval rule is evaluated. Optionally, you can apply additional condition on the source table. You can select a field to filter the source records based on the Applies to table of the approval configuration. You can configure for which records, level 1 should trigger level 2.For more information, see Approval Rule New Record form.

b. Select **Submit**.

The approval rule is now configured for the approval level. When a business continuity plan is created in the BCM Configurable Workspace and later it is sent for a review and an approval, the multiple approval levels are displayed in the **Approval levels** tab of the business continuity plan as shown in the example.



Set up approval rules

Set up rules for approvals at each approval level by selecting an approver type and the requirement of approval from either one or all the stakeholders. Define filter conditions on the source table to which the approval rule is applied.

Before you begin

Role required: sn_bcm.admin

About this task

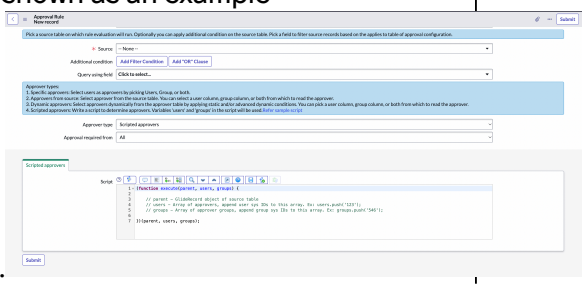
You can select specific approvers, approvers from the selected source table, dynamic approvers, or approvers that you choose to approve your business documents. The approvers can be a BIA owner, BCM lead, BCM manager, BCM admin, contributors, or one or all of them from the source table that you select.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Assignment and Approval Configurations** > **Approval Configurations**.
2. Click an approval configuration record in the list.
3. Click the approval levels record in the **Name** column of the Approval Levels section.
4. Click **New** in the Approval Rules section.
5. On the form, fill in the fields.

Approval Rule form

Field	Description
Name	Name of the approval rule.
Source	Table to which the approval rule is applied.
Query using field	Field that connects the approving table and the source table.
Additional condition	Filter conditions applied on the source table.
Approver type	Type of approver. ○ Specific approvers: Your choice of approvers. ○ Approver from source: Users or groups from the source table. ○ Dynamic approvers: Approvers selected dynamically from any table. ○ Scripted approvers: Script to determine approvers. See the script shown as an example below. 

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: For security reasons, the BCM admin doesn't have write access to the **Script** field on the Approval Rule form. Only the Approver Configurator developer has create and write access to the **Script** field on the Approval Rule form. If you have the BCM admin role, you can set up an approval rule only with types of approvers from the Approver type list: ○ Specific approvers ○ Approver from source For more information on the roles in the GRC: Approver Configurator application, see Roles installed with GRC: Approver Configurator.
Approval required from	One or more stakeholders from whom the approval is required.
Description	Brief note about the approval rule.
Approvers	
Approvers from	Approver table. This field is available only if the Approver type is **Approver from source** or **Dynamic approvers**. Defaults to the source table if it is Approver from source.
Filter by	Conditions to filter records from the approver table. This field is available only if the Approver type is **Dynamic approvers**.
Advanced	Option to set a scripted dynamic condition.
User field	User reference or list of approvers from the approver table.
Group field	User group reference as approver from the approver table.
Dynamic condition	Script field to apply advanced filter on approver table.
Users	One or more users designated as approvers.
Group	Group of approvers.
Scripted approvers	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Script	Script to determine approvers; **users** and **groups** in the script are selected as approvers.

6. Click **Submit**.

Example: Sample script to add assignees from CMDB dependencies as approvers

Field values on the form:

Name

Assignee of CMDB dependency as approvers.

Source

Dependency [sn_bia_dependency].

Query using field

Dependency Group.Impact Analysis

Approver type

Scripted approvers

Sample script to add approvers

```
(function execute(parent, users, groups) {

    // parent - GlideRecord object of source table
    // users - List of approvers
    // groups - List of approver groups
    var gr = new GlideRecord('cmdb_ci');
    gr.addQuery('sys_id', parent.depends_on);
    gr.query();

    while (gr.next()) {
        users.push(gr.assigned_to.toString());
    }

})(parent, users, groups);
```

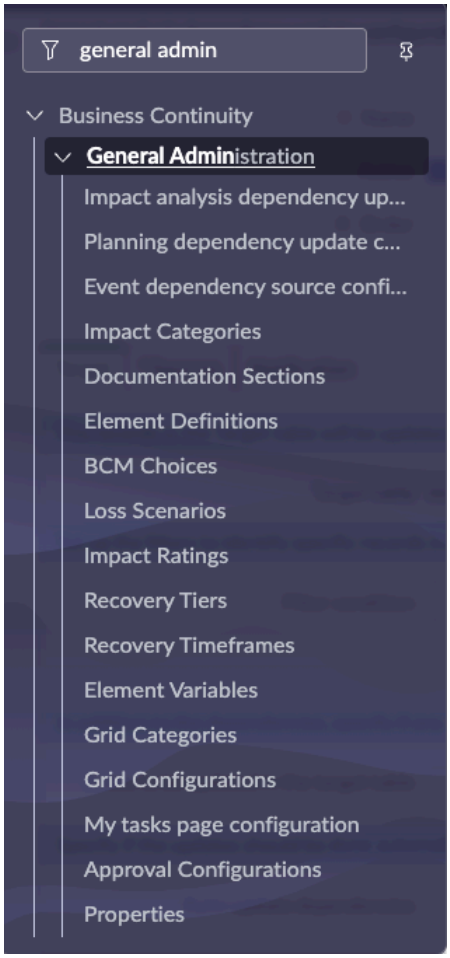
BCM properties

You can configure the BCM properties in the **Properties** module.

If you are the Business Continuity Management application user, you can view the properties for the Business Continuity Management application in **Properties** in the **General Administration** module.

You can view the **Properties** menu option in the **General Administration** module as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can select the **Properties** module to view and configure the BCM application properties as shown in the following



example.

For more information on BCM properties, see Properties installed with BCM.

Properties installed with BCM

Properties are added with the activation of Business Continuity Management.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

BCM properties

Sr. No	Name	Description
1	Default plan template name for generating the PDF for the plan [sn_bcp.default_pdf_plan_template]	• Scope: GRC: Business Continuity Planning • **Type**: string • **Default value**: Business continuity plan template (Default)
2	Interval between two task IDs for a recovery task in Business Continuity Planning (BCP) [sn_bcp.taskIdOffset]	• Scope: GRC: Business Continuity Planning • **Type**: numerical value • **Default value**: 1
3	Option to control client-script's strict mode that disables direct DOM access. This property is used to override it for the Business Impact Analysis (BIA). [sn_bia.glide.script.block.client.globals]	• Scope GRC: Business Impact Analysis • **Type**: Yes or No
4	Logging level for BCM applications [sn_bcm.logging.verbosity]	• Scope: GRC: Business Continuity Management - Core • **Type**: choice list (Debug, Info, Warn, Error) • **Default value**: Warn
5	Default increment value for the order column on plan documentation [sn_bcp.document_order_increment]	• Scope: GRC: Business Continuity Planning • **Type**: numerical value • **Default value**: 100
6	Maximum time (by hours) allowed to update dependencies in events/exercises [sn_recovery.max_dependency_update_processing_time]	• Scope: GRC: Crisis Map • **Type**: numerical value • **Default value**: 3
7	Maximum number of records to show in a group in Asset dependencies RL in Plan [sn_bcp.asset_dependencies_max_records_in_group]	• Scope: GRC: Business Continuity Planning • **Type**: numerical value • **Default value**:20

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

BCM properties (continued)

Sr. No	Name	Description
8	Enable/Disable use of google map's "Places" API [sn_bcm_map.use_google_places_lib]	• Scope: GRC: Crisis Map • **Type**: true or false • **Default value**: false **Note:** Prior to enabling the Crisis Map feature, verify that you have purchased and set up the Google Maps API.
9	Maximum time (by hours) allowed to update dependencies [sn_bcm.max_dependency_update_processing_time]	• Scope: GRC: Business Continuity Management - Core • **Type**: numerical value • **Default value**: 24
10	Max relationships for each level [sn_bia.cmdb_max_relationships_per_level]	• Scope GRC: Business Impact Analysis • **Type**: numerical value • **Default value**: 5000
11	Event task count limit for asynchronous order calculation in business rule [sn_recovery.sync_task_order_calculation_limit]	• Scope: GRC: Crisis Map • **Type**: Integer • **Default value**: 500
12	Maximum number of element definitions to show in UI [sn_bcm.element_definitions_limit]	• Scope: GRC: Business Continuity Management - Core • **Type**: numerical value • **Default value**: 20
13	Default limit for Category impact assessment question responses [sn_bcm.config.category_impact.response_limit]	• Scope GRC: Business Impact Analysis • **Default value**: 10

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

BCM properties (continued)

Sr. No	Name	Description
14	Maximum levels of activated plan to be created in an event [sn_recovery.max_activated_plan_levels]	• Scope: GRC: Business Continuity Management - Core • **Type**: Integer • **Default value**: 10
15	Mark the Impact Assessment as Complete once all required questions are answered, or all questions (required and optional) are answered. [sn_bia.determine_impact_assessment_status]	• Scope GRC: Business Impact Analysis • **Type**: Required questions or All questions • **Default value**: Required questions
16	Recovery task count limit for synchronous order calculation in business rule [sn_bcp.sync_task_order_calculation_task_limit]	• Scope: GRC: Business Continuity Planning • **Type**: Integer • **Default value**: 500
17	Tables referenced by the system to fetch child records when analyzing CMDB asset dependencies, even if they are not part of the element definition. [sn_bcm.read_cmdb_tables = cmdb_ci_datacenter]	• GRC: Business Continuity Management - Core • **Type**: String • **Default value**: None
18	Default limit for IRM GlideRecord getter. [sn_irm_shared_cmn.config.get_gliderecord_limit]	• Scope: GRC: Risk Shared Common Components • **Type**: Integer • **Default value**: 1000

Setup for a business impact analysis

The administrative tasks that are associated with a business impact analysis are listed in the **General Administration** module in the Business Continuity Management application.

Typically, the BIA administrator with the sn_bia.bia_admin role configures the BIA templates. For more information, see Configure BIA templates with legacy assessment.

Configure BIA templates with legacy assessment

Configure a business impact analysis (BIA) template in the Business Continuity Workspace with a legacy assessment. Select the type of elements, impact categories, and dependencies to be assessed. The legacy assessment uses the older method of selecting impact categories.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: sn_bcm.admin

About this task

You can use the preconfigured BIA templates that are provided with the base system.

- Application Technical Impact Assessment
- BIA for Business processes
- Business Process Impact Assessment
- Business Service Impact Assessment
- Data Center Analysis Template
- Service Offering Impact Assessment
- Workplace Impact Assessment

Beginning with the Yokohama release, you can configure the BIA template with the legacy or Smart assessment. The legacy assessment shows only drop-down questions, while the Smart assessment enables multiple question types and configures RTO, RPO, and recovery tier calculations based on the responses to the questionnaire.

Procedure

1. Navigate to **All** > **Business Continuity** > **BIA Configuration** > **BIA Templates**.
   You can use the preconfigured BIA templates provided with the instance or select this option to configure a new BIA template.
2. Select **New**.

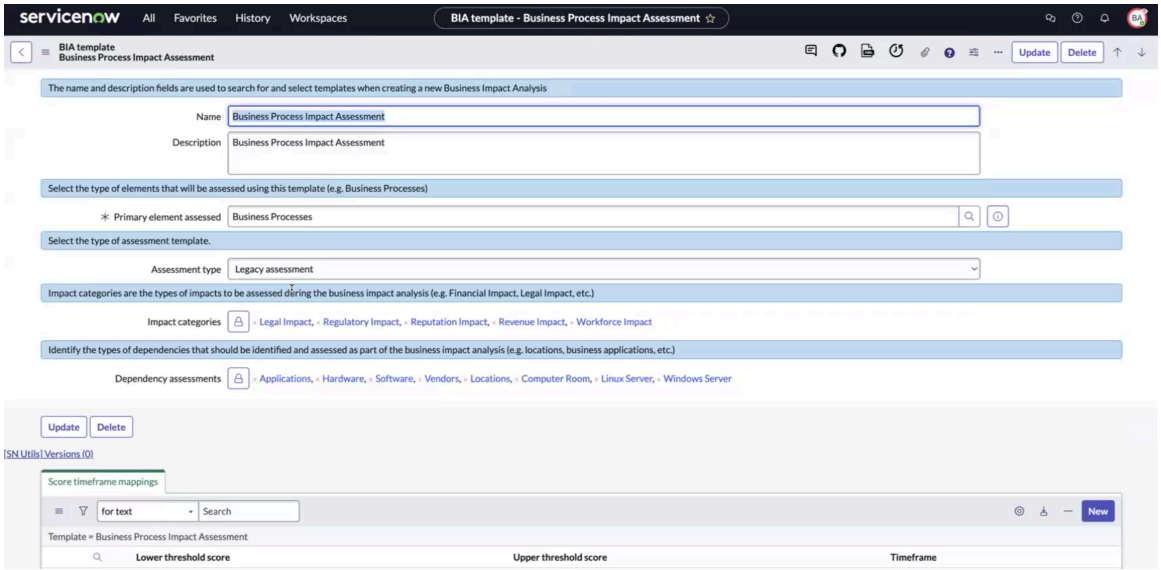
   The BIA template record is displayed.



3. On the form, fill in the fields.
   For more information on the fields in the form, see BIA template form for the legacy assessment.
4. Add the name and description for the BIA template.
5. Select the type of elements that are using this template, such as, Business Processes.
6. To select the legacy assessment for performing the BIA, select **Legacy assessment** in the **Assessment type** field.

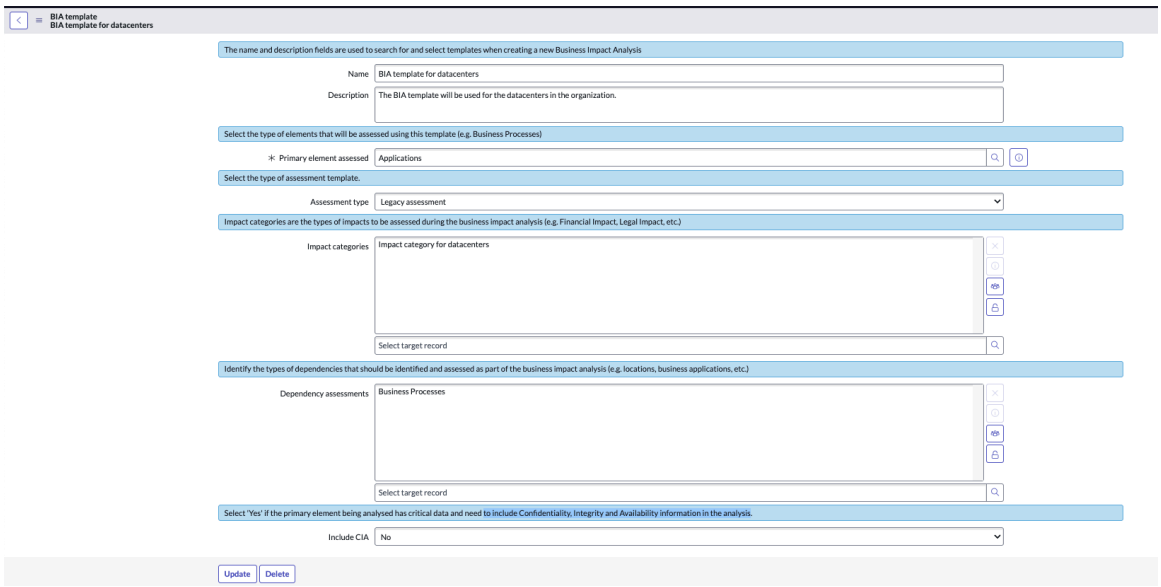
   A sample BIA template with the legacy assessment is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



7. To assess the type of impact, select the impact category in the **Impact categories** field. You can select different impact categories such as Legal impact, Regulatory impact, Reputation impact, or Revenue impact. Based on the impact category, you can calculate the recovery time objective (RTO) and recovery point objective (RPO). For information on configuring the impact category of the BIA, see Configure impact category for BIA.
8. Select the dependencies in the **Dependency assessments** field.
9. To include Confidentiality, Integrity, and Availability (CIA) information for the primary element in the BIA, select **Yes**.

   A sample BIA template is shown in the example.



10. Select **Update**.
    The BIA template with the legacy assessment is configured in the instance.

BIA template form for the legacy assessment

Use the BIA template form to configure the business impact analysis with the legacy template. You can add details such as name, description, elements, impact categories, and so on in the form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

BIA template form with legacy assessment

For description of the field values, see the table.

BIA template form with legacy assessment

Field	Description
Name	Name of the BIA template. For example, Application downtime assessment.
Description	Brief description of the template.
Primary element assessed	Primary object type or an element that is being assessed using this template.
Assessment type	Assessment type for the BIA. Options are: • **Legacy assessment** • **Smart assessment** Select the Legacy assessment option.
Impact categories	Category of impact that is relevant to an organization and that is assessed during the business impact analysis. It can be revenue, legal, regulatory, reputation impact, and so on.
Dependency assessments	Category of items or assets that the business function depends on such as locations or business applications. The dependencies are identified and assessed as part of the business impact analysis.
Include CIA	Option to include Confidentiality, Integrity, and Availability to BIA. Available options are: • **Yes**: Set the flag as **Yes**, if the primary element that is being analyzed has critical data and whether it must include Confidentiality, Integrity, and Availability information in the analysis. • **No**: Set the flag as **No**, if the primary element that is being analyzed does not have critical data. The field appears only if the elements that selected for the **Primary Element Assessed** field in the same form require data backup.

Create Smart Assessment templates for BIA

Create Smart Assessment templates in the Assessment Workspace for the Business Impact Analysis (BIA) workflow.

Before you begin

Role required: sn_bcm.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Note:
The flows shown in the examples are demo flows. You can configure the flows according to your requirements.

Required and optional apps

The store apps for using the Smart Assessment Engine application in BIA are listed.

1. Required apps: Smart Assessment Core [com.sn_smart_asmt], Smart Assessment Designer [com.sn_smart_asmt_desg], Smart Assessment Connected [com.sn_smart_asmt_conn]
2. Optional apps: Smart Assessment Post-assessment Actions [com.sn_smart_imp_auto]

For information about the initial setup checklist for Smart Assessment Engine, see Configuring Smart Assessment Engine. For more information on the Smart Assessment Engine, see Smart Assessment Engine.

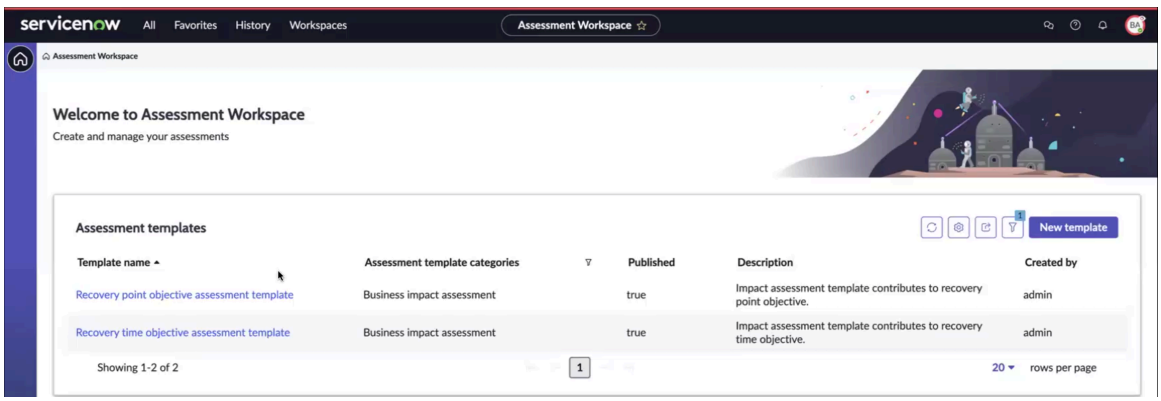
About this task

To configure a BIA template using Smart Assessment, see Configure BIA templates with Smart Assessment.

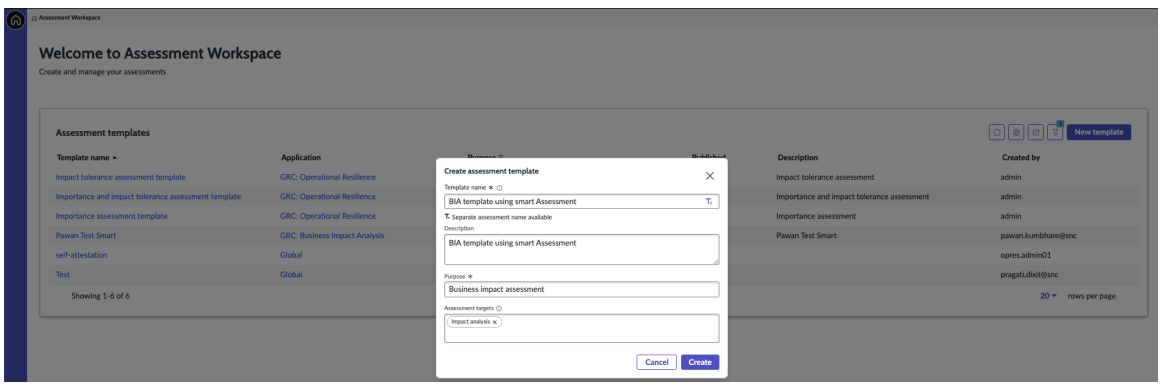
Procedure

1. Navigate to **Workspaces** > **Assessment Workspace** and select **New template**.

   You can create assessment templates to manage your assessments in the Assessment Workspace. The example shows demo data in an instance.



   The Create assessment template form is displayed.



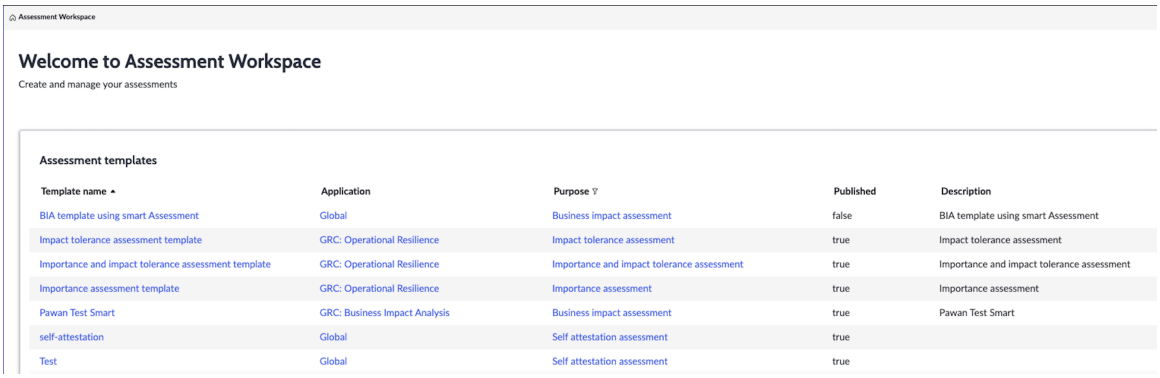
2. In the Create assessment template form, fill in the fields and select **Create**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create assessment template form

Field	Description
Template name	Unique meaningful name for the template. For example, BIA template using Smart Assessment.
Description	Brief explanation of purpose.
Purpose	Intended use of the template. For example, Business impact assessment.
Assessment target	Table records that are used for the assessment. For example, Impact analysis.

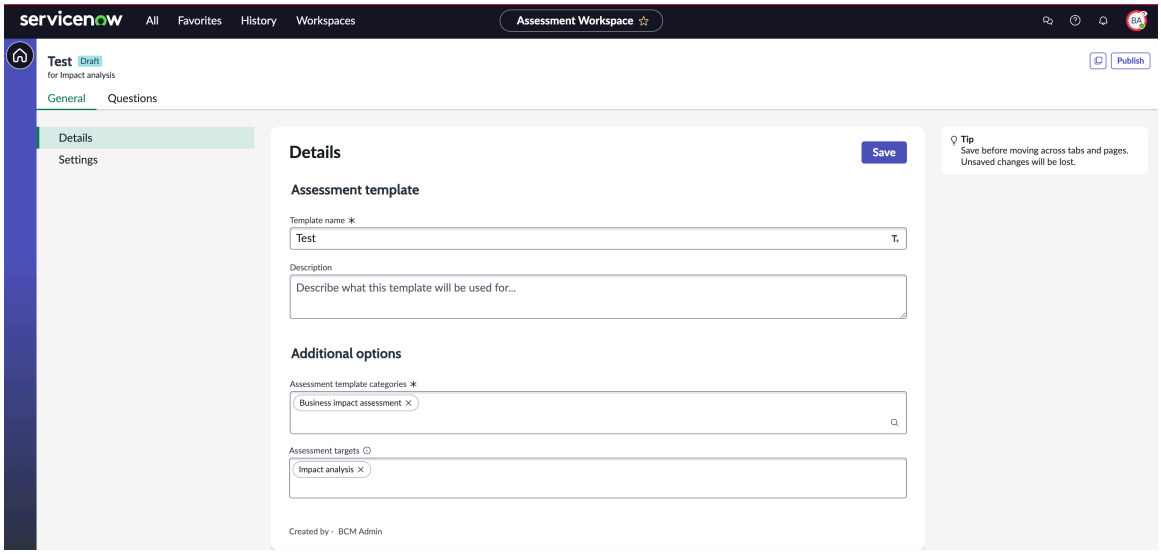
The newly created BIA template is displayed in the Assessment templates list as shown in the example.



When you select the template, the **General** and **Questions** tabs are displayed, enabling you to add instructions, questions, response guidance, and sections that group related questions. You can verify the template details displayed in the **Details** section of the **General** tab.

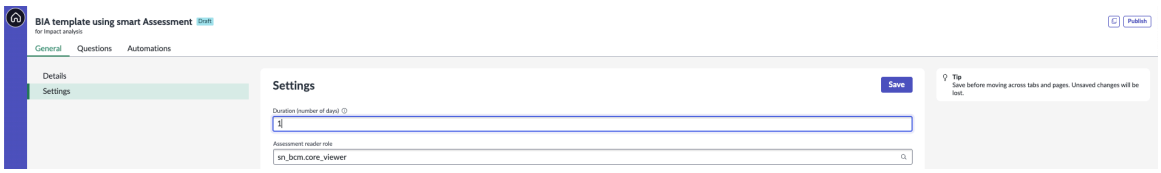
- Verify that the assessment template category selected in the Details section of the **General** tab is **Business impact assessment** as shown in the example. The Business impact assessment template category is associated with the sn_bcm.core_viewer role. Users with the sn_bcm.core_viewer role can view these templates in read-only mode.
- The assessment target in the **Assessment targets** field is set to **Impact analysis** only.
- Assessment reader role: Assign read-only access to users with the specified role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. Add the assessment duration in days and assign a role in the **Assessment reader** role field in the Settings section, then select **Save**.

   The Assessment reader role option in the Smart Assessment template enables designated users to view assessments in read-only mode without being the assessor. For BIAs, BCM administrators assign the BCM Core viewer [sn_bcm.core_viewer] role as the Assessment reader role to maintain the same functionality as the legacy assessment.

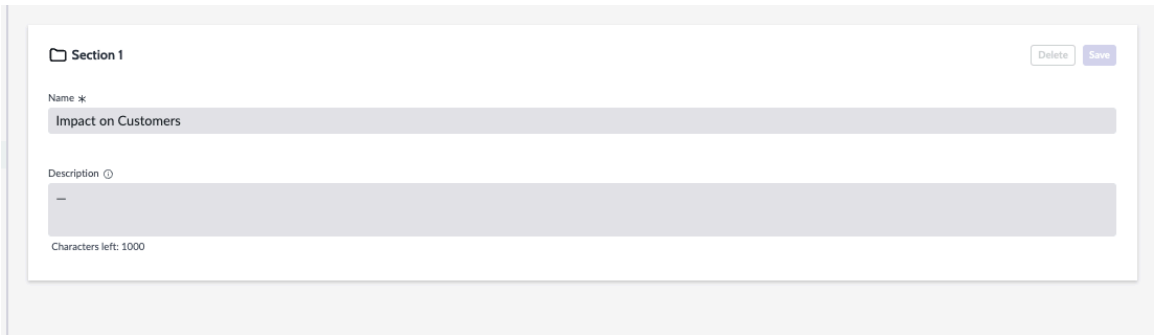


> **Note:**
> For information on creating an assessment template, see Create an assessment template.

4. Set up the assessment questions in the **Questions** tab.

   a. Select **+Add section** to organize related questions, then select **Save**.

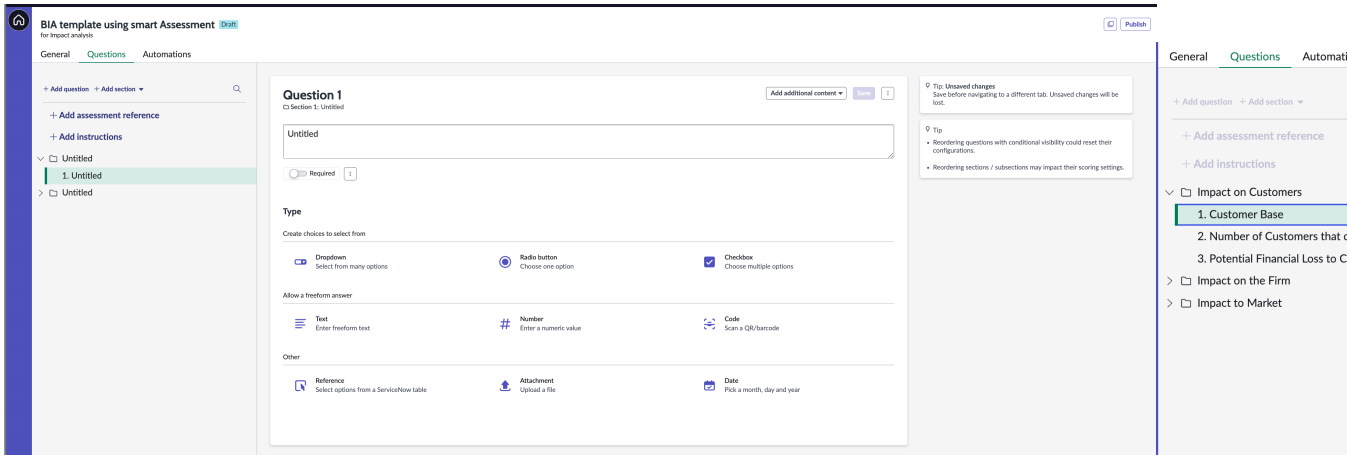
      A sample section is shown in the example.



   b. Select **+Add question**, add questions marking them as required or optional and select the type of the answer.

      The example shows modals with different options.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



c. To add reference data for the assessment, select **Add assessment reference**, choose the desired columns, and select **Add**.
These cards are displayed on the side panel to add information about the assessment targets.

d. Add instructions in the text box to set the context and inform responders on how to answer the questions appropriately.

For information on adding instructions and questions to the assessment template, see Add instructions and questions to an assessment template.

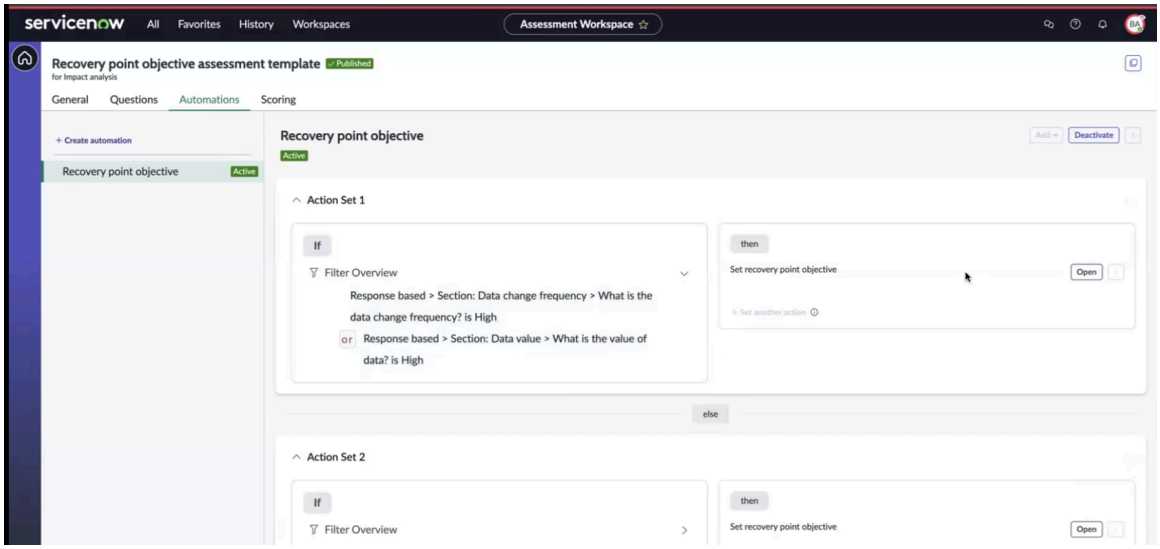
5. Select **Save**.
6. To publish the template, select **Publish**.
A message is displayed that the assessment template is published and you can use it to send assessments.
7. Configure response-based automation and corresponding actions by creating automation rules in the **Automations** tab of the published template.
Automation reduces manual data entry. The system analyzes responses and automatically populates RPO and RTO fields in your impact analysis records.

a. Select **+ Create automation**, add the name and description for the rule, and select **Create**.
The automation is created in the Draft state.

b. Define rules that automatically trigger actions based on user responses in the "If" block.

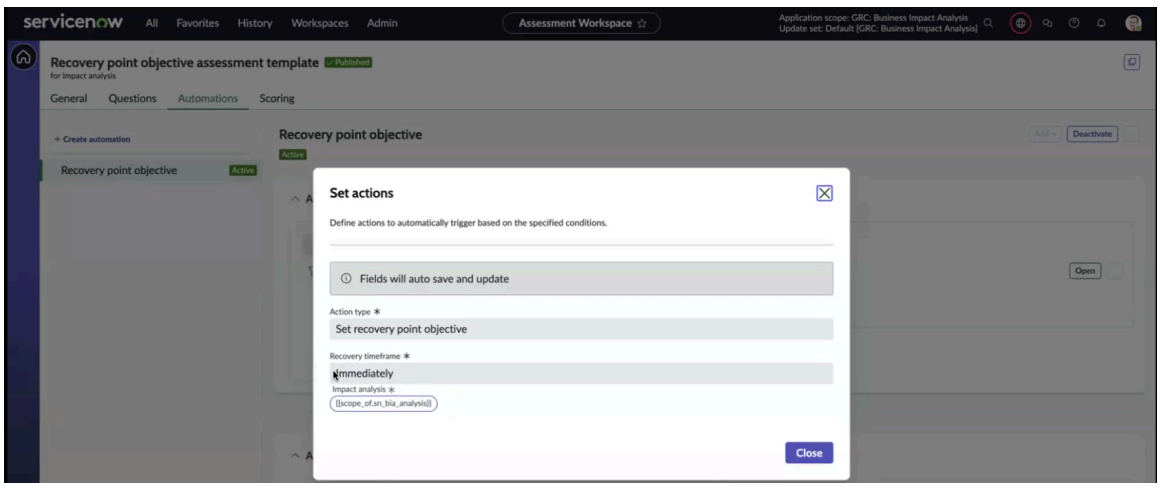
The Action set consists of an "If" block and a "Then" block. The "If" block sets conditions that trigger automation. The "Then" block defines the actions that execute automatically when those conditions are met.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



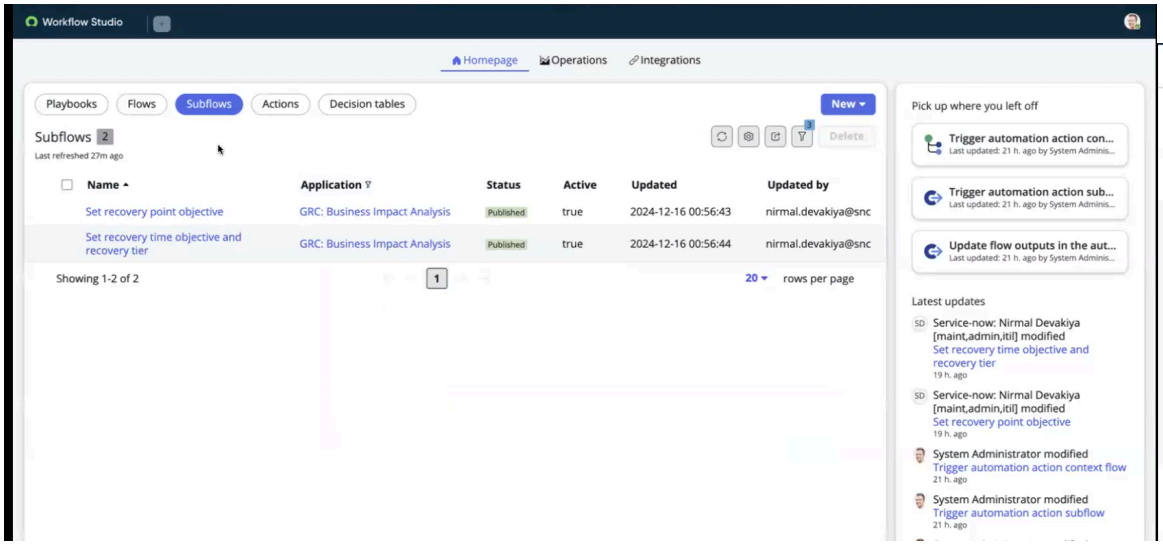
c. Set an action in the "Then" block that is triggered automatically based on user responses.

The system reviews user responses and suggests actions and the corresponding timeframes. For example, if data change frequency = "High", the system suggests a recovery timeframe = "Immediately" as shown in the example.

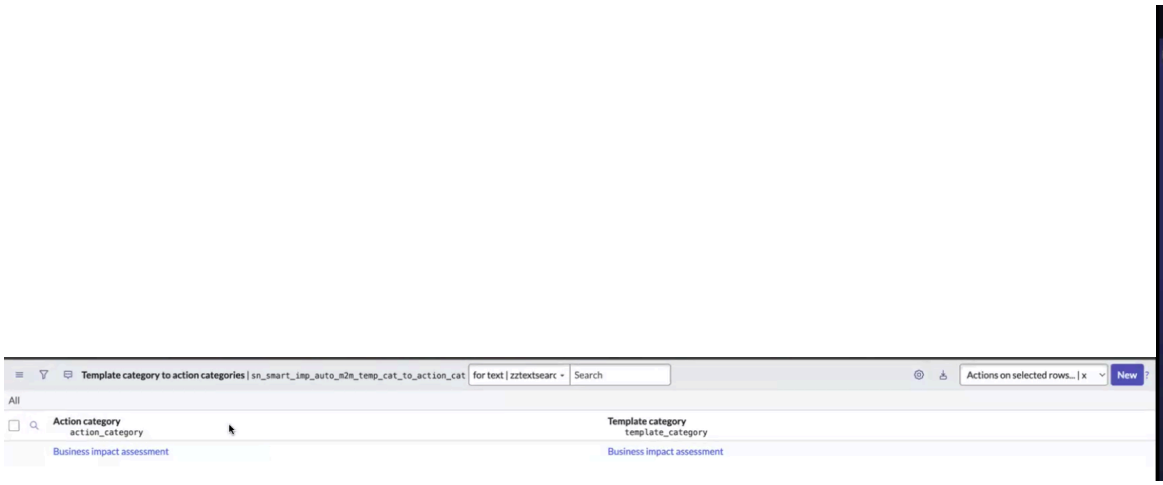


For the automation setup, two subflows are provided in the Workflow Studio as part of demo data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



In the properties of the subflow, the **Category** field is set to **Business impact assessment**. When the action category and the template category are mapped in the BIA as shown in the example, the **Set recovery point objective flow** is displayed in the **Action type** field in the Set actions dialog box.



d. To activate the automation, select **Activate** in the **Automations** tab, confirm the details in the Activate dialog box, and select **Activate** again.

Once activated, the automation appears in the **Automations** tab.

For more information on automations, see Automate response and Configure post-assessment actions.

8. Configure scoring settings on the **Scoring** tab.

For more information on assigning scores to the assessments, see Scoring assessments.

9. Select **Save**.

10. To copy a published template, select **Copy template**, update the fields, and save your changes.

11. To publish the assessment template, select **Publish**.

A message confirms that the assessment template is published and ready to use.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. To proceed, select **OK**.

b. To return to the template list on the Assessment Workspace landing page, select **Return to template list**.

Result
You can use the published Smart Assessment template for the Business Impact Analysis (BIA) workflow.

Configure BIA templates with Smart Assessment

Configure a business impact analysis (BIA) template in the Business Continuity Workspace with the Smart Assessment. Select the type of the elements, impact categories, and dependencies that are assessed in the BIA. The Smart Assessment lets you choose a custom Smart Assessment template for the BIA.

Before you begin
Role required: sn_bcm.admin

About this task
A BIA created using the Smart Assessment template includes Smart Assessment instances in the assessment section. BCM users can complete the assessment, and upon submission, the automation set up by the BCM admin triggers to update impact analysis data, including RTO, RPO, and recovery tier, based on the defined configuration.

Impact category completion configuration for Smart Assessment: To configure Impact category completion for Smart Assessment, navigate to **All > Business Continuity > General Administration > Properties**. Set the *`Mark the Impact Assessment as Complete once all required questions are answered, or all questions (required and optional) are answered`* property. Choose the preferred option to show completion based on required or all questions.

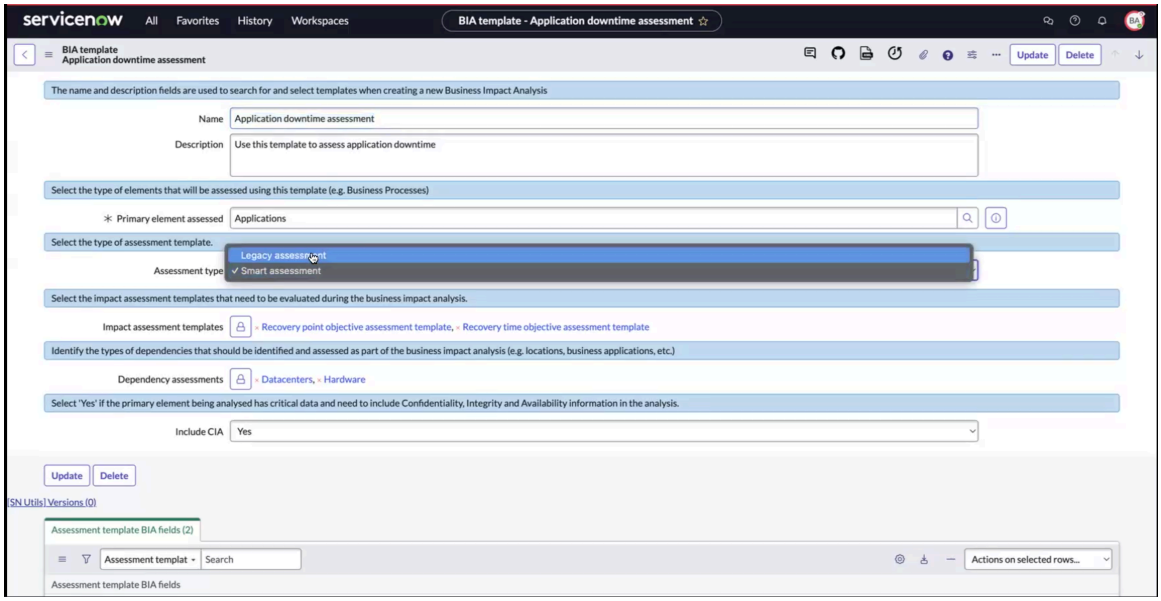
For the initial setup checklist for Smart Assessment Engine, see Configuring Smart Assessment Engine.

Procedure

1. Navigate to **All** > **Business Continuity** > **BIA Configuration** > **BIA Templates**.
2. Select **New**.
   You can use the preconfigured BIA templates in the instance or select this option to configure a new BIA template.
3. On the form, fill in the fields.
   For more information on the fields in the form, see BIA template form for the legacy assessment.
4. Select **Smart Assessment** as the assessment type.

   A sample BIA template with the Smart Assessment type is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

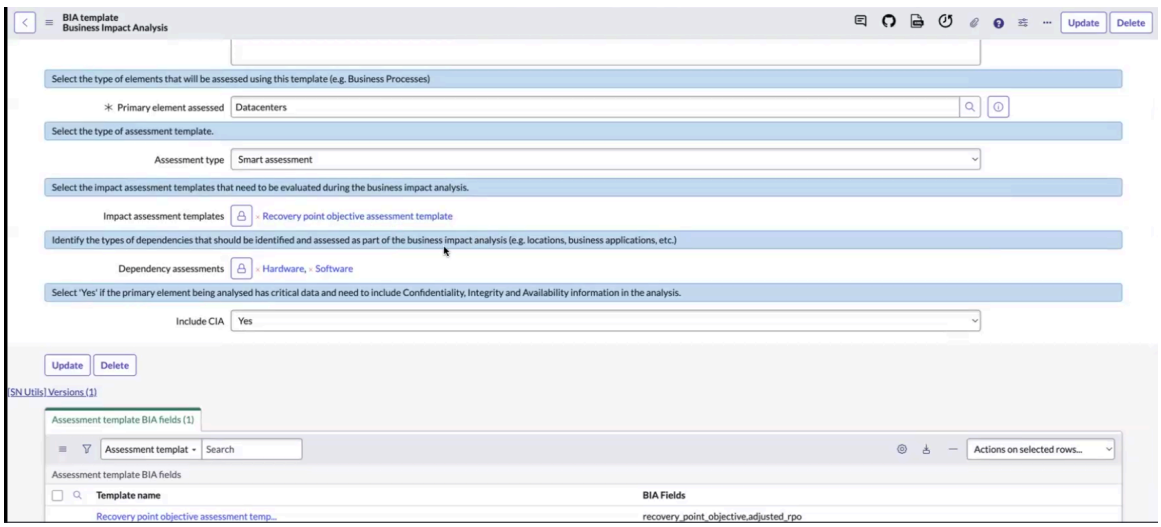


When you select the Smart Assessment, the **Impact categories** field is not displayed in the BIA template form. Instead, the **Impact assessment templates** field is displayed. The templates shown, like Recovery point objective and Recovery time objective, are demo data with a format similar to legacy assessments.

The Impact assessment template is the Smart Assessment template you configured following the steps outlined in Create Smart Assessment templates for BIA.

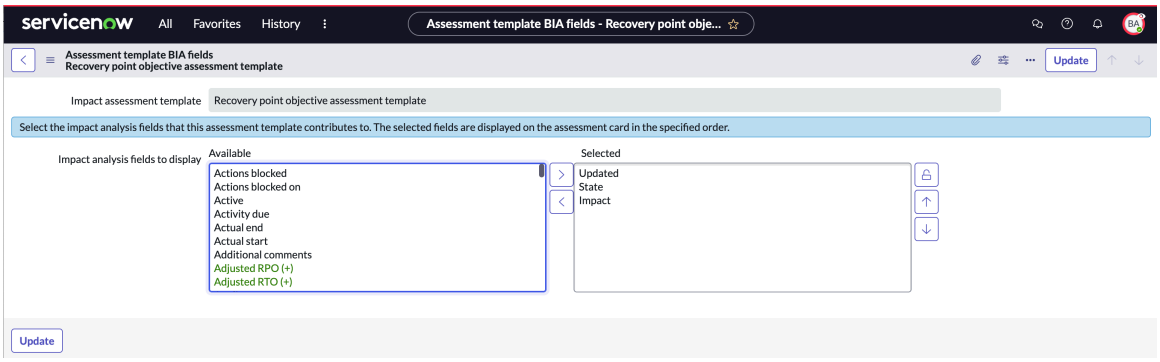
5. Choose the Impact assessment templates for assessments.
6. Configure other settings as needed.
7. To save the BIA template, select **Submit**.
8. To display result fields on the assessment card in the Impact analysis record within the Workspace, open the BIA template, map the BIA fields to the Impact assessment template, and save the mapping.

   The BIA template with the Smart Assessment type is set up in the instance. The related list for the BIA template depends on the selected impact assessment template. For example, choosing the Recovery Point Objective template shows the same related list mapped to the BIA fields. For more information, see Create Smart Assessment templates for BIA.

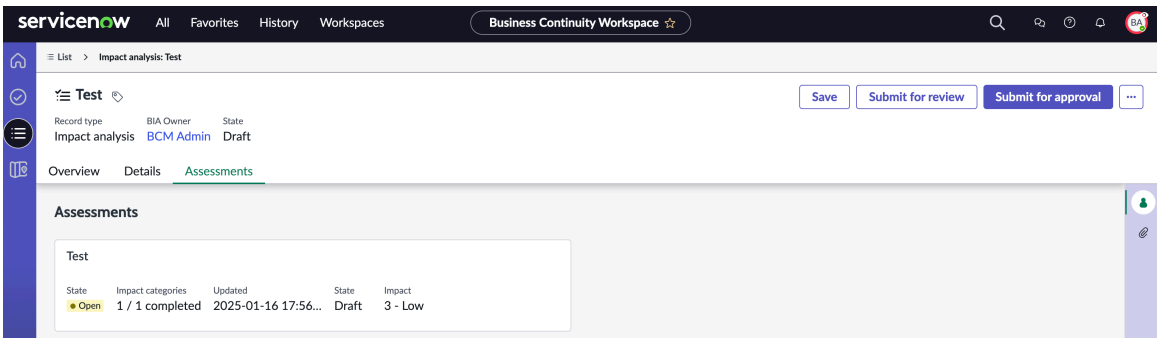


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Selecting the related list opens the Assessment template BIA fields record. Here, you can view a summary of RPO or RTO details and prioritize the field order on the card. Choose the BIA fields that the assessment contributes to, and they will be displayed on the BIA assessment card in the specified order. For example, if the selection shown in the diagram is used, the card displays the selected fields.



The example shows the Recovery Point Objective card, Recovery Time Objective card, and Dependency assessment created for the BIA.



Previously, the **Assessments** tab showed a single assessment card and an **Open assessment** button. Beginning with the Yokohama release, the layout has been updated to a two-column arrangement. Assessment cards are now displayed dynamically, enabling you to attach multiple assessments to a BIA. For example, one card is shown alone in a row, while seven cards are arranged in four rows (three rows with two cards each and one row with one card).

Note:
The selected BIA fields are populated on the cards only if they are not empty.

Selecting the Dependency assessment card opens the BIA assessment. When BCM users submit the assessment, the automation configured in the Smart Assessment template updates the configured result fields.

BIA template record form for the Smart assessment

Use the BIA template record form to configure the business impact analysis with the Smart assessment. You can add details such as name, description, primary element assessed and select the impact assessment template in the form.

BIA template record form with Smart Assessment

For description of the field values, see the table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

BIA template record form with Smart assessment

Field	Description
Name	Name of the BIA template.
Description	Brief description about the template.
Primary element assessed	Primary object type or an element that is being assessed for which the template is used.
Assessment type	Assessment type for the BIA. Options are: • **Legacy assessment** • **Smart assessment** Select the **Smart assessment** option.
Impact assessment template	Type of the impact assessment template. You can select the Recovery point objective assessment template or Recovery time objective assessment template. For more information, see Create Smart Assessment templates for BIA.
Dependency assessments	Category of items or assets that the business function depends on, such as Datacenters, Hardware. The dependencies are identified and assessed as part of the business impact analysis.
Include CIA	Option to include Confidentiality, Integrity, and Availability to BIA. If the primary element that is being analyzed has critical data and whether it must include Confidentiality, Integrity and Availability information in the analysis, set the flag as **Yes**. The field appears only if the elements selected in the **Primary Element Assessed** field of the same form require data backup.

Setup for a business continuity plan

The BCP administrator can perform certain administrative tasks that are listed in the **General Administration** section of the Business Continuity Management application.

The administrative tasks for business continuity planning are listed in the **General Administration** section in the application navigator.

Typically, the BCP plan administrator with the sn_bcp.plan_admin role performs the following administrative tasks:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Configure plan templates: For more information, see Configure the business continuity plan template.
- Configure documentation sections in the business continuity plan: For more information, see Configure documentation section.
- Configure loss scenarios in the business continuity plan: For more information, see Configure loss scenarios in the plan.

Configuring plan template

As a BCP plan manager, you can create a business continuity plan that can be used for your respective business units during a disruptive event. The Business Continuity Management application provides pre-configured business continuity plan templates. You can streamline the process of a plan creation by using pre-configured plan templates. You can also create a plan template for your business requirement.

You can view the pre-configured plan templates for business continuity planning in the **General Administration** section in the application navigator.

Using a plan template gives you a standard plan layout that has the document sections, loss scenarios, and primary elements that are to be recovered. Plan templates help you to focus on the plan content, its tasks, and the effective implementation of the plan.

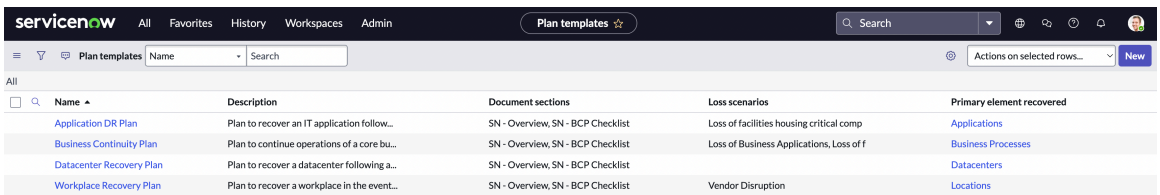
Creating a plan helps an organization to identify processes, locations, and assets that must be recovered as a priority when there is a disruption. Selecting a plan type helps to identify the elements for recovery and the time by which it should be done.

Using business continuity plan templates

The Business Continuity Management application provides the following business continuity plan templates that are installed with demo data:

- **Application DR Plan**
- **Business Continuity Plan**
- **Datacenter Recovery Plan**
- **Workplace Recovery Plan**

The business continuity plan templates that are installed with demo data are shown in the following example.



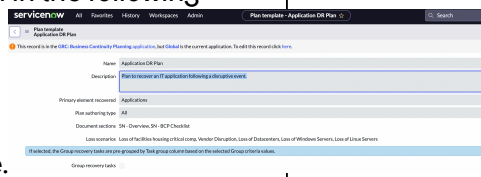
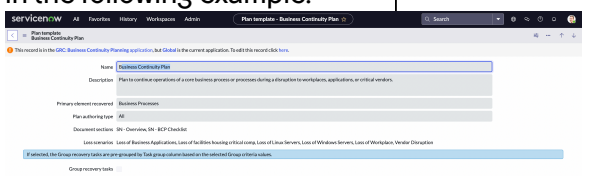
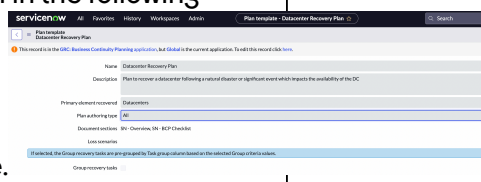
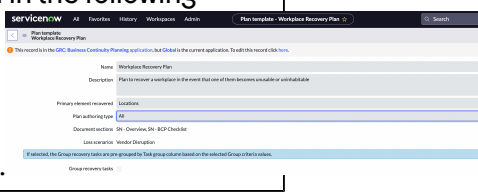
See the following table for more information on different types of demo data plan templates that you can use in the Business Continuity Management application.

Demo data plan templates

Name	Primary element recovered	Description
Application DR Plan	Applications	Plan to recover an IT application following a disruptive event. A sample

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Demo data plan templates (continued)

Name	Primary element recovered	Description
		Application DR Plan template is shown in the following example. 
Business Continuity Plan	Business Processes	Plan to continue operations of a core business process or processes during a disruption to workplaces, applications, or critical vendors. A sample Business Continuity Plan template is shown in the following example. 
Datacenter Recovery Plan	Datacenters	Plan to recover a datacenter following a natural disaster or significant event that impacts the availability of a datacenter. A sample Datacenter Recovery Plan template is shown in the following example. 
Workplace Recovery Plan	Locations	Plan to recover a workplace in the event that one of them becomes unusable or uninhabitable. A sample Workplace Recovery Plan template is shown in the following example. 

Creating a plan template for your business requirement

Instead of using the demo data templates, you can create a template for your specific requirement. For more information on creating a plan template for your business requirement, see Configure the business continuity plan template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure the business continuity plan template

Configure the business continuity plan template in the Business Continuity Management application for your business. You can use the plan template to recover a specific primary element such as Employees or Web Servers. Similarly, you can create a plan template for different plan authoring types such as documentation, loss scenarios, and recovery tasks.

Before you begin

Role required: sn_bcm.admin

About this task

The sn_bcm.admin role contains the sn_bcp.plan_admin role. The sn_bcm.admin role is necessary to view the **Plan Templates** menu. The BCM administrator can navigate to the **Plan Templates** menu and then the plan administrator can update the plan templates.

By configuring the plan template, you can:

- Define the primary object type that has to be recovered.
- Define documentation sections that should be included right at the beginning of a plan.
- Identify the loss scenarios and plan accordingly using the template.

Procedure

1. Navigate to **All** > **Business Continuity** > **Plan Configuration** > **Plan Templates**.
2. Select **New**.
3. On the Plan Template form, fill in the fields.
   For more information on the fields, see Plan Template form.
4. Select **Submit**.

Plan Template form

Use the Plan Template form in BCM UIB Workspace to input details regarding the business continuity plan.

Plan Template form

For the description of the field values, see the table.

Plan Template form

Field	Description
Name	Name of the plan template. For example, Workplace Recovery Plan.
Description	Brief description about the plan template.
Primary Element Recovered	Primary object type or an element identified to be recovered in the plan. For example, Locations.
Plan authoring type	Various stages or sections of a plan that you can choose from when creating a continuity plan with this template. These choices appear as tabs in the BCP workspace as you advance through the process of filling in the plan details.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Plan Template form (continued)

Field	Description
	• **All** (Default): All choices such as Documentation, Loss Scenarios, Recovery Tasks, and Recovery Teams are presented in the plan that uses this template. These options are visible as tabs within the workspace. • **Documentation**: Plan that uses this template shows the documentation option alongside chosen dependencies. The documentation tab, and tabs for recovery tasks and recovery teams, are accessible for viewing in the workspace. • **Loss Scenarios**: Loss scenarios together with recovery tasks, recovery teams, and other chosen dependencies in the plan that uses this template. • **Recovery tasks**: Recovery tasks and recovery teams associated with the plan type that uses this template.
Document sections	Documentation sections to be included in the plan. Available options are: • **BCP-Assumptions** • **BCP-Objectives** • **BCP-Scope** • **BIA-Overview** • **SN-BCP Checklist** • **SN-Overview**
Loss scenarios	Loss scenarios to be included in the plan. Available options are: • **Loss of facilities housing critical comp** • **Loss of Linux Servers** • **Loss of Datacenters** • **Loss of Workplace** • **Loss of Business Applications** • **Loss of Personnel** • **Vendor Disruption** • **Loss of Windows Servers** You can also create a loss scenario and add it to the template. For more information

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Plan Template form (continued)

Field	Description
	on creating a loss scenario, see Add loss scenarios.
Group recovery tasks	Option to group recovery tasks. When selected, tasks are pre-organized into groups based on the chosen **Group by** criteria values. Available options are: • **Assignment group** • **Automated flow** • **Completion deadline** • **Configuration item** • **Created by** • **Description** • **Documentation** • **Plan** • **Owner** • **Recovery strategy** • **Recovery team** • **Related plan** • **Scope** • **Short description** • **Tag** • **Tag assets** • **Task classification** • **Task group** • **Updated by**

Set up the phases

Set up the phases in the Business Continuity Management application to map them to recovery and event tasks effectively. Once the phases are set up, BCM users can tag these phases to recovery tasks and event tasks and execute them in the set order, ensuring a logical execution sequence.

Before you begin

Role required: sn_bcm.admin

About this task

For information on setting up the phases, see Set up the phases.

For information and steps on mapping recovery tasks to phases, see Mapping recovery tasks to phases and Add recovery tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

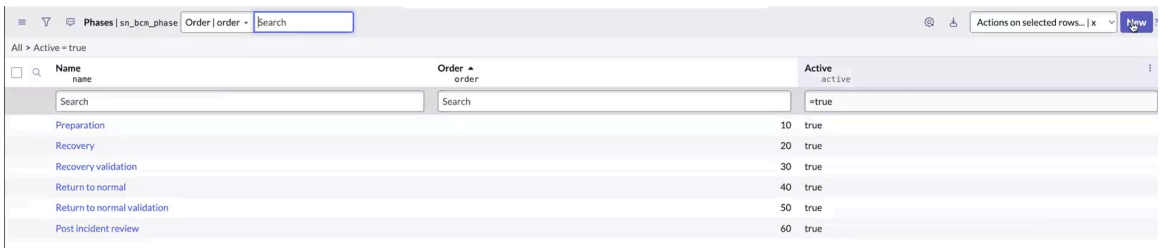
For information on mapping event tasks to phases, see Mapping event tasks to phases and Mapping event tasks to phases.

Procedure

1. Navigate to **All** > **Business Continuity** > **General Administration** > **Active phases**.

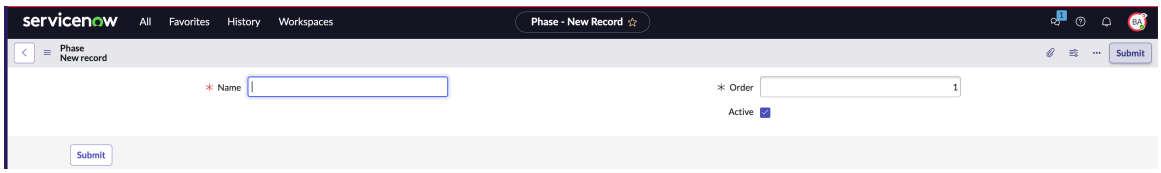
   Recovery involves a series of phases. By default, the BCM application provides these phases as part of seed data:

   - Preparation
   - Recovery
   - Recovery validation
   - Return to normal
   - Return to normal validation
   - Post-incident review



2. Select **New**.

   The Phase form is shown in the example.



3. On the form, fill in the fields.

   For the description of the fields, see Phase form.

   A sample configuration of the phase is shown where the name of the phase is phase10, its order is 80, and the phase is active.

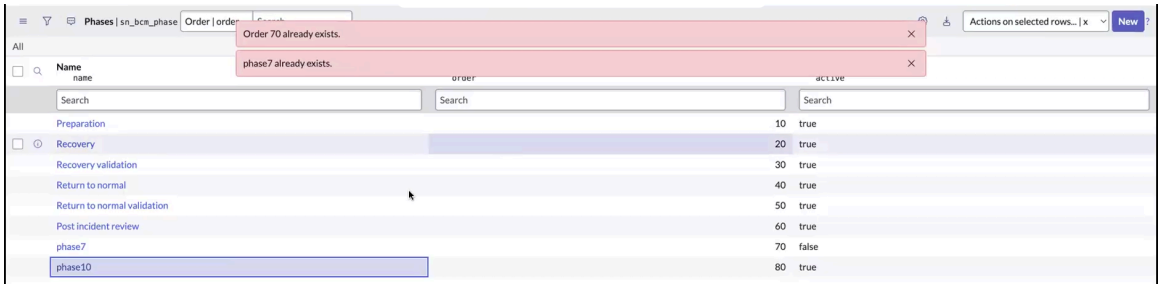


   The order field is automatically populated with the next available number. For example, if the previous maximum order was 70, the new order will be 80. You can, however, manually adjust this order using inline editing if required, ensuring that the order remains unique across all phases.

   Note:
   If you try to assign an existing order to the new phase, an error message is displayed that the order already exists. Similarly, if you try to assign an existing name to a phase, the system prevents that by displaying an error message.

   The error messages are shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



To prevent permanent deletion, the form does not include a delete button. Instead, you can soft-delete phases by clearing the Active flag, which removes them from active use in recovery and event tasks. This approach verifies that phases are not permanently lost and can be managed effectively.

4. Select **Submit**.

   The configured phase is shown in the list view of the Phases module and it can be tagged to the recovery and event tasks, allowing for more effective tracking and management of these tasks.

Phase form

To configure phases as part of recovery activities, use the Phase form to set up phases for recovery and event tasks in the BCM Configurable Workspace. You can then associate these phases with recovery and event tasks, enabling you to track their progression effectively.

Phase form

For description of the field values, see the table.

Phase form

Field	Description
Name	Unique name of the phase. For example, Ready for preparation.
Order	Unique order assigned to the phase. You can, however, manually adjust this order using inline editing if required, ensuring that the order remains unique across all phases.
Active	Option to mark the phase as active or inactive.

Generating reports using Document designer

Starting with BCM release 9.0.x, the ServiceNow Document designer with Word application (sn_grc_doc_design) is integrated with BCM. It enables you to generate customized reports of the BIAs, BCPs, and events in Microsoft Word format. This integration addresses issues, such as improper page breaks and cut-off information that occasionally occurred in PDFs, generated by the previous template.

Using the ServiceNow Document designer with Word application

The ServiceNow Document designer with Word application offers a low-code solution, enabling you to configure different aspects of Microsoft Word documents without requiring extensive technical expertise. The templates offered by ServiceNow are designed to align with the company's brand guidelines, ensuring consistent and professional documentation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use the ServiceNow Document designer with Word application to generate intuitive and audit-ready Microsoft Word reports for business impact analysis (BIAs), business continuity plans (BCPs), and events directly from your ServiceNow instance. Configure the Microsoft Word templates in the application to include specific data from the records, such as tables and columns, into the reports. Options include using predefined templates, customizing them with low-code implementation, or creating your own templates to meet your company's specific guidelines.

You can save these reports either within your ServiceNow instance or as cloud documents in Microsoft SharePoint.

Benefits of using Document designer with BCM

The ServiceNow Document designer with Word application enables you pull metadata, such as fields and related lists, from ServiceNow tables. It also allows you to add content blocks that repeat for each record in a table, for example, 10 blocks for 10 issues. Apply the templates to specific records and create reports in Microsoft Word format.

Workflow for configuring and managing the report templates in BCM

To configure and manage the report templates in the BCM application, complete the following steps in the given sequence.

Workflow for generating the reports in Microsoft Word

Step	Description
Install the applications and assign the roles	Install the ServiceNow Document designer with Word (sn_grc_doc_design) application and its dependent plugins. See Install Document designer with Microsoft Word for more information. Administrative roles required to manage the templates are sn_grc_doc_design.admin and sn_bcm.admin. Managers with the sn_bcm.manager roles can generate the reports and save them in your ServiceNow instance or in the cloud (Microsoft Office 365).
Set up the template relationship registry.	See Set up the template configurations for more information.
Configure data relationships, content configurations, and scripted variables	Configure data relationships in the templates so that they are displayed in the Microsoft Word reports. See Configure the data relationships, Set up the content configurations, and Define the scripted variables for more information.
Install the ServiceNow Document designer add-in	Install the add-in into your Microsoft Word document. See Install the Document designer add-in for more information.
Upload the newly created Microsoft Word template	Upload the newly created Microsoft Word template in the **All** > **Business Continuity** > **General Administration** > **Word Templates**. Alternately, use a predefined template

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workflow for generating the reports in Microsoft Word (continued)

Step	Description
	provided in the BCM instance to generating the reports in Microsoft Word format.
Generate the BIA, BCP, and event reports of the records.	Generate the BIA, BCP, and event reports of the records in the Business Continuity Workspace and save them in your ServiceNow instance or in the cloud. See Generate reports for BIAs, BCPs, and events for more information.

Downloading the Document designer as an optional application

The ServiceNow Document designer with Word application is optional. You can use the existing BCM functionality of generating the PDFs of BIAs, BCPs, and exercises or you can use the ServiceNow Document designer with Word application to generate Microsoft Word documents. You must manually download and install it from the ServiceNow Store.

The ServiceNow Document designer with Word application has dependencies on the following applications:

- Data registry (sn_data_registry), 19.1.0
- Microsoft 365 for ServiceNow Reporting (sn_esg_msoff_intg), 20.0.1
- Microsoft Office add-in (sn_office_addin)

Recommended release version for using the Document designer

A few limitations on the number of columns and content blocks that can be configured may affect the usability with extensive data requirements. To use the ServiceNow Document designer with Word application, you must be on Xanadu release, patch 8 or later.

Troubleshooting information related to the Document designer

If you encounter any issues with the ServiceNow Word Add-in, check the following:

- Ensure you have the latest version of the add-in installed.
- Check your ServiceNow instance URL and credentials.
- Ensure you have the necessary permissions to access the Document designer application.

By following these steps, you can effectively use the ServiceNow Document designer with the Word Add-in to create and manage documents in your ServiceNow instance.

Install Document designer with Microsoft Word

Install the Document designer with Microsoft Word (sn_grc_doc_design) application. It extracts metadata (including fields, related lists, and reference fields with their associated elements) from ServiceNow® tables and enables the insertion of repeating content blocks (for example, 10 blocks for 10 issues) based on record count. When applied to specific records, the template generates a Microsoft Word document.

Before you begin

Role required: sn_bcm.admin, sn_bcm.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **System Applications** > **All Available Applications** > **All**.
2. Find the Document designer with Microsoft Word application using the filter criteria and search bar.
3. Select **Install**.
   The Document designer with Microsoft Word application is installed in your ServiceNow® instance.

Related topics

Set up the template configurations

Set up the template configurations

Set up the template relationship registry using the Template Configurations module from the General administration setup. Configure data relationships, content configurations, and scripted variables for using the Document designer application so that required data gets displayed in the reports.

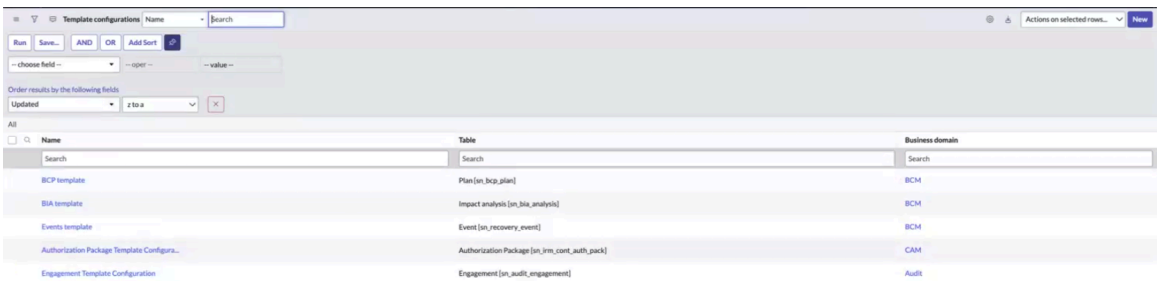
Before you begin

Role required: sn_bcm.admin

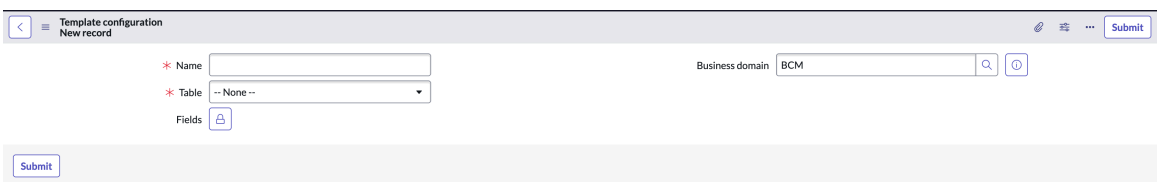
Procedure

1. Navigate to **All** > **Business Continuity** > **General Administration** > **Template Configurations**.
2. In the Template Configurations module, select **New** to create a template.
   Instead of using the predefined templates, you can create templates in the Template Configurations module.

   The predefined Microsoft Word templates that are available with the base version are displayed in the Template Configurations module. The example shows the BIA template, BCP template, and Events template.



   The example shows how to create a template configuration in your instance.



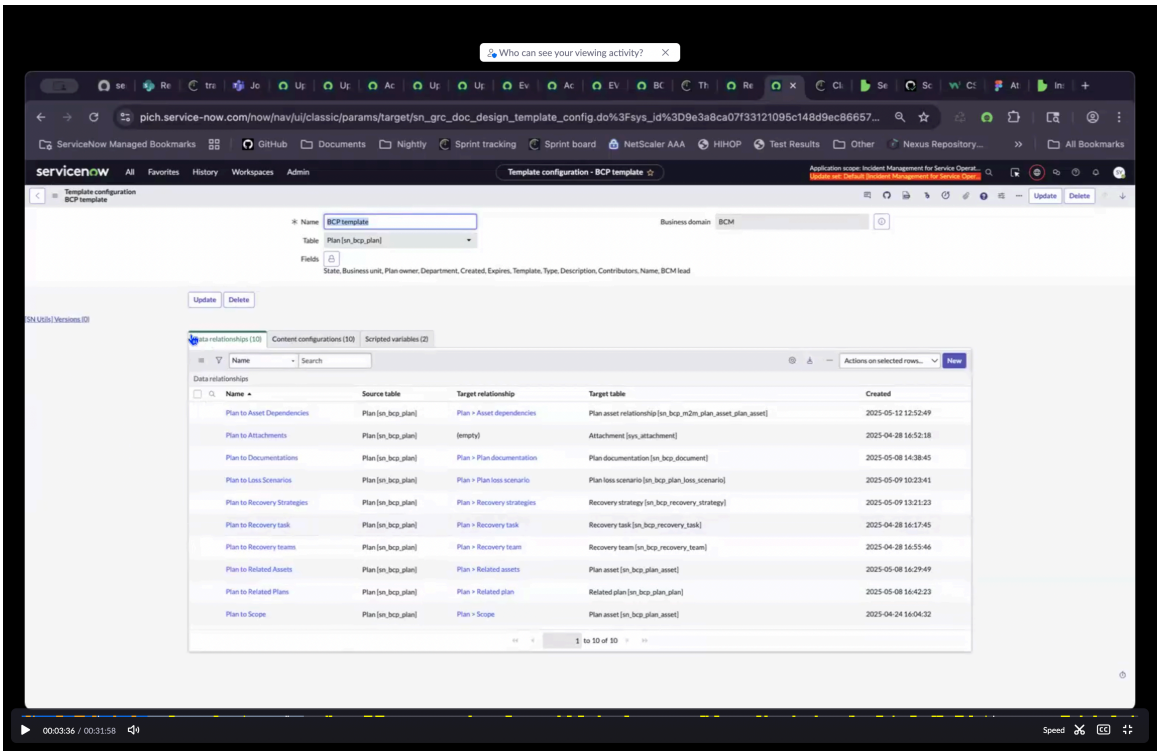
3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Template configuration form

Field	Description
Name	Name of the template configuration. For example, you can specify `BIA template configuration` or `BCP template configuration`.
Table	Table on which the report is generated.
Fields	Fields from which data must be displayed on the report. Move the required fields from the **Available** list to the **Selected** list.
Business domain	Domain from which the template is being configured. In this example, it is set to **BCM**.

The example shows the template configuration for the "BCP template."



4. Select **Submit**.
5. To edit an existing template, select the template from the list and edit the data relationships, content configurations, and scripted variables.
   You can update the data relationships, content configurations, and scripted variables for the predefined template.
6. Select **Update**.

What to do next

For the newly created template, create a data relationship path from the template configuration to navigate to any table that you require. For more information, see Configure the data relationships.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure the data relationships

Configure the data relationships in the Template Configurations module, which helps you to navigate from a record in the template configuration to any table. When you create these paths, you can fetch necessary data from each of these records in the BCM report template.

Before you begin

Role required: sn_grc_doc_design.admin and sn_bcm.admin

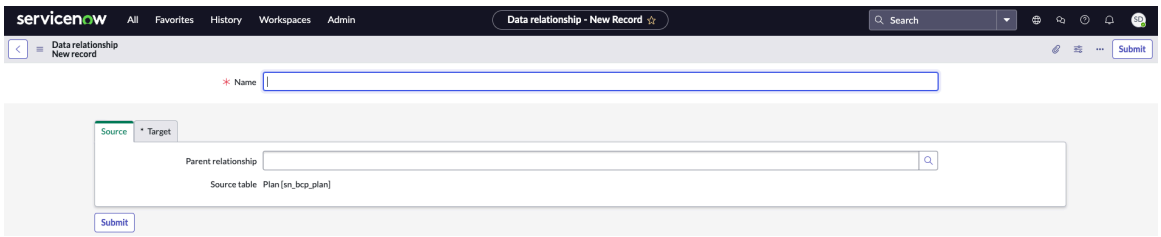
About this task

When you create data relationships, you can specify how selected records, such as plans to recovery teams or plans to related assets, are connected to the table (for example, [sn_bcp_plan]) in the template relationship registry. You can then establish a path to navigate to these respective records. You can create as many relationships as needed.

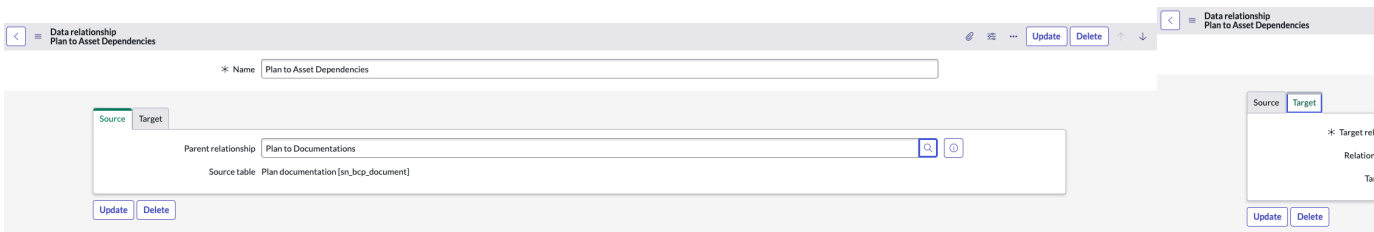
Procedure

1. Navigate to **All** > **Business Continuity** > **General Administration** > **Template Configurations**.
2. In the Template Configurations module, open the template configuration that you created.
3. In the Data relationships related list, select **New**.

   The Data relationship new record is displayed.



   You can add the source and target relationships.



4. On the form, fill in the fields.

Data relationship form

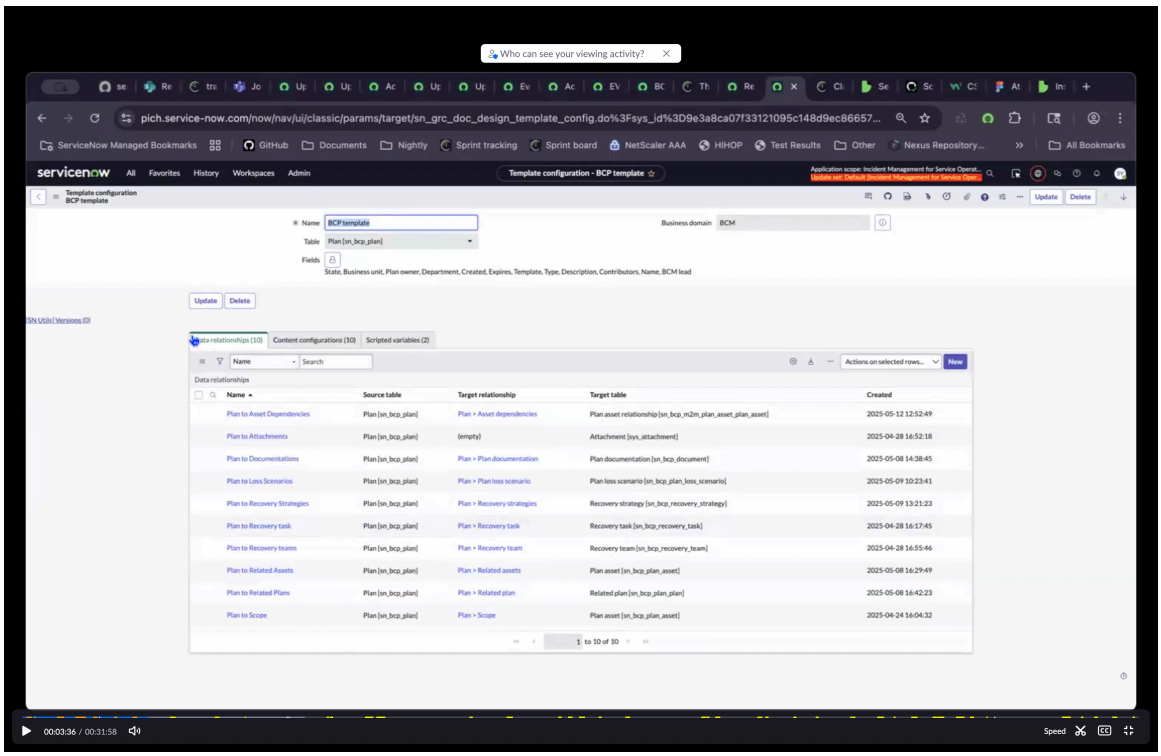
Field	Description
Name	Level that you want to go to. For example, you can specify `Plan to Documentation`.
Source	
Parent relationship	Parent of the data relationship.
Source table	Source table used for the data relationship created. This field is automatically set.
Target	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Target relationship	Select an existing relationship or create a target relationship. For example, you can select `Plan to Asset dependencies`. **Note:** For more information, refer to Setting up the 360° views. You can register only existing relationships between the types of data you want to view.
Relationship type	Type of the relationship such as many to many or one to many. This field is automatically populated based on the selection made in the **Target relationship** field.
Target table	Table from which the data is obtained. This field is automatically populated.

5. Select **Submit**.

   The Data relationships related list is shown in the example.



What to do next

Create content configurations to specify the type of data you want to fetch on the report. For more information, see Set up the content configurations.

Set up the content configurations

Set up the content configurations in the Template Configurations module to define the data you want to view or fetch when creating a report template. You can configure it to display a list of

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

records or aggregated data, such as a list of remediation tasks or top priority issues. You can fetch up to 200 records from any table.

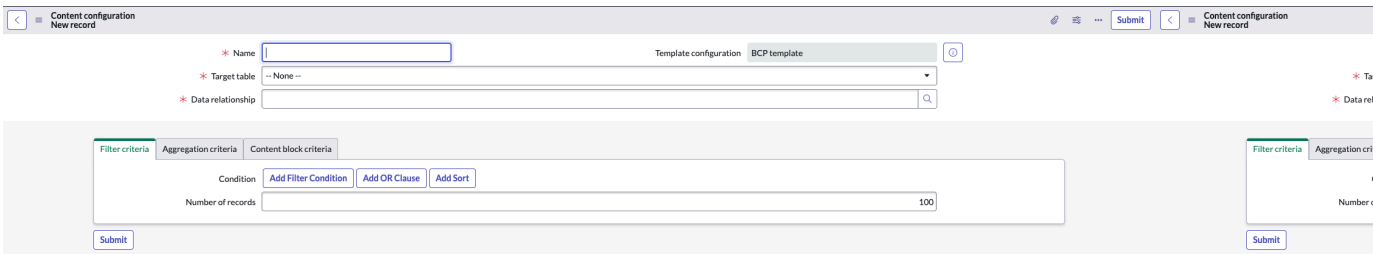
Before you begin

Role required: sn_grc_doc_design.admin and sn_bcm.admin

Procedure

1. Navigate to **All** > **Business Continuity** > **General Administration** > **Template Configurations**.
2. Open the template for which you want to create content configurations.
3. On the Content configurations related list, select **New**.

   The Content configurations new record and its related lists are displayed.



4. On the form, fill in the fields.

Content configuration form

Field	Description
Name	Name of the content configuration. For example, `Asset dependencies`.
Template configuration	Template configuration for which you're defining the content configuration. This field is automatically set based on the configuration that you selected in step 2.
Target table	Table from which data must be fetched.
Data relationship	Data relationship for which you want to create content configurations. Only the data relationships that you have previously created are available for selection.
Filter criteria	Filter condition and the number of records that can be displayed.
Aggregation criteria	Aggregation query to be used for the content configuration record. Use Data columns and Intermediate filters related lists for the content configuration record.
Content block criteria	Parent block configuration to specify a table or data that you want to insert in the content block as a table

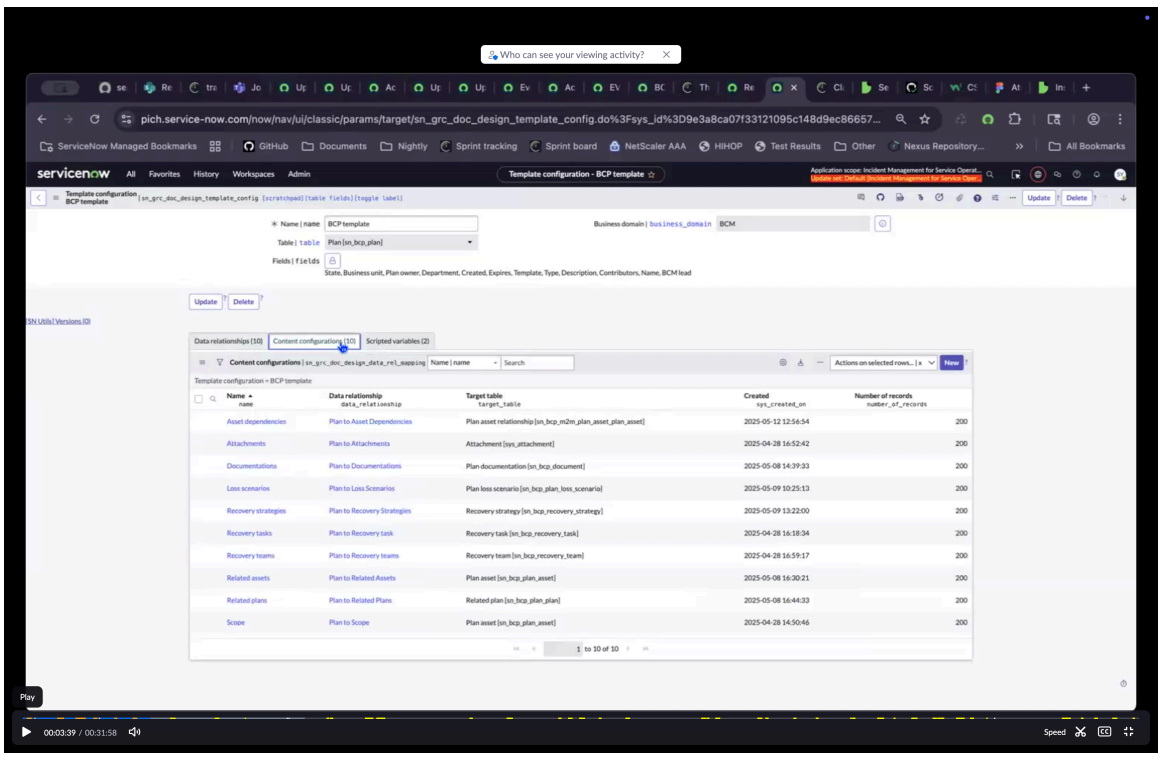
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Build the Filter criteria and the Aggregation criteria as required.
6. To specify a table or data that you want to insert in the content block as a table, select the **Content block criteria** tab.
   a. In the **Parent block configuration** field, select the required content configuration.
   b. Select **Submit**.
7. In the Data columns related list, specify the columns you want on the report from the table that you have selected.
   You can either specify the standard columns available or you can write a custom script for the column.

   Note:
   You can add up to 20 columns in a table and in a content block. Similarly, certain content blocks can be repeated 200 times in Xanadu and 500 times in Zurich.

8. Specify the order of the columns as they must appear on the report template.
9. Select **Update**.

The Content configurations related list is shown in the example.



What to do next

Create a scripted variable for the report. For more information, see Define the scripted variables.

Define the scripted variables

Define data for the scripted variables using the Template Configurations module for creating a report template in the BCM application. You can configure the data in either text or HTML format.

Before you begin

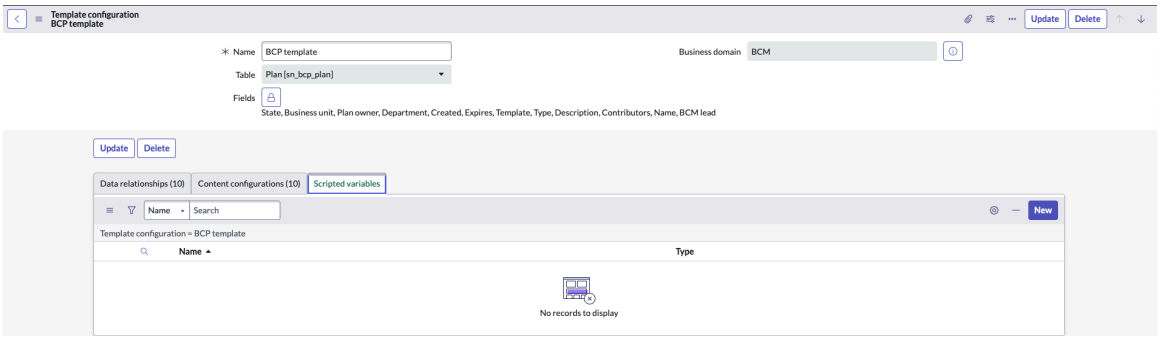
Role required: sn_grc_doc_design.admin and sn_bcm.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

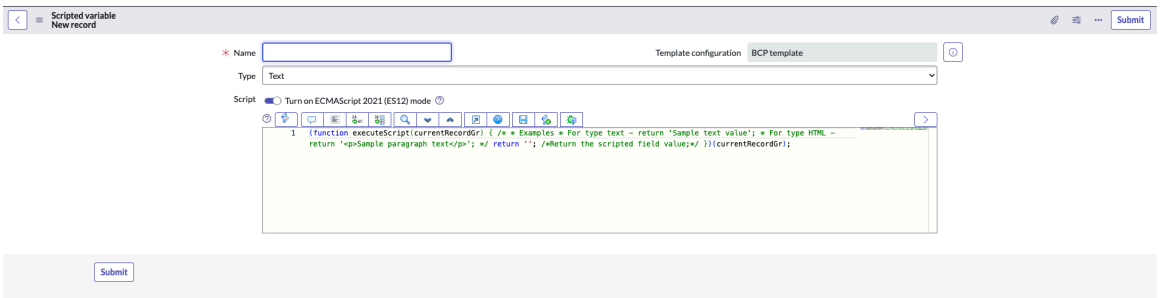
1. Navigate to **All** > **Business Continuity** > **General Administration** > **Template Configurations**.
2. Open the template for which you want to create scripted variables.

   The Scripted variables related list is shown.



3. In the Scripted variables related list, select **New** to create a scripted variable.

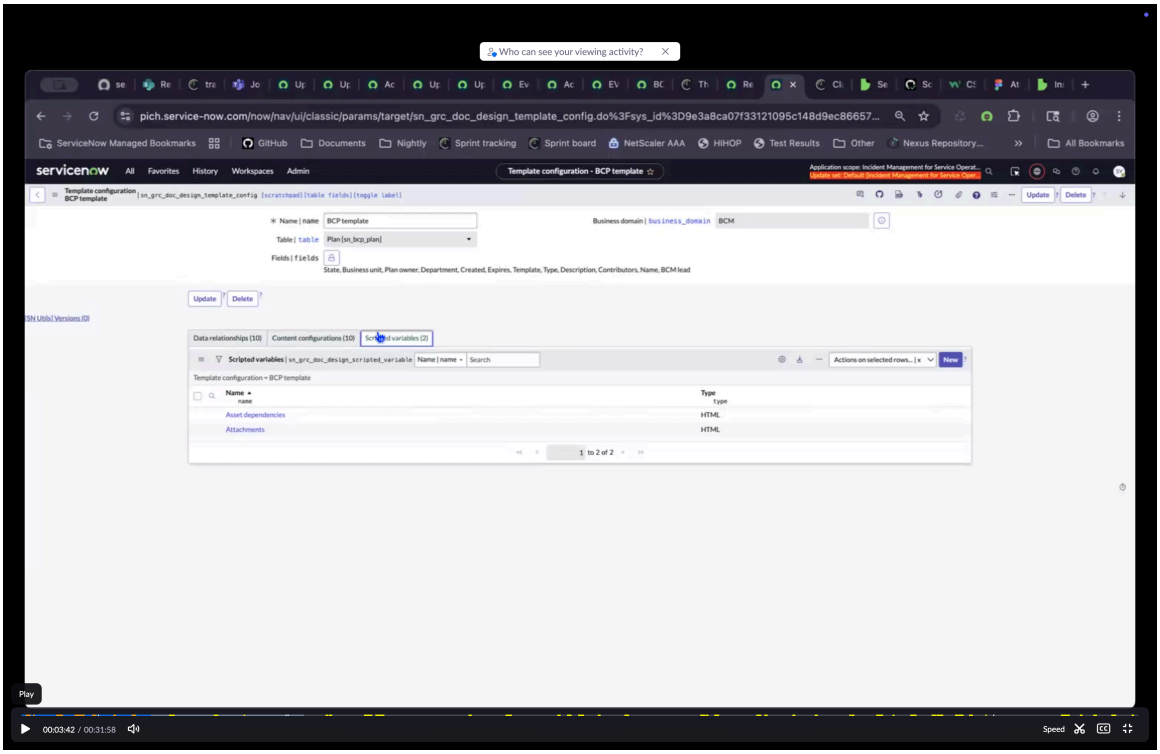
   The Scripted variable new record is shown.



4. On the form, add the name, type, and the custom script for the scripted variable.
5. Select **Submit**.

   The Scripted variables for the template, such as Asset dependencies and Attachments, are shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. To edit an existing scripted variable, select it from the related list, make the changes, and select **Update**.

Manage Microsoft Word document templates

Manage Microsoft Word document templates centrally using the Admin module in the BCM application. This feature enables you to create or edit templates for BIA, BCP, or other events, providing customized and controlled document generation.

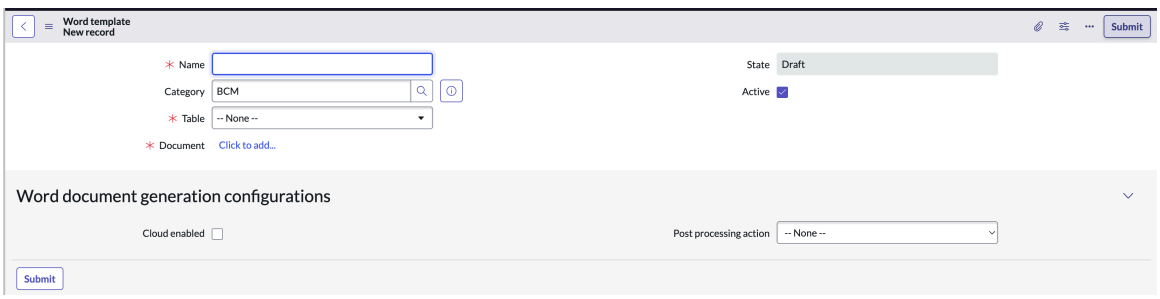
Before you begin

Role required: sn_bcm.admin

Procedure

1. Navigate to **All** > **Business Continuity** > **General Administration** > **Word templates**.
2. To create a Microsoft Word template, select **New**.

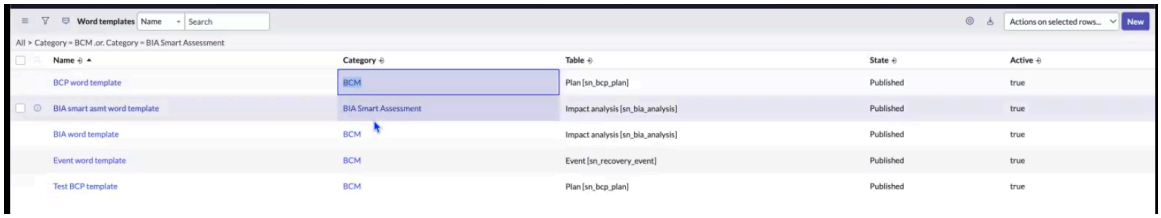
   Microsoft Word template form is displayed.



3. On the form, fill in the fields.
   For more information on the fields, see Word template form.

   Microsoft Word templates provided with an instance have two categories: BCM and BIA Smart Assessment.

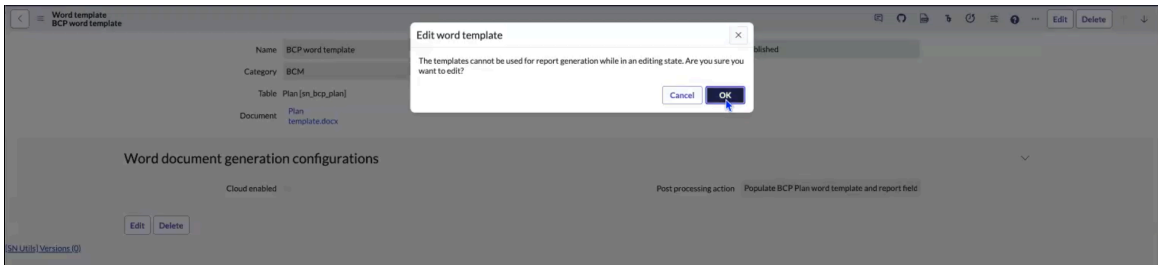
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note:
Verify that you're updating Microsoft Word template with the BCM category.

4. To edit an existing pre-defined template, open the desired Microsoft Word template from the list and select the **Edit** UI action.

   The Edit Microsoft Word template window is displayed with a message: `The templates cannot be used for report generation while in an editing state. Are you sure you want to edit?`



5. Select **OK**.
6. To update a Microsoft Word template record, complete these steps.

   a. Update the name, category, table, or active option of the record.

   b. To add a document to Microsoft Word template, select the **Update** option provided with the Document field.

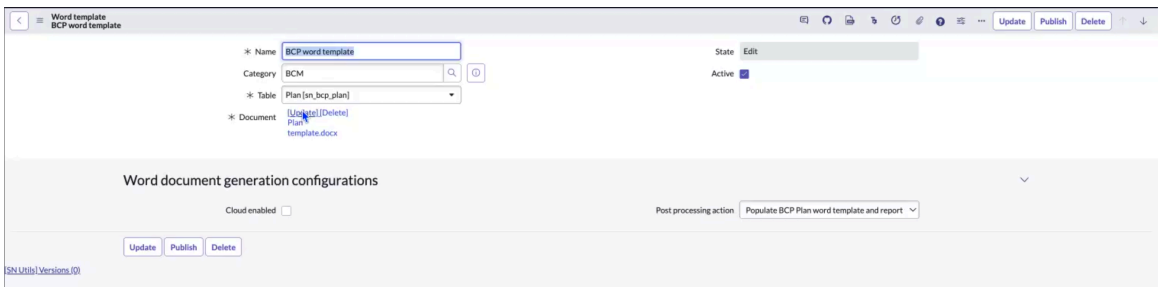
   c. Select **Click to add..** in the **Document** field.

   d. In the 'Choose an attachment file' dialog box, select **Choose file**, and select **OK**.

   e. To update an existing document associated with the template, select the **Update** option provided with the Document field.

   f. Select **Update** in Microsoft Word template record.
   Microsoft Word template record is updated and the updated template is displayed in the list view.

   The process to update a pre-defined template is shown in the example.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. To delete the template, select the **Delete** in the record.
8. To publish the template, select **Publish** in the record.

Word template form

Use Microsoft Word template form to add details about Microsoft Word template for creating reports in the Business Continuity Workspace.

Microsoft Word template form

Microsoft Word template form

Field	Description
Name	Unique name of Microsoft Word template for the table that is selected in the **Table** field.
Category	Classification or group to which the template belongs. For example, BCM for BCM-related Microsoft Word template.
Table	Table for which Microsoft Word template is being created.
Document	Microsoft Word template that was created based on content configuration, for example, BIA template.docx or Plan template.docx. **Note:** The document must be a docx file only. If you attach a document that is in any other format, then an error message appears.
State	State of Microsoft Word template record defaults to **Draft**. • **Draft**: Defaults to the Draft state when you open the record. • **Published**: Microsoft Word template record is published. You can't update the record in the published state. • **Edit**: State in which the record details can be updated. **Note:** Microsoft Word template record in the **Edit** state can’t be used for report generation. The record isn't available to select in the Generate report pop-up.
Active	Option to activate the record.
Word document generation configurations	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Microsoft Word template form (continued)

Field	Description
Cloud enabled	Option to manage the generated report either as a sys_attachment in the engagement record or as a cloud document. You can access the document either from the Microsoft SharePoint or Google Drive site based on your cloud upload configuration.
Post processing action	Option to update the generatedMicrosoft Word template report with fields from the Report section of the Engagement record. Options are: • **Populate BIA word template and report fields**: When you choose this template, the fields from the Report section of the BIA record populate in Microsoft Word report. • **Populate BCP Plan word template and report fields**: When you choose this template, the fields from the Report section of the BCP plan record populate in Microsoft Word report. • **Populate Recovery Event word template and report fields**: When you choose this template, the fields from the Report section of the Recovery Event record populate in Microsoft Word report. • **None**: Report is generated as a sys attachment or a cloud file. However, no post processing action happens to add or update any report-based fields of the record to Microsoft Word report that is generated.

Install the Document designer add-in

Install ServiceNow Document designer add-in in Microsoft Word. You can then customize the BIA, BCP, event reports, and Microsoft Word templates according to your business needs.

Before you begin

Verify that these plugins are activated:

- sn_grc_doc_design
- sn_outlook_addin

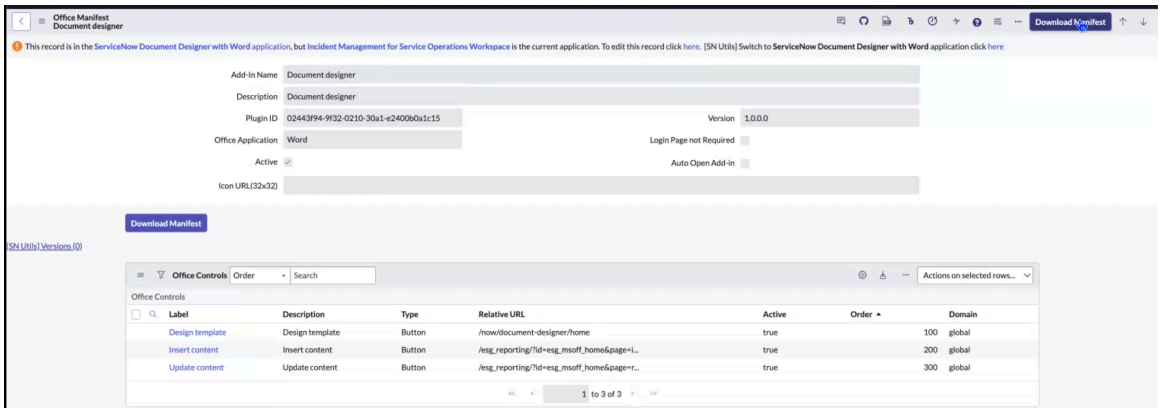
Role required: sys_admin

Procedure

1. Navigate to **All** > **ServiceNow Add-Ins for Office** > **Office Add-In Manifests**.
2. From the Office Manifests list, select **ServiceNow Document Designer**.
3. Select **Download Manifest**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Manifest file is downloaded in your local drive.



4. To enable the add-in, contact your Microsoft 365 account manager who can use the manifest file you downloaded in step 3.

What to do next

For detailed instructions on how to deploy the manifest file, see the Deploy add-ins in the Microsoft 365 admin center [KB1307378] article in the Now Support Knowledge Base.

To configure the HTTP response headers for add-in for Microsoft Word in the browser, see the Response header resolution [KB1434453] article in the Now Support Knowledge Base.

Save Microsoft Word document as a template

Save your Microsoft Word document as a template using the Design template provided in the Document designer, enabling you to create a reusable template in your instance.

Before you begin

Role required:sn_bcm.admin, sn_bcm.manager

About this task

Install and activate the Document designer with Microsoft Word (sn_grc_doc_design) plugin. For more information, see Install Document designer with Microsoft Word.

Confirm that you have the templates configured. For more information, see Set up the template configurations.

Procedure

1. Navigate to the Microsoft Word document that you want to use for template creation. Make sure to relaunch Microsoft Word after installing the add-in.
2. In Microsoft Word, select **Add-ins** and select **Document Designer**.
3. Select **Design template** on the ribbon.
4. To log in to your ServiceNow instance, complete the steps.
   a. On the ServiceNow login screen, provide your credentials in the **User name** and **Password** fields.
   b. Select **Log in** using the BCM administrator or BCM manager credentials.
   c. To enable the ServiceNow add-ins for Microsoft Office 365 application to connect to your ServiceNow account on the instance, select **Allow**.

On the Document designer pane, the Design template is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. On the Document designer pane, fill in the fields.

a. Select the **Data** tab then the **Data element** field and from the list, select the fields you would like to see on the template.
Only the configured fields are available for selection.

b. Move the mouse device at the point where you want to insert data and insert the fields such as Logo, Type, Name.

c. Select the **Table** tab, in the **Table element** field, from the list, select the configured table elements that you would like to see on the template.
For example, the list of top five high priority issues.

6. To insert a content block with styling that can appear repeatedly, select **Block**.

a. In the document, add the content that must be used for repeated styling.

b. In the Content block source field, select the item that you want to map to the content block.

c. Select **Add content block**.
The content in the document is wrapped in the content block and the options **Data** and **Table** are available.

d. To insert data from the configured columns in the content block, select **Data**.

e. Select **Add**.

f. To insert content from a table, select **Table**.
After selecting the table, select **Edit columns** to reorder columns as needed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

g. Select **Add**.

Note:

For best practices, continue these steps:

- Keep content blocks separate (no nesting).
- Use up to 10 images according to block.
- Include one table according to content block.
- Create up to 2 content blocks according to document.

7. Save the template and upload it in your instance.
   You can use the saved Microsoft Word document as a template.

Related topics

Set up Microsoft 365 reporting configuration

Add additional reporting configuration filters for a Microsoft 365 configuration record

Add related fields to a Microsoft 365 configuration record

Generate reports for BIAs, BCPs, and events

Generate customized reports for BIAs, BCPs, and events directly from their respective records in Microsoft Word format. This functionality enables you to streamline reporting of impact analyses, plans, and events within your organization.

Before you begin

Role required: sn_bcm.manager and sn_grc_doc_design.reader

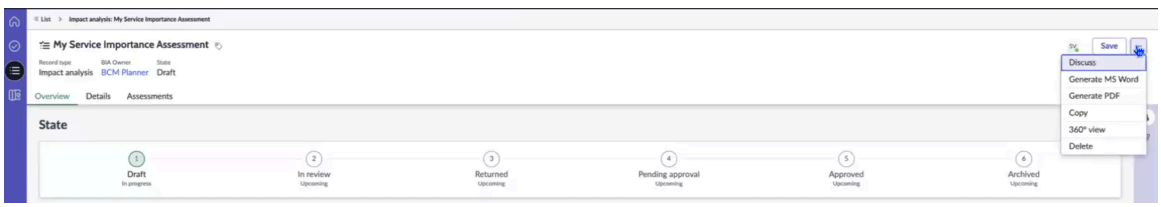
About this task

You can control whether to retain or replace the existing report attachments by configuring the *sn_bcm.retain_report_attachments* system property.

Procedure

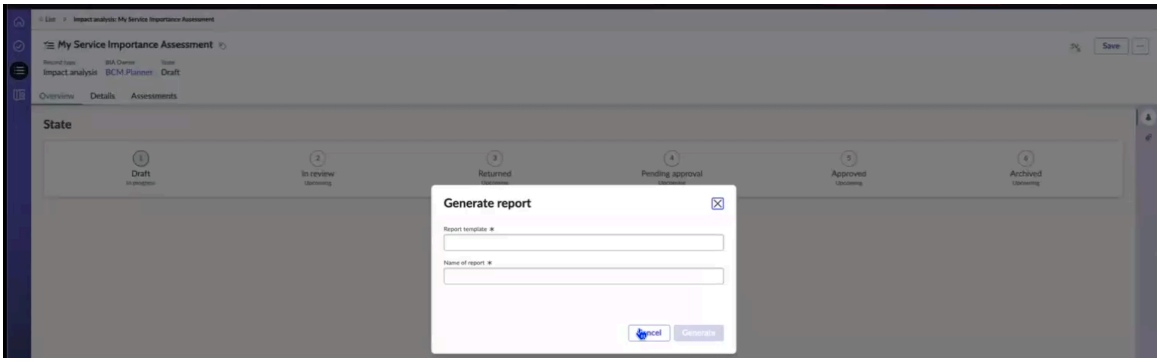
1. Navigate to **All** > **Business Continuity** > **Business Continuity Workspace**.
2. Open a BIA, BCP, or event record from the list view.
3. To generate a report of the record in Microsoft Word format, select **More (...)** and then choose **Generate MS Word** in the record view.

   A BIA record with the UI action is shown in the example.



   The Generate report window is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Select the report template for the BIA, BCP, or event and add the name of the report.
5. Select **Generate**.
   A message is displayed on the screen: `Report is being generated. Refresh the record shortly to view the updates.`
6. Navigate to the **Details** tab of the record and view the report listed in the Activity section.
   The report is generated in Microsoft Word format and it's displayed in the Activity section of the record.
7. Download the report in your ServiceNow instance or in the cloud (Microsoft Office 365).
   You can save the generated reports of the BIAs, BCP, and events in your ServiceNow instances or in Microsoft Office 365 for future references.

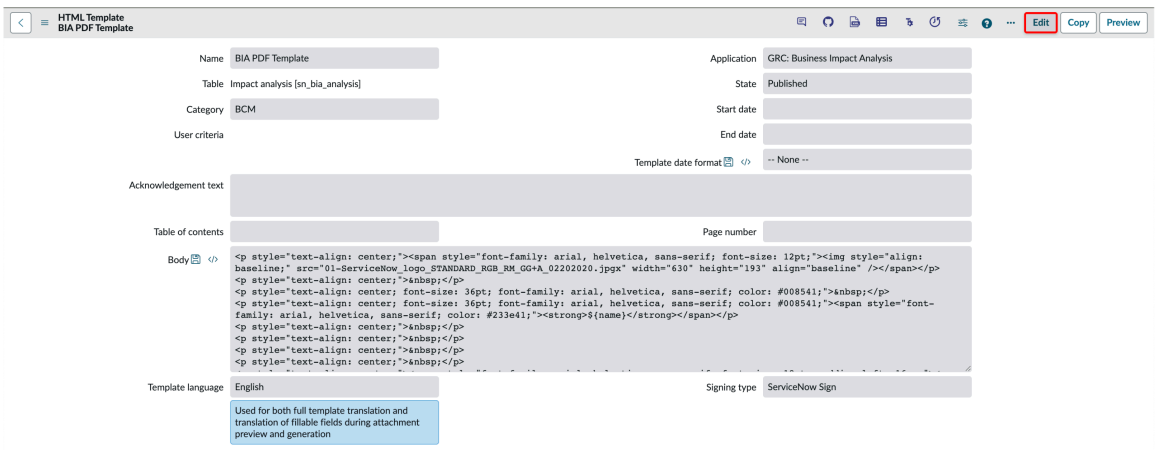
Format PDF templates for BIAs, BCPs, and events

Format the PDF templates that are used for generating the PDFs of business impact analyses, business continuity plans, or events. You can format the PDFs according to your organizational requirements and templates.

Before you begin

Role required: sn_bcm.admin, sn_bcm.planner, sn_bcm.program_manager

The BCM admin role (sn_bcm.admin) inherits Document Templates roles (sn_doc.reader and sn_doc.writer) through the sn_bcm.core_manager role, rather than containing them directly. These inherited roles enable BCM administrators to create, read, and write Document Templates (sn_doc_template). BCM products use the Document Templates application to generate and print PDFs. As a result, BCM administrators can edit the content of PDFs within BCM document templates.



Verify that you have downloaded the PDF of a business impact analysis, business continuity plan, or event according to the steps mentioned in these topics:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Generate BIA reports in PDF or Microsoft Word formats
- Generate BCP reports in PDF or Microsoft Word format
- Generate event reports in PDF or Microsoft Word

About this task

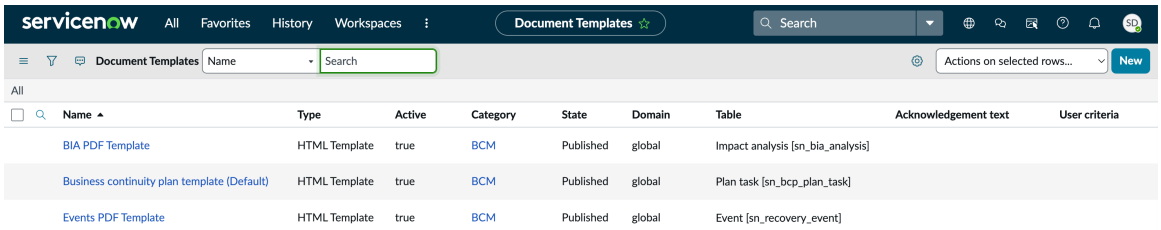
Beginning with the Xanadu release, the content in PDFs of Business Impact Analyses, Plans, and Events is improved by implementing a new layout:

- Arrange the various event tasks in a table format.
- Include details of the asset owner and the description from the Business Impact Analysis.
- Display a table that outlines the dependencies of the plan assets.
- Mark the date of the PDF creation on the front page.

Procedure

1. Navigate to **Document Templates** > **All Document Templates** in the Business Continuity Workspace.

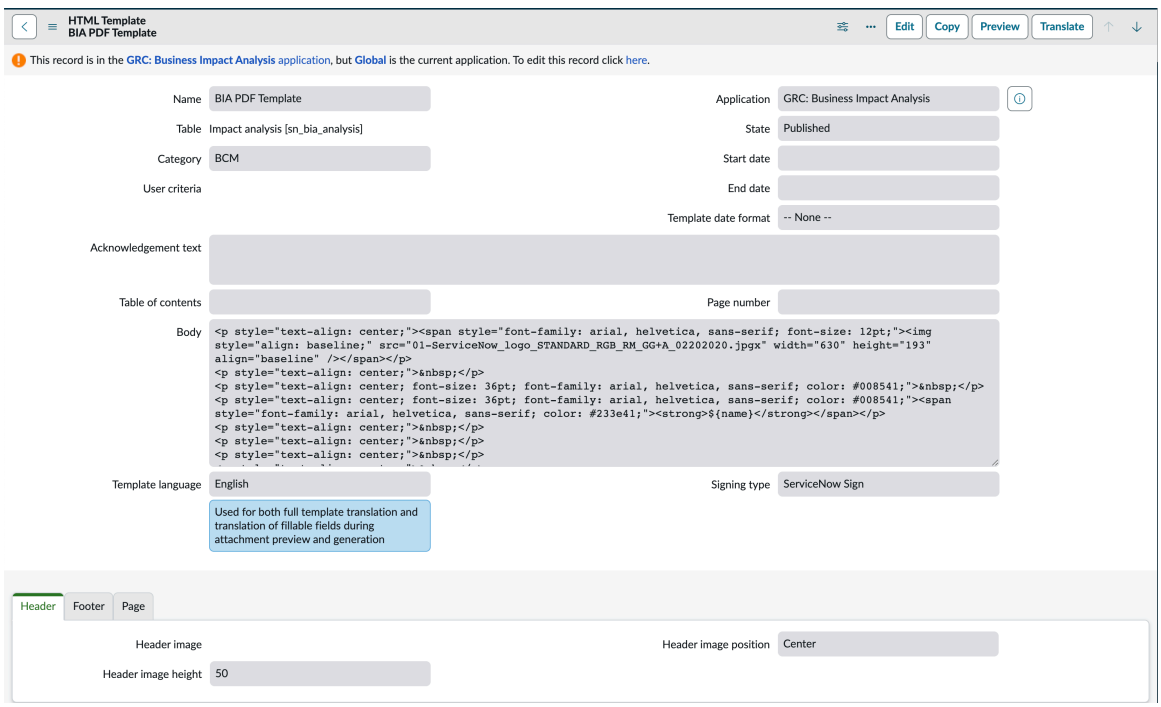
   The document templates for BCM are displayed as shown in the example.



2. To update the BIA template, select it from the list view and select **Edit**.

   Note:
   To edit the PDF, save it to your local drive first, and then make your edits.

   The BIA template is shown in the example.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Select the desired UI action, update the template, and save the changes.

The PDF template can be updated according to your requirements.

You can use the same process to update the PDF of a business impact analysis, business continuity plan, exercise, or crisis event.

Note:

With the BCM administrator (sn_bcm.admin) role, you can navigate to **All Document Templates** in an instance to view the document templates that are provided with the BCM application.

You can also use an editable and fillable PDF template to format the PDF. For more information on the PDF document template that can be used to customize your PDFs, see Configure a PDF document template.

3. To insert date variables in the PDF, select **Insert Date**.

You can use the button multiple times to add different types of dates based on the variables you choose.

4. To insert the table of contents in the PDF, select **Insert Table of Contents**.
5. To add blocks for advanced search, select **Add Blocks**.

Option	Description
To add an existing document block to the template	In Search blocks, type in the name of an ex isting document block, select the document block, and select **Insert**.
To add a new document block to the tem plate	Select **Create New Block**.

6. To publish the template, select **Publish**.

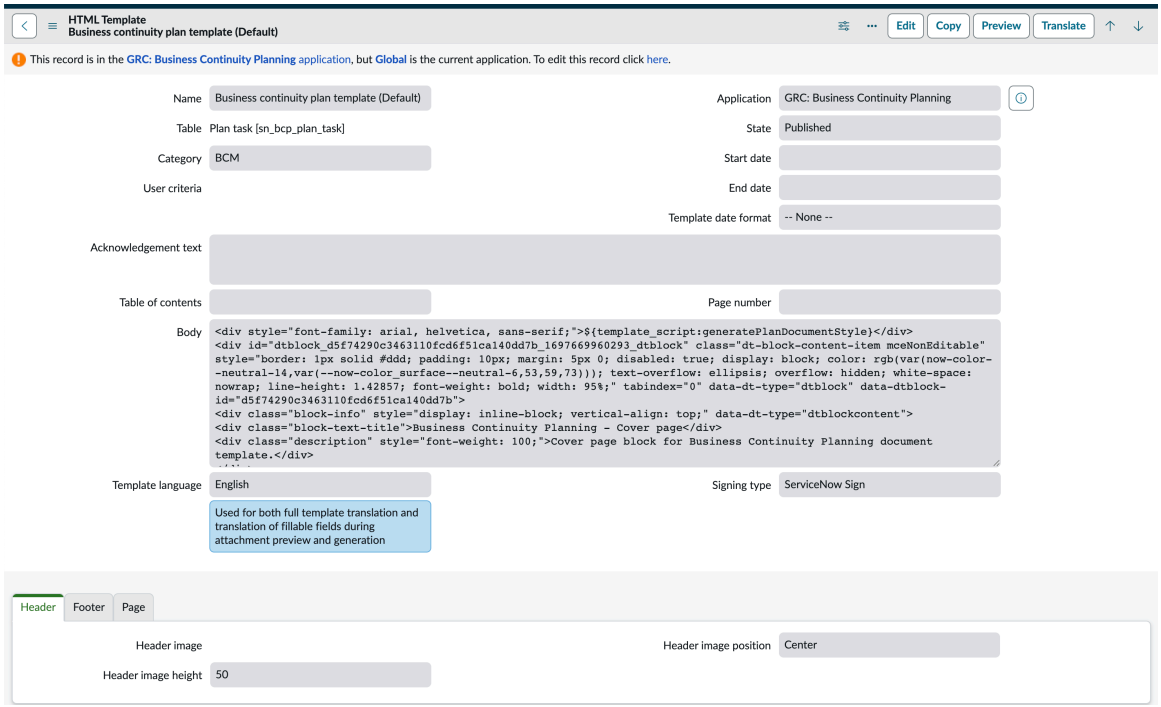
Confirm that the template is published so that the PDF is generated with the right attributes.

For more information on Document Templates, see Configure a PDF document template.

7. To copy an existing template, select it from the list and select **Copy**.
8. To update an existing template, select it from the list and select **Preview**.
9. To update an existing template, select it from the list and select **Update**.
10. To update the BCP template, select it from the list view and select **Edit**.

The BCP template is shown in the example.

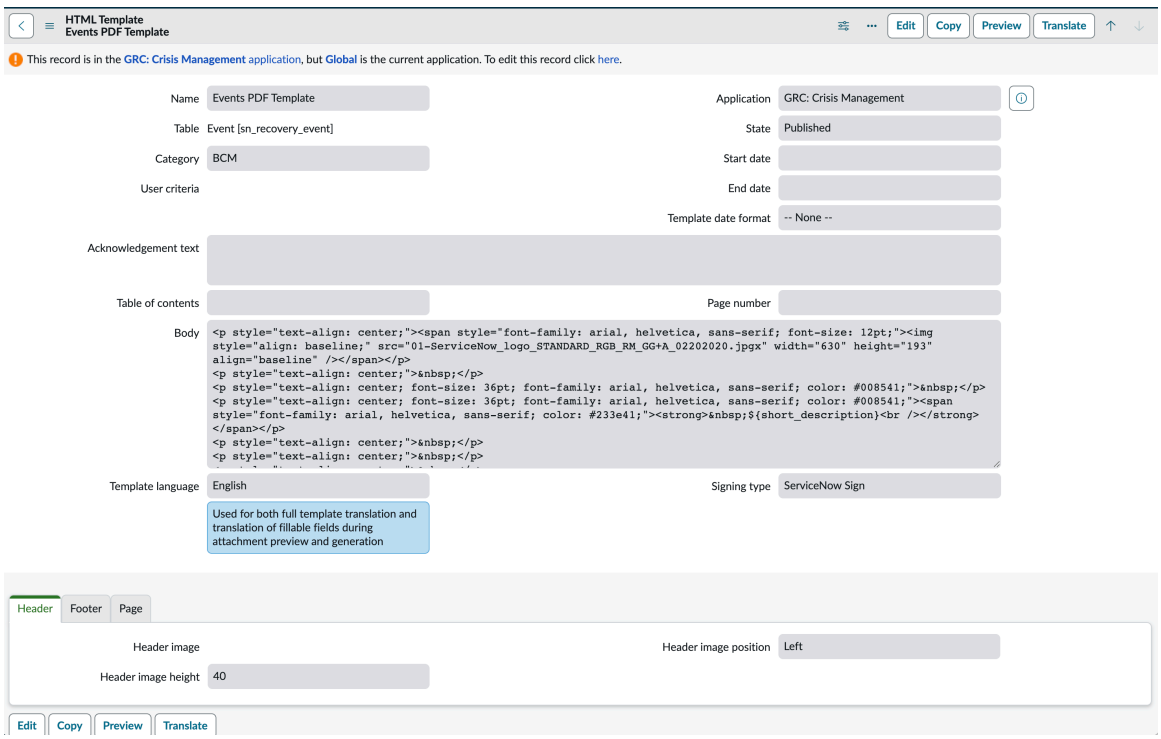
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



a. Select the desired UI action, update the template, and save the changes.
You can update the title of the PDF and the fonts according to your organizational templates.

11. To update the Events template, select it from the list view and select **Edit**.

The Events template is shown in the example.



a. Select the desired UI action, update the template, and save the changes.
You can save the PDF for future reference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

12. To add a company logo to the PDF, use a PDF editor like Adobe Acrobat Pro to insert the logo, or insert it into the source document before exporting it as a PDF.
13. To print the report, open the saved PDF or Microsoft Word copy and select **Print**.

Configure 360° relationship registries and views

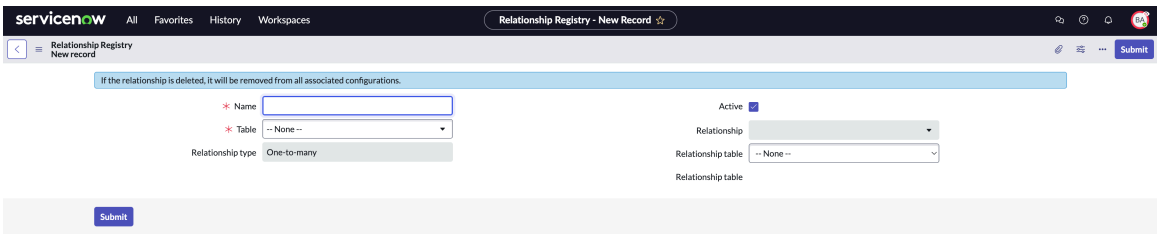
Configure 360° view configurations with the sn_bcm.admin role.

Before you begin

Role required: sn_bcm.admin

Procedure

1. Navigate to **All** > **360° View Configurations** > **Configure 360° Views**.
2. To configure the relationships for the records, navigate to **360° View Configurations** > **Relationship Registries**.
   The form is shown in the example.



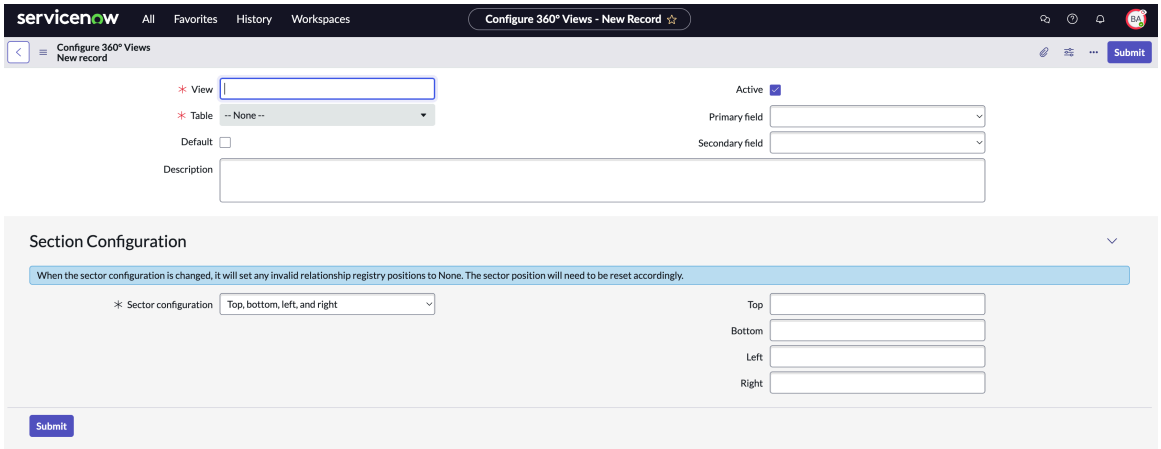
3. On the form, fill in the fields.

Create new relationship registry

Field	Description
Name	A descriptive name for this registry.
Table	The table for which you want to define a relationship.
Relationship type	The type of relationship you are defining: ○ One-to-many ○ Many-to-many ○ Scripted: a custom relationship from the ServiceNow AI Platform ○ One-to-one: any relationship that is available as a field in the selected table
Active	Select if the relationship is active.
Relationship	The relationship table of the selected relationship type. For example, if you are defining relationships for the Entity table and select a many-to-many relationship type, the list of relationship tables consists of all many-to-many relationships that apply to the Entity table.
Relationship table	The table name you selected in the **Relationship** field.

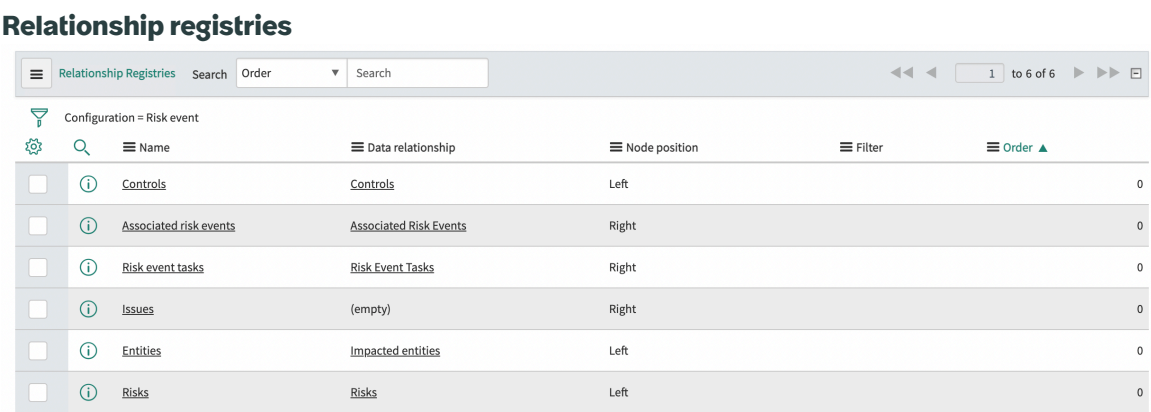
4. Select **Submit**.
5. To configure 360° views for the records, navigate to **360° View Configurations** > **Configure 360° Views**.
   The form is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. Save the record.

   The Relationship Registries related list appears.



7. Choose **Select Relationships**.
8. On the form, fill in the fields.

DataNav Config to Data Relationship

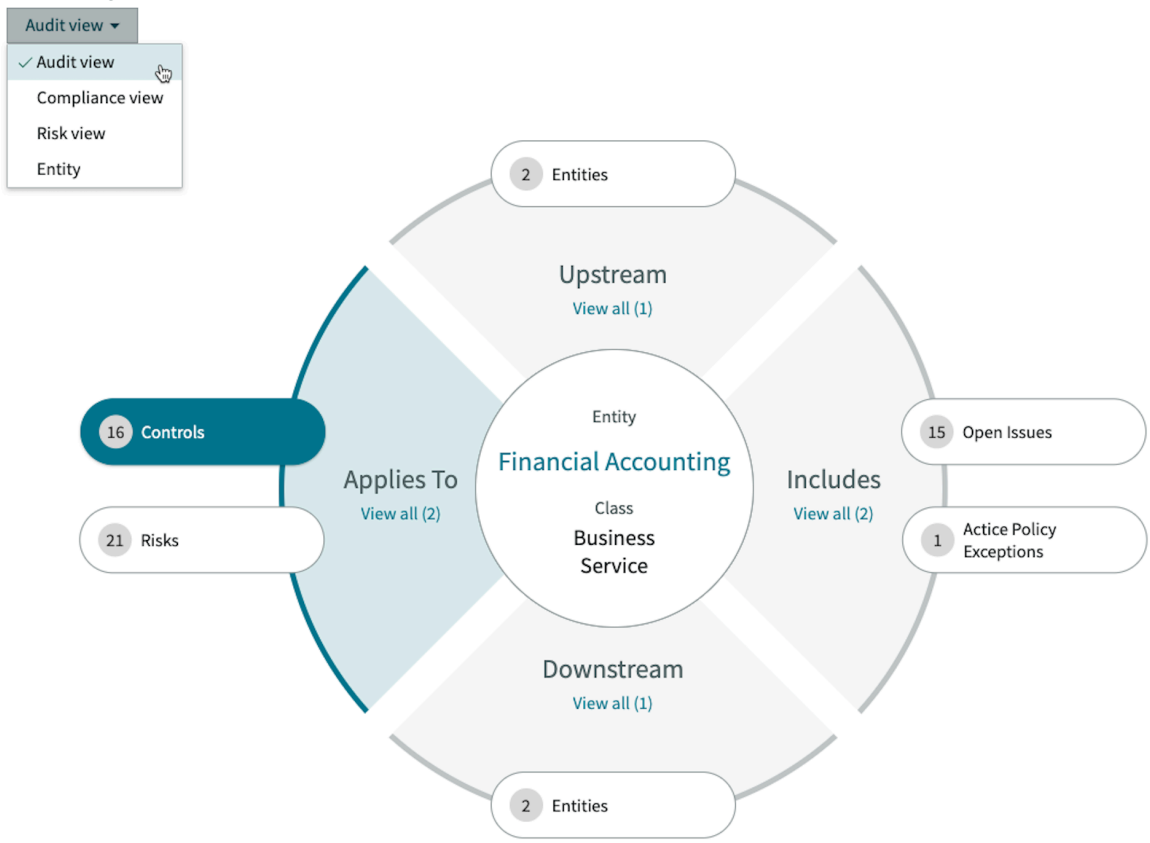
Field	Description
Name	A name to identify this relationship.
Data relationship	The data relationship you previously defined.
Relationship table	The table associated with the selected data relationship.
Node position	The sector you previously defined to which you want to add this relationship.
Filter	Enter conditions to define the types of relationships you want to display. For example, you could define conditions for all controls with failures.
Configuration	The configuration defined for the relationship.
Table	The table defined for the relationship.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Order	Based on the **Order** value given the position of element in the 360° view will change. For example, if you change the order value from 0 to 1 for an element, the position will be moved to next in the 360°view.

9. Select **Submit**.
   The new view you have defined is now available on the 360° view.

Selecting a new view



For more information on 360° views configurations, see Configure 360° views.

Setup for Everbridge notifications

The setup steps help you to establish a consistent connection and successful notification delivery workflow with Everbridge notifications system. The BCM administrators and application users must configure certain pre-requisite data so that you can set up emergency notifications in BCM UIB Workspace.

The following pre-requisite configurations are required to be set up for sending an emergency notification and monitoring the notification workflow:

- To create a connection and authenticate your credentials with Everbridge, see Create connections and authenticate their credentials.
- To get the delivery details of the contacts from Everbridge and use them to send a notification, see Import the delivery channels from Everbridge.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- To get the details about the type of contacts from Everbridge, see Import record types from Everbridge.
- To pre-configure a notification template to send an email or SMS to your contacts, see Create templates for emergency notifications.
- To create contacts for sending the notification, see Create contacts for emergency notifications.
- To set up rules in filtering the contacts from the user table, see Create the contact import rules.
- To create a group of contacts, see Create notification contact groups.

Here is a flow diagram that shows how the different setup steps are connected for the integration:

Setup flow for an emergency notification



Create connections and authenticate their credentials

Establish a connection and authenticate your login credentials with an Everbridge instance. You can then send out a notification using the delivery channel. This connection helps you to send and receive communications with an Everbridge instance.

Before you begin

Role required: sn_bcm.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Business Continuity** > **Everbridge Notification Configuration** > **Connection & Credential Alias**.
2. Select the **Create New Connection & Credential** related link.
3. On the form, fill in the fields.
   For more information on the fields, see Create Connection and Credential form.
4. Select **Create**.
   A connection is established to send and receive communications with an Everbridge instance.

Create Connection and Credential form

Use the Create Connection and Credential form to establish a connection and authenticate your login credentials with an Everbridge instance.

Create Connection and Credential form

Create Connection and Credential form

Field	Description
Connection Name	Name of the connection. Enter **Everbridge** Connection.
Connection URL	Everbridge API base address.
Organization ID	Organization ID of Everbridge. **Note:** You can get the organization ID from the Everbridge instance.
Incident Template ID	Unique ID of the Everbridge incident template. **Note:** You can get the ID from the Everbridge instance.
Credential Name	Name of the Everbridge credential.
Username	User name of the API user in Everbridge.
Password	Password to validate and establish the connection.

Import the delivery channels from Everbridge

Import the delivery channels from the Everbridge instance. You can then easily send the notifications through the delivery channels.

Before you begin

Role required: sn_bcm.admin

About this task

You may face challenges in connecting with your stakeholders at the time of a crisis. Your notifications may not reach the stakeholders as they may no longer use the same delivery methods. When you have imported the delivery channels to reach your contacts and selected groups, you can send the notifications in an easier and manageable way.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Business Continuity** > **Everbridge Notification Configuration** > **Delivery Channels**.
2. Select **Import**.
   All delivery channels are imported from the Everbridge instance successfully. When the notification is successful, you receive a message of confirmation from Everbridge.

Import record types from Everbridge

Import the record types for your organization ID from Everbridge and use them to create the contacts for notifications.

Before you begin
Role required: sn_bcm.admin

About this task
Record types are information stored in Everbridge that are required to create the contacts for notifications.

Procedure

1. Navigate to **Business Continuity** > **Everbridge notification Configuration** > **Record Types**.
2. Select **Import**.
   Record types for your organization ID with the category are imported from the Everbridge instance. If the record type is not imported, you may receive an error message.

Create templates for emergency notifications

Create a template with pre-defined information. You can then use it to send the notifications to your users in an emergency.

Before you begin
Role required: sn_bcm.admin

About this task
You can define a sample template with the draft of an email. It can contain the notification format for a particular emergency crisis that might affect a specific business location or facility.

Procedure

1. Navigate to **Business Continuity** > **Everbridge Notification Configuration** > **Notification Templates**.
2. Select **New**.
3. On the form, fill in the fields.
   For more information on the fields, see Notification Template form.
4. Select **Submit**.

Notification Template form

Use the Notification Template form to create a template with pre-defined information for sending out the notifications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Notification Template form

Notification Template form

Field	Description
Name	Name of the notification template.
Description	Short note about the purpose of the template.
Delivery channels	Communication channels that are used for sending the notification.
Subject	Title of the notification.
Message body	Introductory text message for the notification.
Foot note	Closing message or a foot note for the notification.
SMS text	Text message sent through SMS.

Create contacts for emergency notifications

Create the contacts manually to send out an emergency notification and synchronize them with the Everbridge instance.

Before you begin

Role required: sn_bcm.admin

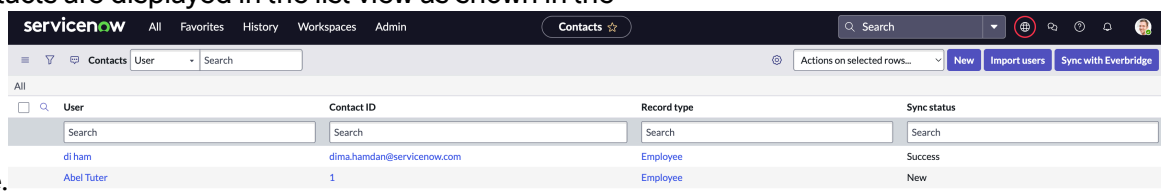
About this task

After creating the contacts from the user list, you can update and synchronize them with the Everbridge instance.

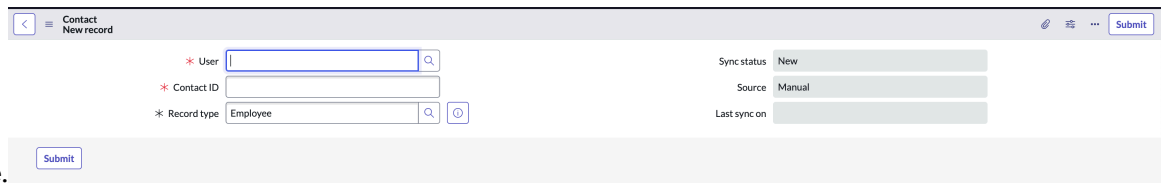
Delivery channels are imported from the Everbridge instance to the delivery channels table. By using the imported delivery channels, you can manually create the contact delivery details.

Procedure

1. Navigate to **Business Continuity** > **Everbridge Contact Configuration** > **Contacts**.
   The contacts are displayed in the list view as shown in the example.



2. Select **New**.
   The Contact form is shown in the example.



3. On the form, fill in the fields.

   You can delete a contact that you created manually from the User table. However, the contact must be in **New** state. If the referenced user record is deleted, then a scheduled job that runs weekly deletes the contact from the Contacts table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information on the fields, see Contact form.

4. Select **Submit**.
5. To import contacts based on contact sync rules, select the **Import users** button.
   To import the contacts using a sync rule, you must first Create the contact import rules. Refresh the form page to get the imported list of users.

   Import users action reads the Users table [sys_user] based on the contact sync rules and creates a record in the Contacts table.
6. To synchronize your list of contacts with that of Everbridge, select the **Sync with Everbridge** button.
   After the contacts are synchronized with Everbridge, the status of the sync action is recorded in the **Sync status** field. The unique ID of the contacts that are synced successfully in Everbridge are recorded as the **External contact ID** of the Contacts table.

Contact form

Use the Contact form to create the contacts manually and then synchronize the contacts with Everbridge.

Contact form

Contact form

Field	Description
Source	Source of the contacts. • If you created the contacts manually from the users' list, then the source is **Manual**. • If you had used the sync rule to create the contacts, then the source is **Sync rule**.
Last sync on	Date on which the contact was last synchronized with Everbridge.
Contact ID	Unique ID of the contact.
Sync status	Sync status when the contact is created. Defaults to **New** when the contact is created. The status can also be: • **Success**: When the contact is successfully synced with Everbridge • **Error**: If there is an error in syncing • **Updated**: If the contact or the delivery details were modified
User	User reference from the Users table [sys_user].
External contact ID	Contact ID in Everbridge.
Sync error	Error in syncing the contact with Everbridge.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create the contact import rules

Create a contact import rule to apply on the User table. You can then filter out the users as the contacts for emergency notifications.

Before you begin
Role required: sn_bcm.admin

About this task
The default table on which the contact import rule is applied is the User table [sys_user]. The sys_id of the user table and the unique contact ID of the Contacts table are mapped.

Procedure

1. Navigate to **Business Continuity** > **Everbridge Contact Configuration** > **Contact Import Rules**.
2. Select **New**.
3. On the form, fill in the fields.
   For more information, see Contact Import Rules form.
4. Select **Submit**.

Contact Import Rules form

Use the Contact Import Rules form to create a contact import rule that you can apply on the User table.

Contact Import Rules form

Contact Import Rules form

Field	Description
Name	Name of the import rule.
Table	User table [sys_user] for the rule.
Filter condition	Condition applied on the User table to filter the records.
Record type	Default category of the record type.
User mapping	Unique user reference from the Users table.
Contact ID mapping	Unique ID of each contact that is used to sync with Everbridge.

Create notification contact groups

Create a notification contact group using the ServiceNow AI Platform groups. Use the group members as the contacts for an emergency notification. Synchronize the group members as the contacts with Everbridge and track the non-synchronized members as exceptions.

Before you begin
Role required: sn_bcm.admin

Procedure

1. Navigate to **Business Continuity** > **Everbridge Contact Configuration** > **Notification Contact Groups**.
2. Select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. On the form, fill in the fields.
   For more information, see Notification Contact Group form.
4. Select **Submit**.
5. To synchronize the group with the groups in Everbridge, select **Sync Groups to Everbridge**.
   Refresh the page to get the synchronized status of the group.

   If a group is not synchronized with Everbridge, then you get an error message.
6. To view the names of the group members that did not synchronize with Everbridge, select the **Group User Exceptions** related list.

Example:
There are five members in a group, out of which four members are already synced with Everbridge and existing as contacts. When you synchronize the group, a group is created in Everbridge with the four synced group members. However, the unsynchronized single member is logged as an exception displaying a message as to why the syncing failed.

You can synchronize this particular contact first and then the group with Everbridge.

Notification Contact Group form

Use the Notification Contact Group form to create a notification contact group.

Notification Contact Group form

Notification Contact Group form

Field	Description
Group	Reference to the User Group table.
Sync status	Sync status for the group. Defaults to **New** when the group is created. • **Success**: The contact group is successfully synchronized with Everbridge. • **Error**: If there is an error in syncing • **Updated**: If the contact group is modified
Last sync on	Date on which the group was last synchronized with Everbridge.

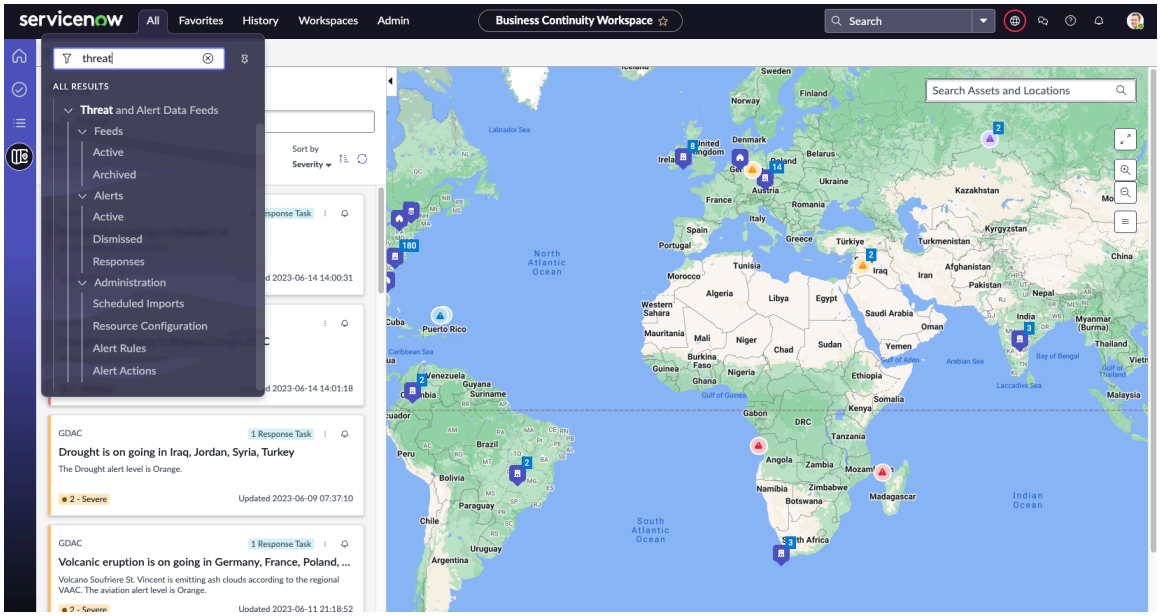
Setup for Crisis map

The BCM administrator can perform the administrative tasks to set up the Crisis map interface.

The BCM administrator performs the administrative tasks to set up the threat alerts and data feeds in Crisis map. The administrative tasks are displayed under **Administration** in the **Threat and Alert Data Feeds** module as shown in the following example.

Note:
Prior to enabling the Crisis Map feature, ensure that you have purchased and set up Google Maps API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



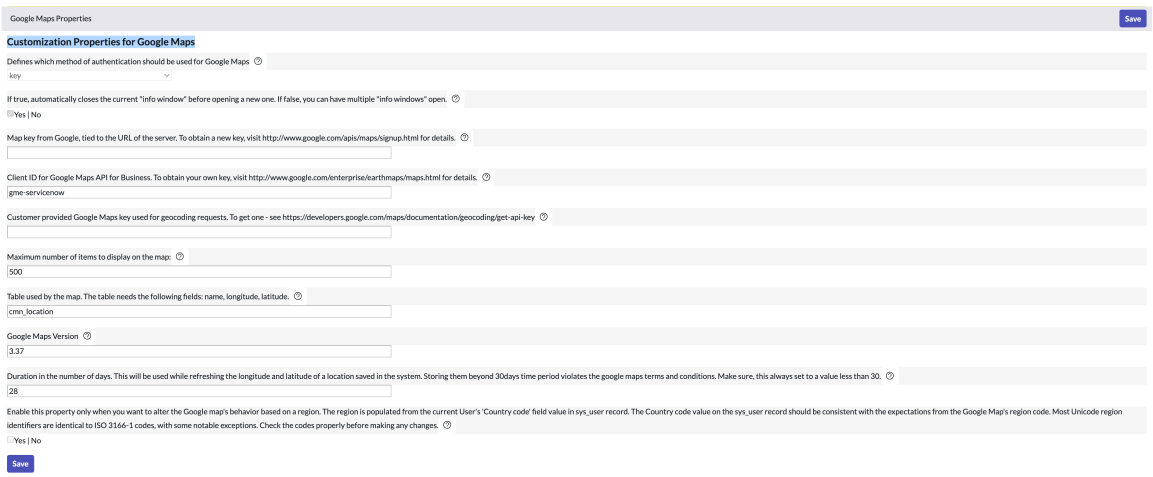
If you have the BCM administrator role, perform the following administrative tasks to set up the Crisis map:

- **Scheduled Imports**: Configure a Scheduled Data Imports record for the Crisis map application. For more information, see Configure Scheduled Data Imports records.
- **Resource Configuration**: Configure a Resource Configuration record for the Crisis map application. For more information, see Configure Resource Configuration records.
- **Alert Rules**: Configure an alert rule in Crisis map so that you can specify the conditions under which a feed can be displayed in the dashboard as an alert. For more information, see Configure alert rules.
- **Alert Actions**: Configure an alert action in UIB Workspace for the Crisis map application. For more information, see Configure alert actions.

Customization properties for Google Maps

The Crisis map application users can configure the customization properties for Google Maps in the **Google Maps Properties** module.

When you can select the **Google Maps Properties** module in the Crisis map application, you can view the customization properties as shown in the following example.



For information on the properties, see Customization properties table for Google Maps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Customization properties table for Google Maps

Customization properties for Google Maps are explained in the Google Maps Properties table.

Customization properties for Google Maps

Name of the customization property	Description
Defines which method of authentication should be used for Google Maps google.maps.method **Note:** The "Name of the customization property" column refers to the customization properties mentioned in the Customization properties for Google Maps topic.	• **Type**: choice list (client-id,key) • **Default value**: Key
If true, automatically closes the current "info window" before opening a new one. If false, you can have multiple "info windows" open. google.maps.auto_close	• **Type**: yes or no • If set to True, automatically closes the current info window before opening a new window.
Map key from Google, tied to the URL of the server. To obtain a new key, visit http://www.google.com/apis/maps/signup.html for details. google.maps.key	**Note:** The Fam-map component uses the key (google.maps.key) and client ID (google.maps.client) set for the authentication. You must use one of the options: either the key or client-ID.
Client ID for Google Maps API for Business. To obtain your own key, visit http://www.google.com/enterprise/earthmaps/maps.html for details. google.maps.client	• Map key from Google, tied to the URL of the server. • **Default value**: gme-servicenow
Customer provided Google Maps key used for geocoding requests. To get the key, see https://developers.google.com/maps/documentation/geocoding/get-api-key google.maps.key.geocoding	• Google Maps key used for geocoding requests. • **Default value**: None
Maximum number of items to display on the map google.maps.max_items	• Maximum number of items to display on the map. • **Default value**: 500

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Customization properties for Google Maps (continued)

Name of the customization property	Description
Table used by the map. The table requires the fields: Name, Longitude, Latitude. google.maps.table	• Table used by the map. • **Default value**: cmn_location
Google Maps Version google.maps.version	• Google Maps Version • **Default value**: 3.37
Duration in the number of days. It is used while refreshing the longitude and latitude of a location saved in the system. Storing them beyond 30 days time period violates the Google maps terms and conditions. Verify that it is always set to a value less than 30. google.maps.refresh.latlong.duration	• Duration in the number of days. • **Default value**: 28
Enable this property only when you want to alter the Google map's behavior based on a region. The region is populated from the current User's 'Country code' field value in sys_user record. The Country code value on the sys_user record should be consistent with the expectations from the Google Map's region code. Most Unicode region identifiers are identical to ISO 3166-1 codes, with some notable exceptions. Check the codes properly before making any changes. google.maps.localization.region.enable	• Enable this property when you want to alter the Google Map's behavior based on a region. • **Type**: yes or no

Google Maps APIs used in Fam-map component

The Fam-map component in Crisis map utilizes various Google Maps APIs to provide interactive mapping functionalities. This section lists the Google Maps APIs that are integrated into the Fam-map component, along with their usage information.

Maps - Dynamic Maps JavaScript API

Maps - Dynamic Maps JavaScript API

Product	Description	Library
Maps JavaScript API	The Fam-map component relies on the Dynamic Maps JavaScript API to load the dynamic maps. This API enables for the dynamic creation and manipulation of the maps. It also provides a	@googlemaps/js-api-loader

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Maps - Dynamic Maps JavaScript API (continued)

Product	Description	Library
	foundation for the interactive features in the component. For detailed documentation and pricing information, see https://developers.google.com/maps/documentation/javascript.	

Features and Modules

Features	Module	Default	Usage
Markers	google.maps.Marker	Enabled	Basic
Marker cluster	@googlemaps/markerclusterer	Enabled	Basic
Custom OverlayView	google.maps.OverlayView	Enabled	Basic
Polyline	google.maps.Polyline	Enabled	Basic
Polygon	google.maps.Polygon	Enabled	Basic
Circle	google.maps.Circle	Enabled	Basic
Rectangle	google.maps.Rectangle	Enabled	Basic
FeatureStyleFunction	google.maps.FeatureStyleFunctionOptions	Disabled	Basic
Customize map style	For a list of all available values for `featureType`, `elementType`, and `stylers`, see the https://developers.google.com/maps/documentation/javascript/style-reference.	Enabled	Basic

Map properties

Name	Description	Type	Required
mapProperties	Properties of Google Map to set when loading	array	No

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Places properties

Products	Description	Module	Default	Usage
Nearby Search	Billing depends on the fields that a user utilizes.	google.maps.places.PlacesService(map).nearbySearch	DisabledService	Basic
Places Details	Billing depends on the fields that a user utilizes.	google.maps.places.PlacesService	Disabled	Basic
Autocomplete - Per request+	The Autocomplete – Per Request SKU is charged for any of these calls or requests that do not include a session token: JavaScript: the Maps JavaScript API's Place Autocomplete service	google.maps.places.AutocompleteService.getQueryPredictions({input, language})	Disabled	Basic

Note:
For details about the properties and handlers usage in the Geo-map component, see the Geo-map Readme file. For information on the Google Maps APIs in the Geo-map component, see the KB article: KB1588661

Configure Scheduled Data Imports records

Configure a Scheduled Data Imports record for the Crisis map application. You can then manage your subscriptions to the threat feeds from an internal or external source in the BCM Configurable Workspace.

Before you begin

Role required: admin

You must set up the Google maps for enabling the crisis map functionality. For more information, see Set up Google Maps API.

About this task

Threat feeds provide a situational awareness of potential or current threats to the security of your organization. Threat alerts can be weather alerts, pandemic alerts, geopolitical situations, or internal events like security incidents and system outages.

Procedure

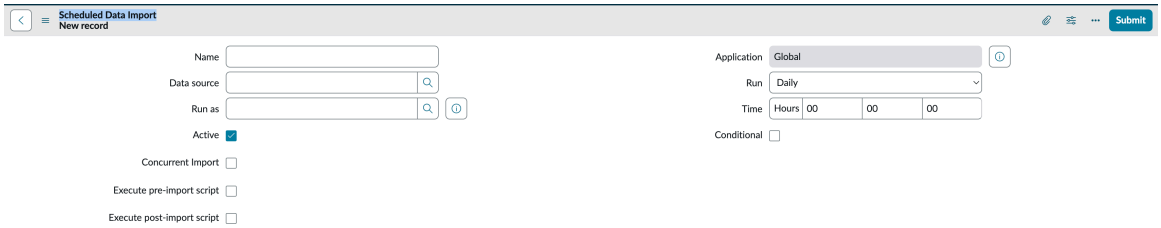
1. Navigate to **Threat and Alert Data Feeds** > **Administration** > **Scheduled Imports**.
   Following two scheduled data imports exist within the base system.

Name	Data source
GDAC Feed Source	GDAC Feeds
Weather.gov Severe Alerts Scheduled Import	Weather Gov Alerts

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. To add a new scheduled data import record, select **New**.

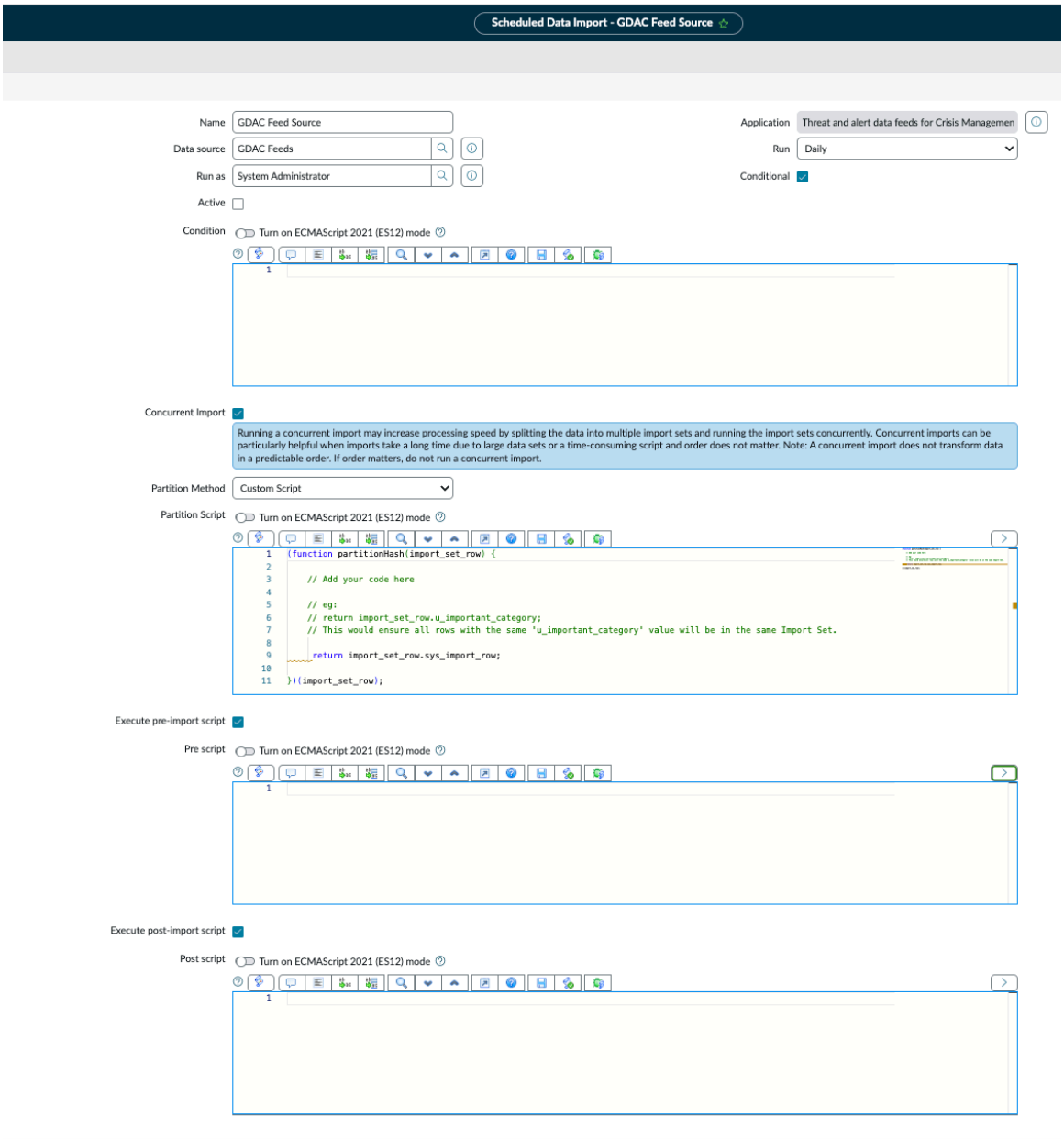
   The Scheduled Data Import form is displayed.



3. On the form, fill in the fields.
   For more information on the Scheduled Data Imports form, see Scheduled Data Imports form.
4. Select **Submit**.
5. To execute an existing scheduled data import, select the link to edit the record in the Threat and alert data feeds for Crisis Management application.

   The example shows a scheduled data import record where GDAC Feeds is the data source.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. To delete an existing data import record, select **Delete**.
7. To update an existing data import record, select **Update**.

Result

The data import record is displayed in the **Scheduled Data Imports** record page.

Scheduled Data Imports form

Use the Scheduled Data Imports form in the BCM Configurable Workspace to add details about a Scheduled data imports record.

Scheduled Data Imports form

Field	Description
Name	Name of the scheduled data import, typically matching the alert source record name (for example, GDAC Feed Source). For information

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scheduled Data Imports form (continued)

Field	Description
	on configuring scheduled data imports, see Configure Scheduled Data Imports records.
Data source	Internal or external source of the threat and alert data used for import, for example, GDAC Feeds.
Run as	User who has the permission to import the threat alerts, for example, System Administrator.
Application	Read-only field. Application that helps distinguish items relevant to the Crisis map, for example, Threat and alert data feeds for Crisis Management application.
Run	Frequency at which the data is imported. Available options are: • Daily • Weekly • Periodically • Monthly • After Parent Runs • Once
Active	Option to activate the scheduled import.
day	Day on which the import is scheduled to run. Visible only if you select **Active**.
Time	Time scheduled for the data import in Hours, Minutes, Seconds. Visible only if you select **Active**.
Conditional	Option to indicate if a conditional script is required for the threat alert import.
Condition	Script that evaluates whether an import should run. This field is visible only if you select **Conditional**.
Concurrent Import	Option for enabling concurrent imports. Splits data into multiple imports sets. A concurrent import splits the data into multiple import sets and runs the import sets concurrently to reduce processing time for large data sets.
Partition method	Method used to allocate each data set record to an import set. This field is visible only if you select **Concurrent Import**. Available options are:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scheduled Data Imports form (continued)

Field	Description
	• Custom script: Sets the partitions with a Partition Script that you provide. • Custom size: Sets the partition size to the Partition Size specified. • Round robin: Partitions set automatically by the system.
Partition script	Script used to return a partition key. The system ensures that data set rows with the same partition key go to the same import set. Visible only if you set Partition Method to **Custom Script**.
Execute pre-import script	Option to specify a script to run before the import is performed.
Prescript	Script to run before the data imports. Visible only if you select **Execute pre-import script**.
Execute post-import script	Option for enabling the execution of a post-import script.
Post script	Script to run after the import happens. Visible only if you select **Execute post-import script**.

Configure Resource Configuration records

Configure a Resource Configuration record for the Crisis map application in UIB Workspace. You can then plot the assets of your organization on the Crisis map. The assets can be locations, employees, datacenters, suppliers, and others. Configuring resources is also required as an input to set up the alert rules.

Before you begin

Role required: sn_bcm.program_manager

Set up the Google maps for enabling the Crisis map functionality. For more information, see Set up Google Maps API.

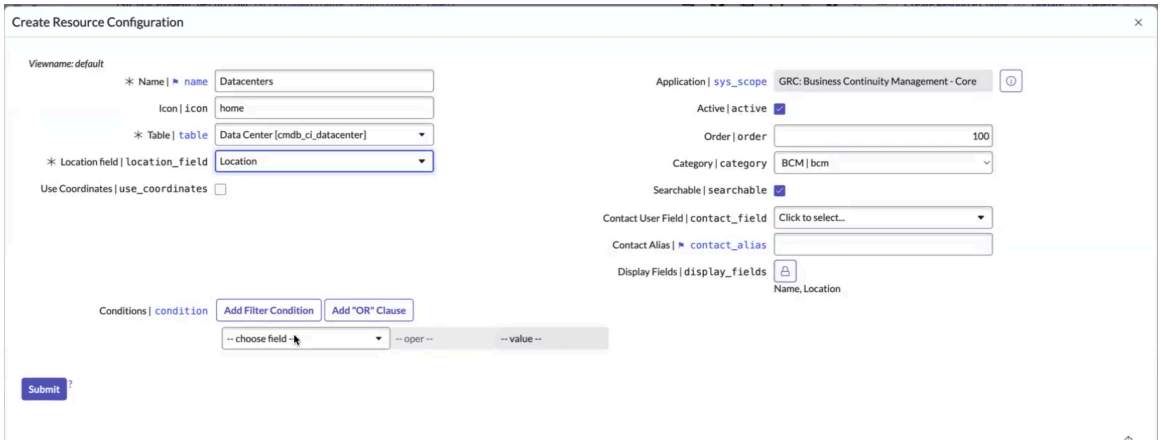
Procedure

1. Navigate to **Threat and Alert Data Feeds** > **Administration** > **Resource Configurations**.
2. To add a new resource configuration record, select **New**.
3. On the form, fill in the fields.

   For more information on the Resource Configuration form, see Resource Configuration form.

   A sample resource configuration is shown in the illustration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Select **Submit**.

Result

The resource is displayed in the **Resource Configurations** record page.

Resource Configuration form

Use the Resource Configuration form in BCM UIB Workspace to add details about a resource configuration record.

Resource Configuration form

Field	Description
Name	Name of the resource configuration used in the map visualization.
Icon	Image representing a resource item on the map.
Table	Table for resources to plot on the map.
Location field	Location column of the table used as location on the map.
Use Coordinates	Option for enabling coordinates to plot the resources on the geo-map.
Application	Read-only field. The field helps distinguish items relevant to the Crisis map.
Active	Option to indicate that the resource configuration is active.
Order	Order of the record.
Category	Category of the record. The value is **BCM**. It helps to identify the BCM-related resources when multiple applications use the component.
Searchable	Option to indicate if the resource is searchable in the map visualization.
Contact User Field	Contact for communication for the resource in focus.
Contact Alias	Contacts for identification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Resource Configuration form (continued)

Field	Description
Display Fields	Fields selected for display as the contacts.
Conditions	Conditions for filtering records from the table.

Configure alert rules

Configure an alert rule in the Crisis map so that you can define when a feed is displayed as an alert on the dashboard. You can also specify the conditions under which an alert is no longer valid and dismiss it from the dashboard.

Before you begin

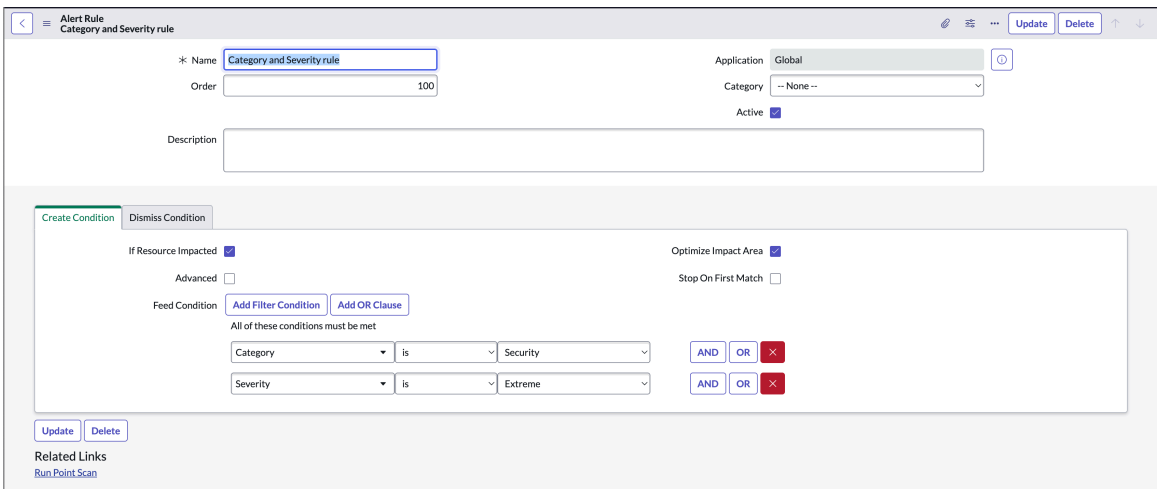
Role required: sn_bcm.program_manager

Procedure

1. Navigate to **Threat and Alert Data Feeds** > **Administration** > **Alert Rules**.
2. Select **New**.
3. On the form, fill in the fields.
   For more information on the Alert Rules form, see Alert Rules form.
4. Add the name, description, order, and category for the alert rule.
5. In the **Create Condition** tab, define the conditions for the alert rule.

   You can create conditions to address impacted resources or optimize specific impact areas.

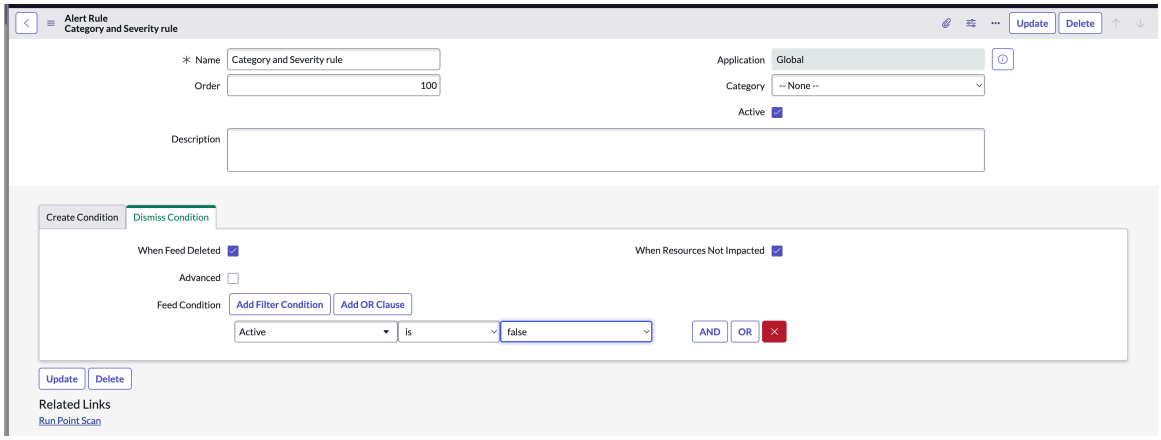
   The example shows an alert rule for a specific category and severity.



6. In the **Dismiss Condition** tab, define the conditions for the alert rule.

   You can dismiss conditions when a feed is deleted or resources are not impacted. The example shows how to dismiss a condition in an alert rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



7. Select **Submit**.

Result

The alert rule is displayed in the **Alert Rules** record page.

Alert Rules form

Use the Alert Rules form in BCM UIB Workspace to add details about the alert rules.

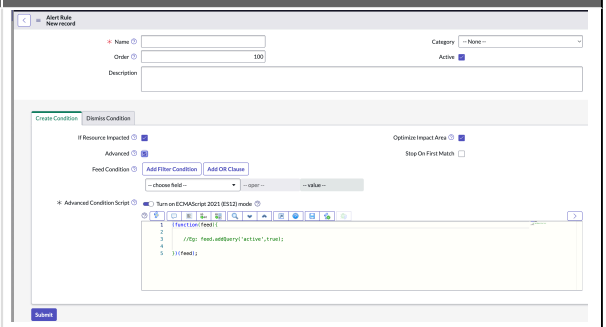
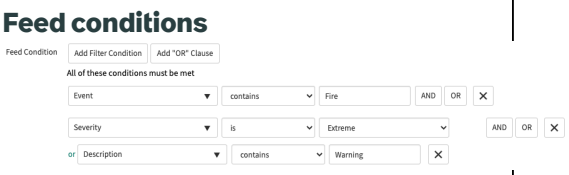
For the description of the field values, see the table.

Alert Rules form

Field	Description
Name	Name of the alert rule.
Order	Display order of the alert rule. By default, it is 100.
Application	Read-only field. The field helps distinguish items relevant to the Crisis map.
Category	Category of the record. The value is **BCM**. It helps to identify the BCM-related resources when multiple applications use the component.
Active	Option to set the rule active.
Description	Details about the alert.
Create Condition	
If Resource Impacted	Option for enabling an alert rule if a resource is impacted. When this option is selected, alerts are created only for resources within the feed's impacted area.
Advanced	Option for enabling advanced filter rules with a condition script for the alert rule. Use the advanced condition script as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alert Rules form (continued)

Field	Description
	 Enabling ECMAScript 2021 (ES12) mode allows you to use the latest JavaScript features supported in the script. Disabling it restricts you to the features supported by the application's default JavaScript mode.
Optimize Impact Area	Select this check box to enable optimization for improved performance. When enabled, the feed impact area is optimized for better performance.
Stop On First Match	Option to stop the condition on the first match of the rule. Once a condition or pattern is met, the system stops further evaluation or processing, and the action associated with that first successful match is executed.
Feed Condition	Conditions to filter alerts based on the set rule. Use these filter conditions to set your rules for a feed alert. Setting filter conditions help you to filter those alerts that are critical to your business locations from the thousands of feeds that come from the feed resources you have subscribed. Business locations can be corporate offices, employee locations, datacenters, suppliers, and others. 
Advanced Condition Script	Configuration for Advanced Condition Script. This field appears if the **Advanced** option is selected. Enter a script to filter feeds based on a criteria, for example, active alerts. Use the advanced rules option to set a filter rule with a condition script. For example, you can set a condition based on the proximity of the crisis

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alert Rules form (continued)

Field	Description
	to your asset locations. You can also make the rule active.
Dismiss Condition	
When Feed Deleted	Option to indicate that the alert must be dismissed from the dashboard, if the feed is deleted.
Advanced	Option for enabling advanced filter rules with a condition script for the alert rule.
When Resources Not Impacted	Option to indicate that the alert must be dismissed from the dashboard, if there are no resources impacted.
Feed Condition	Conditions to filter alerts based on the set rule.
Advanced Condition Script	Configuration for Advanced Condition Script. This field appears if the **Advanced** option is selected. Enter a script to filter feeds based on a criteria, for example, active alerts.

Configure alert actions

Configure an alert action from the Crisis map interface in the BCM Configurable Workspace.

Before you begin

Role required: sn_bcm.program_manager

About this task

You can open or dismiss an alert from the Crisis map interface. For more information, see Manage alerts from the map interface.

Procedure

1. Navigate to **Threat and Alert Data Feeds** > **Administration** > **Alert Actions**.
   These alert actions are available within the base system.

Name	Description
Notify	Used to send email notifications to stakeholders and the asset managers that are within the impact radius.
Declare Crisis	Used to declare a combination of alert and critical assets as a crisis event.

2. To add a new alert action, select **New**.
3. On the form, fill in the fields.
   For more information on the fields, see Alert Action form.
4. Select **Submit**.
   You can follow up on the alert actions from the Crisis map dashboard.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result
The alert action is displayed in the **Alert Actions** record page.

Alert Action form

Use the Alert Action form in BCM UIB Workspace to add details about the alert actions.

For the description of the field values, see the table.

Alert Action form

Field	Description
Title	Title of the alert action.
Description	Detailed description of the alert action.
Name	Name of the action in the Crisis map dashboard.
Action name	Unique name for the alert action.
Run once	Option to indicate the execution of the action one or more times from the dashboard.
Type	Type of action to be executed. Available options are: • **Task** • **Script** • **Flow**
Task type	Task type for the alert action. For example, Asset task, Catalog task.
Application	Read-only field. The field is used as a flag to filter the items relevant to crisis management from a common list of actions.
Active	Option to indicate that the alert action is active.
Order	Display order that you can follow on the dashboard.
Run automatically	Option for enabling the action to be executed automatically based on a condition.
Roles	User roles who can execute the task successfully.
Display Fields	Fields to be displayed in the response actions after the actions are executed.
Condition	Conditions to execute the actions.
Task script	Task script to be executed when the user selects an action control on the dashboard.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup by system administrators

If you are the system administrator, you can set up the Business Continuity Management application by performing certain setup tasks.

Setting up the common administrative tasks requires configuring the pre-requisite data. The following configurations are required to set up the business continuity workspace for different users who would be using the workspace:

- To update the number of the records for a reference field, see Update number of records for reference fields.
- To update the number of the element definitions for dependency assessment, see Update the number of element definitions.
- To set up an approval configuration in the Business Continuity Management (BCM) application, see Approval configuration.
- To refer to the BCM application menu options, see Application menu options for BCM users.

Update number of records for reference fields

Update the number of the records that are displayed for a reference field in the Business Continuity Management (BCM) Workspace. You can configure the *`referenceFieldLoadLimit`* system property to control the number of the records that are displayed for each reference field on the grid configuration pages.

Before you begin

Role required: admin

About this task

You can configure the *`referenceFieldLoadLimit`* system property for the reference fields on these tabs:

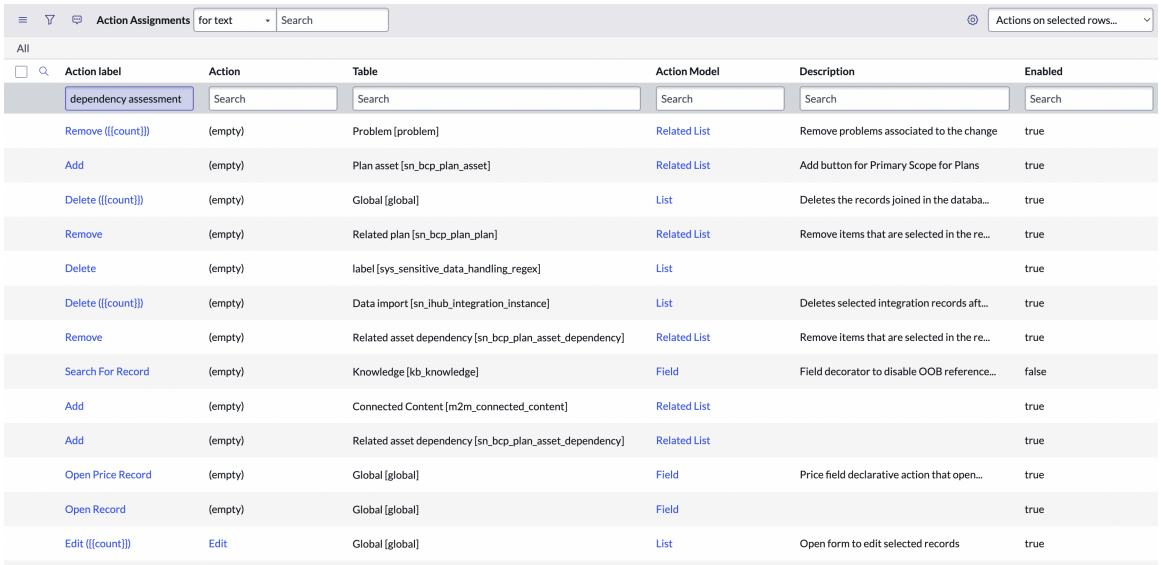
- **RTO Impact Assessment** tab, **RPO Impact Assessment** tab, and **Dependency Assessment** tab in a Business Impact Analysis
- **Recovery Tasks** tab in a Plan
- **Impacts** tab and **Event Tasks** tab in an Exercise

Procedure

1. Navigate to **All** > **sys_declarative_action_assignment.list** in the BCM application instance.

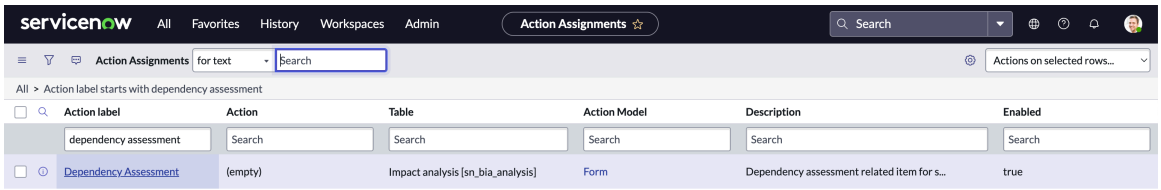
   A list view of the Action Assignments table is displayed as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

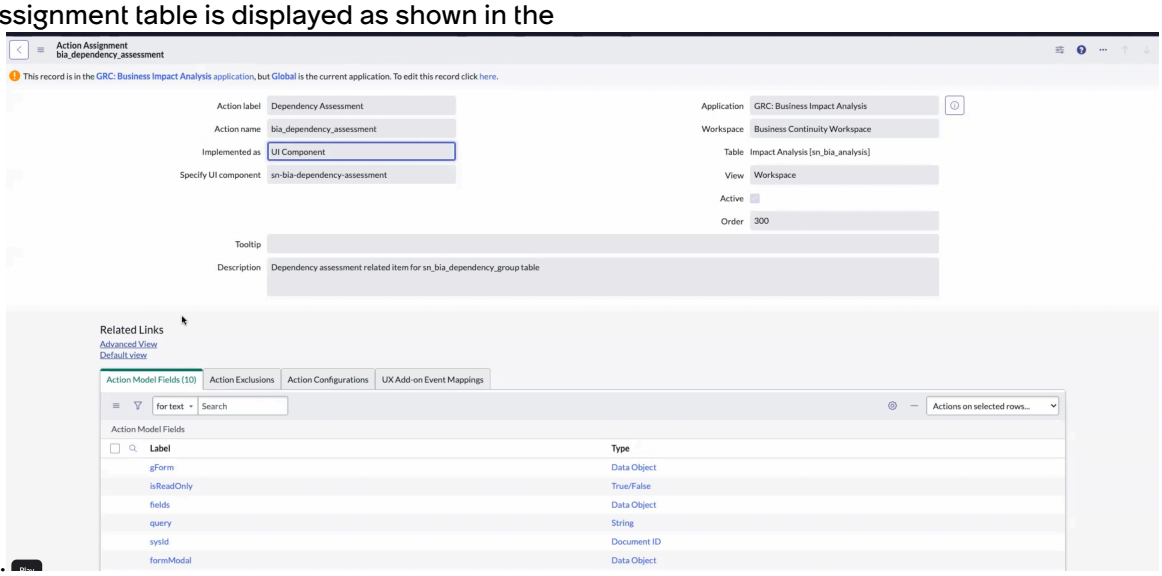


2. In the **Action label** column, enter the name of the assessment action and select the assessment.

   A sample search string for the assessment is displayed in the example.



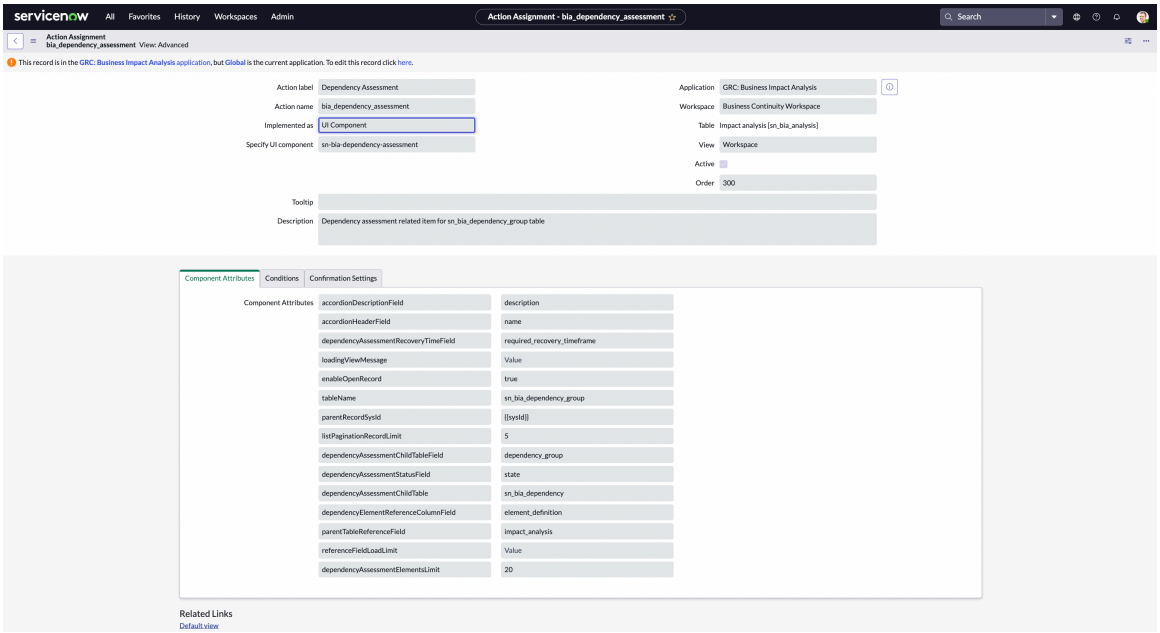
   When you select the assessment, the form view of the Action Assignment table is displayed as shown in the example.



3. In the form view of the Action Assignment table, select **Advanced View**.

   After you've selected the **Advanced View**, the properties for the selected action are displayed in the **Component Attributes** tab as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

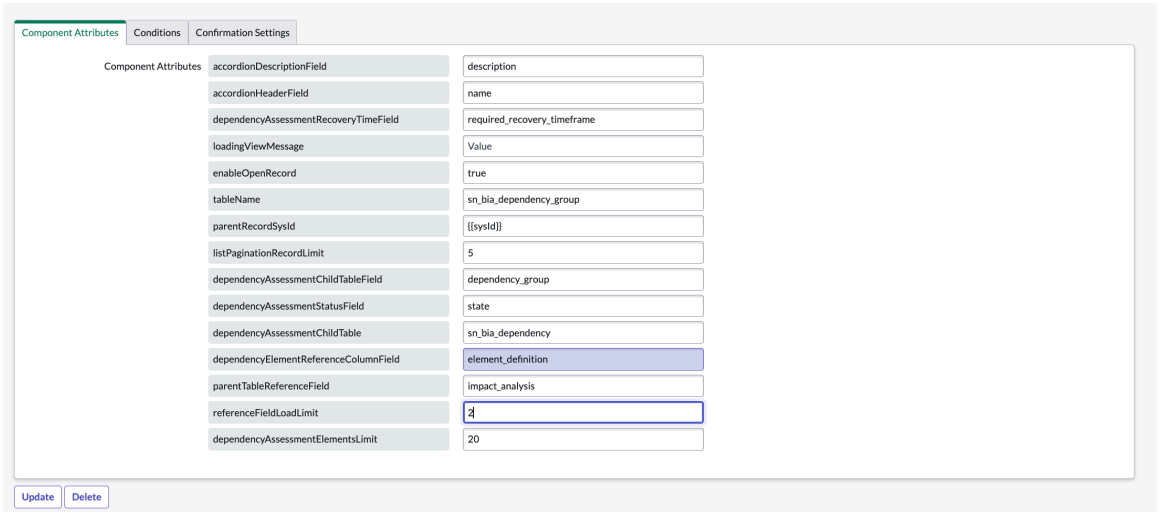


An informational message is displayed on the screen: `To edit this record, click Here`.

4. To update the *`referenceFieldLoadLimit`* property for the selected record, select **Here** in the informational message.

   By updating the *`referenceFieldLoadLimit`* property, you can control the number of the records on the grid configuration page.

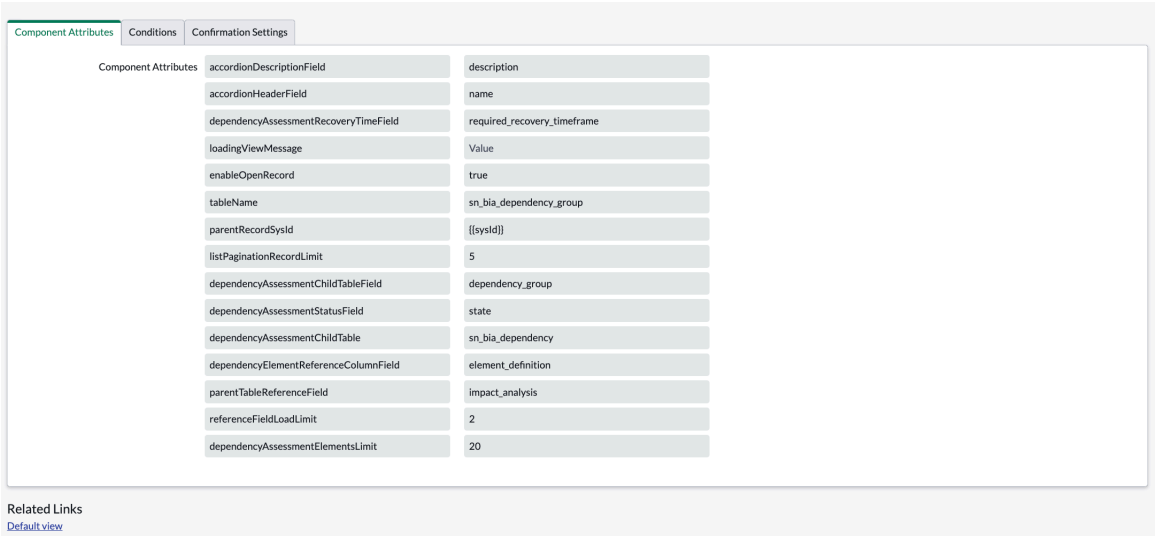
   A sample configuration of the *`referenceFieldLoadLimit`* property is displayed in the example.



5. Select **Update**.

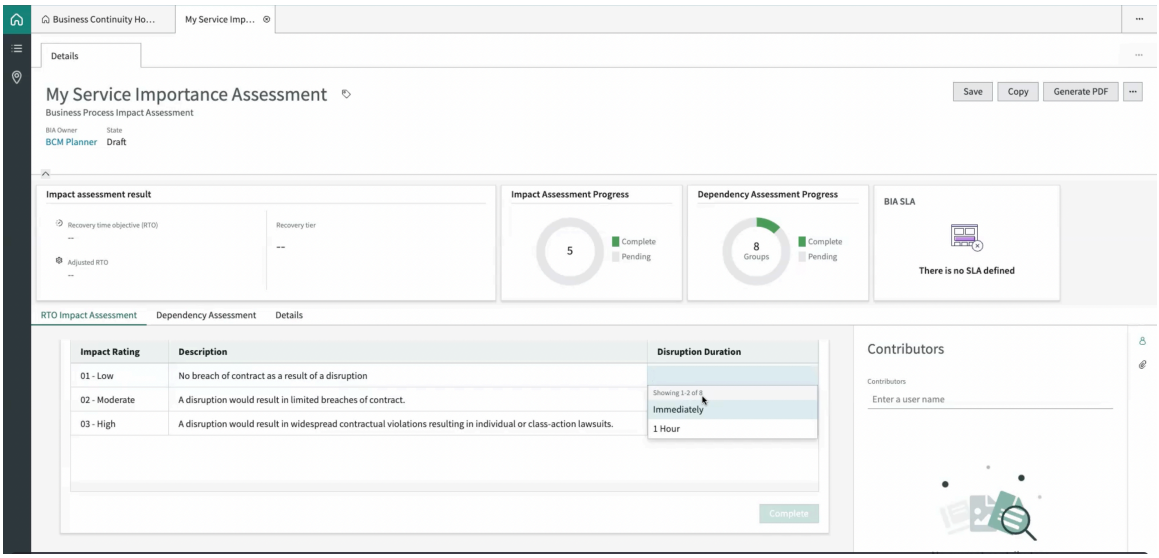
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You've configured the *referenceFieldLoadLimit* property for the selected assessment as shown in the example.



Note:
As outlined in the context of this task, you can set the *referenceFieldLoadLimit* property to control the number the reference fields on different grid configuration pages.

The example shows the updated number of the records for the **Disruption Duration** field in the **RTO Impact Assessment** tab.



Update the number of element definitions

Update the number of the element definitions that are displayed on the **Dependency Assessment** tab in the Business Continuity Management (BCM) Workspace. You can configure the *dependencyAssessmentElementsLimit* system property to control the number of the element definitions that are used for the dependency assessment in a business impact analysis.

Before you begin

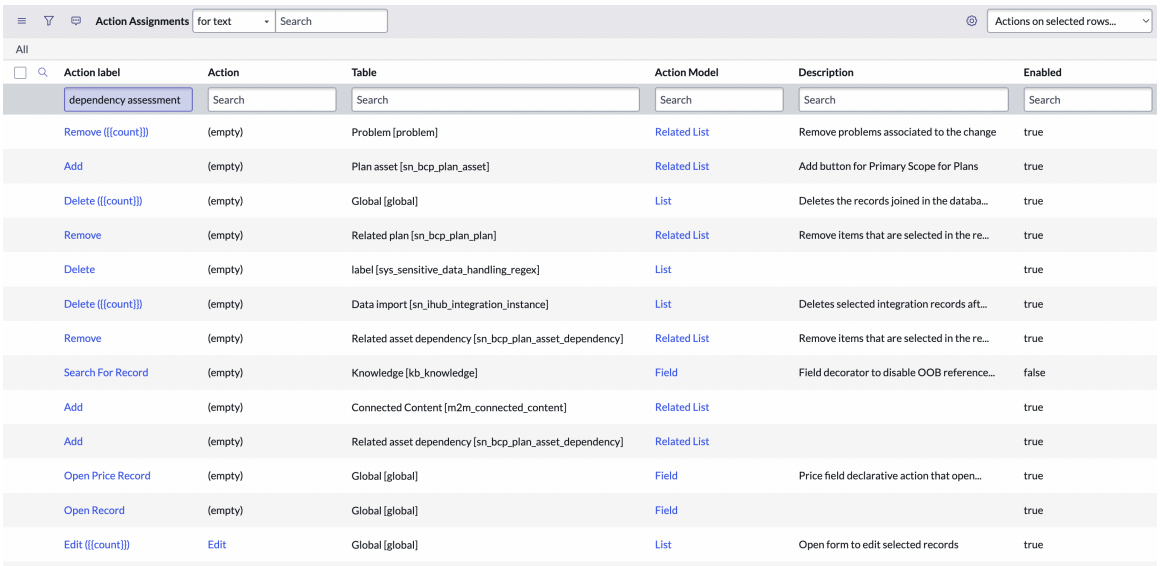
Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **sys_declarative_action_assignment.list** in the BCM application instance.

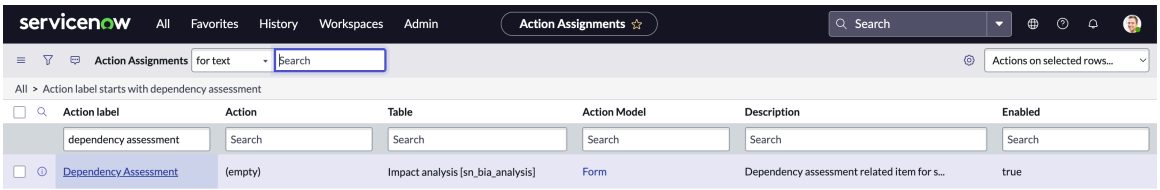
   A list view of the Action Assignments table is displayed as shown in the example.



Action label	Action	Table	Action Model	Description	Enabled
dependency assessment	Search	Search	Search	Search	Search
Remove ({{count}})	(empty)	Problem [problem]	Related List	Remove problems associated to the change	true
Add	(empty)	Plan asset [sn_bcp_plan_asset]	Related List	Add button for Primary Scope for Plans	true
Delete ({{count}})	(empty)	Global [global]	List	Deletes the records joined in the databa...	true
Remove	(empty)	Related plan [sn_bcp_plan_plan]	Related List	Remove items that are selected in the re...	true
Delete	(empty)	label [sys_sensitive_data_handling_regex]	List		true
Delete ({{count}})	(empty)	Data import [sn_ihub_integration_instance]	List	Deletes selected integration records aft...	true
Remove	(empty)	Related asset dependency [sn_bcp_plan_asset_dependency]	Related List	Remove items that are selected in the re...	true
Search For Record	(empty)	Knowledge [kb_knowledge]	Field	Field decorator to disable OOB reference...	false
Add	(empty)	Connected Content [m2m_connected_content]	Related List		true
Add	(empty)	Related asset dependency [sn_bcp_plan_asset_dependency]	Related List		true
Open Price Record	(empty)	Global [global]	Field	Price field declarative action that open...	true
Open Record	(empty)	Global [global]	Field		true
Edit ({{count}})	Edit	Global [global]	List	Open form to edit selected records	true

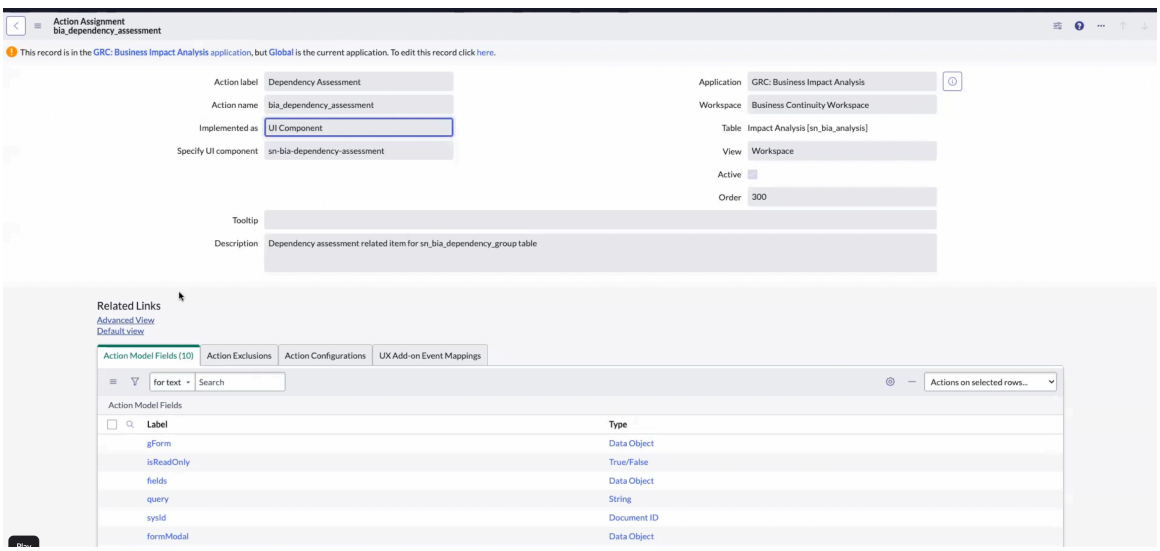
2. In the **Action label** column, enter the name of the assessment such as **Dependency Assessment** and select the assessment.

   A sample text string is displayed in the example.



Action label	Action	Table	Action Model	Description	Enabled
dependency assessment	Search	Search	Search	Search	Search
Dependency Assessment	(empty)	Impact analysis [sn_bia_analysis]	Form	Dependency assessment related item for s...	true

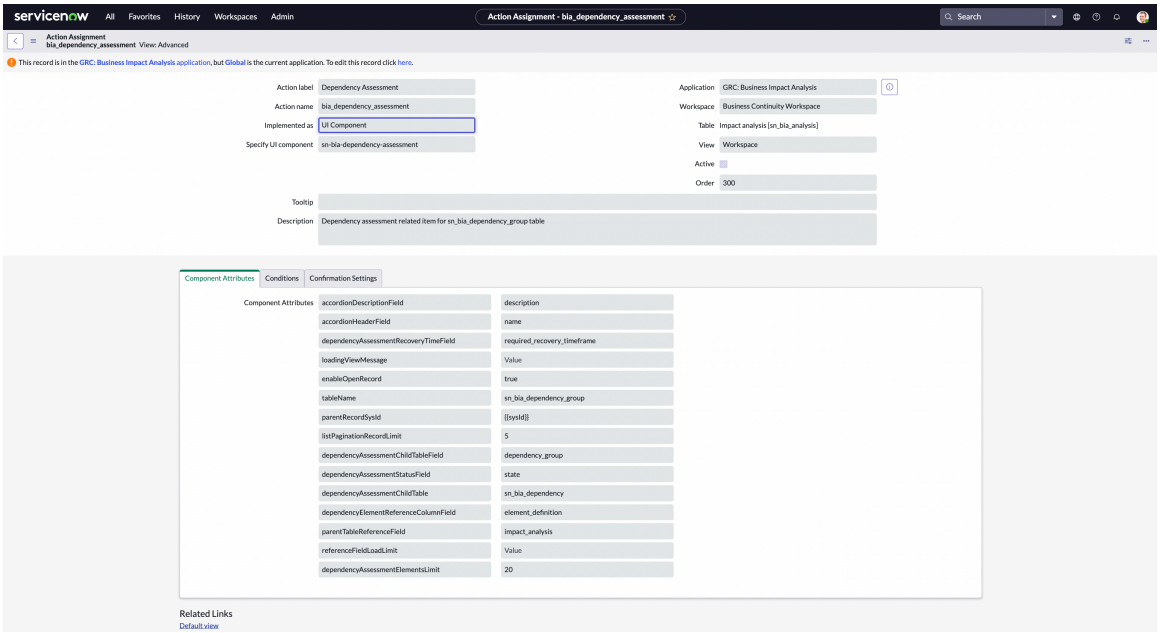
   When you select the assessment, the form view of the Action Assignment table is displayed as shown in the example.



3. In the form view of the Action Assignment table, select **Advanced View**.

   After you've selected the **Advanced View**, the properties for the selected action are displayed in the **Component Attributes** tab as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

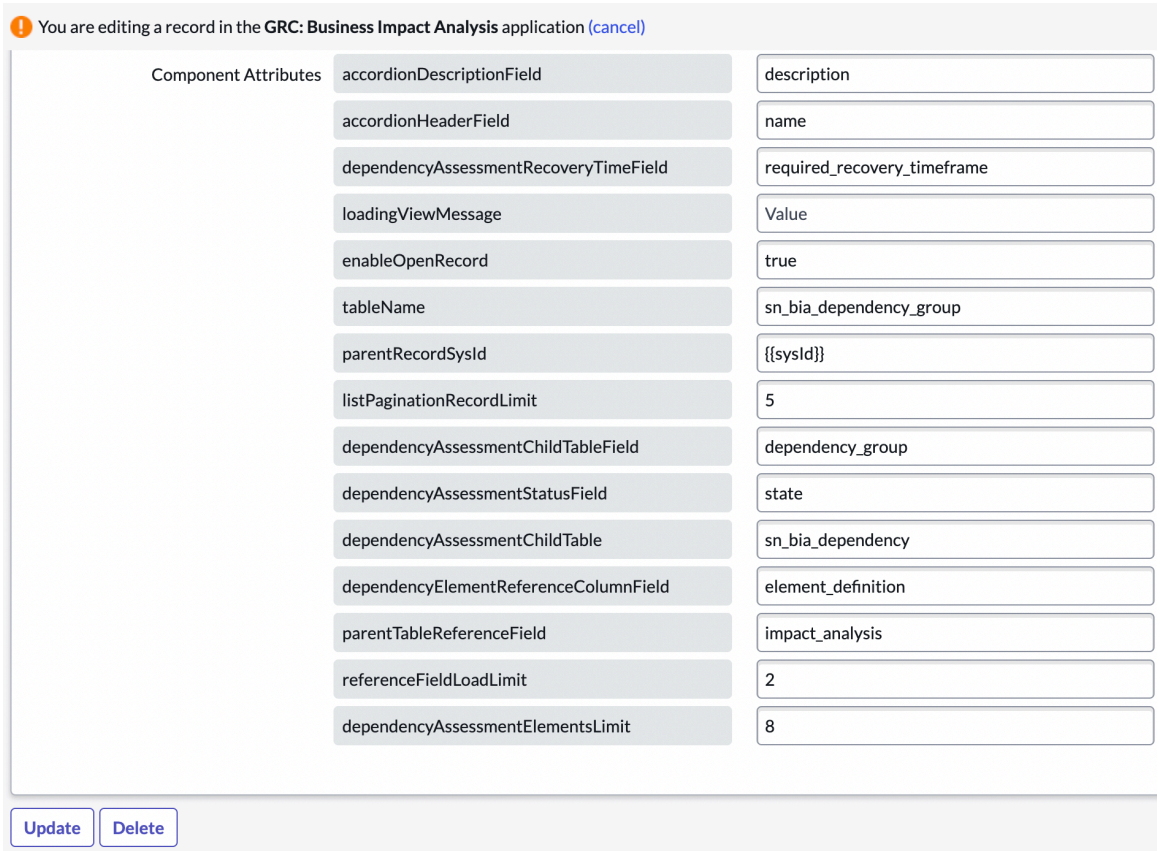


An informational message is displayed on the screen: `To edit this record, click Here`.

4. To update the *`dependencyAssessmentElementsLimit`* property, select **Here** in the informational message.

   By updating the *`dependencyAssessmentElementsLimit`* property, you can control the number of the element definitions for the dependency assessment.

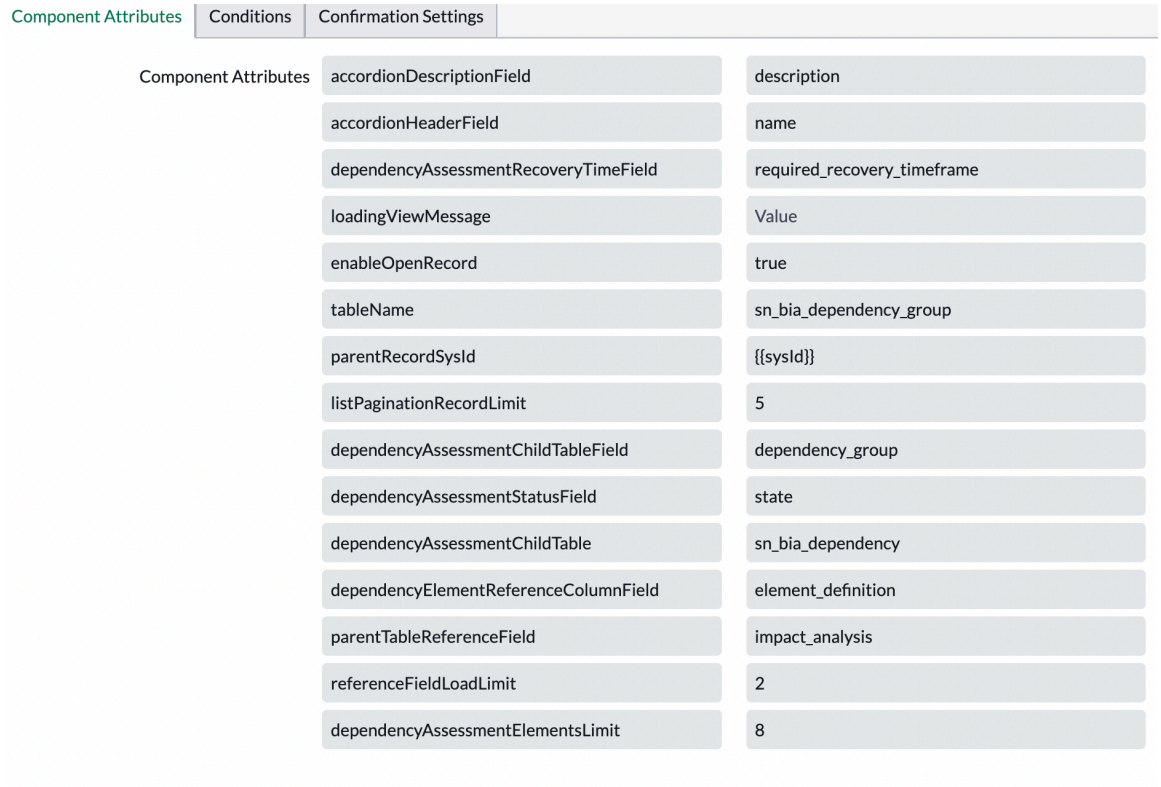
   A sample configuration of the *`dependencyAssessmentElementsLimit`* property is displayed in the example.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Select **Update**.

You've configured the *dependencyAssessmentElementsLimit* property as shown in the example.



The updated number of the element definitions are displayed on the **Dependency Assessment** tab.

Application menu options for BCM users

The table lists the application menu options that are available for the main users of the business continuity management application to view and navigate.

BCM application menu options

For detailed information on user roles, see Roles installed table.

	BCM Admin	As a BCM administrator, you can access all menu options from the Business Continuity menu: • Business Continuity Workspace • Business Impact Analysis • Planning • Crisis Management • BIA Configuration

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

		• Plan Configuration • General Administration
	BCM program manager	As a BCM program manager you can view and access the menu options: • Business Continuity Workspace • To create an impact analysis: **Business Continuity** > **Business Impact Analysis** > **Impact Analysis** • To create a plan: **Business Continuity** > **Planning** > **Plans** • To create an event: **Business Continuity** > **Crisis Management** > **Events**
	BCM planner	As a BCM planner you can view and access the menu options: • Business Continuity Workspace • To create an impact analysis: **Business Continuity** > **Business Impact Analysis** > **Impact Analysis** • To create a plan: **Business Continuity** > **Planning** > **Plans** • To create an event: **Business Continuity** > **Crisis Management** > **Events**
	BCM viewer	To view the workspace: **Business Continuity** > **Business Continuity Workspace**

Setup for the UI Builder

You can set up and extend the BCM Workspace pages and components by using the UI Builder.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About UI Builder

UI Builder is a drag-and-drop Web user interface builder that uses the Next Experience Components and custom web Components.

To build and customize your Workspace pages and components, you must have the ui_builder_admin role.

Navigating to UI Builder in your instance

In your application instance, you can navigate to **All > Now Experience Framework > UI Builder** and select an experience that you want to work in from the UI Builder home page.

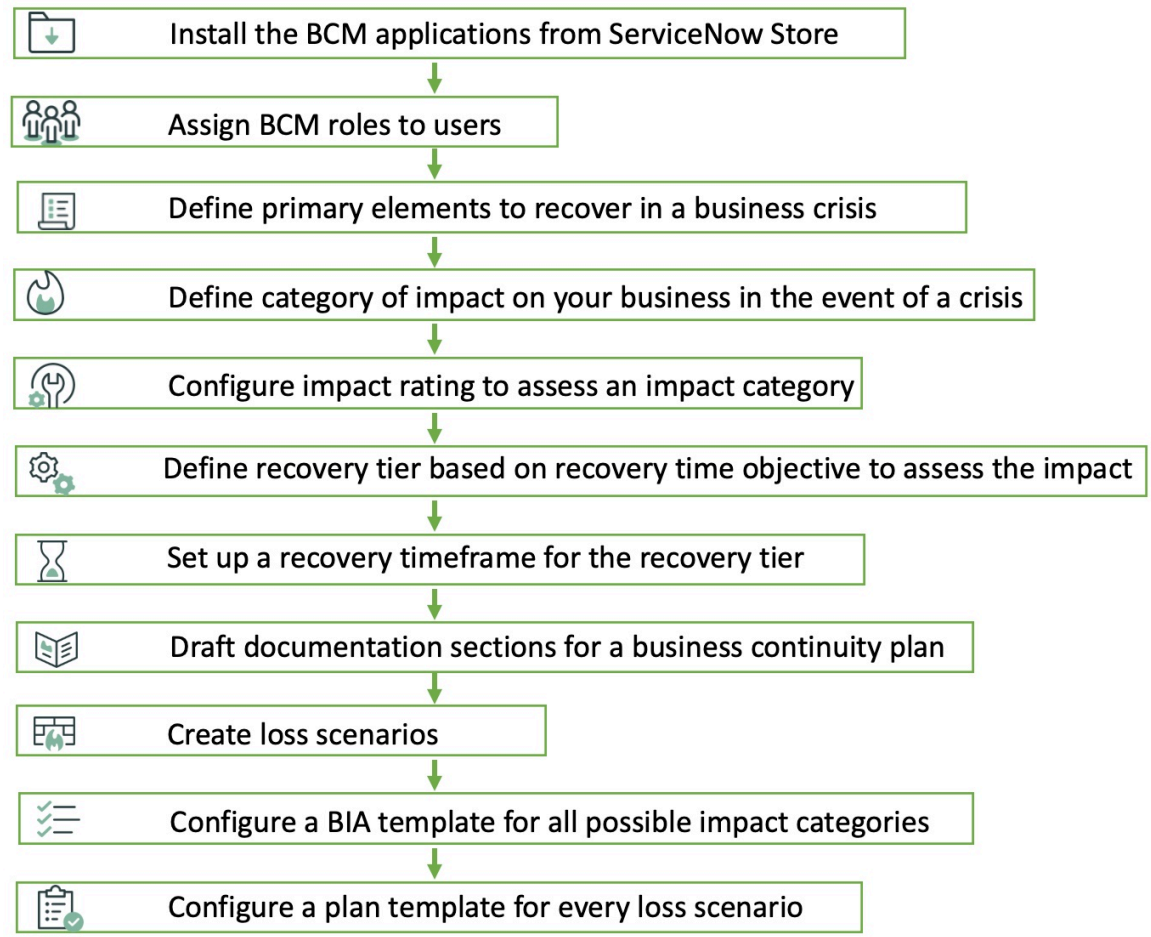
For more information on how to use a UI Builder, see UI Builder quick start.

Business Continuity Management implementation

Use the steps in the Business Continuity Management application checklist to download the Business Continuity Management from the ServiceNow Store, and get it ready for operation.

The flow of implementation steps in the checklist are illustrated here.

Graphical flowchart of BCM implementation checklist



Information on the checklist

For information on the steps that are mentioned in the *Graphical flowchart of BCM implementation checklist*, see the following sections:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- To install Business Continuity Management from ServiceNow Store, see Install Business Continuity Management from ServiceNow Store.
- To learn about BCM roles, see Components installed with Business Continuity Management.
- To learn about the administration setup listed in the flowchart, see General administration setup for BCM. Refer to this section for information on the following tasks:
  - To define the primary elements to recover in a business crisis, see Configure element definition.
  - To define the category of impact on your business in the event of a crisis, see Configure impact category for BIA.
  - To configure an impact rating to assess an impact category, see Configure impact ratings.
  - To define a recovery tier based on the recovery time objective to assess the impact, see Configure recovery tiers for BIA.
  - To set up a recovery timeframe for the recovery tier, see Set up recovery timeframes.
  - To draft the documentation sections for a business continuity plan, see Configure documentation section.
  - To create a loss scenario, see Configure loss scenarios in the plan.
- To configure a BIA template for the impact categories, see Configure BIA templates with legacy assessment.

  Note:
  When you create a business impact analysis in BCM UIB Workspace, you can assign a BCM lead to the analysis in the BIA form itself.

- To configure a plan template for a loss scenario, see Configuring plan template.

  Note:
  When you create a business continuity plan in BCM UIB Workspace, you can assign a BCM lead to the plan in the BCP form itself.

Setting up BCM in the Classic Workspace

Setting up the Business Continuity Management (BCM) application for use requires configuring certain pre-requisite data.

Configuring the BCM application data helps to equip the workspace with the necessary templates for all kinds of crises. You can define elements such as items and assets, categorize impacts, set tier levels for recovery, and timeframes. BCM users can then find all the necessary, correct, and current data required to complete their tasks on the workspace.

The following configurations are required to set up the business continuity workspace for different users who would be using the workspace:

- For user roles and access control limitations to the scoped BCM applications, see Components installed with Business Continuity Management.
- To configure element definitions, see Configure element definitions for Business Continuity Management.
- To configure impact categories, see Configure an impact category for Business Continuity Management.
- To configure an impact rating for an impact category, see Configure an impact rating to assess an impact category.

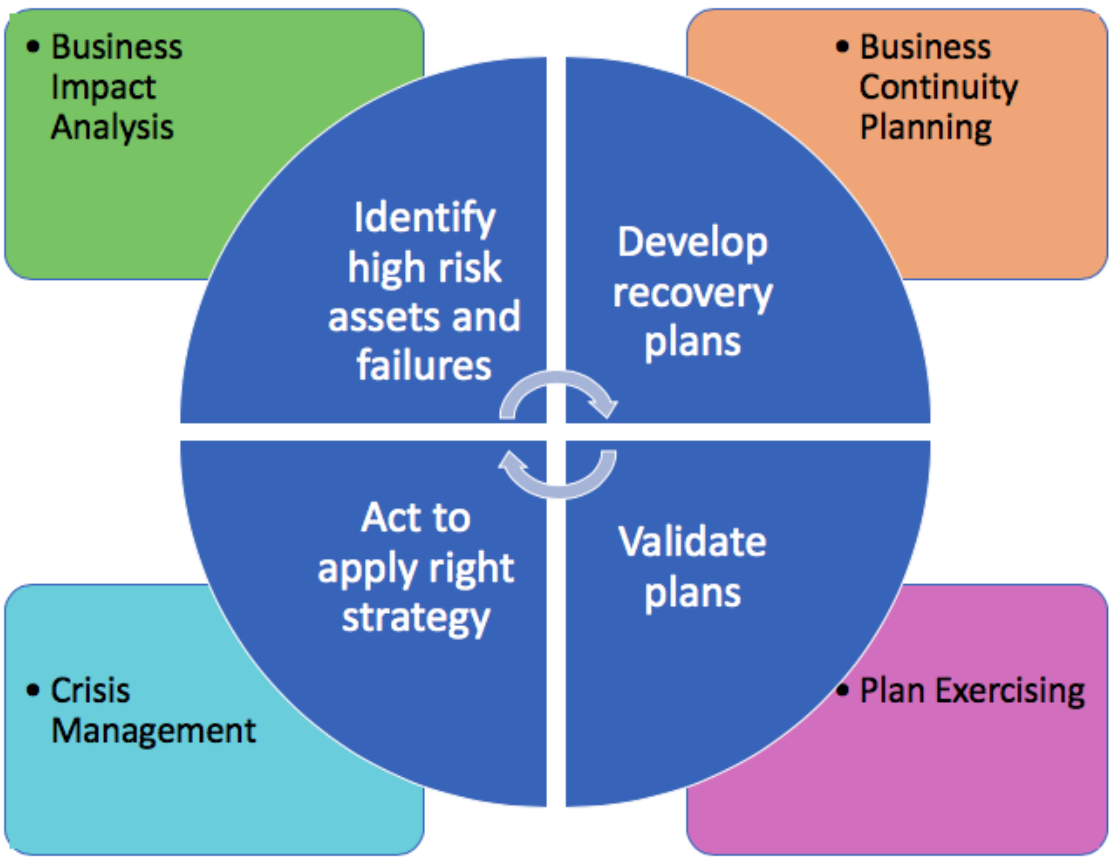
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- To configure a recovery tier to assess an impact, see Configure recovery tier for impact assessment.
- To set up a recovery timeframe for a recovery tier, see Set up recovery timeframe for a recovery tier.
- To configure a documentation section for a plan, see Configure a documentation section for a business continuity plan.
- To configure a grid for column display, see Grid configuration for column display in BIA dependency assessment.
- To identify a loss scenario and add it to the plan, see Configure a plan for a loss scenario.
- To configure a BIA template, see Configure a business impact analysis template.
- To configure a BCP template, see Configure a business continuity plan template.
- To know the application menu options available for different BCM users, see Application menu options for Business Continuity Management users.

BCM UIB Workspace landscape

Use the BCM UIB Workspace like a console to view and manage your business continuity tasks. You can monitor, execute, review, and report on the business impact analyses, business continuity plans, exercises, and crisis events.

Integration of BCM applications



Configure element definitions for Business Continuity Management

Configure element definitions to identify the configuration item that has to be assessed in a business impact analysis and recovered in a business continuity plan.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_bcm.admin

Procedure
1. Navigate to **Business Continuity** > **General Administration** > **Element Definitions**.
2. Click **New**.
3. On the form, fill in the fields.

Element Definition form

Field	Description
Name	Name of the element definition.
Source Table	Table that stores the record details of the configuration item.
Source Table Fields	Column heads of the source table that you can select for reference.
Requires data backup	Option to indicate if the primary element requires a data backup. Technology assets require data backup as they pertain to important IT information stored in a system or database. See View business impact analysis details.

4. Click **Submit**.

Configure an impact rating to assess an impact category

Configure a rating for each category to help you measure the intensity of loss when a business downtime occurs.

Before you begin
Role required: sn_bcm.admin

About this task
You can define the impact ratings to assess an impact category as low, moderate, high, or critical.

Procedure
1. Navigate to **Business Continuity** > **General Administration** > **Impact Ratings**.
2. Click **New**.
3. On the form, fill in the fields.

Impact Rating form

Field	Description
Name	Name of the impact rating.
Value	Numerical value for the impact rating.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Impact Category	Category of impact. For example, Workforce impact, Regulatory impact, Revenue impact, and others.
Impact analysis question	This field appears if the impact category of the business disruption contributes to RPO.
Tolerable	Option for enabling the RTO impact as tolerable. This check box appears only if the impact category contributes to RTO.
Description	Short description about the impact rating

4. Click **Submit**.

Configure recovery tier for impact assessment

Configure and use recovery tier to assign a single recovery time and name to a similar range of recovery time objective (RTO) values.

Before you begin

Role required: sn_bcm.admin

About this task

Recovery tiers are also associated with other organizational expectations such as levels of support, escalation, and communication.
Recovery tiers are used in these areas:

- BIA scores and impact assessment result.
- Element recovery times.

Some examples of recovery tiers include:

- Tier 1 – Mission Critical: 2 hours RTO.
- Tier 5 – Non-Essential: 1 week RTO.

Although there is no limitation to the number of recovery tiers, an organization can set 4 to 6 recovery tiers.

Note:
Recovery tiers are automatically calculated on BIAs and element RTO by selecting the nearest recovery tier maximum time.

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Recovery Tiers**.
2. Click **New**.
3. On the form, fill in the fields.

Recovery Tier form

Field	Description
Name	Name for the recovery tier level.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Recovery time objectives	Metric that calculates how quickly the business should recover an element after a disaster.

4. Click **Submit**.

Grid configuration in BIA dependency assessment

Grid configuration for column display helps you to capture specific columns in the dependency grid that corresponds to an element.

Set up the following configurations to display the desired columns in each dependency group grid by selecting the fields from the configuration table.

- Set up element variable for BIA dependency assessment grid
- Set up grid configuration for BIA dependency assessment

Set up element variable for BIA dependency assessment grid

As a functional system administrator, you can set up an element variable that is specific custom columns, which are required for a particular dependency of an element.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **Business Continuity** > **General Administration** > **Element Variables**.
2. Click **New**.
3. On the form, fill in the fields.

Element variable form

Field	Description
Model	Element definition [sn_bcm_element_definition] reference. You can create multiple element variables for an element definition.
Type	Field class in the model table.
Label	Display name in the dependency group of the BIA dependency grid.
Column name	Name of the column in the table.
Active	Option to activate the element variable.
Read only	Option to render the element variable as read only.
Mandatory	Option to set the element variable as mandatory.
Display	Option to display the element variable.
Enable reporting	Option to report the element variable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Reference Specification	
Reference	Reference to the table that has the element variable.
Reference qual condition	Filter conditions set for the reference.
Choice List Specification	
Choice	Specification of list choice.
Default Value	
Default value	Description for the default value.

4. Click **Submit**.

Set up grid configuration for BIA dependency assessment

Set up the grid configuration to render the BIA dependency assessment grid with configured columns.

Before you begin

Role required: sn_bcm.admin

Procedure

1. Navigate to **All** > **Business Continuity** > **General Administration** > **Grid Configurations**.
2. Click **New**.
3. On the form, fill in the fields.

Grid configuration form

Field	Description
Name	Name of the grid configuration.
Grid category	Grid category for which the configuration is applicable. For example, DEP_ASSMNT.
Element definition	Configuration item to be assessed in the BIA. In grid category, if enable element context is true then grid configuration should be based on element.
Active	Option to set the record active. If the option is disabled then the grid is rendered based on the configured view. Only one active configuration for a category and element should be present.
Grid column configuration	
Field source	Source from which the fields must be selected. For example, dependency, element, and element variable tables.
Source table	Table that has the field.
Field	Name of the field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Order	Order of column appearance in the grid.
Enable filter	Option to set filter on columns.
Enable grouping	Option to enable grouping of columns.
Enable sort	Option to enable sorting of the columns.

4. Click **Submit**.

Set up recovery timeframe for a recovery tier

Set up recovery timeframe that starts from when an incident or crisis happens to the time your business can resume usual operations.

Before you begin

Role required: sn_bcm.admin

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Recovery Timeframes**.
2. Click **New**.
3. On the form, fill in the fields.

Recovery Timeframe form

Field	Description
Name	Name of the recovery timeframe.
Starts at	Start time of the recovery timeframe. Time at which the recovery operations should begin.

4. Click **Submit**.

Configure a documentation section

Configure a documentation section of a plan to describe the plan in structured sections providing a checklist of high level details, purpose of the plan, scope describing purpose of the plan and coverage areas, its goals and success criteria.

Before you begin

Role required: sn_bcm.admin

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Documentation Sections**.
2. Click **New**.
3. On the form, fill in the fields.

Documentation Section form

Field	Description
Name	Name of the documentation section.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Title	Documentation section title.
Description	Brief description about the documentation section.
Default Text	Default text relevant for the documentation section. The text can be edited later when the plan is formulated and the documentation sections are added, in accordance to the plan.

4. Click **Submit**.

Configure a plan for a loss scenario

Loss scenarios are identified and documented so that the plan has the needs and requirements listed for any particular disaster that may strike. Each potential threat requires unique recovery steps and the need for each loss scenario vary. Your plan must be well laid to maintain operations for any potential impacted loss.

Before you begin
Role required: sn_bcm.admin

About this task
Set up the ability to define a loss scenario that can be planned for. You can then include the loss scenario in a plan template to confirm that the BCM program managers and plan owners consider all possible critical loss scenarios.

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Loss Scenarios**.
2. Click **New**.
3. On the form, fill in the fields.

Loss Scenario form

Field	Description
Scenario Name	Name of the impact scenario.
Elements impacted	Items or assets that are impacted because of the loss scenario.
Description	Short note about the loss scenario.

4. Click **Submit**.

Configure a business impact analysis template

Define the business impact analysis (BIA) template to create and assign BIAs with standard object types. The object types can be business processes, applications, facilities, and others, the impact of which are assessed in a BIA.

Before you begin
Role required: sn_bcm.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

By configuring a BIA template, you can:

- Define the primary object type that the template is to be used for.
- Choose the specific impact categories to be assessed during the BIA.
- Define the types of dependencies that should be identified during the BIA.

When you do a business impact analysis of a primary element, you can also assess its recovery time based on whether the element requires a data backup or not. If your primary element is a technology asset that is related to a server or database, then it requires data backup as it stores critical information and adds to business value. You can filter the impact categories that contribute either to Recovery Time Objective or Recovery Point Objective. This helps you to identify the recovery objective of critical primary elements when you do an impact analysis.

If the primary element assessed requires data backup (**Requires data backup** field is **Yes** in Element Definition form), then all the impact categories whether they contribute to Recovery Point Objective or Recovery Time Objective are displayed in the **Impact Categories** field. If the primary element does not require data backup, then the impact categories that contribute to RTO alone are displayed.

Procedure

1. Navigate to **Business Continuity** > **BIA Configuration** > **BIA Templates**.
2. Click **New**.
3. On the form, fill in the fields.

BIA Template form

Field	Description
Name	Name of the BIA template.
Description	Brief description about the template.
Primary Element Assessed	Primary object type or an element for which the template is used.
Impact Categories	Category of impact that an organization can confront. It can be revenue, legal, regulatory, reputation, and others.
Dependency Assessments	Category of items or assets that the business function depends on.
Include CIA	Option to include Confidentiality, Integrity, and Availability to BIA. The field appears only if the **Primary Element Assessed** field requires data backup. If the primary element requires data backup, set the flag as **Yes** in the Element Definitions form. See Configure element definitions for Business Continuity Management.

4. Click **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure a business continuity plan template

Configure the business continuity plan (BCP) template to create and assign business continuity plans with standard object types. The object types can be business processes, applications, employees, hardware, software, and others.

Before you begin

Role required: sn_bcm.admin

About this task

By configuring the plan template, you can:

- Define the primary object type that has to be recovered.
- Define documentation sections that should be included right at the beginning of a plan.
- Identify the loss scenarios and plan accordingly using the template.

Procedure

1. Navigate to **Business Continuity** > **Plan Configuration** > **Plan Templates**.
2. Click **New**.
3. On the form, fill in the fields.

Plan Template form

Field	Description
Name	Name of the plan template.
Description	Brief description about the plan template.
Primary Element Recovered	Primary object type or an element identified to be recovered in the plan.
Plan authoring type	Different phases or sections of a plan that are available as options when you create a continuity plan using this template. These options show as tabs in the BCP workspace as you proceed to complete the plan details. ○ **All** (Default): All options like Documentation, Loss Scenarios, Recovery tasks, and Recovery teams are displayed in the plan that uses this template. You can view these options as tabs in the workspace. ○ **Documentation**: Plan that uses this template displays the documentation option along with selected dependencies. Documentation tab along with Recovery tasks and Recovery teams are available for view in the workspace. ○ **Loss Scenarios**: Displays the loss scenarios along with Recovery tasks, Recovery teams, and other selected

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	dependencies in the plan that uses this template. ○ **Recovery tasks**: Displays recovery tasks and Recovery teams associated to the plan type that uses this template.
Group recovery tasks	Option to pre-group tasks in the Group column of the recovery task grid based on a group by value.
Group by	Field appears if the **Group recovery tasks** option is enabled. Group by value based on which the recovery tasks are pre-grouped in the Group column.

4. Click **Submit**.

Configure an impact category for Business Continuity Management

Configure an impact category to define the timeframe during which the organization would experience a downtime of its business processes. Based on the timeframe, you can determine the recovery time objective (RTO) of the assets that the business process depends on.

Before you begin

Role required: sn_bcm.admin

About this task

Recovery time objective (RTO) measurement helps to verify the key points:

- Assets are recovered in time to support any parent dependencies.
- Identify gaps in asset recovery capabilities.
- Prioritize asset recovery if there is a loss scenario.

While RTO calculates the acceptable time by which the business function is restored, Recovery Point Objective (RPO) confirms that the maximum tolerable data loss for a function is not exceeded.

Procedure

1. Navigate to **Business Continuity** > **General Administration** > **Impact Categories**.
2. Click **New**.
3. On the form, fill in the fields.

Impact Category form

Field	Description
Name	Name of the impact category.
Contributes to	Contribution to RPO or RTO as a result of the impact on business disruption. If the impact category contributes to Recovery Point Objective, then the Impact analysis questions related list appears.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Applicable timeframes	Duration of business process disruption. This field appears only if the **Contributes to** field value is RTO.
Maximum RTO value	Metric that calculates the maximum time limit within which the business must recover an element after a disruption.
Description	Brief description of the impact category.

4. Click **Submit**.
5. If your impact category contributes to the recovery point objective, click the record that you created in the Impact Categories list.

   a. Click **New** in the Impact analysis questions related list.

   b. Enter an impact question on the impact category in the **Question** field.
   The Impact category field auto-populates the category of business impact.

   c. Enter a short description about the impact analysis question in the **Description** field.

   d. Click **Submit**.

Managing BCM workflow tasks

You can use the features and capabilities of the Business Continuity Management application and manage business continuity workflow tasks in BCM Configurable Workspace.

Performing business continuity tasks in BCM Configurable Workspace

Perform the tasks that are outlined in this section to manage business continuity for your organization. You can create a business impact analysis, business continuity plan, an exercise event, or manage a crisis event in Business Continuity Workspace (also known as BCM Configurable Workspace).

See the following sections for performing business continuity tasks in BCM Configurable Workspace:

- For tasks related to a business impact analysis, see Structured workflows for BIAs.
- For tasks related to a business continuity plan, see Structured workflows for BCPs.
- For tasks related to an exercise event, see Structured workflows for exercises.
- For tasks related to a crisis event, see Structured workflows for crisis events.

Structured workflows for BIAs

Perform the tasks that are outlined in this section to create a business impact analysis in Business Continuity Workspace (also known as BCM Configurable Workspace).

Typically, the business impact analysis owner performs the following tasks:

- Create a business impact analysis. For more information, see Create a business impact analysis.
- Assess the impact categories and submit the analysis for a review and approval.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
If an approval record is already created for a BIA, the **Approve** or **Reject** buttons are not displayed in the BIA form.

For more information, see Assess impact categories and dependencies.

- As the BCM lead, approve the BIA. For more information, see Approve the business impact analysis.
- Generate and save the PDF of the analysis for reference.

BIA updates in the Xanadu release

Beginning with the Xanadu release, the reliability of business impact analysis is enhanced through the implementation of following updates.

- Access the latest BIAs of the dependent items and their recovery objectives such as Recovery Time Objectives (RTOs), Recovery Point Objectives (RPOs), and Recovery Tiers.
- Configure the columns in the dependency assessment of a BIA.
- Schedule automated updates for the dependencies from the CMDB.
- Configure the updates to be done after a manual review.

Note:
If an approval record is created for a BIA, the **Approve** or **Reject** button is not displayed on the BIA form. For a user to view the **Approve** or **Reject** button, the following conditions must be fulfilled:

- The user should have the sn_bia.bia_manager role.
- The BIA should be in the **Pending approval** state.
- The BIA should not have any approval records created.

Additional information on Business Impact Analysis

- For information on the **Business impact analysis** tab in the Home page, see Home page view.
- For information on business impact analysis, see Business impact analysis.
- For information on the administrative tasks in business impact analysis, see Setup for a business impact analysis.

Impact categories and ratings

Impact categories are the types of an impact that you can assess during a business impact analysis. The BCM administrator of an organization is responsible for defining the impact categories and the timeframe during which an organization may experience a downtime. This information is used to determine the recovery time objective and recovery point objective of the assets.

Broad classification of the impact categories

When a business service, process, or application experiences downtime due to a disruptive event, its impact can be classified in various broad categories:

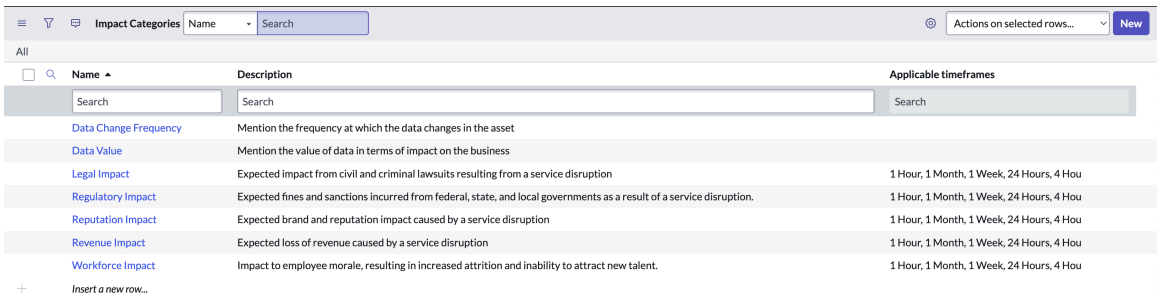
- Legal impact: Classified as an impact with legal implications such as a civil lawsuit or fines that result from a service disruption.
- Regulatory impact: Classified as an impact due to a change in the existing regulation or the introduction of a new policy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Reputation impact: Classified as an impact to the brand image and reputation of a company.
- Revenue impact: Classified as an impact due to financial losses or low revenues.
- Workforce impact: Classified as an impact of a disruptive event on the workforce. For example, a company experiences an increased attrition rate and low employee morale post the pandemic.

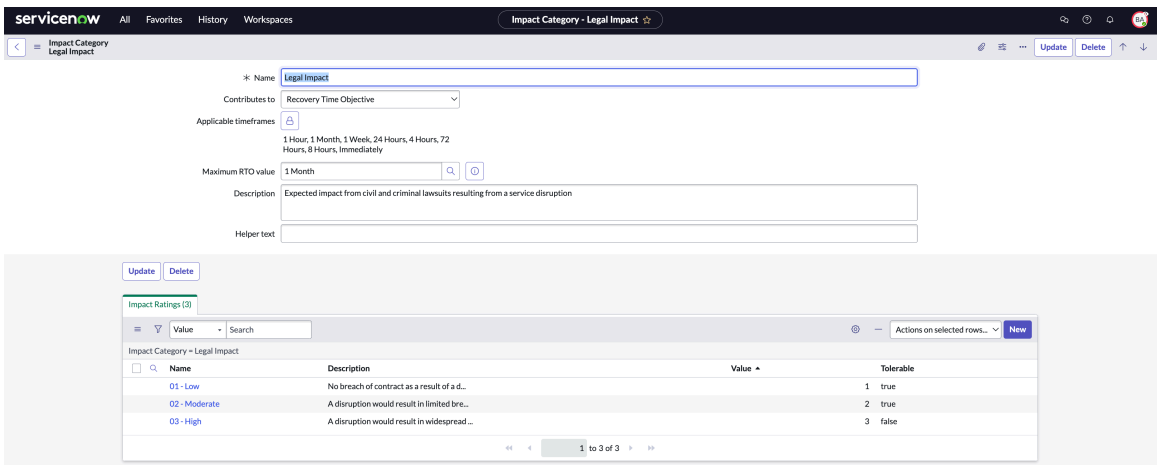
Impact categories in BCM

With the BCM administrator role, you can view the impact categories that are installed with demo data and set up new impact categories in the **Impact categories** module of the BCM application. The following example shows the impact categories that are installed with demo data in an instance.



Configuration of an impact category

The BCM administrators can configure or modify the impact categories by adding key information about the impact. The following example shows the configuration details of an impact category in an instance.



The BCM administrators can configure the following details of a new impact category:

Name

Classify the impact of a downtime for your service, process, or applications by adding an appropriate name for the impact such as Legal or Reputational impact.

Contributes to

Select whether the impact contributes to recovery time objective or recovery point objective.

Applicable timeframes

Set the applicable timeframe for the impact category.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Maximum RTO value

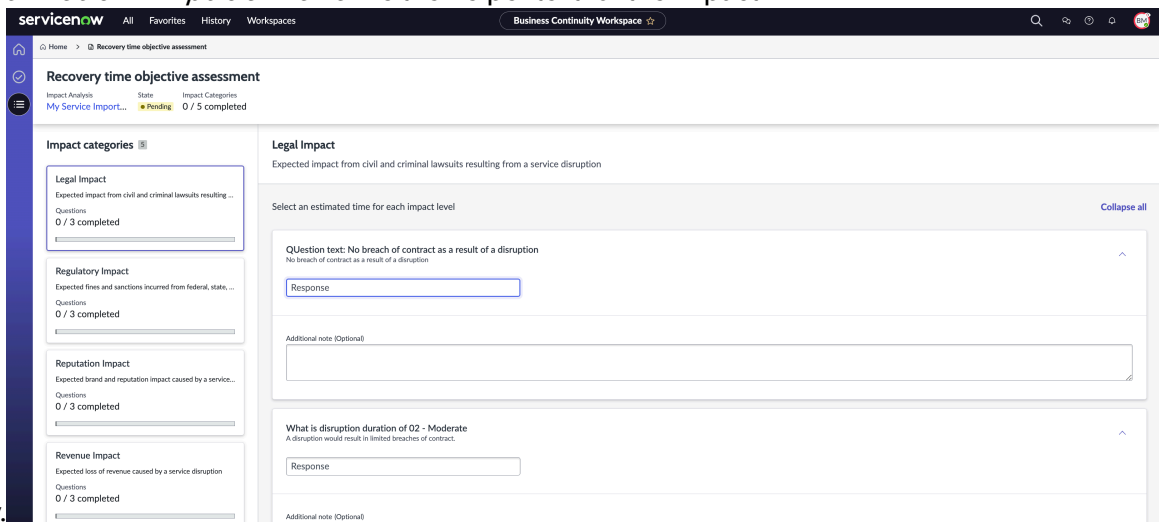
Define the maximum RTO value for the impact category.

Description

Add description for the impact category.

Helper text

Add the helper text that provides a hint to the users on how to respond to the assessment questions. The helper text is then displayed for the user in the business impact analysis record. In the following example, *`Select an estimated time for each impact level`* is the helper text for the impact category.

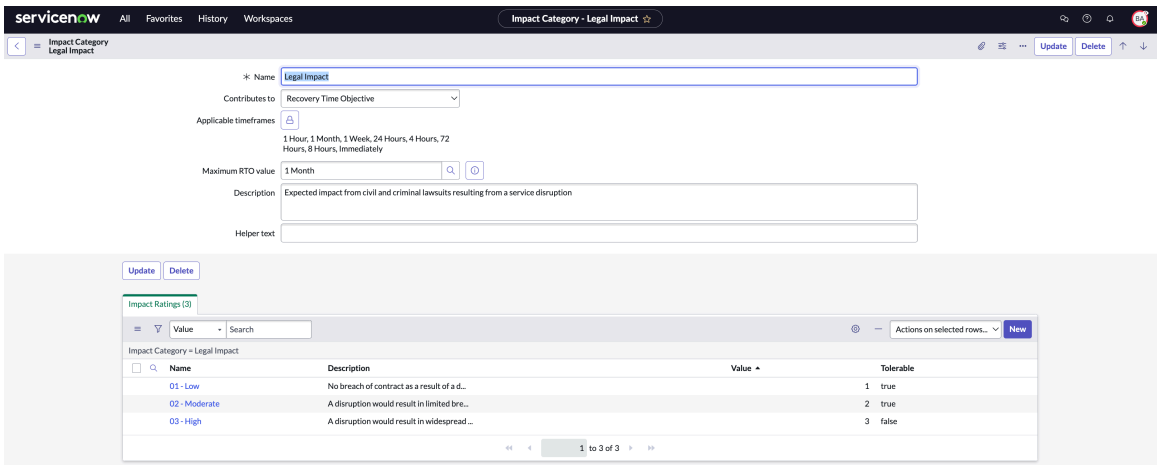


Impact category configuration by the administrators

For more information on how to configure an impact category with the sn_bcm.admin role, see Configure impact category for BIA.

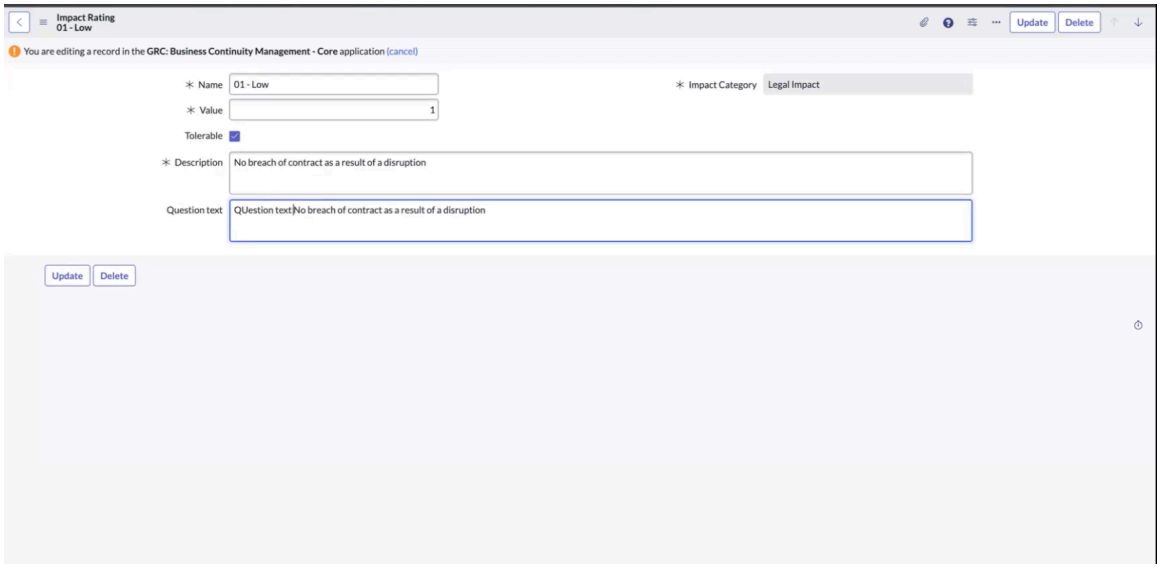
Impact ratings in BCM

If you have the BCM administrator role, you can view the impact ratings that are installed with demo data and define specific impact ratings in the **Impact ratings** module. The following example shows the impact ratings that are installed with demo data for an impact category.



The impact ratings for an impact category are shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Configuration of an impact rating

The BCM administrators can configure the following details of an impact rating for the business impact analysis:

Name

Assign a unique name to the impact rating.

Impact Category

Classify the impact category that the impact rating is associated with.

Value

Assign a unique numerical value to each impact rating. The same value can not be reused for any other impact rating in the BCM application.

Tolerable

Select the option for enabling the RTO impact as tolerable. This check box appears only if the impact category contributes to the recovery time objective.

Description

Add the description about the impact rating.

Question text

Revise the question text in the Impact Rating record for the recovery time objective of an impact category. The revised question is then displayed in the RTO assessment form of the business impact analysis record.

Impact rating configuration by the administrators

For more information on how to configure an impact rating with the sn_bcm.admin role, see Configure impact ratings.

RTO, RPO, and recovery tiers

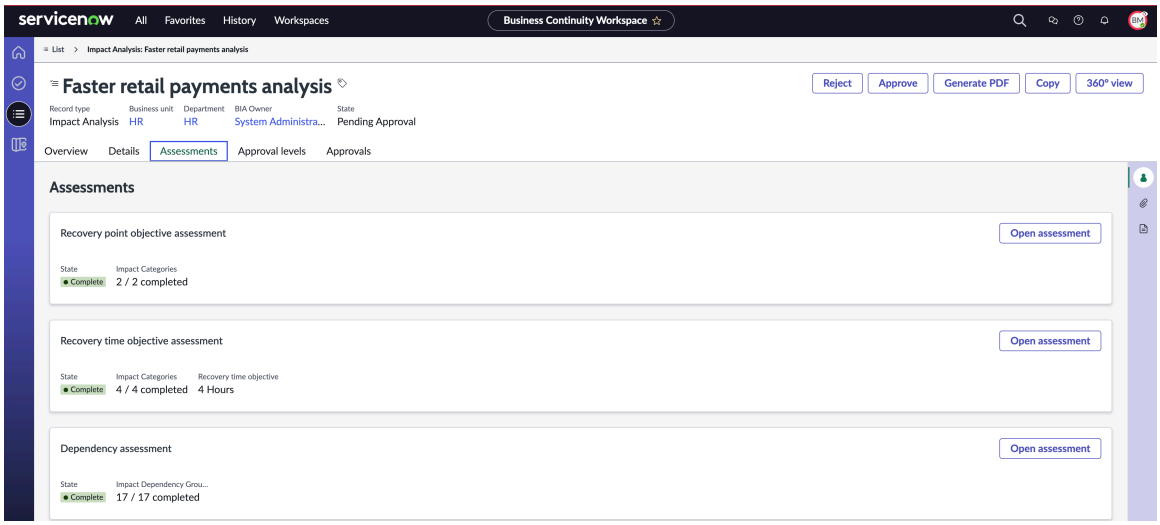
Due to unforeseen disruptive events, the business processes in your organization can face a downtime. It is important to classify your business processes in the recovery tiers and calculate the amount of time and amount of data loss that your organization can handle without significant effect on the operations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

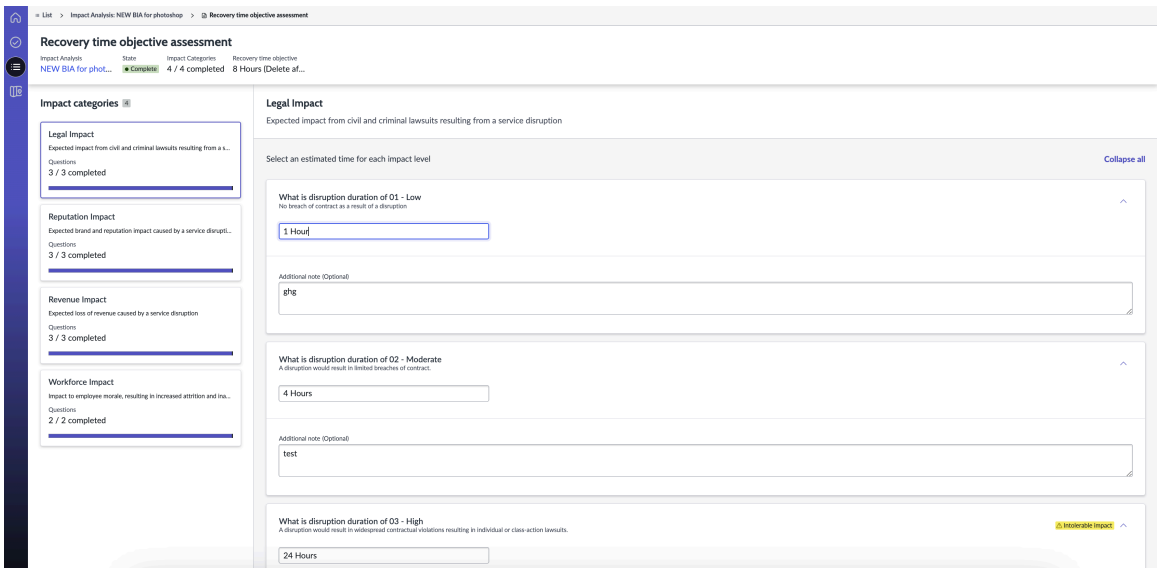
Recovery time objective

Recovery time objective (RTO) is the maximum amount of time a computer, system, network, or application takes to recover after an outage event or data loss without causing much effect to your business operations.

The business users and IT owners can perform business impact analysis and technical impact analysis respectively by responding to the assessment in the BIA component in the BCM UIB Workspace. A sample view of the **Assessments** tab is shown in the following example.



If you are the business user, you can estimate the recovery time objective for your business services and processes by responding to the Recovery time objective assessment in the **Assessments** tab. The questions are displayed in the **Recovery time objective assessment** tab according to the configuration set up by the BCM administrator. A sample Recovery time objective assessment with demo data is shown in the following example.



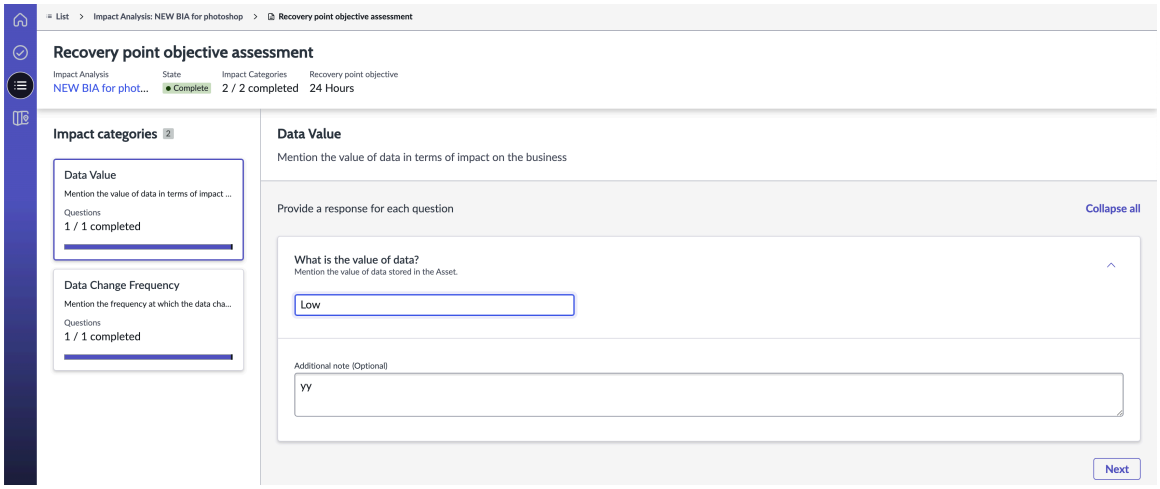
Recovery point objective

Recovery point objective (RPO) defines the maximum acceptable data loss that a business process can handle without significant effect on operations.

If you are the IT owner, you can estimate the recovery point objective for your data applications and systems by responding to the Recovery point objective assessment in the BIA. Based on the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

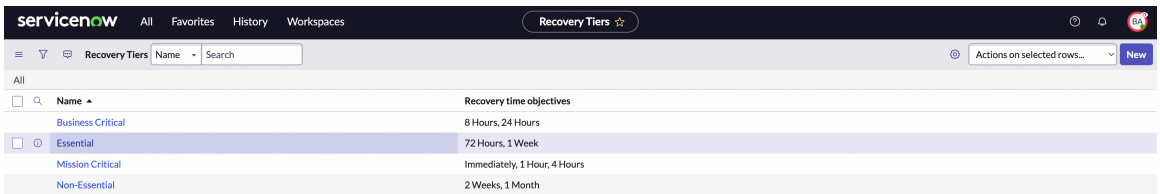
configuration set up by the BCM administrator, the questions are displayed in the **Recovery time objective assessment** tab as shown in the following example.



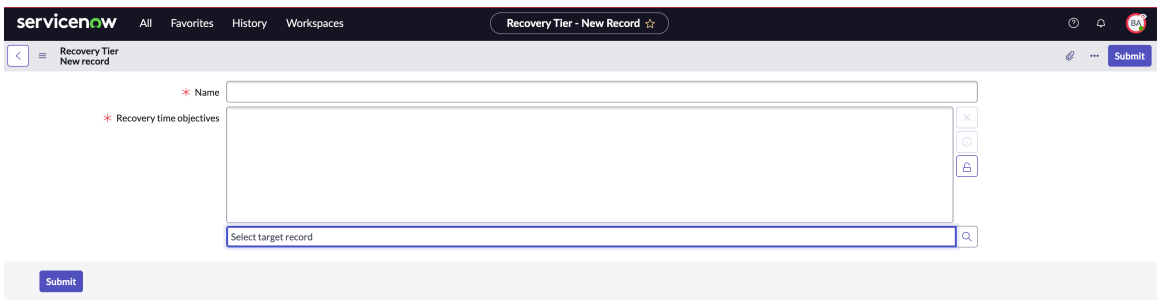
Recovery tier

If you are the BCM administrator, you can classify a set of business applications that follow a similar range of recovery time objective (RTO) values in one type of recovery tier. For example, for the Mission Critical recovery tiers, recovery time objectives can be Immediately, one Hour, and four Hours.

The recovery tiers and their associated recovery time objectives are displayed in the following example.



The BCM administrator can configure a recovery tier and set its recovery time objective as shown in the following example.



Recovery tiers are also associated with other organizational expectations such as levels of support, escalation, and communication. Recovery tiers are used in the following areas:

- BIA scores and impact assessment result
- Element recovery times

Although there is no limitation to the number of the recovery tiers, an organization can set 4 to 6 recovery tiers. Recovery tiers are automatically calculated on BIAs and element RTO by selecting the nearest recovery tier maximum time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Recovery tiers can be classified as per their importance and criticality:

- Mission Critical
- Business Critical
- Essential
- Non-essential
- Critical
- Non-Critical

Recovery tier configuration by the administrators

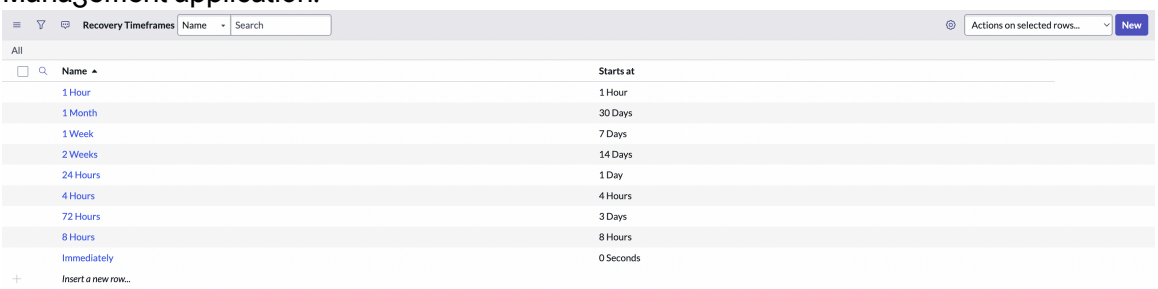
For more information on how to configure a recovery tier in the Business Continuity Management application, see Configure recovery tiers for BIA.

Recovery timeframe

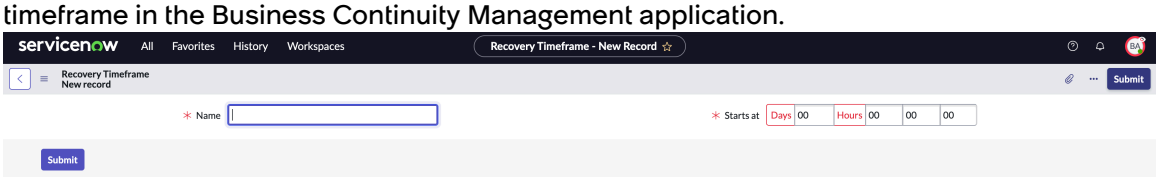
You can set up the recovery timeframe for a recovery tier. It is the timeframe that starts from when a disruptive event happens to the time when your business can resume usual operations. The BCM administrator can configure the recovery timeframe and its start time. You can configure different recovery timeframes as shown in the following example:

- Immediately
- 1 Hour
- 4 Hours
- 8 Hours
- 24 Hours
- 72 Hours
- 1 Week
- 2 weeks

The following example shows the configured recovery timeframes in the Business Continuity Management application.



The following example shows the configuration of a recovery timeframe in the Business Continuity Management application.



For more information on how to configure a recovery timeframe in the Business Continuity Management application, see Set up recovery timeframe for a recovery tier.

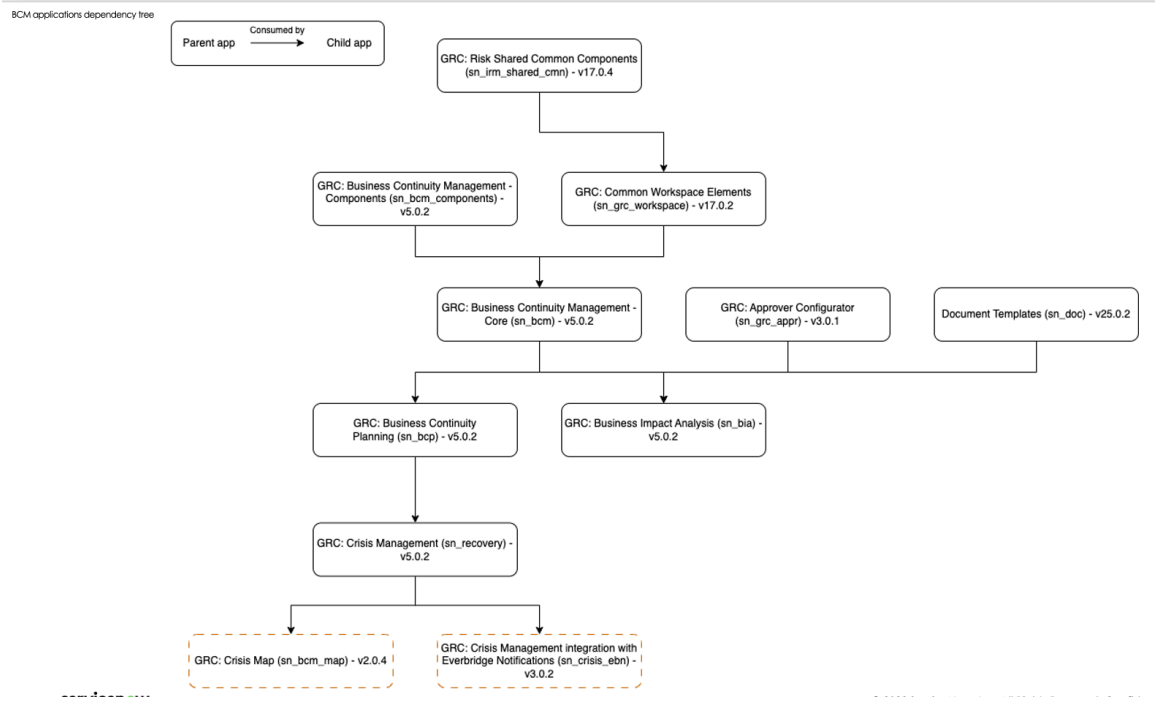
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Calculating RTO and RPO

The BCM application provides an assessment questionnaire for calculating the recovery time objective (RTO) and recovery point objective (RPO) in the business impact analysis (BIA). As a pre-requisite to the BIA, the BCM administrator defines the impact ratings and sets up the assessment questions. After receiving the responses to the assessment, the BCM application calculates the RTO and RPO.

BCM dependency tree

Before calculating the recovery time objective (RTO) and recovery point objective (RPO) in the business impact analysis (BIA), ensure that all the required BCM applications are installed. The following illustration depicts the BCM dependency tree which shows how the parent applications are consumed by the child applications.

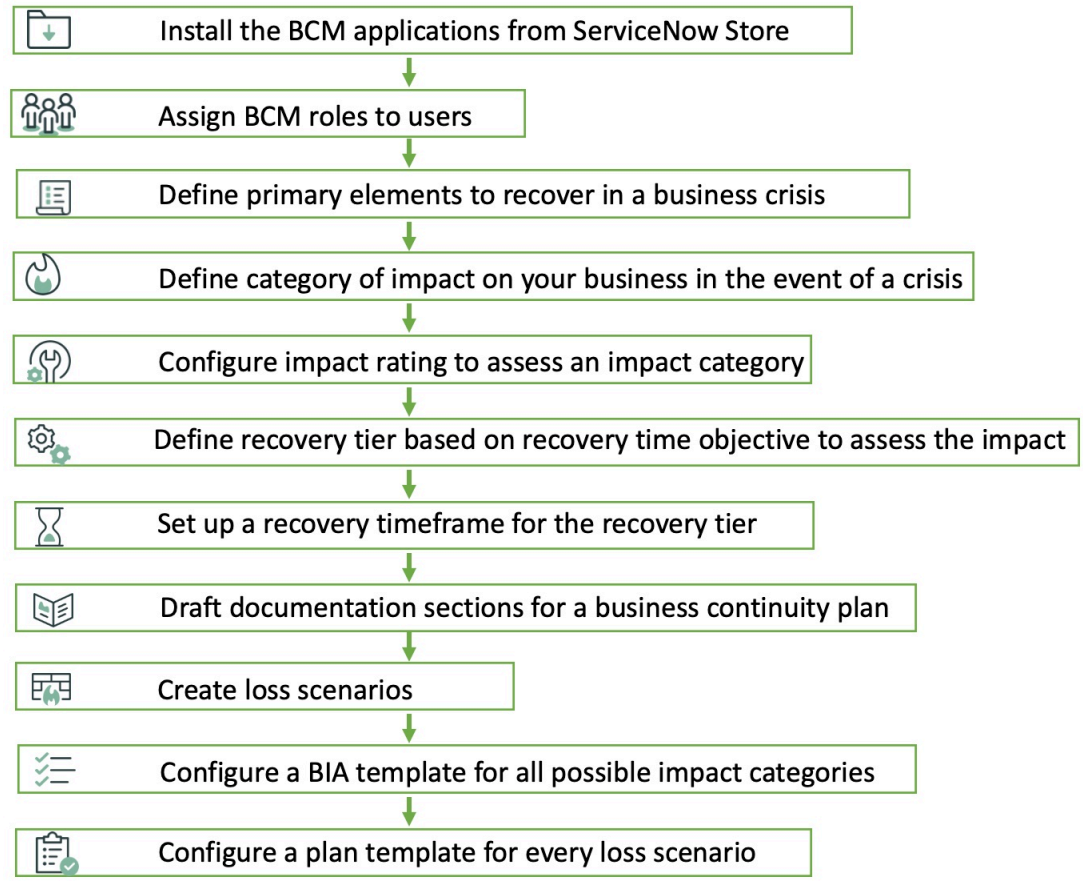


BCM implementation

Setting up the impact ratings to evaluate an impact category is a crucial step in business continuity management. To grasp the importance of configuring these impact categories, refer to the steps needed for implementing the BCM process, as outlined in the checklist.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Graphical flowchart of BCM implementation checklist

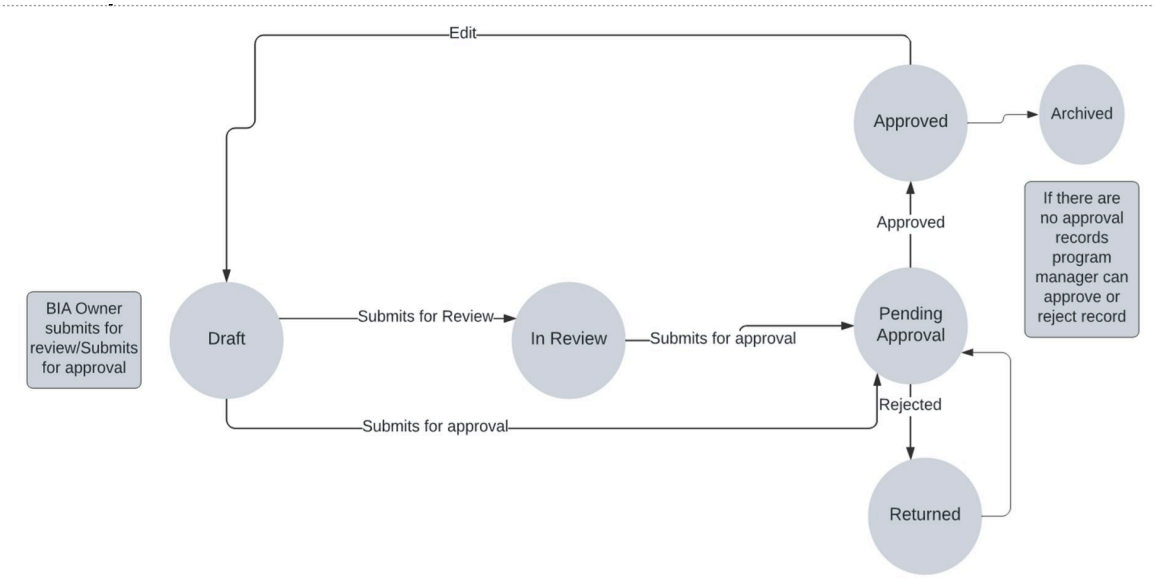


BIA workflow

When a business impact analysis (BIA) owner submits the BIA for a review, the BIA is updated to the review state. The BIA owner responds to the questions in the assessment questionnaire. If you are an IT analyst or IT owner, you can estimate the recovery point objective for your data applications and systems by responding to the Recovery point objective assessment in the BIA. Based on the configuration set up by the BCM administrator, the questions are displayed in the **Recovery point objective assessment** tab of the BIA.

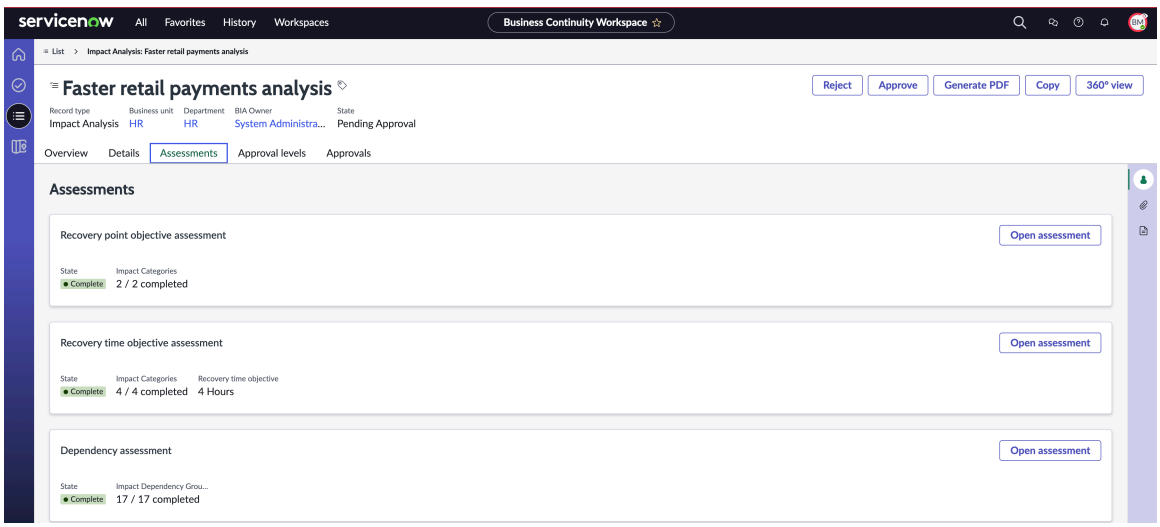
A sample BIA workflow is shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Responding to the assessments

The business users and IT owners perform business impact analysis by responding to the assessments in the BIA component in the BCM UIB Workspace. A sample view of the **Assessments** tab is shown in the following example.



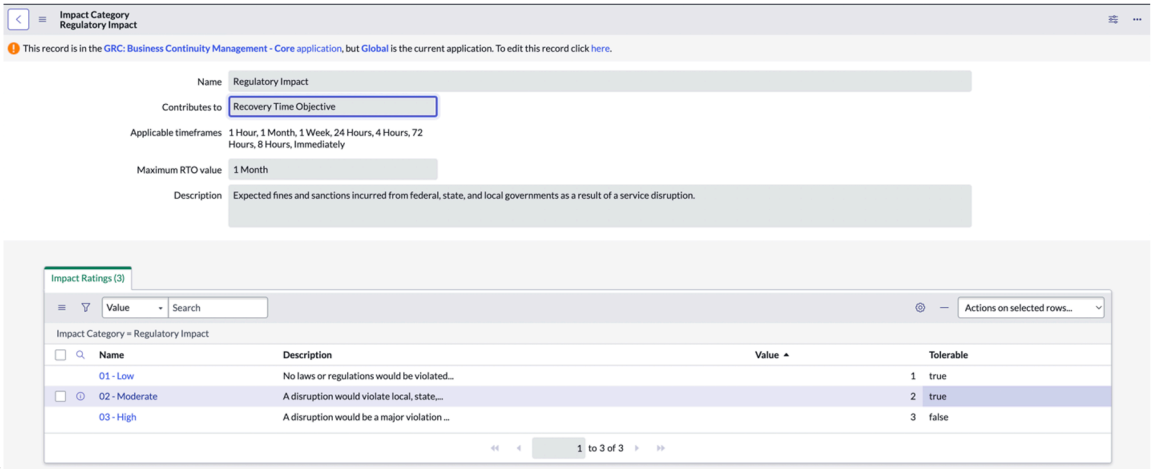
If you are the IT owner, you can estimate the recovery point objective for your data applications and systems by responding to the Recovery point objective assessment in the BIA.

Administrator view for configuring impact category and ratings

The BCM administrators configure the assessment questionnaire to include one or more impact ratings such as **Low**, **Moderate**, or **High** for an impact category. The Impact

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Ratings related list is displayed in the Impact Category record as shown in the following example.



The BCM administrator specifies a threshold of non-tolerance for the impact ratings according to impact category. The disruption duration for the first non-tolerable impact category is selected for the recovery time objective (RTO). The impact ratings have the following specified values:

- Low = 1
- Moderate = 2
- High = 3

The rating for the impact category is calculated based on the disruption duration as shown in the example.

Calculating the impact category

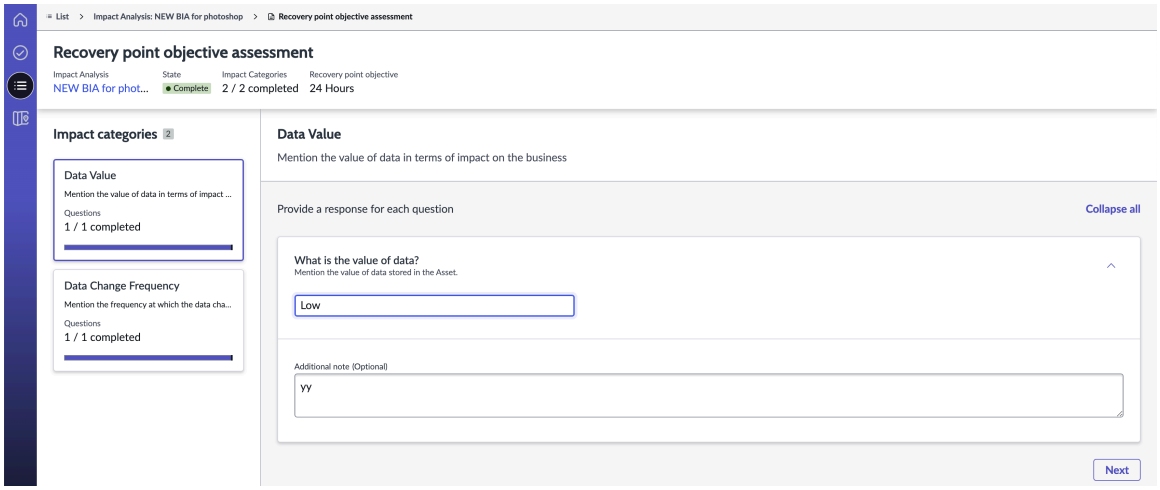
Regulatory Impact

Expected fines and sanctions incurred from federal, state, and local governments as a result of a service disruption.

Impact Rating	Description	Disruption Duration
01 - Low	No laws or regulatio...	4 Hours
02 - Moderate	A disruption would v...	24 Hours
03 - High	A disruption would ...	72 Hours

Based on the configuration set up by the BCM administrator, the questions are displayed in the **Recovery point objective assessment** tab as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Calculation of RPO score for the BIA with examples

Consider the following scenario where each question response has a numeric value. The application calculates the category score for each RPO impact category based on the highest response value.

BIA:	AMS Data center		
Impact category	**Question**	**Answer (value)**	**Category score**
Data value	What is the value of data?	Medium (30)	40
	What is acceptable loss of data?	**High (40)**	
Data change frequency	What is the data change frequency?	**Low (20)**	20

The application selects the highest category score from all the RPO categories. In the following example, the highest category score is 40.

BIA:	AMS Data center		
Impact category	**Question**	**Answer (value)**	**Category score**
Data value	What is the value of data?	Medium (30)	**40**
	What is acceptable loss of data?	High (40)	
Data change frequency	What is the data change frequency?	Low (20)	20

The application uses the Score Timeframe Mapping, defined at the template level, to determine the appropriate timeframe value. In the example, the category score is 40, which falls between the lower and upper threshold scores. The timeframe mapped to this score is "Immediately." Therefore, the system-calculated RPO value is "Immediately."

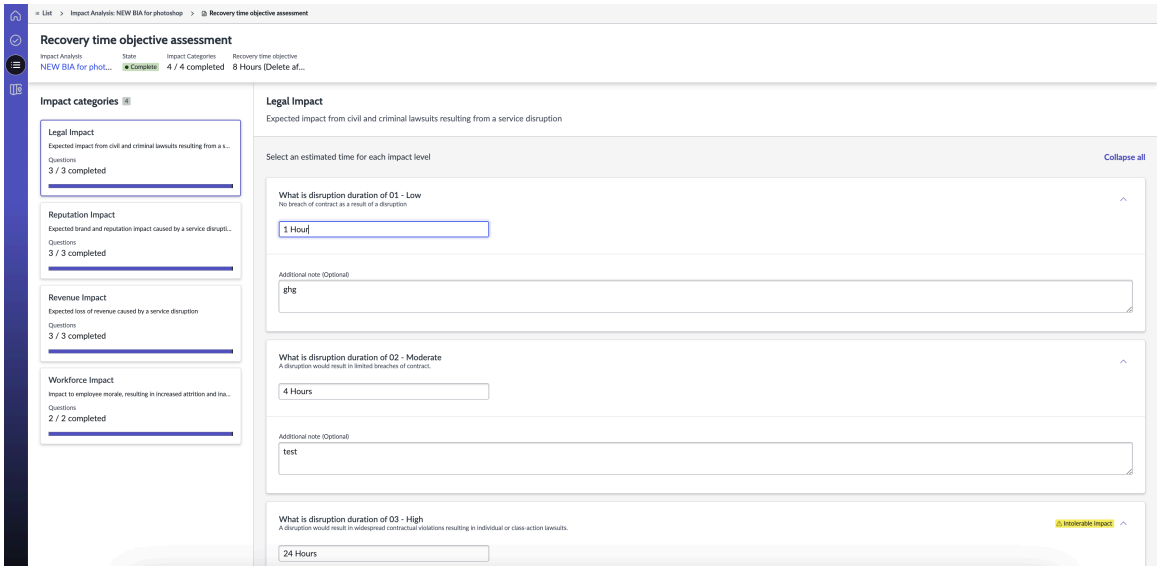
Impact category	Question	Answer (value)	Category score
Data value	What is acceptable loss of data?	High (40)	**40**

BIA template:	Data Center Analysis Template	
Lower threshold score	**Upper threshold score**	**Timeframe**
0	10	1 Week
11	20	24 Hours
21	60	**Immediately**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Recovery time objective assessment

If you are the business user, you can estimate the recovery time objective for your business services and processes by responding to the Recovery time objective assessment in the **Assessments** tab. The questions are displayed in the **Recovery time objective assessment** tab according to the configuration set up by the BCM administrator. A sample Recovery time objective assessment is shown in the following example.



Calculation of RTO score for the BIA with examples

Consider the following scenario where each question response is assigned a numeric value. The application identifies the highest tolerable value for each RTO Impact category.

BIA:	AMS Data center			
Impact category	**Impact rating**	**Answer**	**Tolerable**	**Value**
Legal Impact	Low	1 Hour	True	10
	Moderate	**4 Hours**	**True**	**20**
	High	8 Hours	False	30
Revenue Impact	Low	8 Hours	True	10
	Moderate	**72 Hours**	**True**	**20**
	High	1 Month	False	30

The application then calculates the “Tolerable downtime” value for each RTO Impact category as the Impact rating with a value higher than the highest tolerable value. If no value exists, the application uses the maximum RTO value (that is defined at the Impact category) as the “Tolerable downtime.” The system calculates the RTO score based on the lowest “Tolerable downtime” value from all RTO impact categories.

In the following example, the RTO score based on the lowest “Tolerable downtime” value is 8 Hours.

Note:
RTO cannot be calculated when the Recovery tier doesn’t exist for the “Tolerable downtime” value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

BIA:	AMS Data center			
Impact category	**Impact rating**	**Answer**	**Tolerable**	**Value**
Legal Impact	Low	1 Hour	True	10
	Moderate	**4 Hours**	**True**	**20**
	High	8 Hours	False	30
Revenue Impact	Low	8 Hours	True	10
	Moderate	**72 Hours**	**True**	**20**
	High	1 Month	False	30

Sample RTO calculation

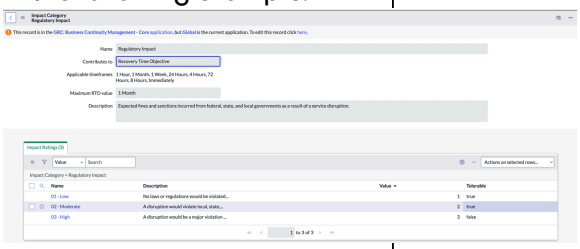
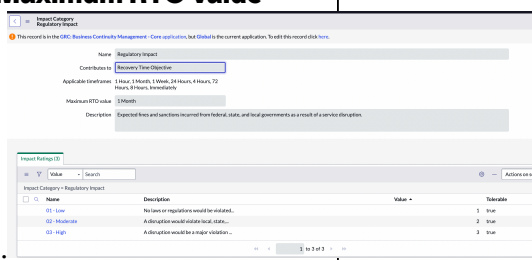
Consider the following scenario for another sample RTO calculation. The BCM administrator has configured an intolerable impact rating for the Revenue impact category and defined the intolerable impact. If you are the business impact analysis owner, you must identify the timeline at which the revenue impact may go beyond $1M. See the sample RTO calculation for different scenarios as shown in the following table.

Sample scenarios

Scenario	Non-tolerable impact	Description
Scenario 1	In the Impact Ratings table, the **Tolerable** field is set to **false**.	If the administrator has specified that Low regulatory impact is non-tolerable, its corresponding disruption duration is set as the recovery time objective (RTO). In this example, the disruption duration for the **01 - Low** impact rating is set to 4 hours. Therefore, the recovery time objective (RTO) for the impact category is above 4 hours. Even if the moderate impact disruption duration is shorter, the calculation selects the value from the first alphanumerically sorted impact rating that has the **Tolerable** field set to **false**.
Scenario 2	In the Impact Ratings table, the **Tolerable** field is set to **false**.	If the administrator has specified that Moderate regulatory impact is non-tolerable, its corresponding disruption duration is set as the recovery time objective (RTO). In this example, the disruption duration for **02 - Moderate** impact is set to 24 hours. Therefore, the recovery time

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sample scenarios (continued)

Scenario	Non-tolerable impact	Description
		objective (RTO) for the impact category is above 24 hours.
Scenario 3	In the Impact Ratings table, the **Tolerable** field is set to **false**.	If the administrator has specified that High regulatory impact is non-tolerable, its corresponding disruption duration is set as the recovery time objective (RTO) as shown in the following example.  In the tabular example, the disruption duration for **03 - High** impact is set to 72 hours. Therefore, the recovery time objective for the impact category is above 72 hours.
Scenario 4	The **Tolerable** field for the Low, Moderate, and High impact ratings is set to **true**.	If the administrator has set all the impact ratings as tolerable, the value specified in the **Maximum RTO value** field in the template is selected as the recovery time objective (RTO). In the following example, the administrator has set all the impact ratings as tolerable. Therefore, the recovery time objective (RTO) is one month according to the value specified in the **Maximum RTO value** field. 

Calculation of overall impact assessment result for a BIA

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When you update the **Disruption Duration** of an impact category, the RTO of the BIA is automatically updated. The RTO of the BIA is set as the lowest tolerable downtime from each impact category.

For example, consider a BIA having four impact categories – Legal, Reputation, Workforce, and Regulatory. When you update the disruption duration value of the legal impact category, then the RTO value of the BIA is recalculated based on the lowest tolerable disruption duration from each impact category. The Recovery Tier varies from organization to organization and is set based on the recalculated RTO value.

RTO value	Recovery Tier
Immediate	Mission Critical
1 Hour	Mission Critical
4 Hours	Mission Critical
8 Hours	Business Critical
24 Hours	Business Critical
72 Hours	Essential
1 Week	Essential
2 Weeks	Non-Essential
1 Month	Non-Essential

BIA states and UI actions

When you create a business impact analysis, certain UI actions are associated with each state.

States and their UI associated actions in a business impact analysis

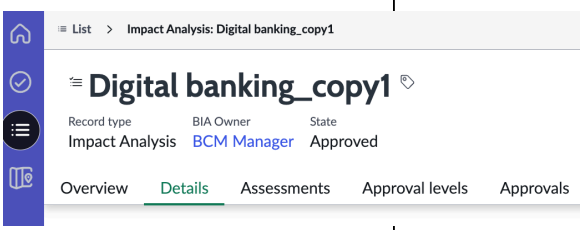
The states and their UI associated actions in a business impact analysis are described in the following table.

States and their associated UI actions in a business impact analysis

State of the business impact analysis	UI action	Description of the action
Draft	In the Business Impact Analysis record Lists view, select **New**. **Note:** You can also navigate to the **Business Impact Analysis** section of the Home page and select **Create BIA**.	When you select **New** in the Create New Impact analysis form or **Create BIA** in the Home page, a record is created in the **Draft** state by default. On the **Details** tab, you can add details of the business impact analysis (BIA). On the **Assessments** tab, you can respond to the Recovery point objective assessment, Recovery time objective

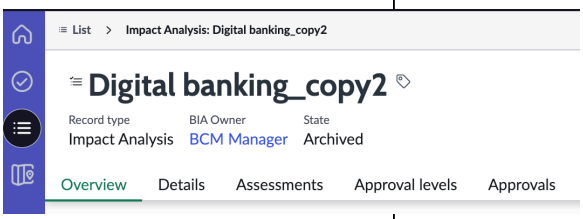
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States and their associated UI actions in a business impact analysis (continued)

State of the business impact analysis	UI action	Description of the action
		assessment, and Dependency assessment.
In review	Select **Submit for review**.	When you select **Submit for review** in the Create New Impact analysis form, the state of the business impact analysis is updated to **In review**.
Pending approval	Select **Submit for approval**.	When you select **Submit for approval** in the Create New Impact analysis form, the state of the business impact analysis is updated to **Pending approval**.
Approved	Select **Approve**.	When you select **Approve** in the Create New Impact analysis form, the state of the business impact analysis is updated to **Approved**. The **Overview** tab displays the progression of the states as shown in the following example.  When the business impact analysis is in the **Approved** state, it is in the read-only format. You can only view the Recovery point objective assessment, Recovery time objective assessment, and Dependency assessment in the **Approved** state.
Archived	In the Create New Impact analysis form, select **Archive**.	When you select **Archive** in the Create New Impact analysis form, the state of the business impact analysis

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States and their associated UI actions in a business impact analysis (continued)

State of the business impact analysis	UI action	Description of the action
		is updated to **Archived** as shown in the following example.  Starting with BCM release 9.0.x, you can revert an archived business impact analysis (BIA) to the **Draft** state by selecting the **Edit** button on the form. You can perform the following additional UI actions in the Create New Impact analysis form: **Generate PDF** Download the PDF of the business impact analysis for reference. The PDF attachment is available in the **Activity** panel on the **Details** tab. For information on generating the PDF of a business impact analysis, see Generate BIA reports in PDF or Microsoft Word formats. **Copy** Save a copy of the PDF of the business impact analysis for future reference as a template. **360° view**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States and their associated UI actions in a business impact analysis (continued)

State of the business impact analysis	UI action	Description of the action
		Visualize 360° representation of the business impact analysis such as its name, template used, dependencies, and BIA result. For information on how to view 360° relationships of a business impact analysis, see Visualize 360° relationships for BIAs. **Delete** Delete the business impact analysis if you don't need to refer to it anymore. **Edit** Edit the business impact analysis in the application. **Save** Save the business impact analysis in the application.
Returned	Select **Reject**.	If you select **Reject** in the Create New Impact analysis form, the state of the business impact analysis is set to **Returned**. You can edit the business impact analysis in the **Returned** state. You can update and submit it for review again.

Note:
A scheduled job runs weekly to move the expired business impact analyses to the **Archived** state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configuring Dictionary, UI policy, element variables

Starting with Release 6.1.x, administrators have the capability to configure different aspects of a dependency. This includes the Dictionary, UI policy, element variables, and UI view. These configurations play a crucial role in determining specific columns, required fields, and overall display in the list view and form view of a dependency within the dependency assessment of a BIA.

Dictionary entries [sys_dictionary] serve the purpose of providing additional details for each table and defining the columns on those tables. For more information on Dictionary entries, see Data dictionary tables.

UI policies are used to dynamically alter the behavior of information on a form. Administrators can configure the UI policies to show or hide fields, make fields required or read-only based on specific conditions. For more information on UI policies, see UI policies.

Element variables are employed to define additional data for a record, allowing for more granular control over the behavior and attributes of that record. For more information on Element variables, see Configure element variables for element definitions.

View rules are utilized to define the filter condition and execution order for a table, providing a way to customize the view and presentation of data within that table. For more information on View rules, see Create a view rule.

Administrators play a crucial role in configuring the Dictionary, UI policy, element variables, and UI view for a dependency. Their tasks typically include:

1. Configuring the Dictionary record in the instance to add required or optional fields, or marking existing fields as required or optional for a dependency.
2. Configuring the element variables record in the instance to add required or optional element variables.
3. Configuring the element definitions and UX view rules for the dependency assessment.
4. Configuring the UI policies to mark the fields in the dependency as required or optional. Starting with release 6.1.x, UI policies are used to designate fields as required or optional for a dependency. A UI policy can be created for a specific element definition or multiple element definitions within the dependency assessment.
5. Configuring the UI view for both lists and forms to specify the columns displayed in the table's list layout for the list view and form view.
6. Defining a view rule in the BIA scope. The system determines the UI view displayed for the dependency based on the defined filter condition and execution order in the view rule.

Note:
To ensure proper functionality, it is important to define the UI policies and element variables within the BCM core application scope.

The BCM application relies on the configurations of the Dictionary, UI policies, Glide variables (element variables), and View rules to retrieve the required fields for each dependency. Once these configurations are properly set up, the setup process is considered complete.

Note:
Marking fields as required through client scripts is not supported. Additionally, the **Run Script** option in the UI Policy for marking fields as required or optional is also not supported.

The BCM application automatically completes the dependency assessment when all required fields for a dependency are filled, or if the dependency does not have any required fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For detailed instructions on configuring the UI view [sys_ui_view] table, table list layout, and view rules for both the list view and form view, refer to KB1645940.

Upgrading from the previous version to Release 6.1.x

During the upgrade process from the previous version to Release 6.1.x, the required fields for the Required Recovery Timeframe are removed from the dictionary. However, it's important to note that the **Required Recovery Timeframe** field is only required for the Applications element variable and is added as part of the UI policy. No other element variables have required fields as part of the dependency assessment.

As administrators, you have the flexibility to configure your own settings to make fields required or optional. Additionally, you can customize the view for the element variables and display different columns based on the element definitions.

When the software is upgraded to Release 6.1.x, the state of each dependency is reevaluated for Business Impact Analyses (BIAs) in the **Returned**, **In review**, and **Draft** states. The system performs checks to determine if each dependency has any required fields and if all required fields are filled in. Based on these checks, the state of each dependency is then updated accordingly.

Executing the fix script

A fix script refers to server-side JavaScript code that administrators execute after installing or upgrading an application. Its purpose is to ensure that any metadata changes made by administrators in the Dictionary, UI policy, or element variables configurations for the BIA dependency are accurately reflected.

To properly update the state of the dependency, administrators must fill in the required fields and then execute the fix script. The execution of the fix script updates the state of the dependency based on the following table:

State of the dependency after running the fix script

All required fields are filled	State of the dependency
No	**Pending**
Yes	**Complete**

If a dependency is in the **Pending** state, the BIA user must fill in the required fields associated with that dependency. Once the required fields are completed, the system automatically marks the overall dependency assessment as complete. Running the fix script after filling in the required fields updates the state of the dependency to **Complete**.

For more information on the fix scripts, see Fix scripts.

Using latest assessment template for conducting BIAs

Beginning with the Yokohama release, you can use the latest assessment template for conducting a Business Impact Analysis (BIA). The BIA template is now integrated with the Smart Assessment Engine, enabling you to use the Smart assessment along with the legacy assessment.

Integrating BIA with the Smart Assessment Engine

Integrating business impact analysis (BIA) with the Smart Assessment Engine allows you to configure impact analysis assessments with various question types, set up multiple impact assessment templates for a single BIA, and calculate metrics such as Recovery Time Objective

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

(RTO), Recovery Point Objective (RPO), Recovery Tier (RT), Maximum tolerable period of disruption (MTPD), and other based on user responses.

A BIA created with the Smart assessment template includes Smart assessment instances in the assessment section. The assessment template introduced with the Smart Assessment Engine allows you to create various question types and automate responses from existing data sources. BCM users can complete the assessment, and upon submission, the automation set up by the BCM administrator triggers to update impact analysis data, including recovery time objective (RTO), recovery point objective (RPO), recovery tier, or maximum tolerable downtime, based on the defined configuration.

Components used for the integration

For BIA integration with the Smart Assessment Engine, the following BCM components are used:

- BCM core
- BIA
- Smart Assessment Engine

Workflow for integrating BIA with the Smart Assessment Engine

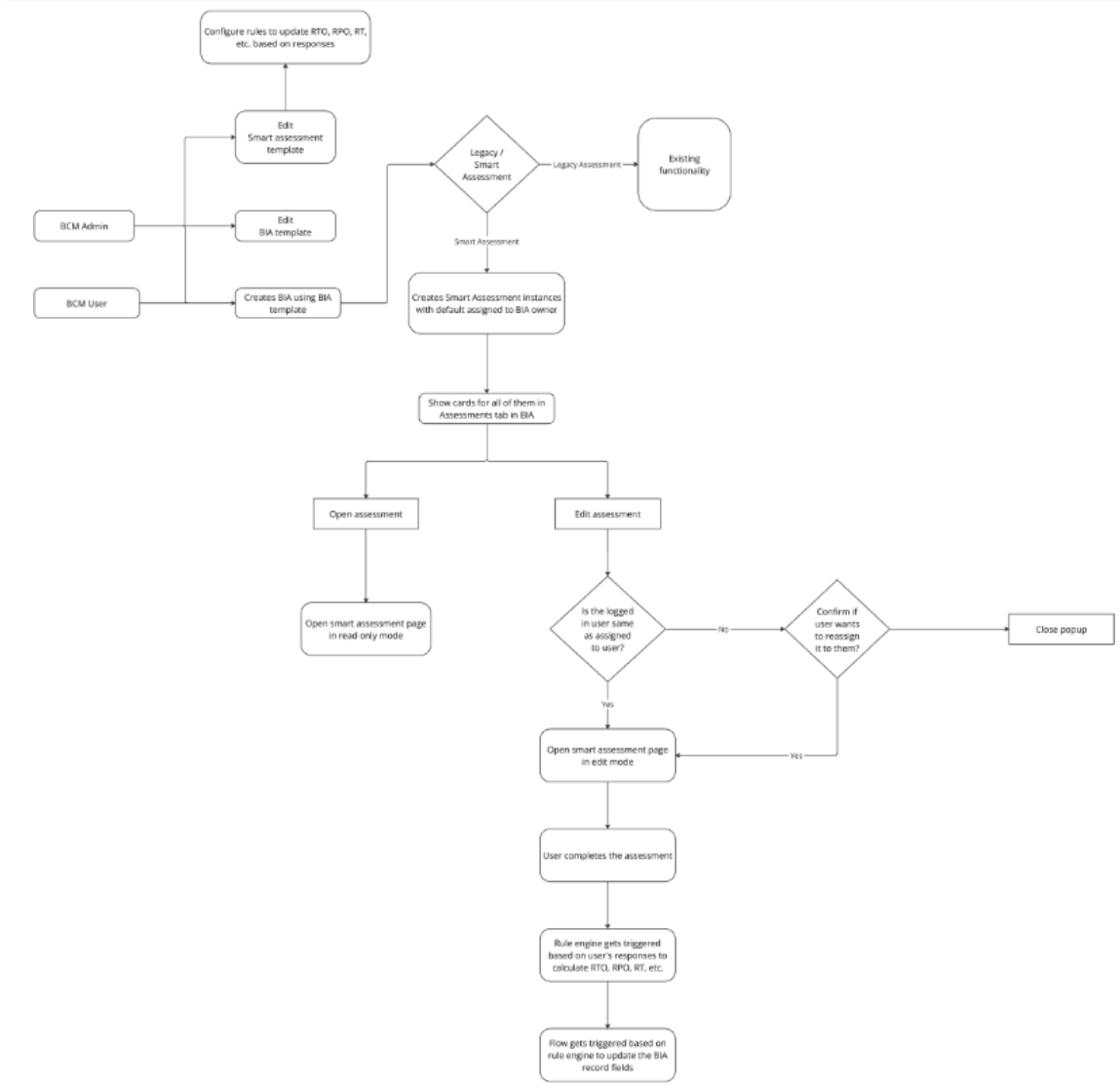
The ServiceNow® Smart Assessment Engine (SAE) application helps you to reduce the manual burden and costs of your assessment processes through automation.

You can create the assessment templates and add instructions, questions, and reference information by using the template designer in the Smart Assessment Engine application.

The Smart Assessment Engine uses the rule engine, where the rules are based on user responses. You can fill one assessment template (only one assessment for RTO, RPO, and RT) or multiple assessment templates (one for each RTO, RPO, and RT).

The workflow for integrating BIA with the Smart Assessment Engine is shown in the illustration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Configuring BIA templates

You can configure the BIA template with the legacy or Smart assessment. The legacy assessment shows only drop-down questions, while the Smart assessment enables multiple question types and configures RTO, RPO, and recovery tier calculations based on the responses to the questionnaire. For more information, see Setup for a business impact analysis.

Roles and responsibilities

The roles and responsibilities for the Smart assessment template are listed in the table.

Roles and responsibilities for the Smart assessment template

Roles	Responsibilities	Contains roles
Administrator [admin]	System administrator role that can set up the flow to update the BIA record based on the rules inside the Smart assessment template.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and responsibilities for the Smart assessment template (continued)

Roles	Responsibilities	Contains roles
BCM administrator [sn_bcm.admin]	BCM administrator role that can perform the following tasks: • Read and write the Smart assessment template. • Configure the BIA template. • Configure rules inside the Smart assessment template.	• [sn_smart_asmt.template_manager]: Provides access to create a Smart assessment template. • [sn_smart_imp_auto.automation_creator]: Contains the Smart assessment impact automation creator role.
BCM core_viewer [sn_bcm.core_viewer]	BCM core viewer role that can read the Smart assessment template.	• [sn_smart_asmt.assessment_reader]: Contains a Smart assessment reader role to give read access to Smart assessment instance. • [sn_smart_imp_auto.automation_reader]: Contains a Smart assessment impact automation reader role. • [sn_smart_asmt.template_reader]: Contains a Smart assessment template reader role.
BCM Program Manager [sn_bcm.program_manager]	BCM Program Manager	• [sn_smart_asmt.actor]: Contains the Smart assessment actor role to provide update access to the Smart assessment instance. • [sn_smart_asmt.reassign]: Contains the Smart assessment reassign role.
BCM Contributor [sn_bcm.contributor]	BCM Contributor	• [sn_smart_asmt.actor]: Contains a Smart assessment actor role to give update access to Smart assessment instance. • [sn_smart_asmt.reassign]: Contains the Smart assessment reassign role.
BCM Planner [sn_bcm.planner]	BCM Planner	• [sn_smart_asmt.actor]: Contains a Smart assessment actor role to

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and responsibilities for the Smart assessment template (continued)

Roles	Responsibilities	Contains roles
		give update access to Smart assessment instance. • [sn_smart_asmt.reassign]: Contains the Smart assessment reassign role.

Note:
Smart assessment template category: The category for the BIA is created for the Smart Assessment Engine. The BCM core_viewer [sn_bcm.core_viewer] role is assigned in the Smart assessment template category for the BIA.

Roles and responsibilities for the Smart assessment instance

Roles	Responsibilities
BIA viewer [sn_bia.viewer]	BIA viewer role that can read the assessment.
BIA contributor [sn_bia.contributor]	BIA contributor role that can perform the tasks: • Can read the assessment (if you are in the contributor list of the BIA). • Can take the assessment (if you are in the contributor list of the BIA and the BIA is in the **Draft**, **In review**, and **Returned** state).
BIA planner [sn_bia.planner]	BIA planner role that can perform the tasks: • Can read the assessment (if you are the owner of the BIA). • Can take the assessment (if you are the owner of the BIA and the BIA is in the **Draft**, **In review**, and **Returned** state).
BIA manager [sn_bia.manager]	BIA manager role that can perform the tasks: • Can read the assessment. • Can respond to the assessment when the BIA is in the **Draft**, **In review**, or **Returned** state.

UI actions

The UI actions used for performing the Smart assessment are listed in the table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UI actions for performing the Smart assessment

Roles	Responsibilities
Open assessment	Action to open the assessment. The BIA viewer, BIA contributor, BIA planner, and BIA manager can read the impact analysis and they can also view the **Open assessment** UI action. This UI action redirects you to the Smart assessment page in read-only mode.
Edit assessment	Action to edit the assessment. The BIA planner, BIA contributor, and BIA manager can write the impact analysis and they can also view the **Edit assessment** UI action. This UI action redirects you to the Smart assessment page in edit mode.

UI page with the Smart assessment component for an assessment instance

The UI page containing only the Smart assessment component is created in the BCM core application and it can be accessed by the BCM Workspace users. This page allows users to open the Smart assessment in read-only or edit mode.

User experience

- BCM administrators can configure the Smart assessment template from the Business Continuity Workspace.
- You can view the Smart assessment instance card in the assessment list from the **Assessments** tab in the BIA, if the BIA template is configured to use the Smart assessment template.
- For the Smart assessment instance card, you can either view both **Edit assessment** and **Open assessment**, or only the **Open assessment** button based on your role.
- The **Open assessment** action opens the Smart assessment page for you to read the responses.
- The **Edit assessment** action opens the Smart assessment page for you to edit the responses.

Create a business impact analysis

Create a business impact analysis in BCM UI Builder Workspace to get the necessary information for a plan.

Before you begin

Role required: sn_bia.bia_admin, sn_bia.bia_manager, sn_bcm.program_manager, sn_bcm.planner

About this task

Note:

The application is configured with an out-of-the-box (OOB) limit of 1000 Business Impact Analyses (BIA) records, as defined by the *sn_irm_shared_cmn.config.get_gliderecord_limit* system property. This means that the system processes up to 1000 BIA records only, as it cannot exceed this threshold.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Beginning with the Yokohama release, you can configure a business impact analysis (BIA) template with a legacy assessment or Smart assessment. The Smart assessment offers multiple question types and uses impact automation to calculate the RTO, RPO, and recovery tier based on your answers. To configure a BIA template with the legacy or Smart assessment, see Configure BIA templates with legacy assessment or Configure BIA templates with Smart Assessment.

Beginning with the Xanadu release, you can use the updated dependencies from the latest BIA record to conduct a dependency assessment on an asset. Using these updated dependencies enables for a precise execution of the business impact analysis. The business impact analysis is enhanced through the implementation of these updates:

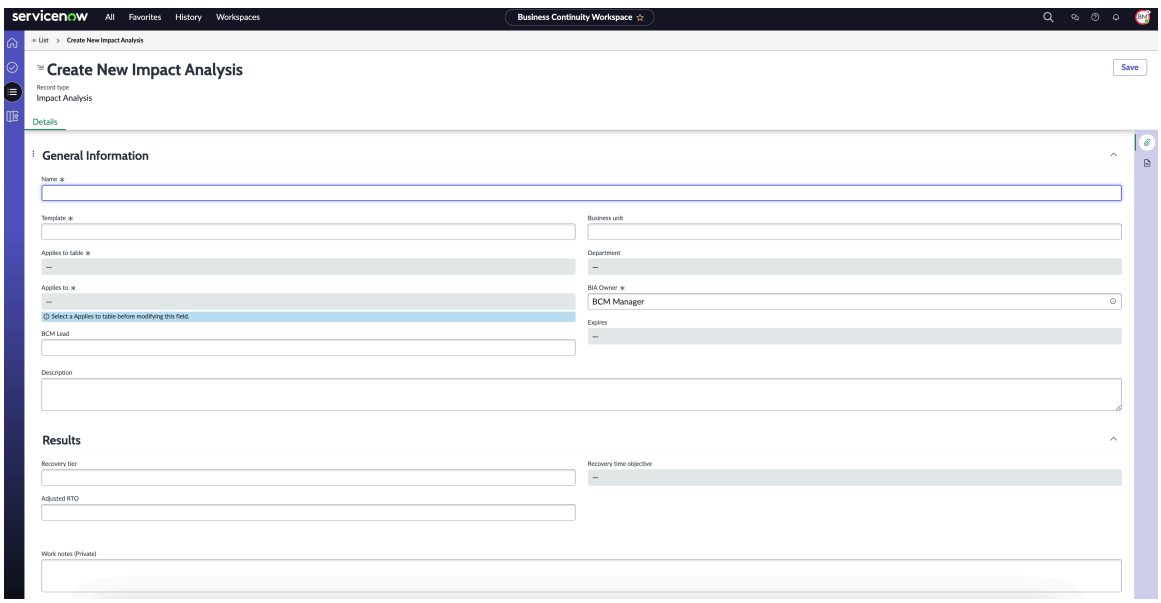
- Access the latest BIAs of the dependent items and their recovery objectives such as Recovery Time Objectives (RTOs), Recovery Point Objectives (RPOs), and Recovery Tiers.
- Configure the columns in the dependency assessment of a BIA.
- Schedule automated updates for the dependencies from the CMDB.
- Configure the updates to be done after a manual review.

Moreover, information from the Related item BIA, Related item Recovery Time Objective (RTO), Related item Recovery Point Objective (RPO), and Related item Recovery Tier columns is used to ascertain the required recovery timeframe and data backup needs. The updated values are then displayed in the Required Recovery Timeframe and Required Data Backup columns of the BIA record.

The BIA Manager (sn_bia.bia_manager) now includes the Doc writer (sn_doc.writer) role that provides read and write permissions to the document templates.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Business Impact Analysis** and select **New**.
   The **Create New Impact analysis** form is displayed as shown in the example.



3. On the **Details** tab of the **Create New Impact analysis** form, fill in the required fields.
   For more information on the fields, see Create New Impact analysis form.
   The business impact analysis is created in the **Draft** state and it's displayed in the List view.
   The state and details of the business impact analysis are displayed in these tabs:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

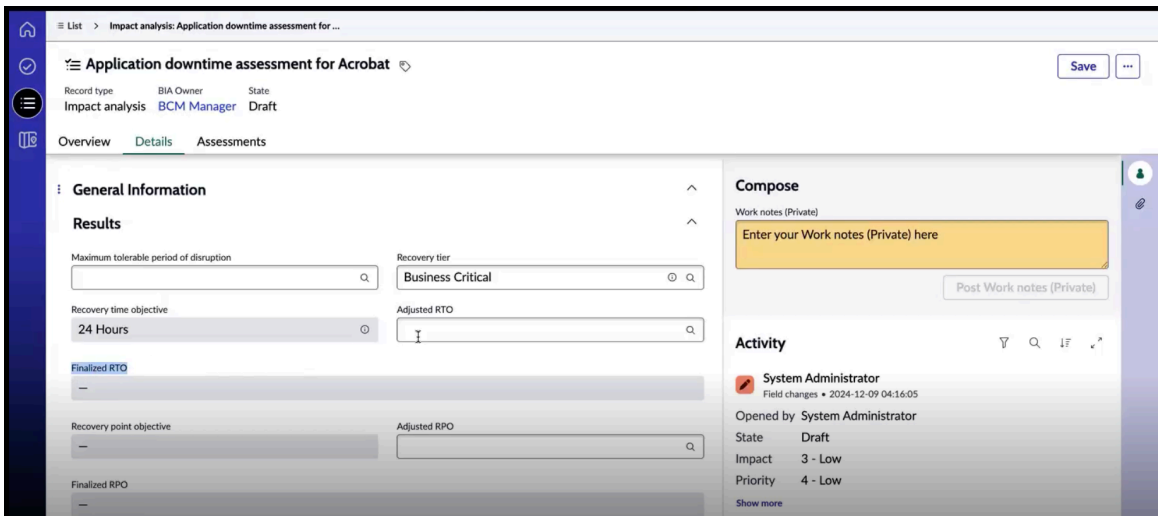
- **Overview**: You can view the current state and overall state progression for the business impact analysis.
- **Details**: You can add the details of the business impact analysis such as its name, template, business unit, department, and so on.
- **Assessment**: You can fill in responses to the assessment questionnaires for the business impact analysis in the **Recovery time objective assessment**, **Recovery point objective assessment**, and **Dependency assessment** cards.

4. In the **Details** tab, review the RTO details for the BIA.

   The **Finalized RTO** field is auto-calculated according to the values in the **Recovery time objective** and **Adjusted RTO** fields available on the same form.

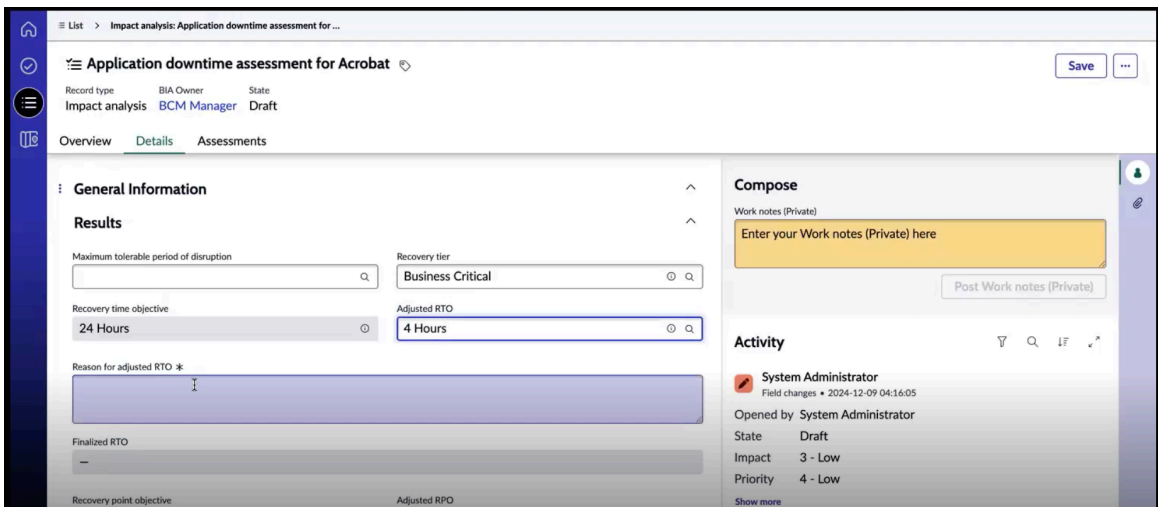
   If the BIAs already have the **Recovery time objective** field, the application uses that Recovery time objective value automatically for the finalized RTO. If the BIA has the **Adjusted RTO** field, the application uses that Adjusted RTO value automatically for the finalized RTO. For information on the field, see the field description in the Create New Impact analysis form.

   The example shows that the **Finalized RTO** field is empty because the application didn't run the fix script.



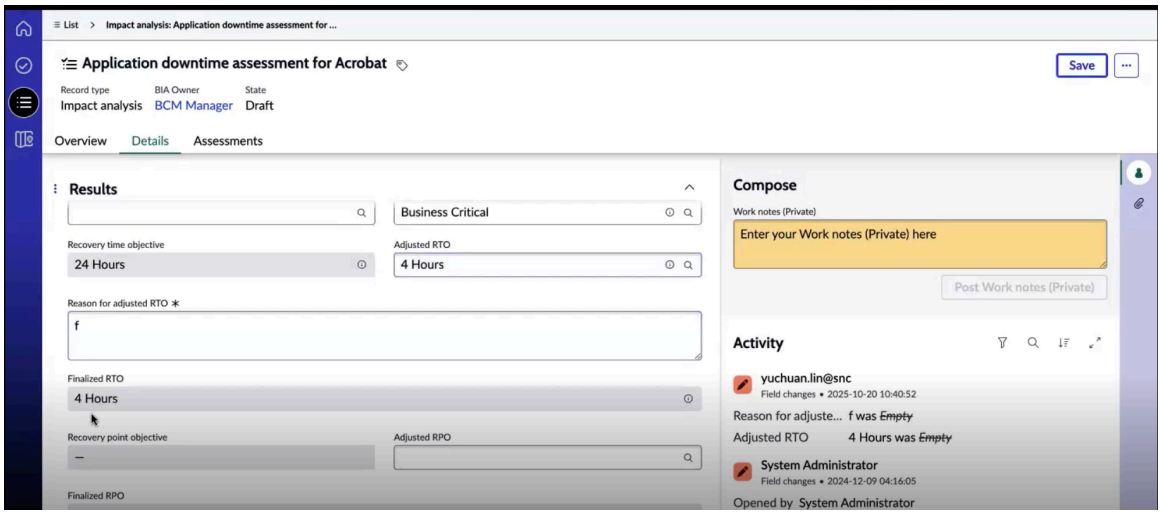
5. Add the RTO manually in the **Adjusted RTO** field as an optional step, add the reason for adjusted RTO, and save the changes.

   When you update the value in the **Adjusted RTO** field manually, the **Reason for Adjusted RTO** field is displayed. You can add the reason and save the changes.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

As a result, the **Finalized RTO** is populated with the **Adjusted RTO** value.



6. In the **Details** tab, review the RPO details for the BIA.

   The **Finalized RPO** field is auto-calculated according to the values in the **Recovery point objective** and **Adjusted RPO** fields available on the same form.

   If the BIAs already have the **Recovery point objective** field, the application uses that Recovery point objective value automatically for the finalized RPO. If the BIA has the **Adjusted RPO** field, the application uses that Adjusted RTO value automatically for the finalized RPO. For information on the field, see the field description in the Create New Impact analysis form.

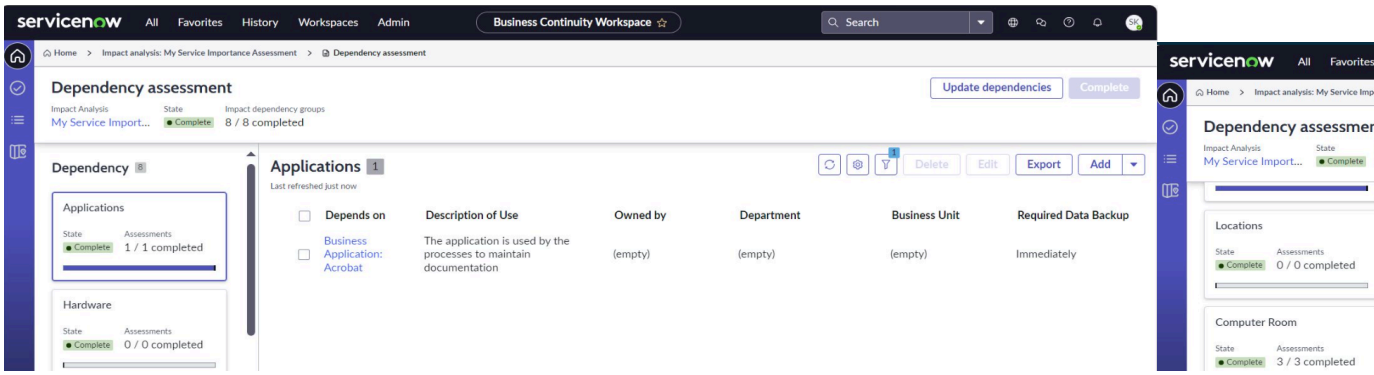
7. Add the RPO manually in the **Adjusted RPO** field as an optional step, add the reason for adjusted RPO, and save the changes.

   When you update the value in the **Adjusted RPO** field manually, the **Reason for Adjusted RPO** field is displayed. You can add the reason and save the changes.

   As a result, the **Finalized RPO** is populated with the **Adjusted RPO** value.

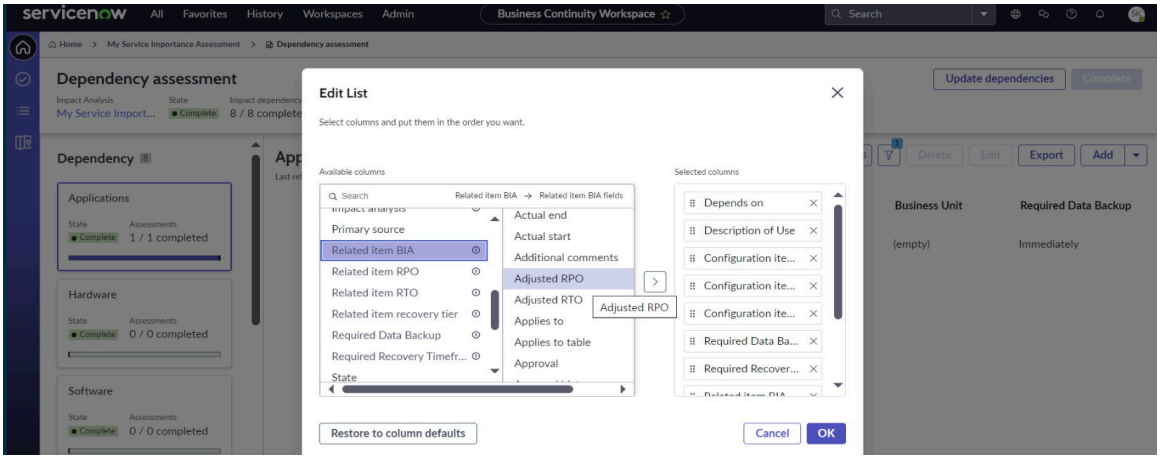
8. On the **Assessments** tab, view the impact analysis assessments and the dependency assessment.

   You can track data specific to the dependency types as shown in the examples.



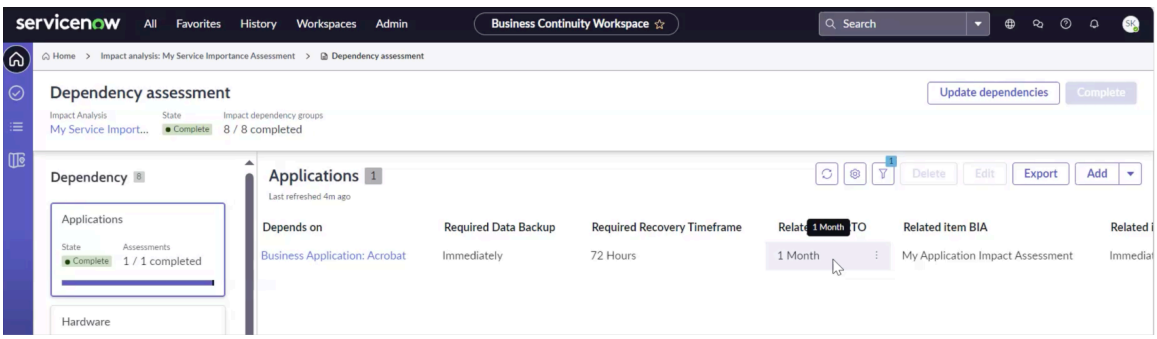
You can add details from the related BIAs as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Consider a scenario where you're conducting an importance assessment for a service. This assessment is carried out by the business service owner or the business process owners. It encompasses all the necessary dependencies that support their daily operations, including teams, applications, hardware resources, vendors, and locations, to verify that the process is effectively completed and delivered.

Beginning with the Xanadu release, when conducting a dependency assessment, the dependencies are pulled in and the requirements are visible within the same record. For example, the business requirement for Business Application: Acrobat specifies that the downtime shouldn't exceed 72 hours, which is the established recovery time objective (RTO) by the business.

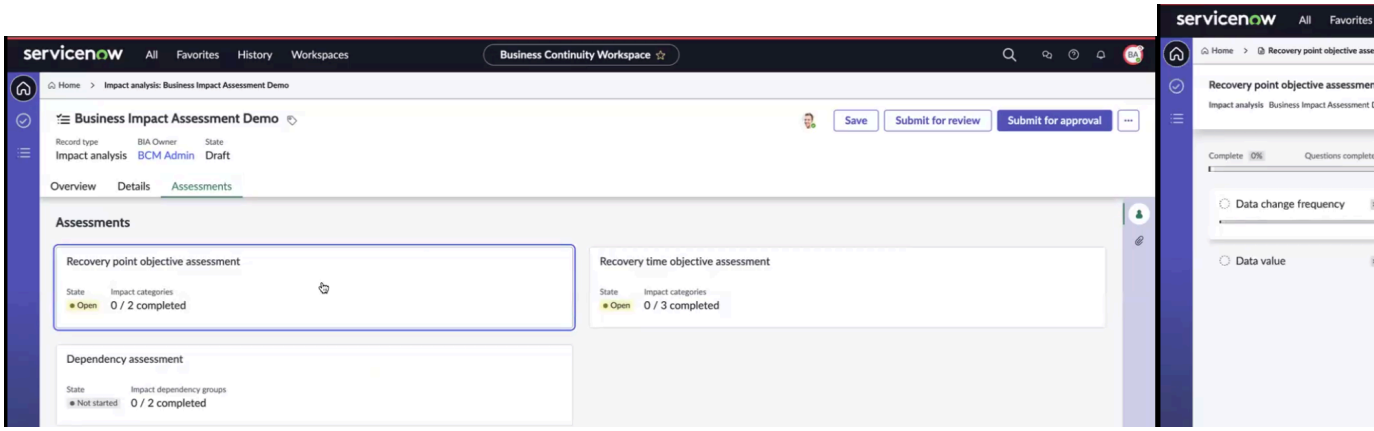


However, the RTO committed by the IT team, as shown in the Related item RTO, is one month. Additionally, viewing details from the Related item Business Impact Analysis (BIA), Related item Recovery Time Objective (RTO), Related item Recovery Point Objective (RPO), and Related item Recovery Tier columns on the same screen enable the BIA owner to evaluate the data and determine the necessary recovery timeframe and data backup requirements.

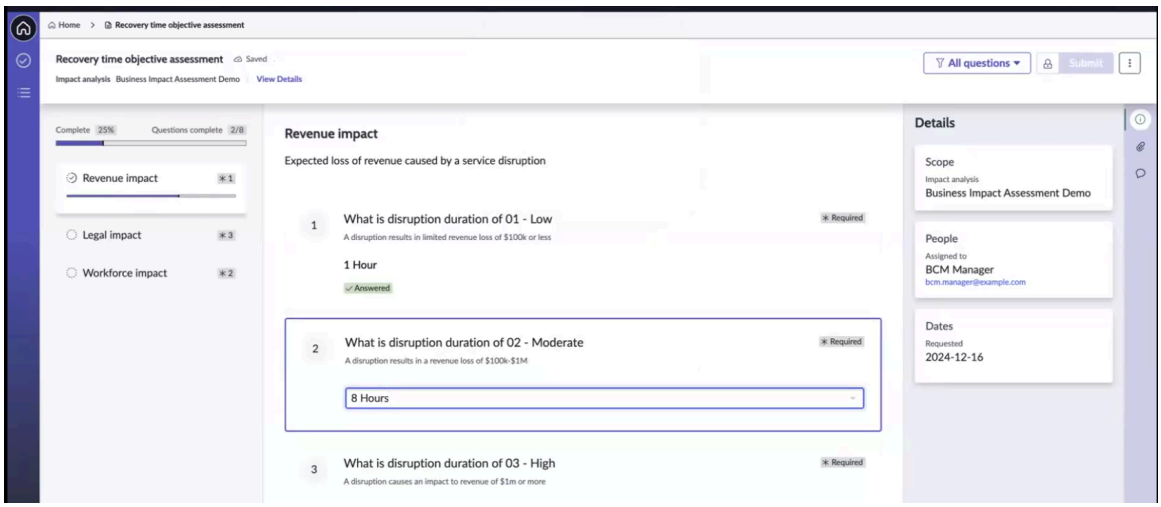
9. Launch the impact analysis assessments as an owner of the assessment, select the card for Recovery time objective assessment, Recovery point objective assessment, or Dependency assessment, and respond to the questions.

   Previously, the **Assessments** tab in the BIA displayed a single assessment card and the **Open assessment** button. Beginning with the Yokohama release, the layout of the cards in the **Assessments** tab of the BIA has been updated to display multiple assessments and dependency assessments a two-column arrangement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The example shows the Recovery Time Objective (RTO) assessment.

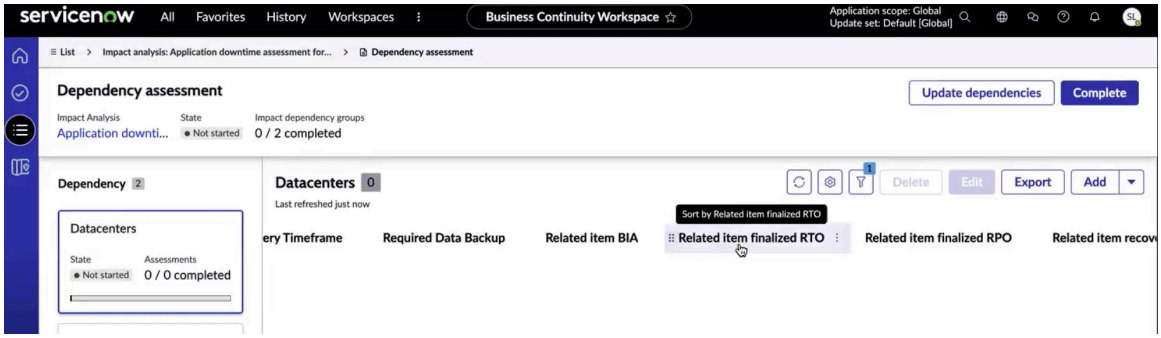


The assessment cards are now displayed dynamically, enabling you to attach multiple assessments to a BIA. For instance, if you have one card, it is shown alone in a row. If you have seven cards, they are arranged in four rows (three rows with two cards each and one row with one card). You can add multiple assessments or just one.

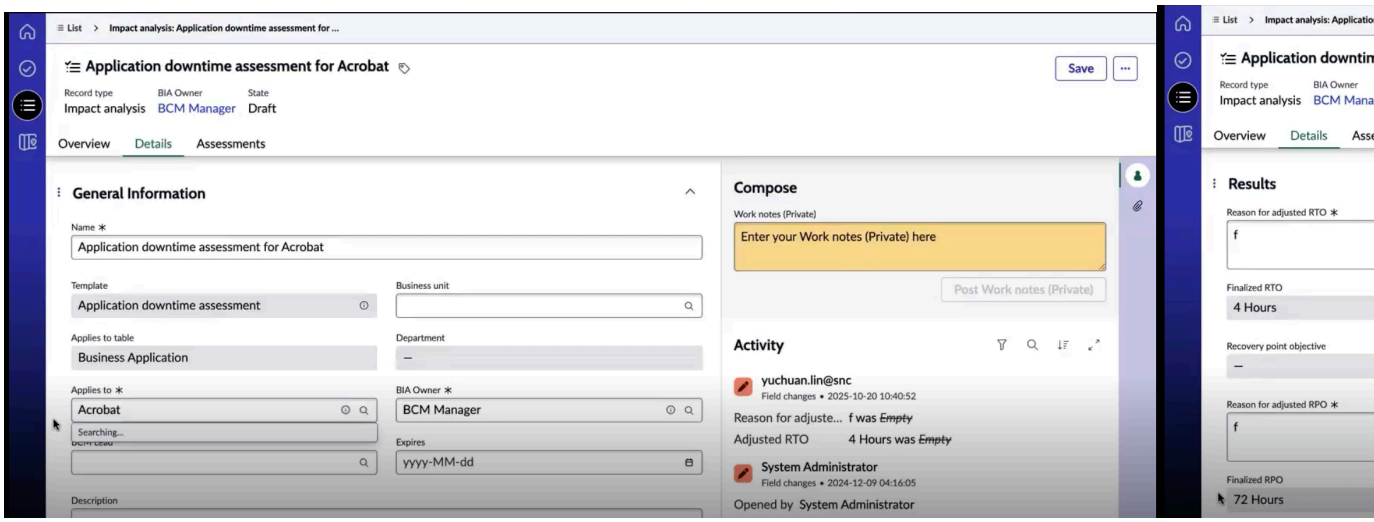
10. To perform Recovery time objective assessment, select the card for Recovery time objective assessment card and respond to the questions.
11. To perform Recovery point objective assessment, select the card for the Recovery point objective assessment card and respond to the questions.
12. Review the answers in the assessment questionnaire and select **Submit**.
    A message is displayed that the update has been successfully processed.
13. Select **OK**.
    The assessment card in the **Assessments** tab is updated. Selecting the Dependency assessment card opens the BIA assessment.
14. Complete the Dependency assessment.

    In the Dependency assessment, the Related item finalized RTO and Related item finalized RPO columns are now displayed. The values for these columns are derived from the dependencies related BIA.

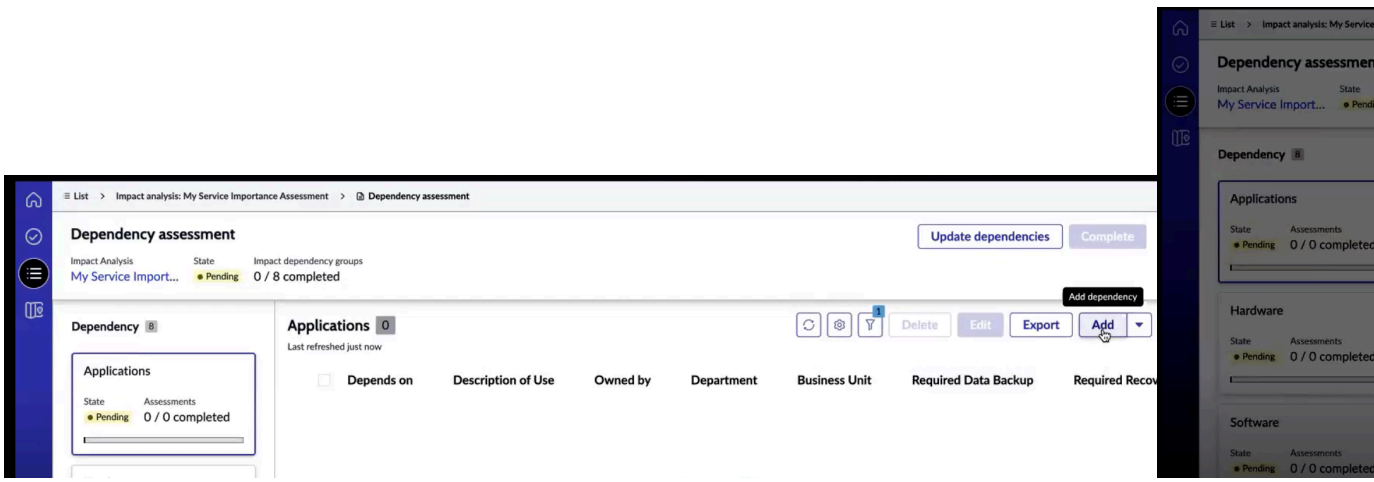
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Consider an example where you have the BIA record that applies to the "Acrobat" application. The example shows that the "Application downtime assessment for Acrobat" BIA record applies to "Acrobat" and it has the Finalized RTO and Finalized RPO values filled in.

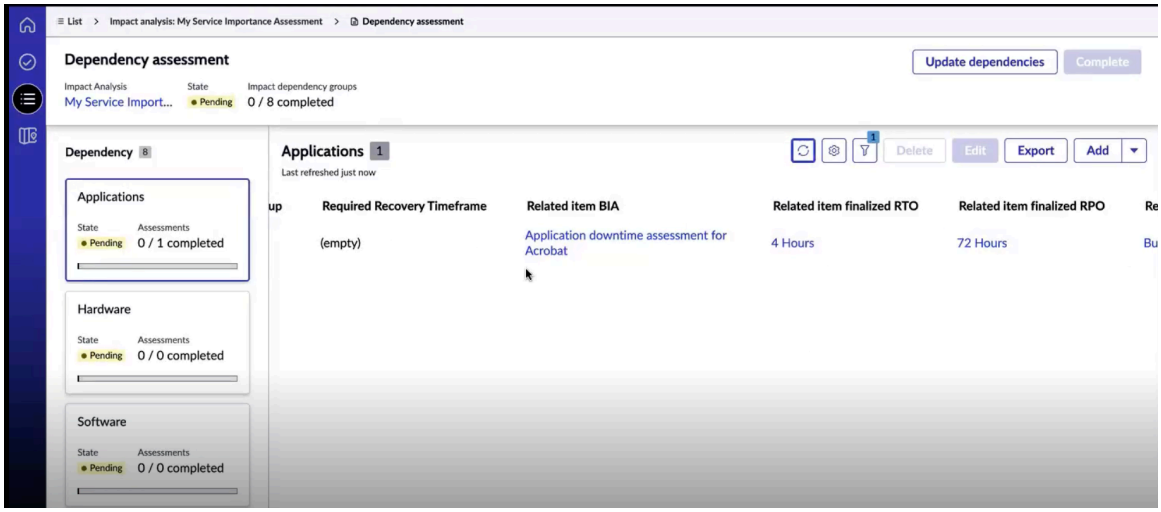


Example shows that "Acrobat" is added to the dependency assessment of the "My Service Importance Assessment" BIA record.



When "Acrobat" is added, the Related item finalized RTO and Related item finalized RPO values associated with the "Acrobat" BIA are populated in the Dependency assessment of the "Application downtime assessment for Acrobat" BIA record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



15. To reassign the assessment to another user, select **More actions** and select **Reassign**.
A message is displayed that the assessment is reassigned to another user. Only the assigned user can respond to the assessment.

> **Note:**
> If you open an assessment that isn't assigned to you, a message is displayed that editing the assessment reassigns it to you. Currently assigned user can no longer edit the assessment. Select **Cancel** to cancel the assessment, select **Edit** to edit and reassign the assessment to you, or select **View** to view the assessment in read-only mode.
>
> When you choose **Reassign**, it provides a list of all users in the system. You must select a user with the BCM roles to reassign the BIA.

16. To add a contributor from the list to the business impact analysis, launch the **Contributors** panel by selecting the **Contributors** icon in the side-bar and add a contributor.

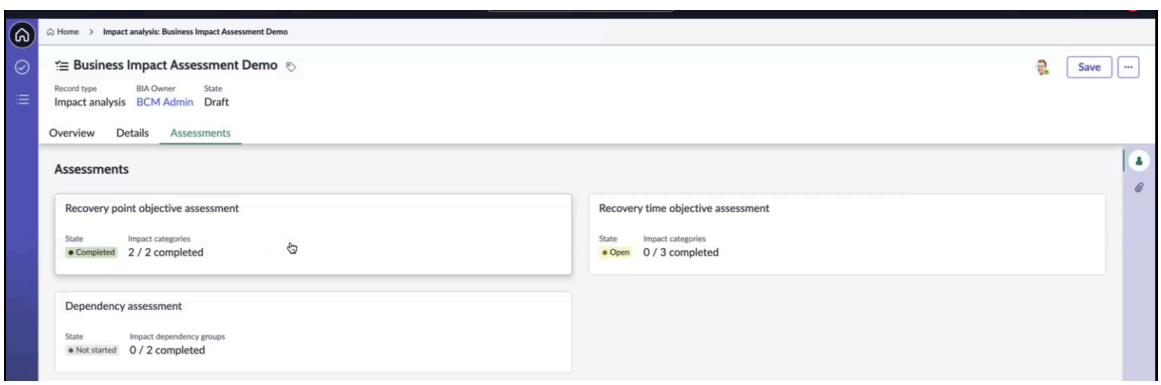
    If you're the BIA owner or BCM manager, you can add a contributor to the business impact analysis.

> **Note:**
> Even though the BIA contributors with the sn_bia.bia_contributor role have read access to the BIA, they can complete the assessments on the **Assessment** tab.

    The BIA contributors can't edit the list of the contributors.

17. Select **Submit**.

    A message is displayed that the assessment is successfully submitted.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you want to update the result in the assessment, you can select the card to update the details. The assessment then moves to the **Open** state again. You can retake and resubmit the assessment, thus completing the workflow.

18. To revert an archived BIA to the **Draft** state, select the **Edit** button.
    Starting with BCM release 9.0.x, you can revert an archived business impact analysis (BIA) to the **Draft** state by selecting the **Edit** button on the form. It helps you to have more flexibility in managing business impacted analyses and related records.
19. To perform more actions on the BIA, select **More actions**.
20. To save the BIA record, select **Save**.

Create New Impact analysis form

Use the Create New Impact analysis form to add details about the business impact analysis, assessments, approvals, and so on in BCM Configurable Workspace.

Create New Impact analysis form

For description of the field values, see the table.

Create New Impact analysis form

Field	Description
Overview tab (Displayed when an analysis is created.)	
State	Stepper component for the states of the business impact analysis.
Details tab	
Name	Name of the business impact analysis. Describe the business impact analysis within 255 characters length.
Template	Template that you can use as a model to create the business impact analysis. The BIA template has the primary elements (applications, business processes, and locations), impact categories, and the dependent assets identified for the type of assessment.
Applies to table	Business process, business application, or any other asset that is assessed in the business impact analysis. This field is auto-filled according to the template selected.
Applies to	Process that the analysis applies to.
BCM Lead	BCM lead assigned to the analysis.
Business unit	Table that stores the template's primary element data.
Department	Department that uses the business process. You can select the department based on the business unit selected.
BIA Owner	Person who owns and is responsible for completing the business impact analysis. BCM lead can review the business impact analysis.
Expires	Expiration date for the analysis. This field is auto-filled.
Description	Description of the process.
Results	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Impact analysis form (continued)

Field	Description
Maximum tolerable period of disruption	Maximum amount of time that a product or service can be unavailable before it causes unacceptable consequences for an organization. **Note:** Beginning with Yokohama release, you can tag a question in the assessment to a specific field in the BIA or to the entire assessment. Similarly, you can tag questions from multiple assessments to be addressed in the BIA. One question can also provide value for multiple fields.
Recovery time objective	Read-only. System calculated value of the recovery time objective for the impact analysis. Represents the maximum acceptable downtime (recovery time objective - RTO) before normal operations are restored for users.
Recovery point objective	Read-only. System calculated value of the recovery point objective for the impact analysis.
Finalized RTO	Column shown in the chart and list views, replacing the previously shown RTO and Adjusted RTO columns. Auto-calculates values according to the values in the **Recovery time objective** and **Adjusted RTO** fields available on the same form. The **Finalized RTO** field provides an accurate time calculation and comparison for the RTO. It reflects either the original RTO or an adjusted RTO if changes were made during the recovery planning process. If only Recovery Time Objective (RTO) is set, the value of the field is set to the RTO itself. If adjusted RTO is set, the value of the field is set to the adjusted RTO.
Finalized RPO	Column shown in the chart and list views, replacing the previously shown RPO and Adjusted RPO columns. Auto-calculates values according to the values in the **Recovery point objective** and **Adjusted RPO** fields available on the same form. Finalized value for the recovery point objective (RPO). The finalized recovery point objective is the suggested acceptable data loss measured in time from a failure. If there is no adjusted RPO, this is the recovery point objective. If there is an adjusted RPO, this is the adjusted RPO. If only RPO is set, the value of the field is set to the RPO itself. If adjusted RPO is set, the value of the field is set to the adjusted RPO.
Confidentiality	Confidentiality information for the analysis.
Availability	Integrity information for the analysis.
Integrity	Confidentiality information for the analysis. You can also have one questionnaire for calculating confidentiality, availability, and integrity of the data and assets in the assessment.
Recovery tier	Recovery tier for the business impact analysis.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Impact analysis form (continued)

Field	Description
Adjusted RTO	RTO that is adjusted manually.
Adjusted RPO	RPO that is adjusted manually.
Compose section	
Work notes	Work notes for the business impact analysis. This field is auto-filled.
Activity	Activity details of the BIA such as dates on the field changes, impact, state, severity, and so on.
Icons displayed in the side-bar of the record	
Contributors	Icon to populate the side-panel in the record. You can add contributors to the business impact analysis from the panel.
Attachment	Panel where the PDF of the business impact analysis is attached.
Template	Panel to populate the template for the business impact analysis. You can view all or customized templates in this panel.

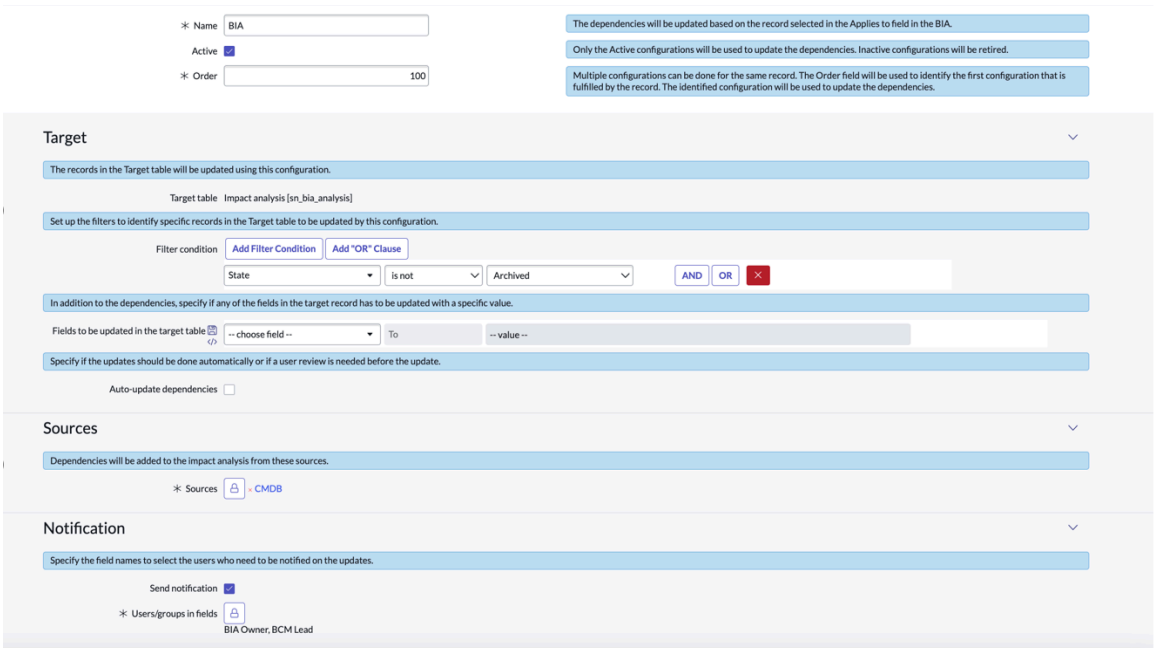
Scheduling auto-update of dependencies

You can schedule an auto-update of the dependencies in the business impact analysis based on the source data and relationships in the CMDB. You can receive an email notification with details of the BIA dependency updates from the BCM application.

Scheduling an auto-update of the dependencies

The BCM administrators can schedule an auto-update of the BIA dependencies in the Impact analysis dependency update configuration module, based on the source data and relationships in the CMDB. You can access the auto-update configuration module by navigating to **Business Continuity Workspace** > **General Administration** > **Impact analysis dependency update configuration**.

The Impact analysis dependency update configuration module is shown in the following example.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When the BCM administrators select the **Auto-update dependencies** option, the BCM application schedules an auto-update of the dependencies in the BIAs. Similarly, when the **Send notification** option is selected, the BCM application sends automated emails to the BIA owners about the dependency updates.

The source for the BIA dependencies is CMDB.

Note:
The dependencies are fetched for the BIA that is listed in the **Applies to** field of the BIA record such as HR Application BIA, Accounts Receivable BIA.

Setting up the Impact analysis dependency update configuration module is a one-time activity. Once the sources are configured in the Impact analysis dependency update configuration module, the dependency updates are synchronized in the BIA.

For more information on setting up the Impact analysis dependency update configuration module, see Configuring impact analysis dependency updates.

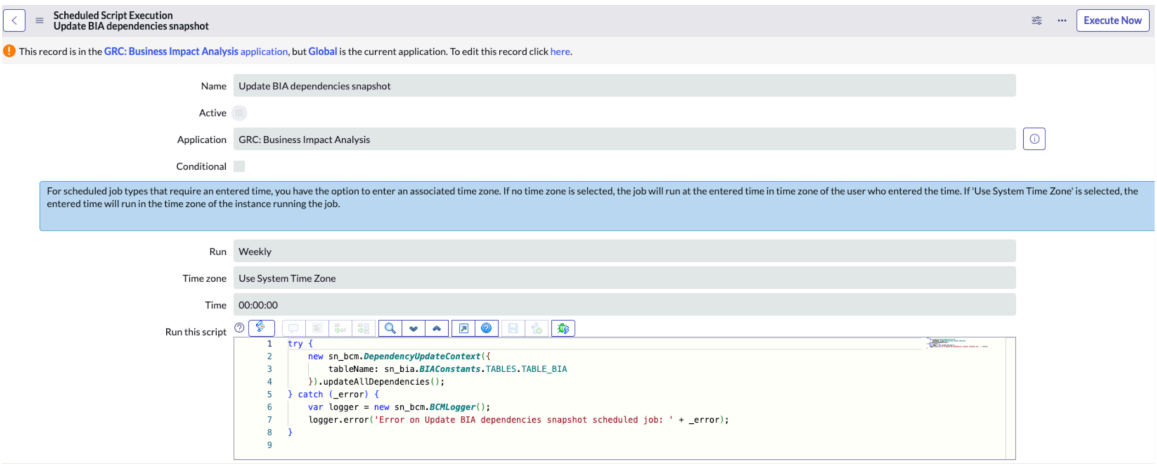
Using the updated dependencies with the Xanadu release

Beginning with the Xanadu release, you can use the updated dependencies from the latest BIA record to conduct a dependency assessment on an asset. Information from the columns labeled Related item BIA, Related item Recovery Time Objective (RTO), Related item Recovery Point Objective (RPO), and Related item Recovery Tier is used to ascertain the required recovery timeframe and data backup needs, which are then displayed in the Required Recovery Timeframe and Required Data Backup columns of the BIA record.

For more information on the source BIA records option in the Dependency configuration modules, see Set up Planning dependency update configuration.

Using the scheduled job to auto-update the dependencies

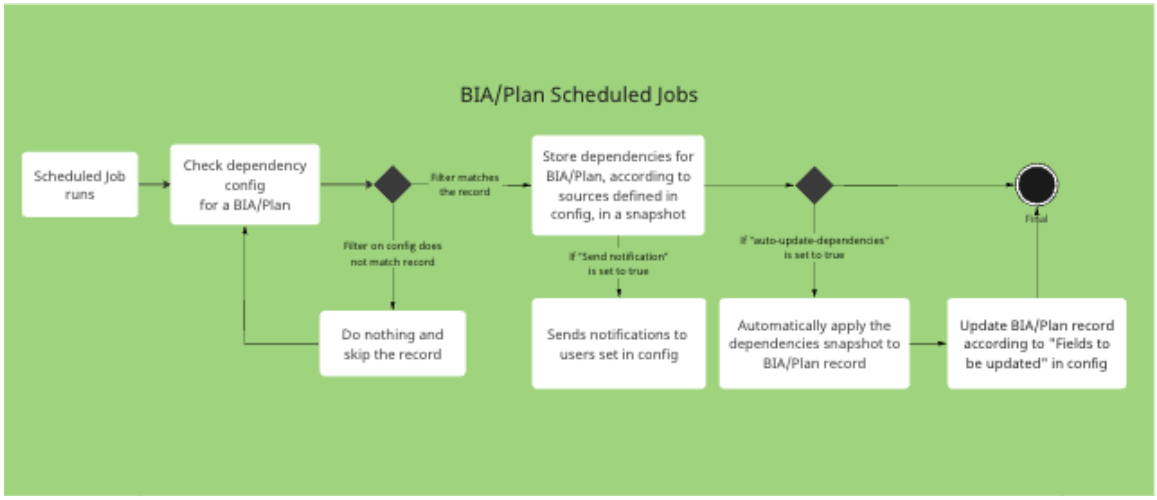
The *`Update BIA dependencies snapshot`* scheduled job is shipped as part of the base system. It runs at regular intervals and fetches the dependency updates. The scheduled job is shown in the following example.



The scheduled job is not marked as Active by default. To run the scheduled job at regular intervals, the system administrators can select the **Active** option and select **Execute now** to set up a schedule. The scheduled job then runs at regular intervals, scans the BIA records for the changes, and fetches the dependency updates for the updated BIA records. It creates a snapshot record for each BIA update.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The scheduled job processes a workflow to check for the changes in the relationships and save the dependency updates automatically as shown in the following example.



1. The scheduled job runs weekly, checks the dependency configuration for each BIA record, and fetches the BIA dependencies from CMDB as defined in the **Sources** tab of the Impact analysis dependency update configuration module. It generates a list of all active BIAs and the primary and dependent assets of each BIA. If any new dependencies are added, updated, or deleted for a BIA, the scheduled job creates a snapshot record for the BIA that displays the changes for the user.

   Note:
   By default, the scheduled job checks all the BIA records that are not in the **Archived** state for any updated dependencies.

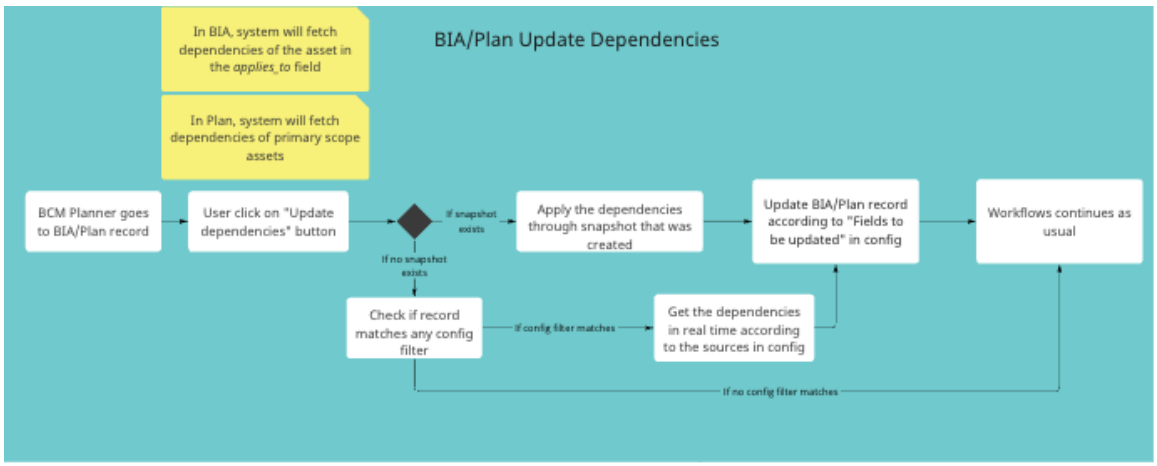
2. The scheduled job refers to the filter condition that is set in the configuration (Impact analysis dependency update configuration module). If the condition matches the BIA record, the scheduled job fetches and stores the dependencies for the BIA in the snapshot record, according to the sources defined in the configuration. If the filter condition does not match the BIA record, the application skips the record.
3. The application combines the assets list into a single list that is based on the priority defined in the Impact analysis dependency update configuration module. The application compares the asset list with the existing asset list and assigns either the **Added**, **Updated**, or **Deleted** state to each asset.
4. The application also compares the new assets to the assets listed in the Element definition and verifies the element definition condition. The application creates a snapshot of the asset and auto-completes the dependency updates in the Dependency snapshot record.
5. When the **Send notification** option is set to **True** in the Impact analysis dependency update configuration module, the users of the BIA record set in the configuration are notified about the dependency updates through the scheduled job.
6. When the **Auto-update dependencies** option is set to **True** in the Impact analysis dependency update configuration module, the scheduled job automatically applies the dependencies snapshot to the BIA record.
7. As the final step, the scheduled job updates the BIA record according to the fields to be updated in the configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Updating the dependencies manually

As the BCM application user, you can update the BIA dependencies instantaneously by using the **Update dependencies** UI action. In this way, you can update the dependencies manually before the scheduled job runs as per the weekly schedule. The **Update dependencies** UI action is listed in the Dependency assessment of the BIA. The dependencies are then updated in the sources and a snapshot record of the BIA update is created.

See the following workflow for using the **Update dependencies** UI action and updating the dependencies manually:



1. The BCM planner navigates to a BIA record. The application fetches the dependencies of the asset defined in the **Applies to** field of the BIA.
2. The BCM planner selects the **Update dependencies** UI action that is listed in the Dependency assessment of the BIA.
3. If the snapshot record exists for the BIA update, the system applies the dependencies through the snapshot and updates the BIA according to the **Fields to be updated** in the configuration. The BIA workflow then continues for the next steps such as requesting review and approval.

   If the snapshot record does not exist for the BIA update, the BCM planner checks if the BIA record matches any configuration filter:

   - If the BIA record matches any configuration filter, the application gets the dependencies in real time according to the sources in the configuration. Then, update the BIA record according to the **Fields to be updated** in the configuration. The BIA workflow then continues for the next steps.
   - If the BIA record does not match the configuration filter, the BIA workflow then continues for the next steps.

For more information on updating the dependencies manually, see Update the BIA dependencies.

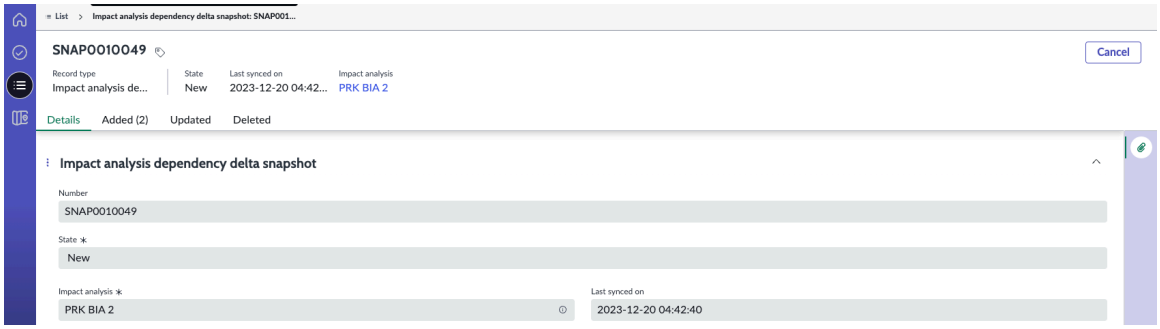
Note:

Note:
The Impact analysis dependency update configuration module is used for using the scheduled job and for updating the dependencies manually (by using the **Update dependencies** UI action).

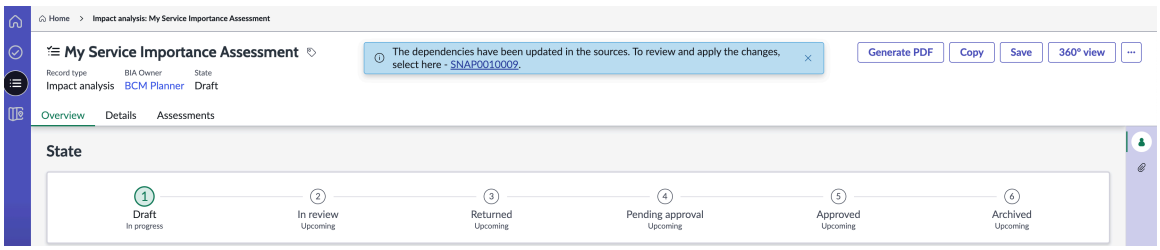
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Snapshot records of the BIA

A snapshot record is created for each BIA update either with the scheduled job or with the **Update dependencies** manual UI action. If any new dependencies are added, updated, or deleted for a BIA, the snapshot record displays the delta of the changes. The snapshot records are listed in the Pending updates module in the Business Impact Analysis list view of the Business Continuity Workspace. A snapshot record is shown in the following example.



When a snapshot record gets created, the application displays the following UI message in the Dependency assessment of the BIA to inform the users about the dependency updates: `The dependencies have been updated in the sources. To review and apply the changes, select here - <link>`. The UI message is shown in the following example.



The snapshot records are used for record keeping purposes. The BCM application stores one active snapshot for each BIA at a time. Whenever the dependencies are updated, a snapshot is always created first. As the system processes all the records one by one, the snapshot records are auto-committed one by one in the system.

The snapshots that are in the **Completed** state and that have not been updated for a few months are removed from the application automatically.

If the BIA record does not have any changes in the dependencies, then a snapshot record is not created for that BIA record.

Roles associated with BIA dependency updates

Users with the following roles typically check for the dependency updates in a BIA:

- The BCM program managers, BCM planners, and BCM managers can update the latest dependencies.
- BCM administrators can configure the Impact analysis dependency update configuration module.

A user who can update the dependency assessment can import the dependency updates for a BIA.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data Relationships Framework

When you perform a business impact analysis (BIA) on an asset, you must evaluate the dependencies of the BIA by performing a dependency assessment. If the dependencies in the CMDB are updated, importing them manually in a BIA can be a tedious activity. Beginning with the Xanadu release, the Data Relationships Framework application (com.sn_app_grc_relationship_config) supports the BCM application with the underlying framework to fetch the dependencies in the BIA. The Data Relationships Framework application is installed with the BCM application by default.

For more information on the Data Relationships Framework, see Data Relationships Framework.

Update the BIA dependencies

Update the business impact analysis (BIA) dependencies manually from the snapshot if the scheduled job is not activated in the Impact analysis dependency update configuration module. You can update the dependencies in an active BIA.

Before you begin

Role required: sn_bcm.program_manager, sn_bcm.planner, sn_bcm.admin

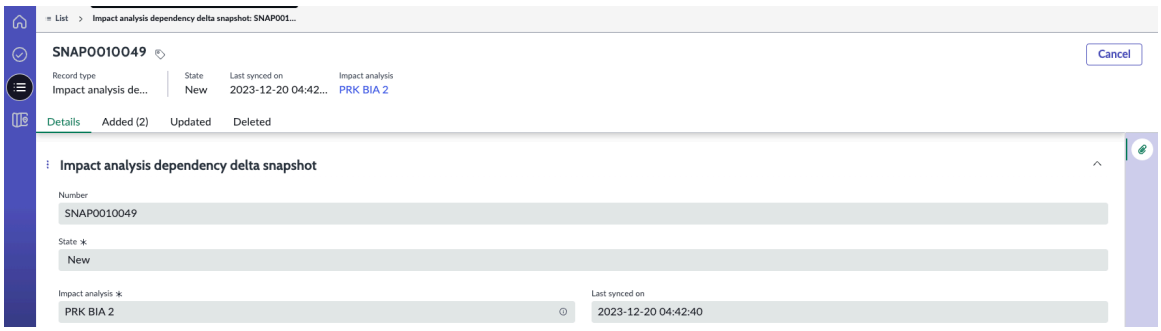
Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. Open a BIA in the **Draft** state and navigate to the **Assessments** tab.

   If the dependencies have been updated in the sources, the scheduled job fetches the dependencies, and a UI message is displayed on the screen: `To review and apply the changes, select here - SNAP0010078`. You can select the snapshot record to view the updates.

3. To view the snapshot record, select the **Pending updates** module in the **Business Impact Analysis** list view and select a snapshot record.

   The Impact analysis dependency delta snapshot is displayed.



   - Added: The **Added** tab shows you the assets which are newly added from the source.
   - Updated: The **Updated** tab shows you the assets which are updated from the source.
   - Deleted: The **Deleted** tab shows you the assets which are deleted from the source, which were previously pulled in. All those assets will be marked as Invalid once the snapshot is committed.

   The BCM application stores one active snapshot for the BIA at a time. The snapshots that are in the **Completed** state and that have not been updated in the past six months are removed from the application automatically.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. To update the dependencies manually, select **Open assessment** in Dependency assessment.
5. Select **Update dependencies**.

> **Note:**
> When the system is updating the dependencies, the UI actions on the BIA record are blocked and you cannot proceed further with the BIA states. The user cannot proceed with further states of the BIA unless the system completes importing the dependencies. The dependencies in the Dependency assessment should be completed before the user proceeds with further states of the BIA. Once all the dependencies have been imported and the dependencies in the Dependency assessment are completed, the user can continue with the workflow for the BIA record.

A UI message is displayed on the screen: `Dependencies are being updated. Refresh the page to view the updated dependencies and complete the assessment.`

6. To save the changes to the BIA, select **Save**.
   The BIA owners and approvers can update the dependencies by saving the changes to the BIA.

Assess impact categories and dependencies

Assess the impact categories and dependencies in BCM UIB Workspace to get the necessary information for a plan. Use the business impact analysis to identify the recovery time objective for an item and prioritize the assets that have the least and most critical dependencies. Use the information to establish their recovery strategies during the planning phase.

Before you begin

Role required: sn_bia.bia_admin, sn_bcm.program_manager, sn_bcm.planner, sn_bcm.contributor or sn_bia.bia_contributor (can respond to BIAs in which they are tagged as a contributor)

About this task

Beginning with the Xanadu release, these new columns are added to the BIA dependency tables. The values of these columns can be refreshed by selecting the **Update dependencies** button in the Dependency assessment.

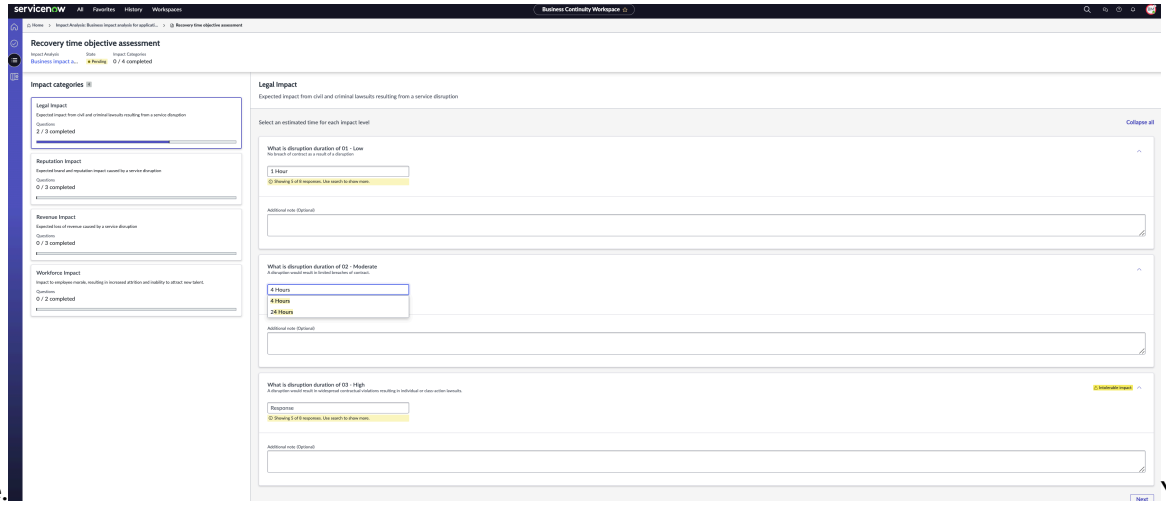
- Related item BIA - The latest unarchived impact analysis done on the dependency item
- Related item RTO - The Recovery time objective of the above impact analysis. It will take the value of adjusted RTO instead of RTO if there is any.
- Related item RPO - The Recovery point objective of the above impact analysis. It will take the value of adjusted RPO instead of RPO if there is any.
- Related item recovery tier - The recovery tier of the above impact analysis.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. To update an existing business impact analysis, select the link to the business impact analysis record in the **Name** column and navigate to the **Assessments** tab.
3. To assess different types of business impact categories on the business process, select the **Recovery time objective assessment** tab.

   A sample questionnaire for the Recovery time objective assessment (RTO assessment) is shown in the

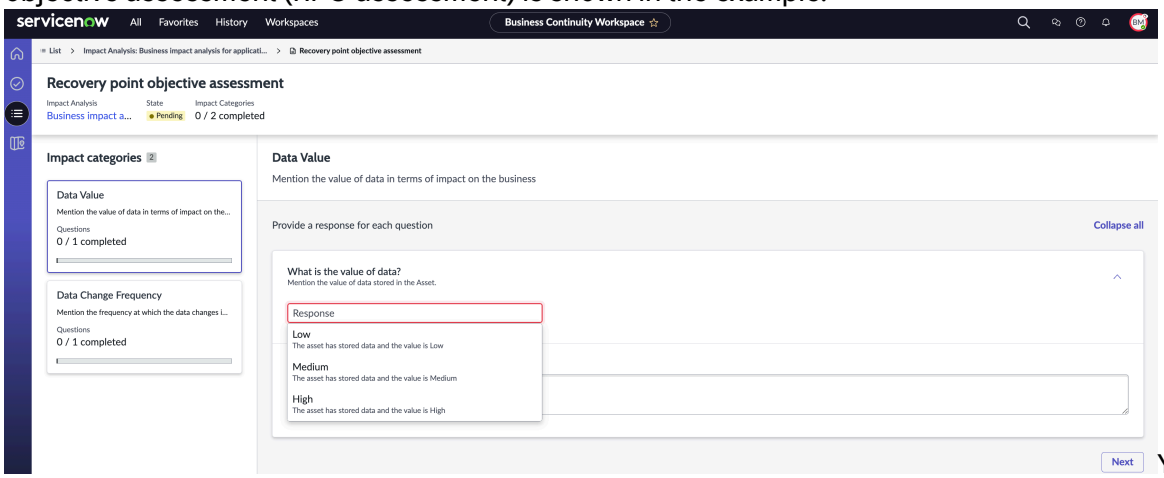
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



example. You must configure all impact categories in the Recovery time objective assessment. A business process draws a set of impact categories, by default, from the template that you have used for the business impact analysis. For more information, see: Review an impact category and assess its downtime.

4. Respond to the questions in the Recovery time objective assessment questionnaire and select **Next**.
   For information on recovery time objective and calculation of recovery time objective, see RTO, RPO, and recovery tiers and Calculating RTO and RPO.
5. To answer questions related to the data component of the asset, select the **Recovery point objective assessment** tab.

   A sample assessment questionnaire for the Recovery point objective assessment (RPO assessment) is shown in the example.



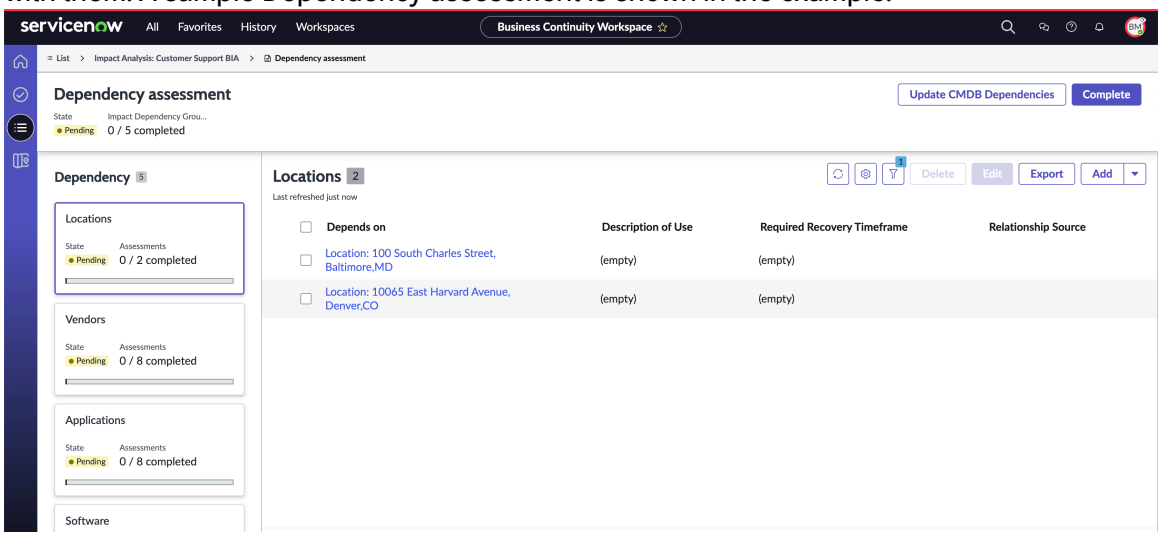
You must configure all impact categories in the Recovery point objective assessment. For more information, see Assess RPO impact of technology assets on the business. For information on recovery point objective and calculation of recovery point objective, see RTO, RPO, and recovery tiers and Calculating RTO and RPO.

6. Respond to the questions in the Recovery point objective assessment and select **Next**.
   You can respond to the questions and complete the Recovery point objective assessment.
7. To assess the dependencies and identify the items within each dependency that your business process depends on, select the **Dependency Assessment** tab.

   You can select the dependency in the Dependency panel to view the group and items that belong to that group. For example, if the group is **Locations**, you can select one or more locations and assess the dependencies associated

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

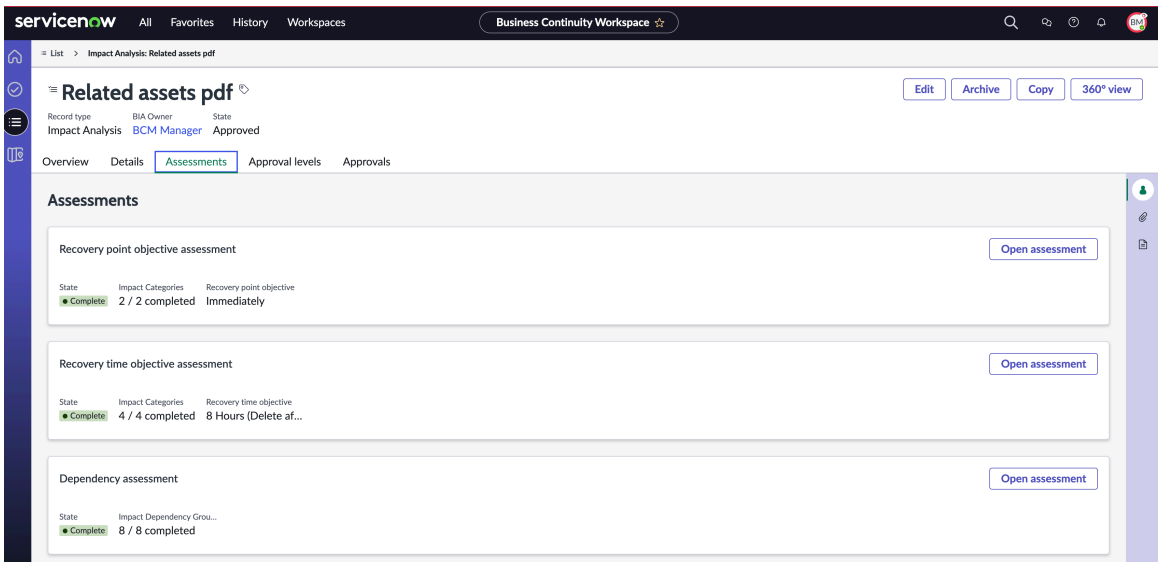
with them. A sample Dependency assessment is shown in the example.



8. To add an item to a dependency group, select one of the options.

   You can prioritize your business continuity and recovery plans based on the criticality of the assets that your business process uses.

   The completed assessments are shown in the example. The state of each assessment is marked as Complete and it is highlighted in Green. You can open the completed assessments and view their details for reference at any time.



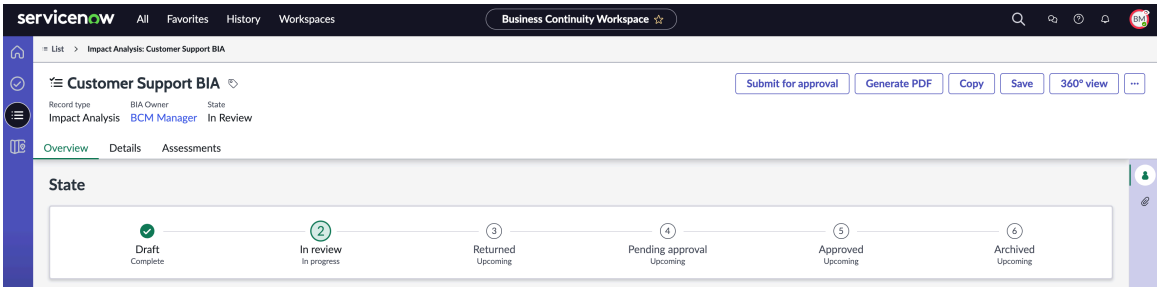
9. Select **Submit for review**.

   Note:
   Before submitting the business impact analysis for a review, verify that all assessments are complete and the name of the BCM lead is updated in the **BCM Lead** field on the **Details** tab.

   The business impact analysis is submitted for a review to the BIA owner or BCM lead. The business impact analysis is updated to the **In Review** state.

10. Review the assessments in the business impact analysis if you are the BIA owner or BCM lead.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



11. Select **Submit for approval**.
    The business impact analysis is updated to the **Pending approval** state.

    Note:
    If an approval record is already created for a BIA, the **Approve** or **Reject** buttons are not displayed in the BIA form.

12. Select **Save**.
13. Select the **Generate PDF** button to generate the BIA in a PDF format.
    A message appears that the PDF has been generated.

    PDF download

    Customer Support BIA PDF has been successfully generated for download

    Select the link in the message to download the PDF.

    - If you have view-only access to the BIA, the option to generate a PDF helps you to download the document to your local hard drive.
    - You can download the BIA before its **Approval** state.
    - By default, the PDF is generated and attached after the BIA is approved.

14. To move a BIA from **Approved** to **Draft** state, select the **Edit** button.
15. To create a copy of the BIA, select the **Copy** button.
    If you have the permission to read and create a BIA, then you can also copy the BIA.

    a. Enter the name of the new BIA in the Copy impact analysis pop-up.
    The copy action creates an exact replica of the BIA with the name that you enter in the Copy impact analysis pop-up. It also copies all its dependencies and dependency groups on to the new BIA.

    b. Select **Confirm**.

    - The new BIA that is copied from the original BIA has all the RTO, RPO impact, dependency assessment structural details similar to the original BIA.
    - However, the impact category details for each of these assessments are editable for you to assess the dependency details exclusively for the copied BIA.
    - When a BIA that has the RTO or RPO impacted assessments completed is copied, the new copied BIA won't have the new assessment in the **Pending** state. If the impact categories of the RTO and RPO impact assessments in the original BIA are in the **Complete** state, then the impact categories in the copied BIA are in the **Complete** state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Therefore, you must assess and enter the disruption duration, response, and required recovery timeframe relevant to the copied BIA.
- You can assess the details in the **Results** section. The RTO and RPO values are recalculated after you complete the assessments.
- Activities and Work notes are not copied to the new BIA. Enter this information relevant to the new BIA.
- Any attachments attached to the original BIA in any format are copied to the new BIA. However, the PDF generated for the original BIA using the **Generate PDF** button will not be copied over to the new BIA as the assessment data pertain to the original BIA. Since you have the flexibility to modify the assessment details in the copied BIA and generate a PDF, copying the PDF generated for the original BIA has no relevance.

Note:
You can delete a BIA (and its related tables) that is in the **Draft** state. BCM planner and program manager can delete a BIA that is in the **In Review** and **Returned** states, whereas a BCM admin can delete a BIA irrespective of its state.

Approve the business impact analysis

Approve the business impact analysis in BCM UI Builder Workspace in the BCM application. If you're the business impact analysis owner or the BCM lead for the business impact analysis, you can approve the business impact analysis.

Before you begin

Role required: sn_bia.bia_admin, sn_bia.bia_manager, sn_bcm.program_manager, sn_bcm.planner

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. Verify that you have completed the required steps listed in the workflow.
3. To approve the business impact analysis (BIA), navigate to the BIA record in the **Name** column.
4. Select **Approve** in the BIA form.
   If you're the business impact analysis owner or the BCM lead for the business impact analysis, you can approve the business impact analysis.

   Note:
   If an approval record is created for the BIA, the **Approve** or **Reject** actions aren't displayed on the BIA form. To view the **Approve** or **Reject** actions, these conditions must be fulfilled:

   - As a user, you should have the sn_bia.bia_manager role.
   - As a prerequisite, the BIA should be in the **Pending approval** state.
   - As a condition, the BIA shouldn't have any approval records created.

   When you approve the business impact analysis, its state is updated to **Approved**.

Update dependencies of BIAs in Self-Service

Use the contributor role to update the impact category result, RPO Impact analysis responses, state of the impact dependency group, and the work notes in the **Activity** section in the BCM application.

Before you begin

Role required: sn_bcm.contributor or sn_bcm.viewer

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you are a BCM contributor and are part of the Contributors list or you are a BCM viewer, then you can update the dependency details of a business impact analysis (BIA).

Procedure

1. Navigate to **All** > **Self-Service** > **My Impact Analysis**.
2. View the list of business impact analysis records that are assigned to you and the BIAs that you can contribute to.
3. Select the BIA record and view the details.
4. Update the **State** of the BIA.
5. To update the record, select **Update**.

Visualize 360° relationships for BIAs

Visualize the 360° relationships for a business impact analysis and its associated entities in BCM UIB Workspace. You can access the 360° view at any time while creating a business impact analysis.

Before you begin

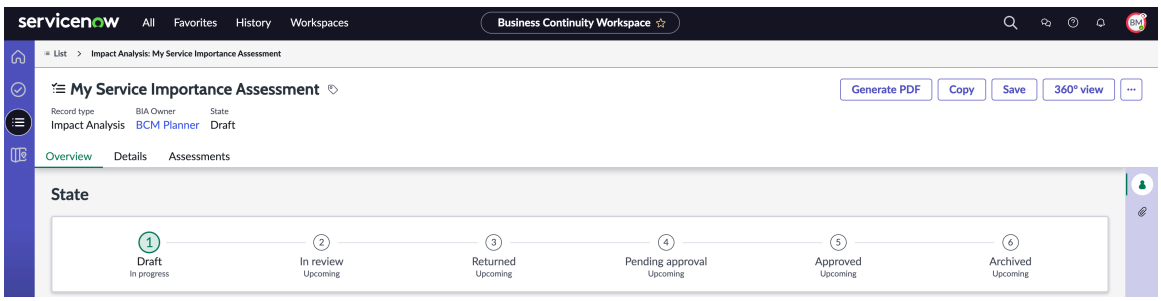
Role required: sn_bia.bia_admin, sn_bcm.program_manager, sn_bcm.planner

About this task

The configurations for the 360° view are stored in **360° View Configurations** > **Configure 360° Views**. If you have the BCM administrator role, you can configure the relationships for the records in **360° View Configurations** > **Relationship Registries**.

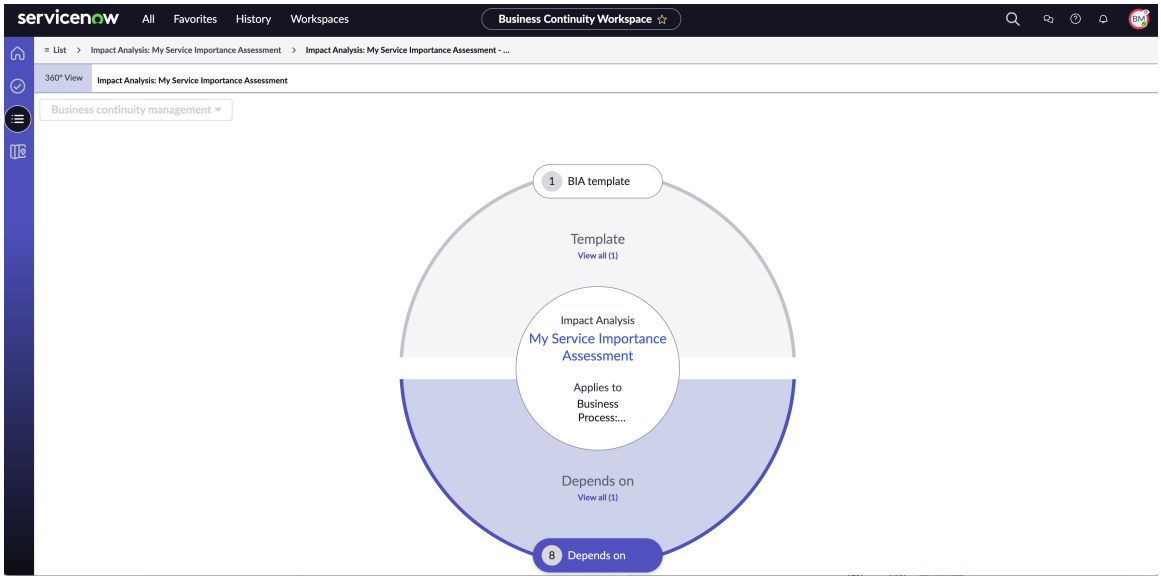
Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Business Impact Analysis** and select a record from the list.
   The business impact analysis record is displayed.
3. Select **360° view**.
   You can select **360° view** to view the relationships for a BIA as shown in the example.



The example shows the 360° view of a business impact analysis and its details.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

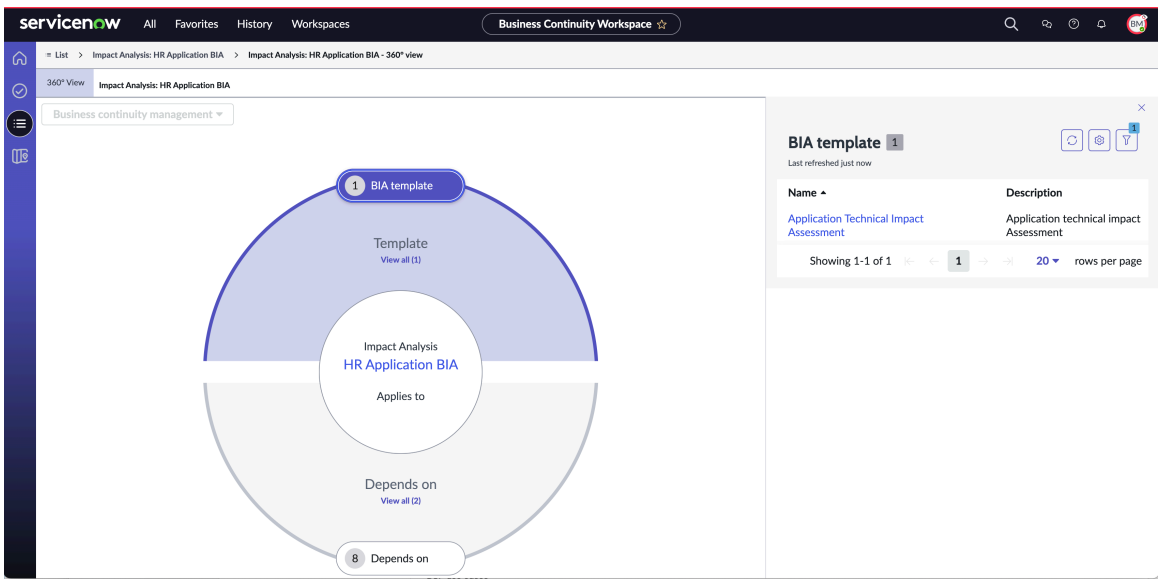


The 360° view for the business impact analysis shows these details:

- **Impact Analysis**: Name of the business impact analysis such as My Service Importance Assessment.
- **Applies to**: Entity that the business impact analysis applies to such as Business process or Business service.
- **Template**: BIA template details such as the name of the template and its description. You can select the **BIA template** capsule and view the details of the BIA template.
- **Depends on**: Dependencies associated with the business impact analysis. You can select the **Depends on** capsule and view its details.

4. Select **BIA template** in the view.

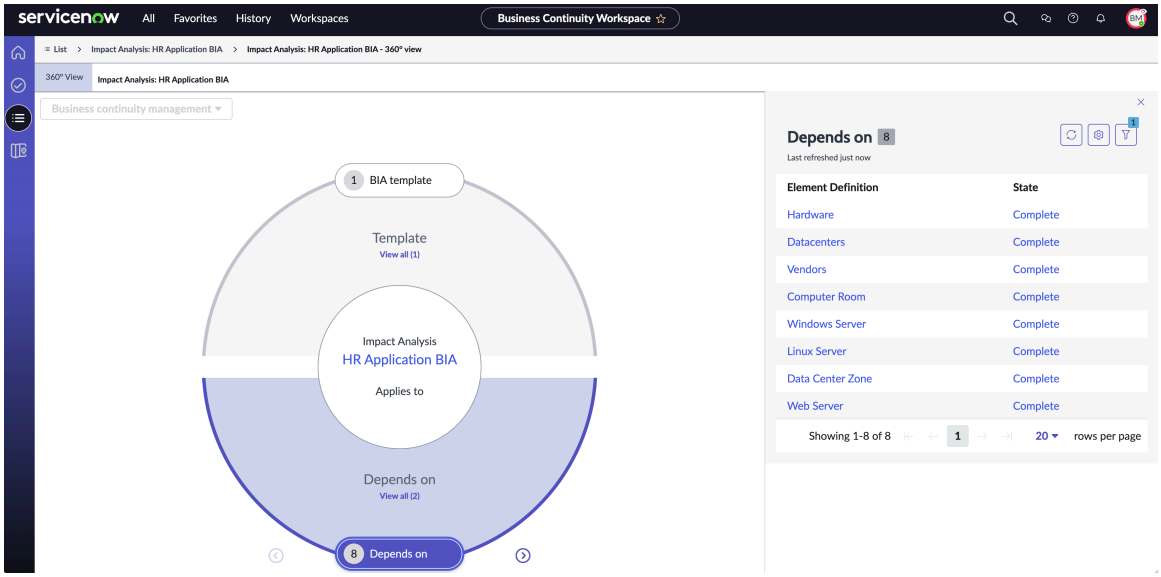
   The details of the BIA template such as the name and description of the template are displayed in the right panel of the view as shown in the example.



5. Select **Depends on** in the view.

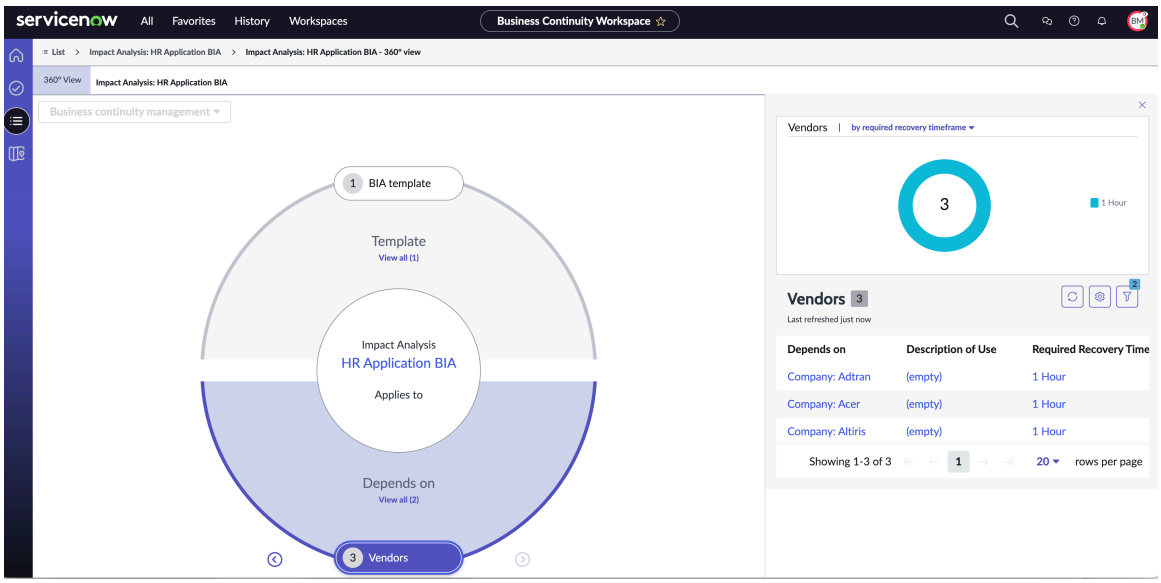
   The details of the dependencies are displayed in the right panel of the view as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. Select **Vendors** in the view.

   The details of the vendors are displayed in the right panel of the view as shown in the example.



7. To navigate to the BIA again, select the BIA or list view in the breadcrumb navigation on the page.

Generate BIA reports in PDF or Microsoft Word formats

Generate a PDF or Microsoft Word copy of a business impact analysis in the BCM Configurable Workspace and save it for a future reference.

Before you begin

Role required: sn_bcm.program_manager, sn_bcm.planner

About this task

To format the PDF for your business needs, see Format PDF templates for BIAs, BCPs, and events.

Beginning with the Xanadu release, the content in PDFs of Business Impact Analyses, Plans, and Events is improved by implementing a new layout:

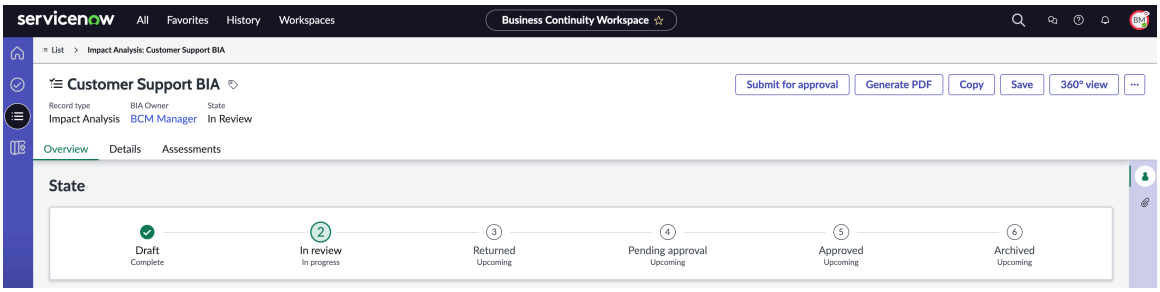
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Arrange the various event tasks in a table format.
- Include details of the asset owner and the description from the Business Impact Analysis.
- Display a table that outlines the dependencies of the plan assets.
- Mark the date of the PDF creation on the front page.

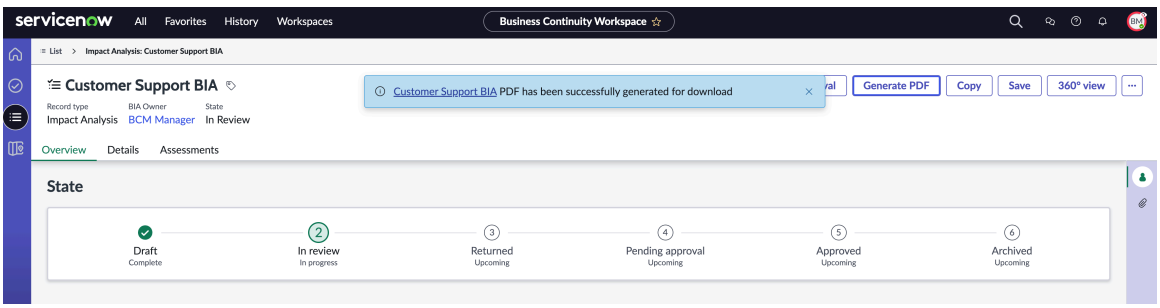
Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Business Impact Analysis** and select any business impact analysis record that is in the **Review** or next state.
3. Select **Generate PDF** in the form.

   The example shows the **Generate PDF** option in the business impact analysis form.



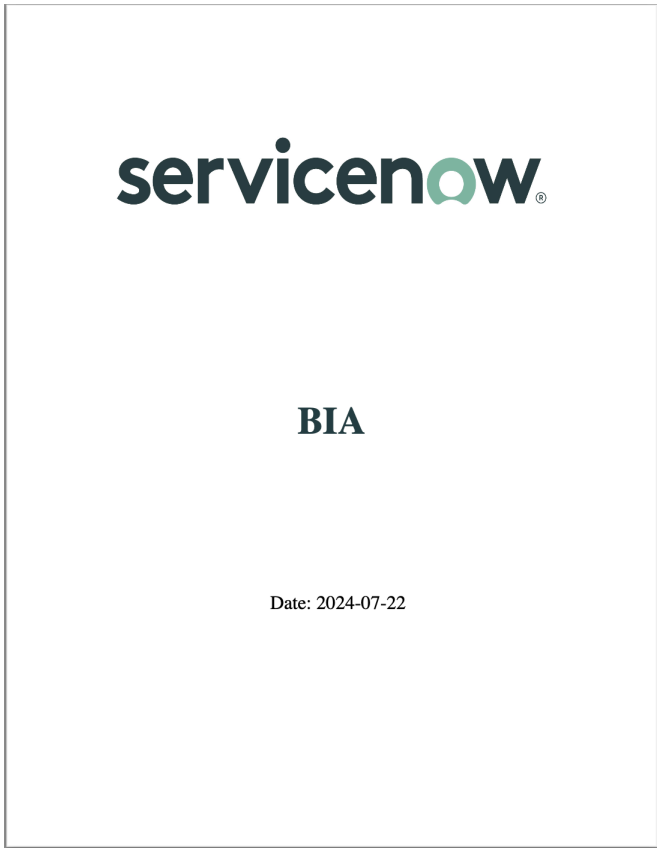
   The example shows the message that is displayed on the screen: `<Name of the BIA> PDF has been successfully generated for download.`



4. To download the PDF, select the link in the message.

   The example shows the PDF of the business impact analysis.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. Save the PDF on your system.
6. To format the BIA PDF template, follow the instructions in Format PDF templates for BIAs, BCPs, and events.
7. To create the BIA report in Microsoft Word, select **Generate MS Word**.

   Generate a report of the BIA record in Microsoft Word format. The Microsoft Word copy of the BIA record is successfully generated that you can download.

   For more information on generating reports in Microsoft Word format using Document designer, see Generating reports using Document designer.
8. To print the BIA report, open the saved PDF or Microsoft Word copy and select **Print**.

Structured workflows for BCPs

Perform the structured workflows that are outlined in this section to create a business continuity plan in Business Continuity Workspace (also known as BCM Configurable Workspace).

Typically, the business continuity plan owner performs the following tasks:

- Create a business continuity plan as per the plan template. For more information, see Create a business continuity plan.
- Add an asset and scope to the plan. For more information, see Add asset and scope to the BCP.
- Create a documentation section. For more information, see Create documentation sections.
- Add the related plan and recovery team. For more information, see Add associated plans and recovery teams.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Add a loss scenario, recovery strategy, and recovery task. For more information, see Add loss scenarios, Add recovery strategies for dependencies, and Add recovery tasks.
- Generate and save the PDF of the analysis for reference. For more information, see Generate BCP reports in PDF or Microsoft Word format.

BCP updates in the Xanadu release

Beginning with the Xanadu release, the handling of nested related plans has improved. This enhancement helps in managing potential cyclic dependencies by detecting and highlighting any problems that could cause cyclic dependencies during the execution of tasks.

Additionally, the refined recovery timelines enable you to monitor the planned and actual timeframes. A task may be applied to all assets within a plan or to none at all, facilitating an accurate aggregation of recovery timeframes across various levels, including assets, tasks, and plans.

Additional information on Business Continuity Planning

- For information on the **Planning** tab in the Home page, see Home page view.
- For information on business continuity planning, see Business continuity planning.
- For information on the administrative tasks in business continuity planning, see Setup for a business continuity plan.

States and UI actions for a BCP

When you create a business continuity plan (BCP), certain UI actions are associated with each state.

States and UI actions that are associated with a business continuity plan

The states and UI actions that are associated with a business continuity plan are described in the following table.

UI actions and States associated with a business continuity plan

Updated state of the BCP	UI action	Description
Draft	In business continuity plan record Lists view, select **New**. **Note:** You can also navigate to the **Planning** section of the Home page and select **Create BIA**.	When you select **New** in the Create New Plan form or **Create BIA** in the Home page, a record is created in the **Draft** state by default. On the **Details** tab, add details of the business continuity plan. Add details on the following tabs: • Scope • Documentation • Related plans • Recovery teams

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UI actions and States associated with a business continuity plan (continued)

Updated state of the BCP	UI action	Description
		• Loss scenarios • Recovery tasks
In review	Select **Submit for review**.	When you select **Submit for review** in the Create New Plan form, the state of the business continuity plan is updated to **In review**.
Pending approval	Select **Submit for approval**.	When you select **Submit for approval** in the Create New Plan form, the state of the business continuity plan is updated to **Pending approval**.
Approved	Select **Approve**.	When you select **Approve** in the Create New Plan form, the state of the business continuity plan is updated to **Approved**. The **Overview** tab displays the progression of the states for the business continuity plan. When the business continuity plan is in the **Approved** state, you cannot edit it further.
Archived	In the Create New Plan form, select **Archive**.	When you select **Archive** in the **Create New Plan** form, the state of the business continuity plan is updated to **Archived**. Starting with BCM release 9.0.x, you can revert an archived business continuity plan (BCP) to the **Draft** state by selecting the **Edit** button on the form. You can perform the following additional UI actions in the Create New Plan form: **Generate PDF** Download the PDF of the business continuity plan

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UI actions and States associated with a business continuity plan (continued)

Updated state of the BCP	UI action	Description
		for reference. The PDF attachment is available in the **Activity** panel of the **Details** tab. For information on generating the PDF of a business impact analysis, see Generate BCP reports in PDF or Microsoft Word format. **Copy** Save a copy of the PDF of the business impact analysis for future reference as a template. **360° view** Visualize the 360° representation of the business continuity plan such as its name, scope, related plans, and related tasks. To view 360° relationships of a business continuity plan, see Visualize 360° relationships for the BCP. **Delete** Delete the continuity plan. **Edit** Edit the business continuity plan. **Save**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UI actions and States associated with a business continuity plan (continued)

Updated state of the BCP	UI action	Description
		Save the business continuity plan.
Returned	Select **Reject**.	When the BCP is rejected, it is set to **Returned**. You can edit the business continuity plan in the **Returned** state.

Create a business continuity plan

Create a business continuity plan in BCM UIB Workspace.

Before you begin

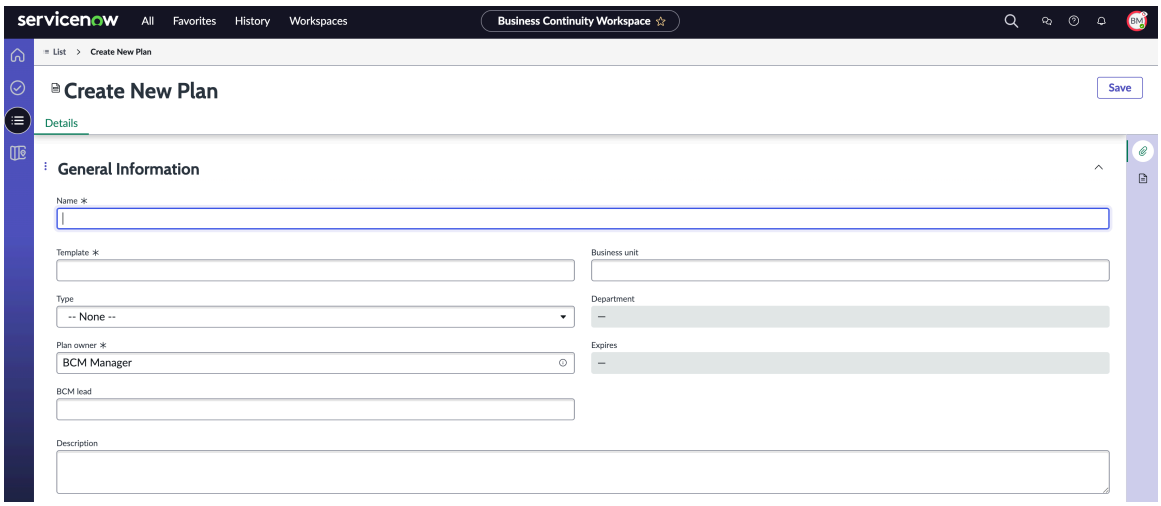
Role required: sn_bcp.plan_contributor or sn_bcp.plan_manager

The BCP Plan Manager (sn_bcp.plan_manager) now includes the Doc writer (sn_doc.writer) role that provides read and write permissions to the document templates.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. Navigate to **Planning** in the list view and select **New**.

   The **Create New Plan** form is displayed as shown in the example.



3. Fill in the required fields in the **Details** tab of the **Create New Plan** form.
   For more information on the fields, see Create New Plan form.

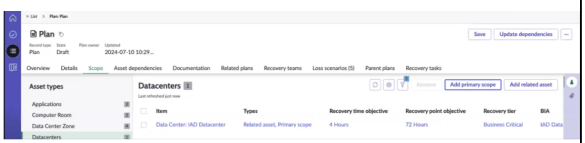
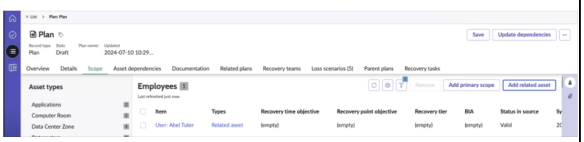
   The business continuity plan (BCP) is created in the **Draft** state and it's displayed in the List view. The state and details of the business continuity plan are displayed in the tabs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

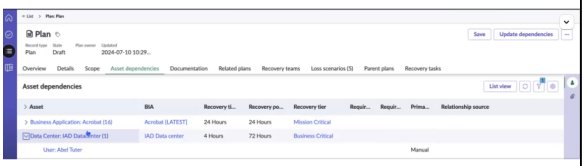
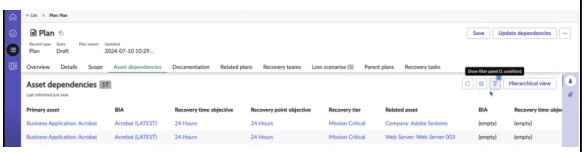
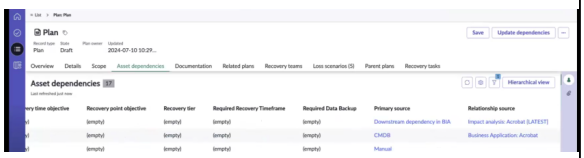
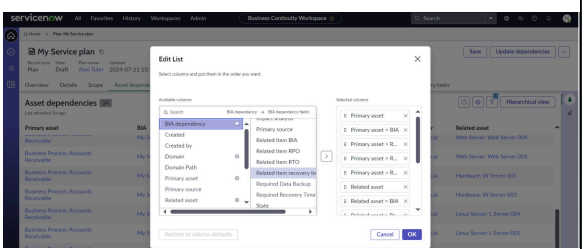
Tabs in the plan

Tab	Description
Overview	Current state and overall state progression of the BCP.
Details	Details of the plan. Contains details such as its Name, Template, Type, Plan owner, BCM lead, Business unit, Department, Expires, Description, comments, and Activity panel.
Scope	Contains the asset types list. For the selected asset type, shows the Item, Types, Recovery time objective, Recovery point objective, Recovery tier. BIA, Status in source, Synchronized on columns for detailed info. **Note:** The *source_table_fields* configuration applies to the **Scope** tab in the BCPs. These columns appear when you select **Add primary scope** or **Add related asset**. Add an asset to the scope of the plan and view the primary elements that are defined in the plan template. Beginning with the Xanadu release, the **Asset dependencies** tab now displays detailed information about the assets, replacing the Primary scope and Related asset toggles previously found in the **Scope** tab of the plan record. Additionally, the Type column in the **Scope** tab of the plan records has been renamed to Types column, enabling an asset to be categorized both as a primary scope and a related asset. The BIA column in the **Scope** tab has been updated from a document ID type to a reference type, enabling administrators to select and access the BIA record, update its information, and dot-walk to the plan record. It simplifies the process and saves time and effort. When two business impact analyses have identical asset dependencies, the most recent BIA is acknowledged as the source for these relationships. When creating a business continuity plan, you can enter details such as the Recovery Time Objective (RTO), Recovery Point Objective (RPO), Recovery Tier, and BIA link based on the primary asset in the plan record. Updating the dependencies refreshes the asset details in these columns with information from the latest unarchived

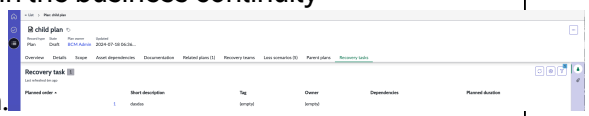
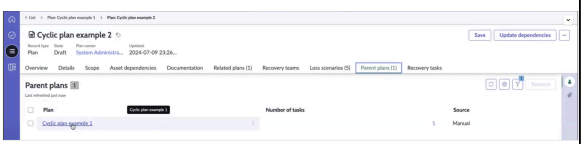
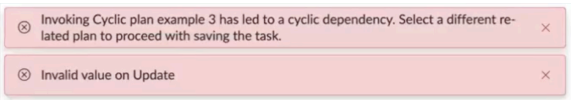
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tab	Description
	BIA record. If the asset originates from a downstream BIA, the columns for Recovery Timeframe and Required Data Backup are revised to display the latest data for that asset.
Add primary scope UI action	**Add primary scope** and **Add related asset** UI actions: You can mark an asset as a primary scope, assign it as a related asset, or link it as a related asset to a primary scope within the plan. This approach simplifies the classification of asset types and enables you to view the relationships directly on the plan record page. It shows which assets are impacted when the primary scope is operationally down, thereby saving time and effort. You can monitor the gaps in the primary and related items. The example shows that the IAD datacenter is added as both a related asset of a primary scope and as a primary scope itself.  The *source_table_fields* configuration applies to the **Scope** tab in the BCPs. These columns appear when you select **Add primary scope**.
Add related asset UI action	The **Add related asset** action enables you to add a related asset and then relate it to a primary asset. For example, Abel Tuter, employed at the IAD datacenter, is added as a related asset.  The *source_table_fields* configuration applies to the **Scope** tab in the BCPs. These columns appear when you select **Add related asset**.
Asset dependencies	Displays the Asset, BIA, Recovery time objective (RTO), Recovery point objective (RPO), Recovery tier, required Recovery Timeframe, Required Data backup, Primary source, Relationship source.

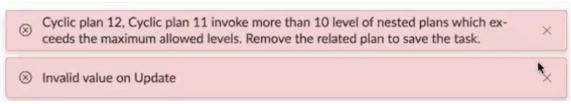
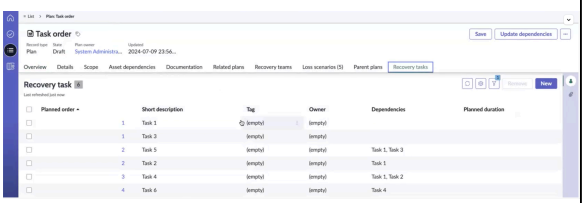
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tab	Description
	The **Asset dependencies** tab provides a Hierarchical view illustrating the relationships between parent assets and their child assets. In this example, it's shown that Abel Tuter is a related asset to the IAD data center.  Since the user, Abel Tuter, was added manually, the Primary source column indicates it as a manual source. You can track dependencies in the Hierarchical view and List view. You have the option to switch from the Hierarchical view to the List view, where all assets are displayed in the list format. The Hierarchical view displays all primary assets and up to 20 child assets. If a primary asset includes more than 20 assets, you can select the primary or related asset and it navigates you to the record view. Related assets are only present for the primary assets.  For example, the Business Application: Acrobat is considered a primary asset, while the Company: Adobe systems is identified as its related asset. The source of the asset is displayed in the Primary source column.  You can add details from the dependent items in the plan as shown in the example. 
Documentation	Record the recovery capabilities of the plan in the documentation sections. Contains

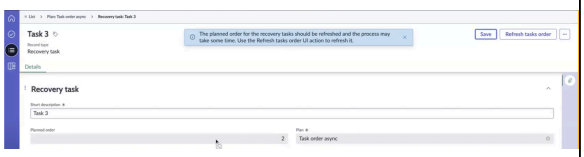
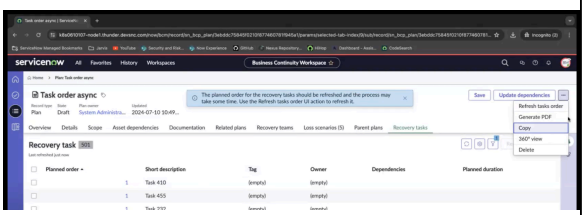
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tab	Description
	details of the plan in the Sections panel and the **Create new section** tab. Similarly, contains informational fields on the plans such as Title, Description, Order, Contents.
Associated plans	Contains the associated plan types such as Upstream plans, Downstream plans, Related plans. For more information, see Add associated plans and recovery teams.
Recovery teams	Recovery teams assigned for the business continuity plan. Contains the Name, Description, Groups, Users columns.
Loss scenarios	Loss scenarios that are applicable to the business continuity plan. Contains the Name and Description columns.
Recovery tasks	Details of the recovery tasks such as Planned order, Short description, Owner, Dependencies, Planned duration, Phase, Asset recovery level columns. You can create a recovery task within the business continuity plan.  A cyclic dependency occurs when two or more recovery tasks rely on each other, either directly or indirectly. Beginning with the Xanadu release, it's possible to help prevent cyclic dependencies in recovery tasks, verifying that the same plan is not triggered multiple times.  For example, if the recovery task in Plan 1 triggers Plan 2, Plan 2 then triggers Plan 3, and Plan 3 subsequently triggers Plan 1, this sequence creates a cyclic dependency. An error message, similar to the example provided, is displayed to inform users that triggering the plan has resulted in a cyclic dependency and suggests selecting an alternative related plan. Choosing a different related plan in such cases helps avoid these issues during an event. 

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

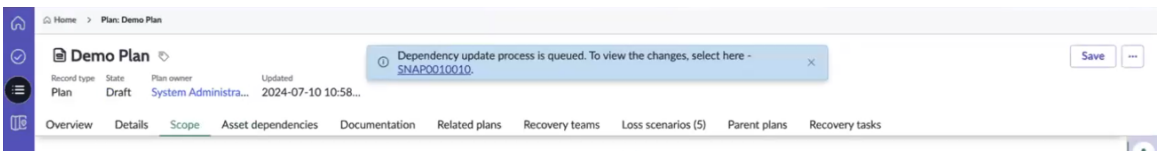
Tab	Description
	If plans are activated beyond 10 levels or hierarchical links involving more than 10 levels of plans are established, an error message is displayed, advising the removal of the plan before the record can be saved.  Beginning with the Xanadu release, the recovery tasks are organized based on their dependencies. You have the flexibility to assign dependencies to the tasks, and the application then determines a sequence for these tasks based on the assigned dependencies. If there are tasks without any dependencies linking them, they can be handled simultaneously. You can edit the *sn_bcp.sync_order_calculation_task_limit* property to change the count for the recovery task order so that it's calculated synchronously.  The sequence of tasks depicted in the illustration is clarified with the example: **a.** Task 1 and Task 3 are independent of each other, enabling them to be executed at the same time, and they're both assigned a planned order of 1. **b.** Task 5 depends on both Task 1 and Task 3 and therefore, it's assigned a planned order of 2. **c.** Task 6 depends on Task 4, which has a planned order of 3. The planned order for Task 6 is then set at 4. Tasks can be performed simultaneously, enabling several users to collaborate on the same plan at once. When a dependency is updated for a task and the task is saved, the planned order for the tasks is recalculated based on the removed dependency. If you have over 500 recovery tasks and the dependencies are updated, the planned order of these recovery tasks is not updated instantly. Rather, an informational message is displayed, suggesting that the planned order

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tab	Description
	of the recovery tasks be updated using the **Refresh tasks order** UI action.  The option to refresh the task order is also accessible from the menu in the plan record, as illustrated in the example.  When you must reorder recovery tasks within a plan, a message is displayed that the reordering process may take some time. You can use the **Refresh tasks order** UI action to update the tasks order.

4. Add a primary scope and its related assets in the **Scope** tab.
   a. Update the dependencies by selecting the **Update dependencies** button.

   It pulls both related assets and their relationships. A message is displayed that the dependencies are being updated and you must refresh the page to view the updated dependencies.



   You can view dependency updates in the snapshot record.



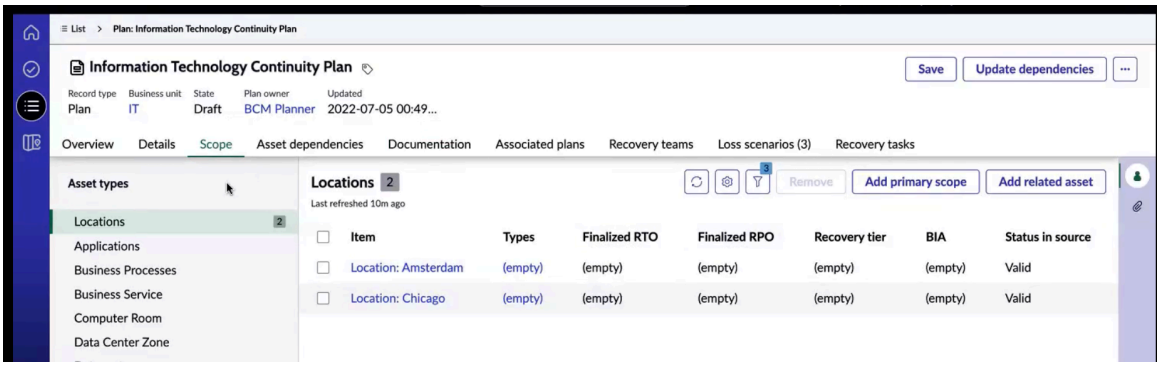
   The Parent item column in the **Added** tab shows the parent item of the new asset. All items that are dependent on the parent item are shown in the Item column as shown in the example. The Source column shows whether the source is from CMDB, Manual, or Downstream dependency in BIA. It's used for BIA downstream. Selecting the BIA record link shows you that the dependencies are derived from this BIA record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. Review the **Finalized RTO** and **Finalized RPO** values columns in the **Scope** tab.

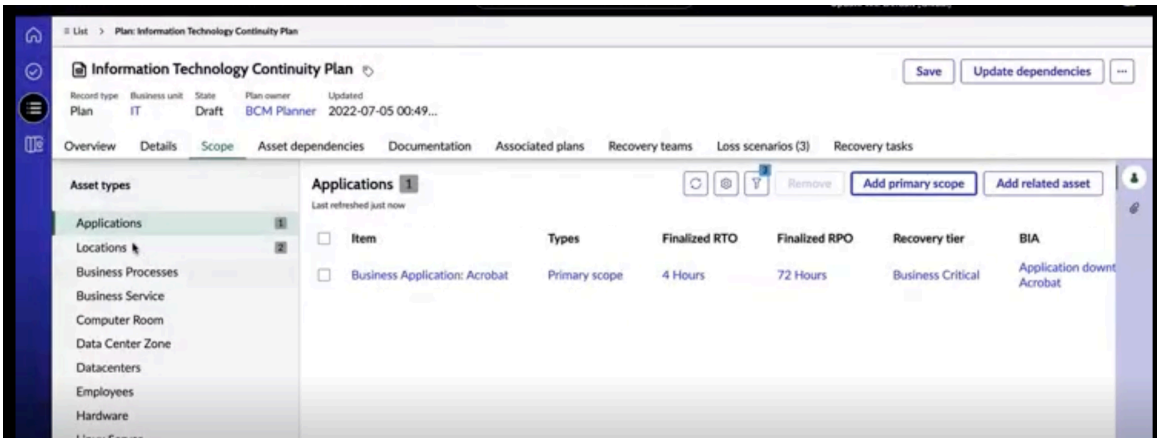
   With GRC: Business Impact Analysis, version 9.2.x, the **Finalized RTO** and **Finalized RPO** fields are introduced in the **Scope** tab.



   When you add a dependency in the **Scope** tab, the system retrieves the most recent Business Impact Analysis (BIA) and uses its "Finalized RTO" and "Finalized RPO" values for that specific dependency.

   Additionally, values for "Recovery Tier" and "BIA" are also retrieved and displayed in the plan record.

   When you add "Acrobat" as a primary scope to the plan record, the "Finalized RTO" and "Finalized RPO", "Recovery Tier", and "BIA' values are retrieved from the BIA and populated in the columns.



   If you've already fetched a dependency and later update the BIA's RTO and RPO values and if the corresponding RTO fields for that dependency are empty, select**Update dependencies** to fetch the latest values from the BIA.

6. To add a contributor from the list to the business continuity plan record, launch the **Contributors** panel by selecting the **Contributors** icon in the side-bar.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The BCP contributors with the sn_bcp.plan_contributor role have read, write, and delete access to the business continuity plan. If you have the BCP manager, BCM lead, or plan contributor role, you can add or remove the contributors. The BCP contributors can edit the list of the contributors and edit the BCP.

7. To revert an archived business continuity plan (BCP) to the **Draft** state, select the **Edit** button. Starting with BCM release 9.0.x, you can revert an archived business continuity plan (BCP) to the **Draft** state by selecting the **Edit** button on the form. It helps you to have more flexibility in managing business continuity plans and related records.
8. To perform more actions on the BCP, select **More actions**.
9. Select **Save**.
   The plan is saved in the **Draft** state and it's displayed in the List view of the Planning records.
10. Select the **360° view** button to refresh the planned order for the recovery task.
11. Select the **Generate PDF** button to generate the BCP in a PDF format.
12. To create a copy of the BCP, select the **Copy** button.
13. Select **360° view** to generate the 360° relationships for the plan.
14. Select **Delete** to delete the plan.

Create New Plan form

Use the Create New Plan form in BCM UIB Workspace to add the details about the business continuity plan (BCP).

Create New Plan form

For description of the field values, see the table.

Create New Plan form

Field	Description
Overview tab	
State	Current state display and progression indicator for the business continuity plan.
Details tab	
Name	Name of the business continuity plan. You can describe the BCP within 255 characters length.
Template	Model template for creating the BCP. The template BIA has the primary elements (applications, business processes, and locations), impact categories, and the dependent assets identified for the type of assessment.
Type	Type of the business continuity plan. Available options are: • Continuity plan • Recovery plan • Crisis response plan
Plan owner	Owner of the business continuity plan.
BCM lead	BCM lead for the business continuity plan.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Plan form (continued)

Field	Description
Business unit	Business unit that the business continuity plan is created for. Available options are: • Finance • HR • IT • Legal • Marketing • Sales
Department	Department related to the business unit. You can select the department based on the business unit selected.
Expires	Read-only field. Expiration date for the plan.
Description	Description of the business continuity plan.
Scope	
Asset types	Asset types that you can add to the plan.
Add primary scope	UI action to add the primary scope to the plan.
Add related asset	UI action to add the related asset to the plan.
Asset dependencies	
Asset dependencies	Asset dependencies related to the plan.
Documentation section	
Documentation section	Title, Description, Order, Contents of the documentation section.
Associated plans	
Associated plans	Associated plan types such as Upstream plans, Downstream plans, and Related plans.
Recovery teams	
Recovery teams	Recovery teams for the plan.
Loss scenarios	
Loss scenarios	Loss scenarios defined for the plan.
Recovery tasks	
Recovery tasks	Recovery tasks associated with the plan.
Icons displayed in the side-bar of the record	
Contributors	Icon to populate side-panel in the record. You can add contributors to the business continuity plan from the panel.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Plan form (continued)

Field	Description
Attachment	Panel where the PDF of the business continuity plan is attached.
Template	Panel to populate the template for the business continuity plan. You can view all or customized templates in this panel.

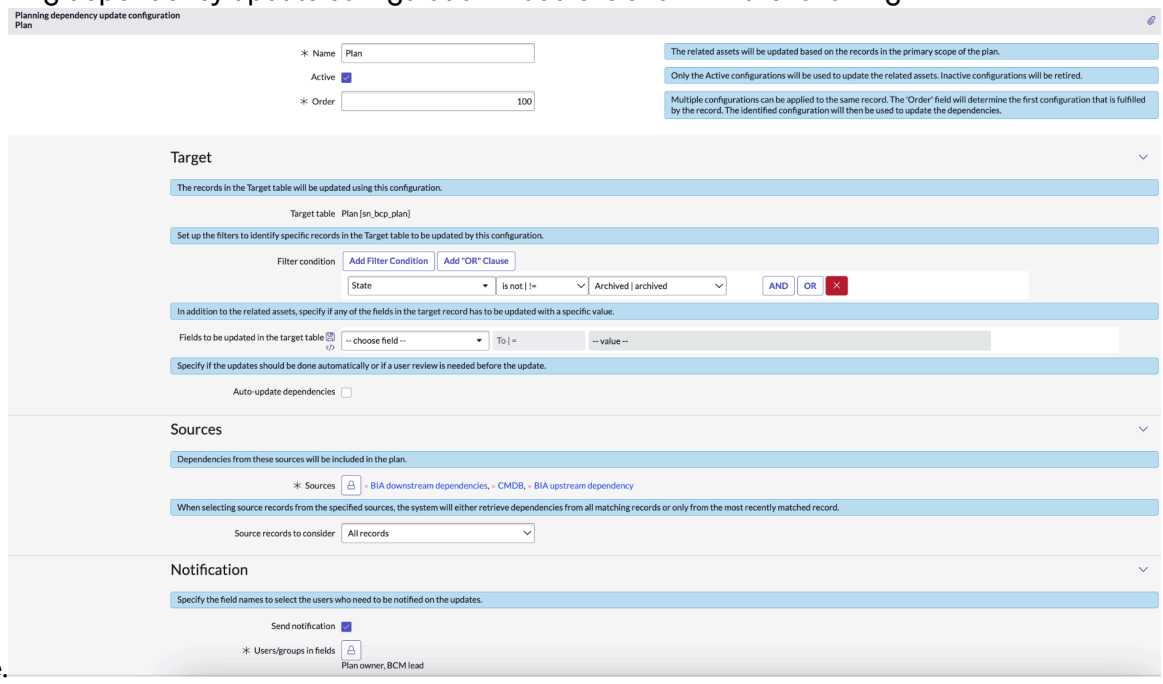
Scheduling auto-update of related assets

You can schedule an auto-update of the related assets in the plans based on the source data and relationships in the CMDB. You can receive an email notification with details of the plan dependency updates from the BCM application. Dependencies are fetched from different sources such as BIA upstream dependency, BIA downstream dependencies, and CMDB.

Scheduling an auto-update of the related assets

The BCM administrators can schedule an auto-update of the related assets in the plans in the Planning dependency update configuration module, based on the source data and relationships in the CMDB. You can access the auto-update configuration module by navigating to **Business Continuity Workspace** > **General Administration** > **Planning dependency update configuration**.

The Planning dependency update configuration module is shown in the following example.



When the BCM administrators select the **Auto-update dependencies** option, the BCM application schedules an auto-update of the related assets in the plans. Similarly, when the **Send notification** option is selected, the BCM application sends automated emails to the plan owners about the dependency updates.

Planning dependencies are fetched from different sources such as BIA upstream dependency, BIA downstream dependencies, and CMDB.

Note:
In the plans, the dependencies are fetched for all primary scope assets.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setting up the Planning dependency update configuration module is a one-time activity. Once the sources are configured in the Planning dependency update configuration module, the updates are synchronized in the plan.

For more information on setting up the Planning dependency update configuration module, see Configuring planning dependency updates.

Using the updated dependencies with the Xanadu release

Beginning with the Xanadu release, you can use the updated dependencies from the latest BIA record to conduct a dependency assessment on an asset. Information from the columns labeled Related item BIA, Related item Recovery Time Objective (RTO), Related item Recovery Point Objective (RPO), and Related item Recovery Tier is used to ascertain the required recovery timeframe and data backup needs, which are then displayed in the Required Recovery Timeframe and Required Data Backup columns of the BIA record.

For more information on the source BIA records option in the Dependency configuration modules, see Set up Planning dependency update configuration.

Note:
The filter condition in the Element definition is used to add specific configuration items (CIs) via the pop-up. The **Update dependencies** UI action also considers the element definition's filter and retrieves the related CIs of the configuration item listed in the **Applies to** field of the BIA. These relationships are retrieved from the CI Relationships table.

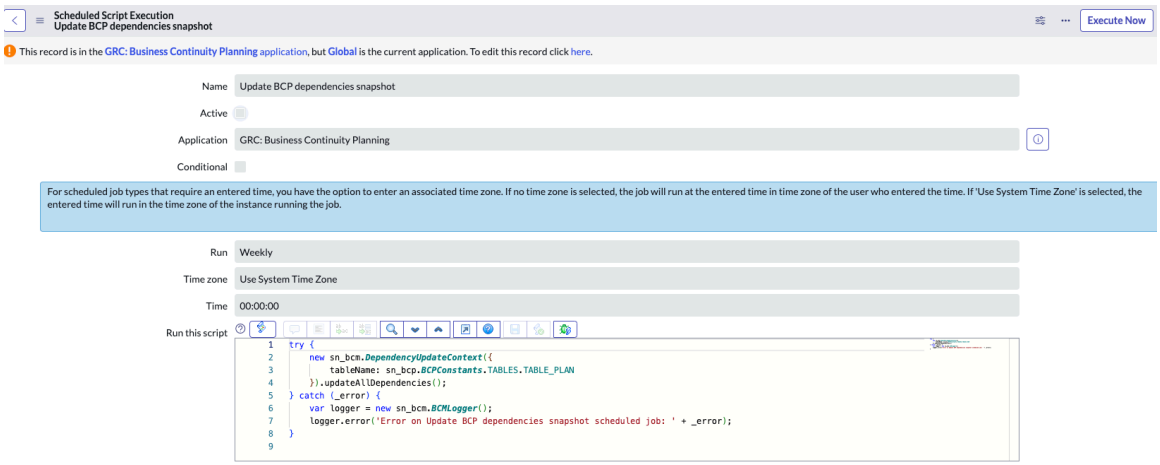
Roles associated with the auto-update of the related assets in the plans

Users with the following roles typically update the related assets in the plans:

- The BCM program managers, BCM planners, and BCM managers can update the related assets in the plans.
- BCM administrators can configure the Planning dependency update configuration module.

Using the scheduled job to auto-update the dependencies

The *Update BCP dependencies snapshot* scheduled job is shipped as part of the base system. It runs at regular intervals and fetches the updated related assets in the plans. The scheduled job is shown in the following example.

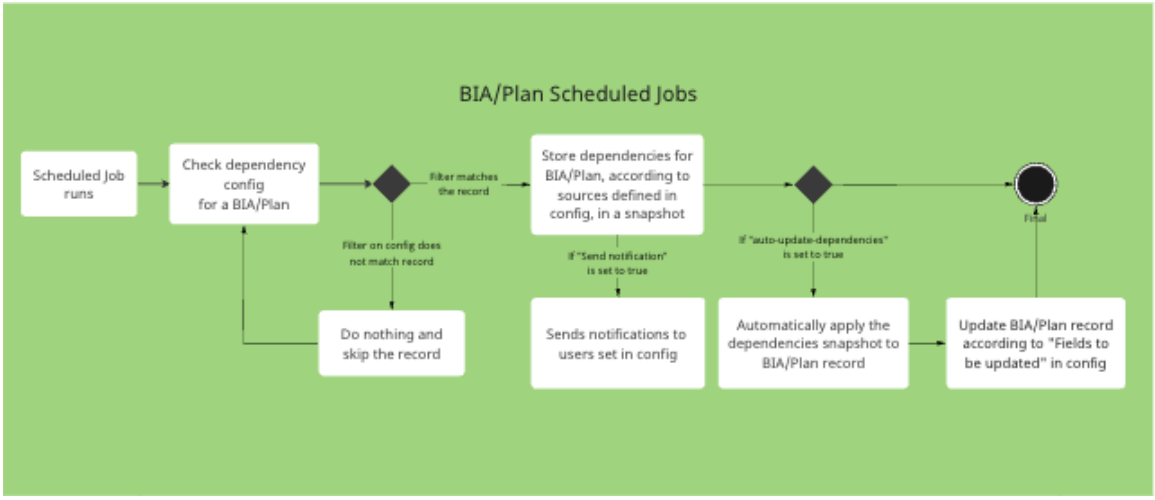


The scheduled job is not marked as Active by default. To run the scheduled job at regular intervals, the system administrators can select the **Active** option and select **Execute now** to set up a schedule. The scheduled job then runs at regular intervals, scans the plan records for the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

changes, and fetches the updated related assets for the planning records. It creates a snapshot record for each planning record update.

The scheduled job processes a workflow to check for the changes in the relationships and save the dependency updates automatically as shown in the following example.



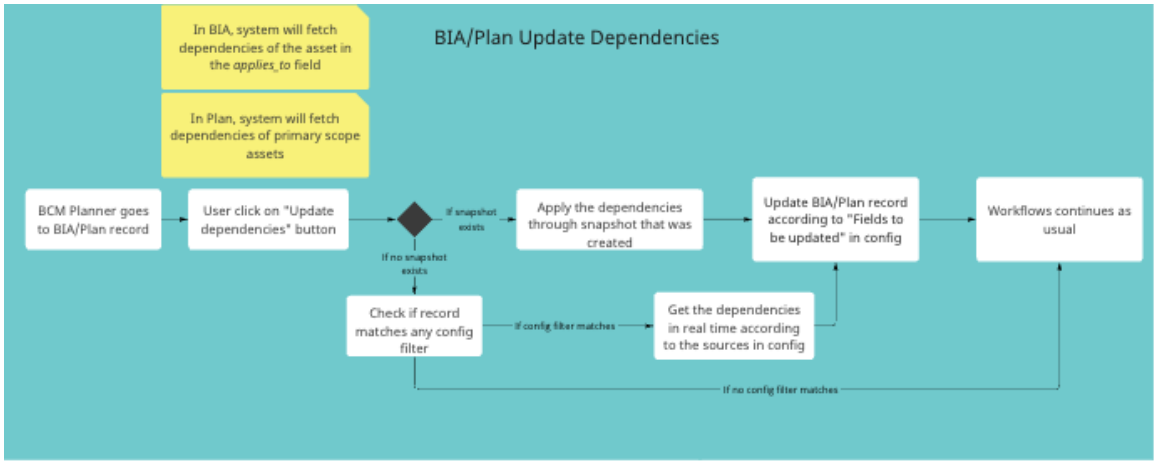
1. The scheduled job runs weekly, checks the related assets configuration for each planning record, and fetches the related assets from the sources defined in the **Sources** tab of the Planning dependency update configuration module.
2. The scheduled job refers to the filter condition that is set in the configuration (Planning dependency update configuration module). If the condition matches the planning record, the scheduled job fetches and stores the related assets for the plan in the snapshot record, according to the sources defined in the configuration. If the filter condition does not match the planning record, the application skips the record.
3. When the **Send notification** option is set to **True** in the Planning dependency update configuration module, the users of the planning record set in the configuration are notified about the updated related assets through the scheduled job.
4. When the **Auto-update dependencies** option is set to **True** in the Planning dependency update configuration module, the scheduled job automatically applies the Plan dependency snapshot to the planning record.
5. As the final step, the scheduled job updates the planning record according to the fields to be updated in the configuration.

Updating the dependencies manually

As the BCM application user, you can update the plan dependencies instantaneously by using the **Update dependencies** UI action. In this way, you can update the dependencies manually before the scheduled job runs as per the weekly schedule. The dependencies are then updated in the sources and a snapshot record of the planning record update is created.

See the following workflow for using the **Update dependencies** UI action and updating the planning dependencies manually:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



1. The BCM planner navigates to the planning record. The application fetches the dependencies of the primary scope assets defined in the plan.
2. The BCM planner selects the **Update dependencies** UI action.
3. If the snapshot record exists for the update, the BCM planner applies the planning dependencies through the snapshot and updates the plan according to the **Fields to be updated** in the configuration. The plan workflow then continues for the next steps such as requesting review and approval.

   If the snapshot record does not exist for the update, the BCM planner checks if the planning record matches any configuration filter:

   - If the planning record matches any configuration filter, the application gets the dependencies in real time according to the sources in the configuration. Then, the BCM planner updates the planning record according to the **Fields to be updated** in the configuration. The plan workflow then continues for the next steps.
   - If the planning record does not match the configuration filter, the plan workflow then continues for the next steps.

For more information on updating the planning dependencies manually, see Update the planning dependencies.

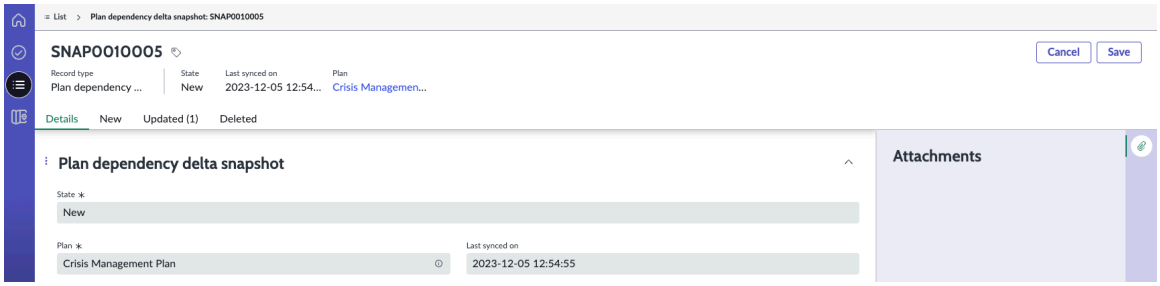
Note:

Note:
The Planning dependency update configuration module is used for using the scheduled job and for updating the planning dependencies manually (by using the **Update dependencies** UI action).

Snapshot record of the plan

When the scheduled job runs at set intervals, it creates a snapshot record of each plan update in the application. The snapshot record contains the delta of the changes in the configuration such as new, updated, and deleted assets for the plan. The snapshot records are listed in the Pending updates module in the Planning list view in the Business Continuity Workspace. A snapshot record is shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



When a snapshot record gets created, the application displays a UI message to inform the users about the planning dependency updates. The BCM application stores one active snapshot for a plan at a time. The snapshots that are in the **Completed** state and that have not been updated in six months are removed from the application automatically.

If the planning record does not have any changes in the dependencies, then a snapshot record is not created for that planning record.

Data Relationships Framework

When you create a business continuity plan, you must update the related assets in the plans. Beginning with the Xanadu release, the Data Relationships Framework (com.sn_app_grc_relationship_config) application supports the BCM application with the underlying framework to fetch the related assets in the plans. The Data Relationships Framework application is installed with the BCM application by default.

For more information on the Data Relationships Framework, see Data Relationships Framework.

Update the planning dependencies

Update the plan dependencies manually from the snapshot if the scheduled job is not activated in the Planning dependency update configuration module. You can update the dependencies in an active plan.

Before you begin

Role required: sn_bcm.program_manager, sn_bcm.planner, sn_bcm.admin

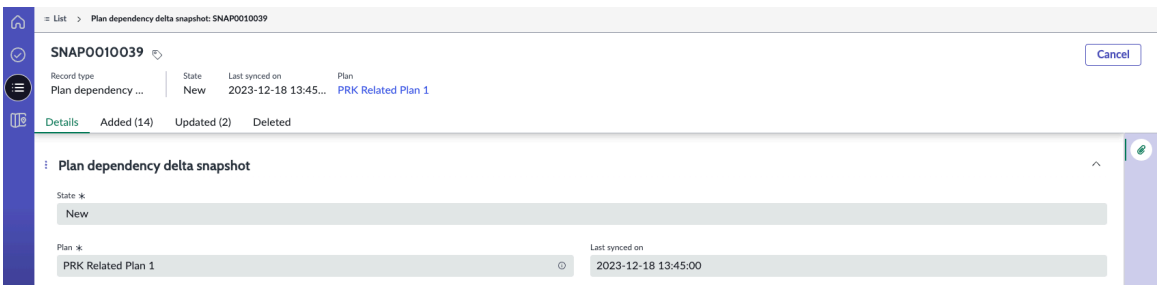
Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. Open a BCP in the **Draft** state and navigate to the **Scope** tab.

   If the dependencies have been updated in the sources, the scheduled job fetches the dependencies. You can select the snapshot record to view the updates.

3. To view the snapshot record, select the **Pending updates** module in the **Planning** list view and select a snapshot record.

   The Plan dependency delta snapshot is displayed.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The BCM application stores one active snapshot for the BCP at a time. The snapshots that are in the **Completed** state and that have not been updated in the past six months are removed from the application automatically.

4. To update the dependencies manually, navigate to the plan and select **Update dependencies**.
   A UI message is displayed on the screen: `Dependencies are being updated.`
5. To save the changes to the plan, select **Save**.
   The plan owners and BCM lead can update the planning dependencies by saving the changes to the plan.

Add asset and scope to the BCP

Add an asset and the scope to the business continuity plan (BCP). You can then view the primary elements in the BCM Configurable Workspace.

Before you begin

Role required: sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

About this task

You can select a primary asset and track its related assets in the plan. You can also designate the same asset as either a primary or a related asset within the plan, as indicated in the Types column of the plan record. To add the related assets in the **Asset dependencies** tab, select the **Update Dependencies** button in the plan. The source of the relationship is displayed in the Primary Source column, which includes sources such as Configuration Management Database (CMDB), Manual, BIA upstream, or BIA downstream.

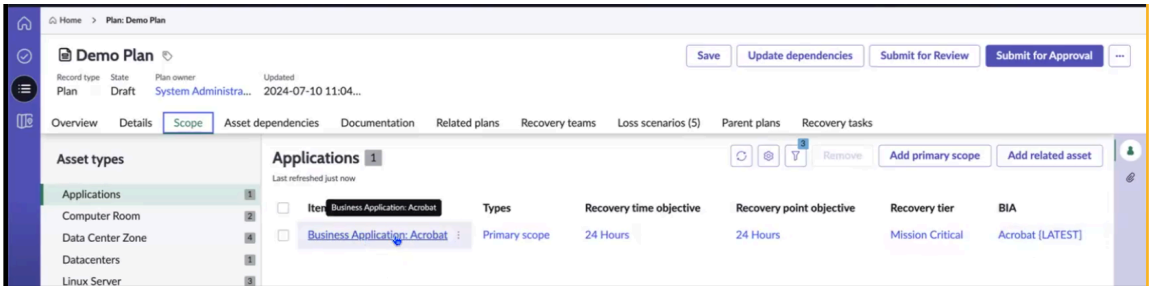
You can check the Types column in the **Scope** tab to see the classification of an asset. An asset can be classified as a primary scope type, a related asset type, or both. To understand the source of the relationship for related assets, such as an upstream BIA or a CMDB asset from which the dependency originates, refer to the Relationship Source column in the Plan Asset and Snapshot records. The Relationship source column in the **Asset dependencies** tab shows the actual record responsible for pulling this relationship. If two business impact analyses (BIAs) have the same asset dependencies, the most recent BIA is recognized as the relationship source and it is shown in the Types column in the plan.

You can use the Hierarchical view in the plan form to view the parent-child relationship of the assets. You can toggle the view to display either the List view or the Hierarchical view. When the dependencies are updated, the values in the columns of the **Scope** and **Asset dependencies** tabs are updated and color-coded for reference as shown in the examples:

- BIA
- Recovery time objective (RTO)
- Recovery point objective (RPO)
- Recovery tier (RT)

You can use the updated dependencies from the most recent BIA record to conduct a dependency assessment on an asset. Employing these updated dependencies enables you to accurately carry out the business impact analysis. Additionally, it assists in determining the essential recovery timeframe and data backup needs for the assets, which are then shown in the Required Recovery Timeframe and Required Data Backup columns of the BIA record.

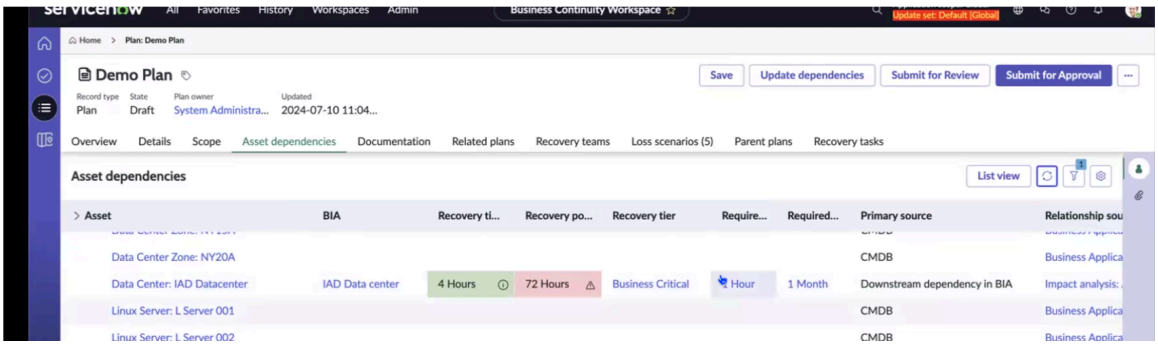
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



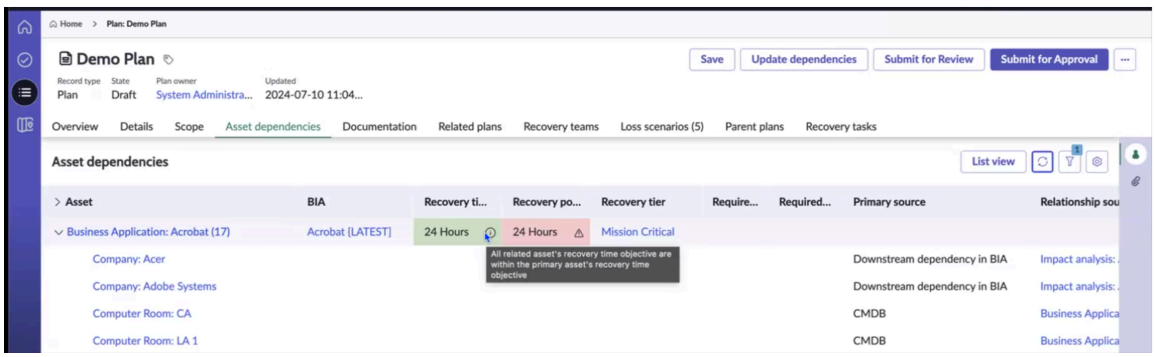
The Hierarchical view is used to evaluate the BIA, Recovery time objective (RTO), Recovery point objective (RPO), and Recovery tier (RT) values between the primary and related assets within a plan. The color coding helps Business Continuity Management (BCM) planners to compare these metrics:

- Rows where the RTO or RPO value for the primary asset is lower than that of the related asset are marked in Red.
- Rows where the RTO or RPO value for the primary asset exceeds that of the related asset are marked in Green.
- Rows where the RTO or RPO values for the primary and related assets are identical are marked in Yellow.
- Rows where the RTO or RPO values for the primary assets are missing remain uncolored.

For example, if the RTO value for the primary asset exceeds that of the related asset, it is marked in Green. If the RTO value for the primary asset is less than that of the related asset, it is marked in Red.



When you hover over the information icon in the column, it shows the comparison data for the primary and related asset as shown in the example.



Procedure

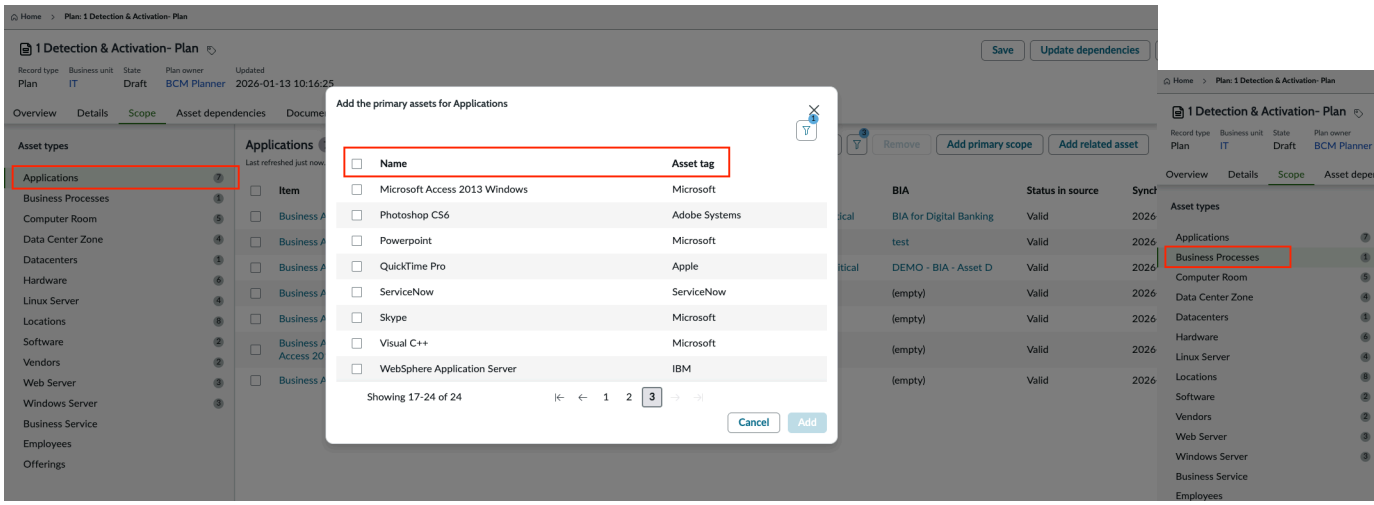
1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Planning** and select the link to the plan record in the **Name** column.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

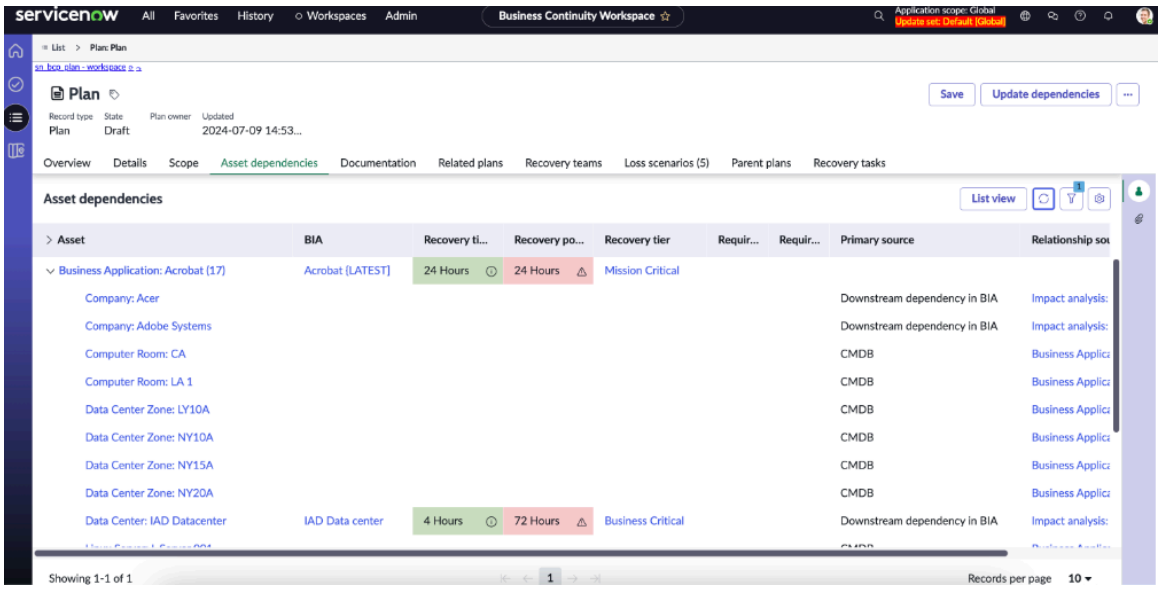
3. Select the **Scope** tab and add primary scope for the business continuity plan.
   If the plan is created from a plan template, you can view the primary elements defined in the plan template.
4. Select the **Asset dependencies** tab.

   Asset dependencies show the relationships of the assets and allow users to assess the risk or gaps when the assets are operationally down. The example shows how to add an asset type to the business continuity plan.

   The purpose of *source_table_fields* is to set the columns for the modal based on the asset types. The following examples show the columns that appear when you select **Add primary scope** for Applications and Business Processes asset types.



   A sample plan with various asset types is shown in the example.



5. Select **Save**.

Create documentation sections

Create a documentation section in the business continuity plan. You can then document the recovery capabilities of your business continuity plan in BCM UIB Workspace.

Before you begin

Role required: sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

These UI actions are available for the documentation sections:

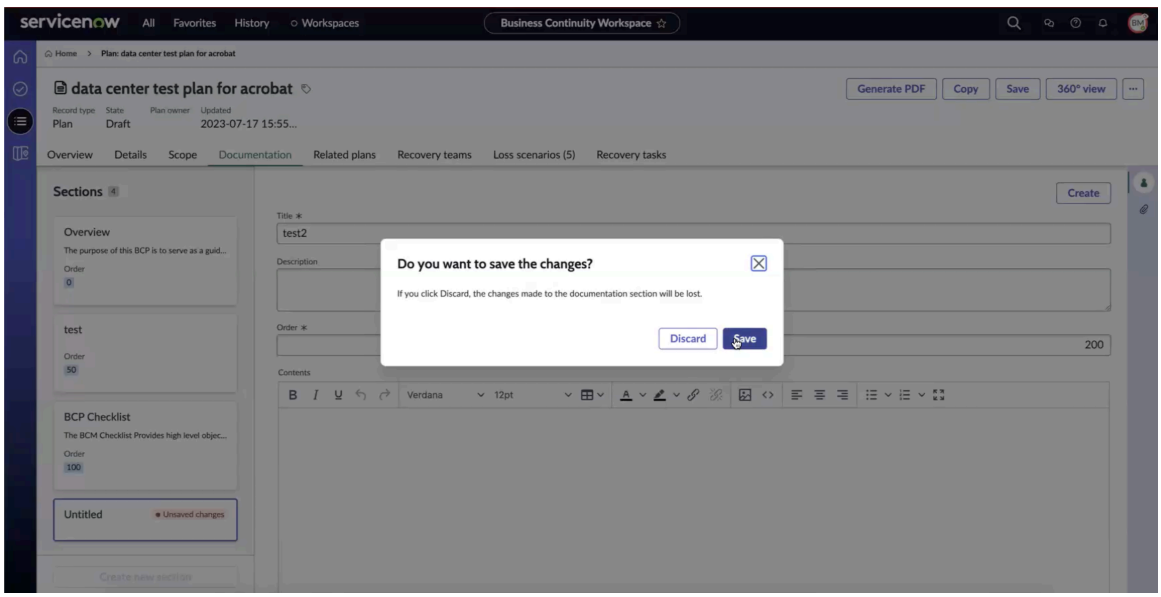
- **Update**: Update an existing documentation section.
- **Delete**: Delete an existing documentation section.
- **Reset to template**: Reset an existing documentation section to the Documentation Sections template. You can view the available templates by navigating to **Documentation Sections** of **Business Continuity** in the application navigator. For an existing documentation section, the **Update**, **Delete**, and **Reset to template** actions are available. For a new documentation section, the **Reset to template** action is not available.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Planning** and select the link to the plan record in the **Name** column.
3. Select the **Documentation** tab of the plan.
4. Select **Create new section**.

   You can add a documentation section in the business continuity plan.

   If you create a documentation section and move away without saving the changes, the documentation section is marked as **Untitled** with the **Unsaved changes** tag as shown in the example. A message is displayed on the screen: `Do you want to save the changes?`



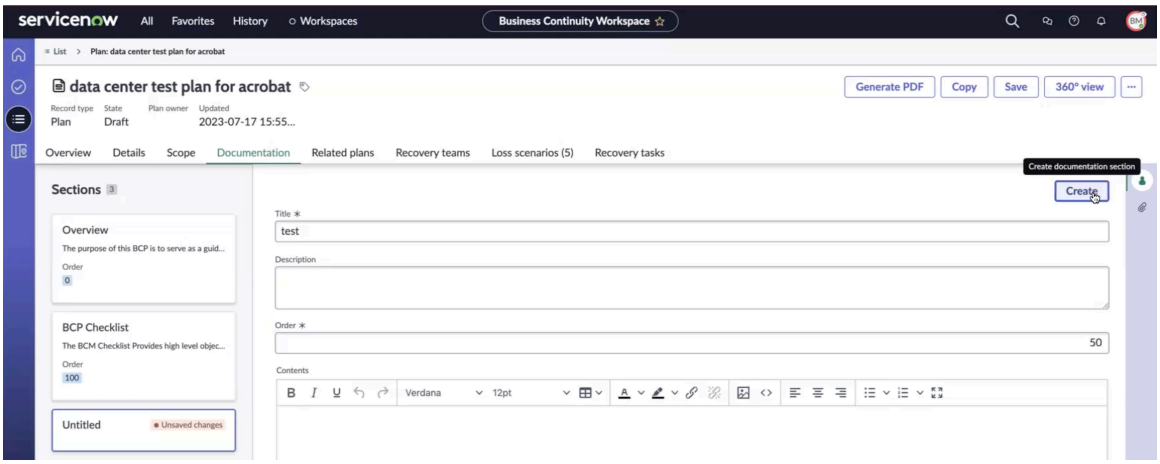
   If you select **Save**, the documentation section is saved in the plan. If you select **Discard**, the changes to the documentation section are not saved.

5. To create a documentation section, select **Create**.

   The example shows the Overview and BCP Checklist documentation sections in a business continuity plan. The Overview documentation section has an order value of 0. The BCP Checklist documentation section has an order value of 100.

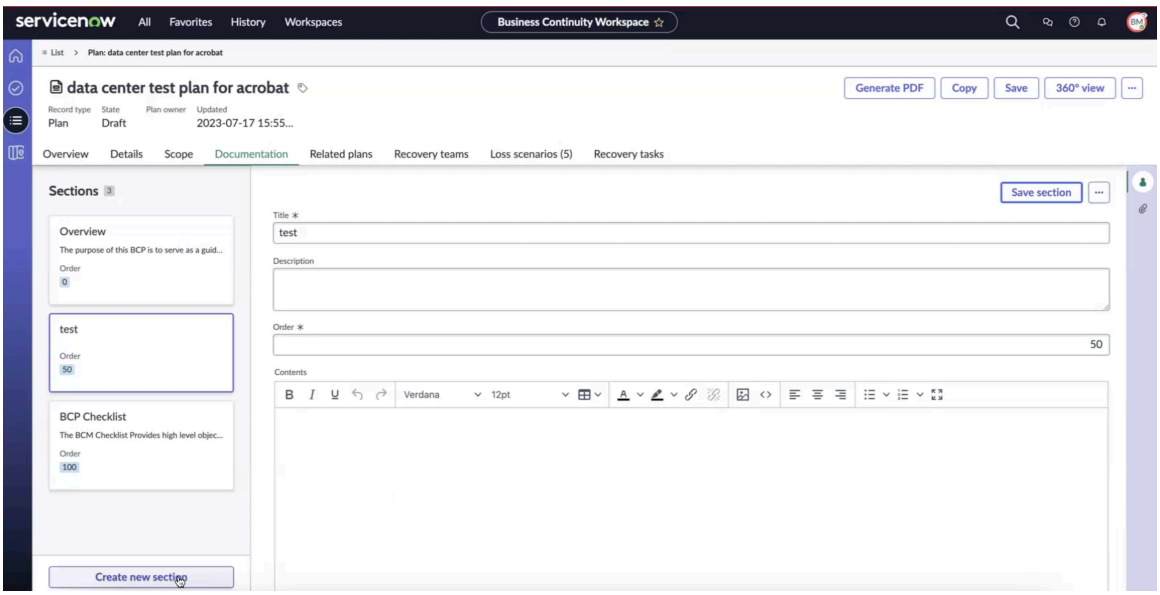
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
When you create a documentation section on the **Documentation** tab without using the plan template, the **Reset to template** UI action is not available for that documentation section.



To create a documentation section that is displayed as the second section in the Sections panel, assign it an order value that is more than 0 and less than 100, such as 50.

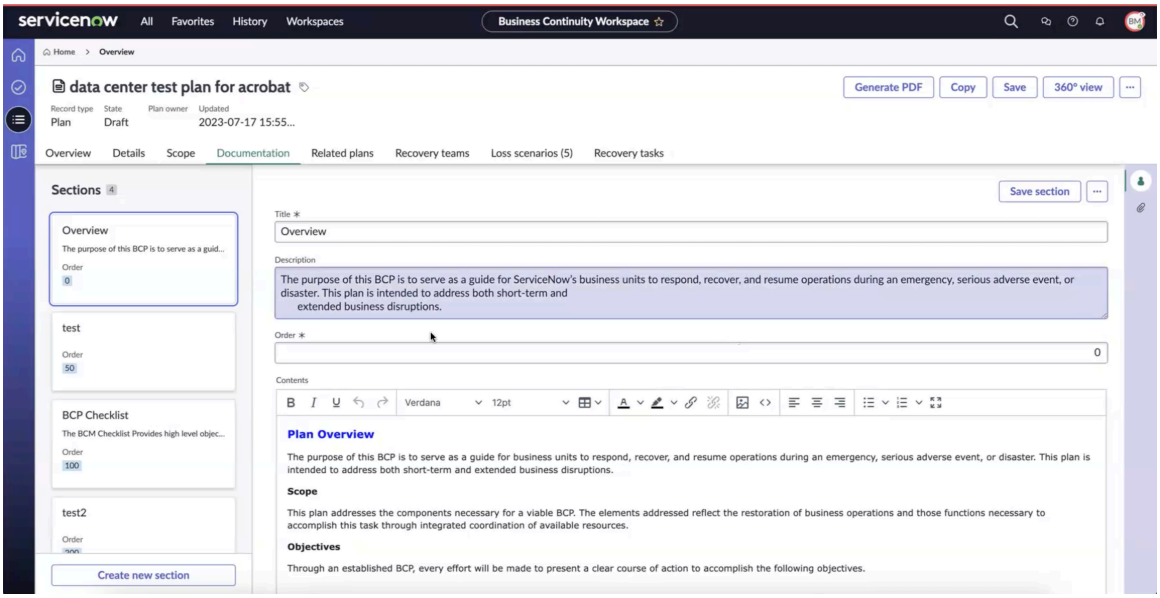
The documentation section with an order value of 50 is displayed as the second documentation section in the Sections panel on the **Documentation** tab.



6. To save the documentation section in the plan, select **Save section**.

   The documentation section is saved in the business continuity plan.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



7. To delete a documentation section in the plan, select **Delete**.
8. To reset a documentation section to its template, select the More actions (**...**) icon and then select **Reset to template**.

Add associated plans and recovery teams

Add your business continuity associated plans and recovery teams to your business continuity plan. You can then view the details in BCM UIB Workspace.

Before you begin

Role required: sn_bcm.admin, sn_bcm.program_manager, sn_bcm.planner, sn_bcp.plan_manager

About this task

You can add the associated plans that are listed in the Workspace view. When an associated plan is added in an exercise or event, it gets triggered from a task if the task is tagged as a dependency.

Previously, adding an associated plan would automatically include a link to the plan record in its record list. However, with the introduction of the Xanadu release, this process has changed to a one-way relationship, and the associated plan record no longer displays the link to the original plan record. To manually insert the link, you can navigate to the tab and add the link. This update provides the flexibility to designate the plan relationship as either a parent-child or sibling relationship.

Procedure

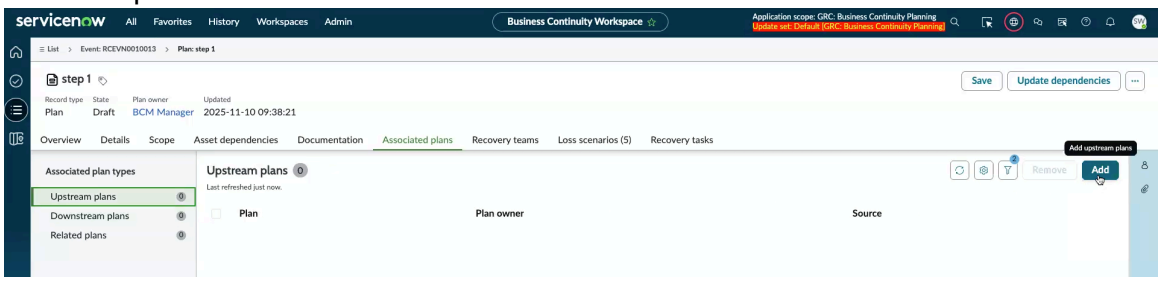
1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Planning** and select the link to the plan record in the **Name** column.
3. Select the **Associated plans** tab.

> **Note:**
> The **Related plans** tab has been renamed to the **Associated Plans** tab. It helps you to manage the cross-plan dependencies.

The associated plan types are shown in the example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Upstream plans
- Downstream plans
- Related plans



The **Is Associated to Task** field in the associated plans table is set to True if the associated plan is linked to a recovery task; or else it is set to False.

> **Note:**
> Related plans that are associated with a recovery task are created as child plans in events. If the related plans aren't associated with any recovery task, they are created as related plans but not as child plans in events.

Associated plans help you to identify when and where the plans are triggered in the flow, aiding in tracking and managing the plans during the recovery process.

4. To add an upstream plan to the selected plan record, choose **Upstream plans** from the Associated plan types panel and then select **Add**.

   a. To remove the upstream plan from the plan record, select the plan from the list view and choose the **Remove** option.
   A confirmation message is displayed asking you to confirm the deletion. Once you select **Delete All**, a confirmation message is displayed that the record has been successfully deleted.

   No UI actions are available for the Downstream plans.

5. To add a related plan to the plan record, choose **Related plans** from the Associated plan types panel and then select **Add**.

   a. To set the related plan as upstream plan, select **Set as upstream plan**.
   A confirmation message is displayed asking you to confirm the selection. Once you confirm, the plan is moved to the Upstream plans list.

   b. To set the related plan as downstream plan, select **Set as downstream plan**.
   A confirmation message is displayed asking you to confirm the selection. Once you confirm, the plan is moved to the Downstream plans list.

   c. To remove a related plan from the plan record, select the plan from the list view and choose the **Remove** option.
   A confirmation message is displayed asking you to confirm the deletion. Once you select **Delete All**, a confirmation message is displayed that the record has been successfully deleted.

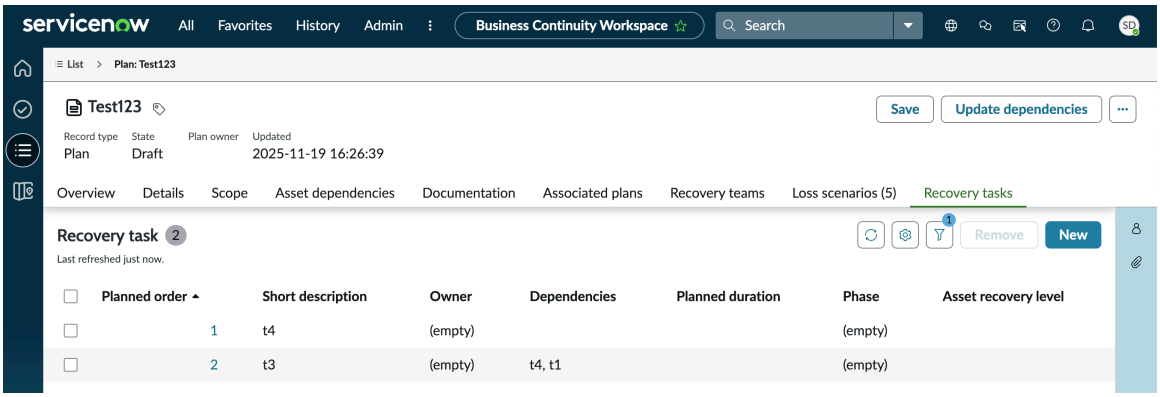
6. Verify that a cyclic dependency check is performed by the system and downstream tasks aren't added in the upstream tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

With the cyclic dependency check, you can add recovery tasks from the same downstream plan and upstream plan as dependencies. This provides a hierarchical approach to managing complex recovery sequences.

The following example shows that recovery task t3 has a dependency on t4 (another recovery task from same plan) and on t1 which is a recovery task from the upstream plan.

Note:
Recovery tasks inside a business continuity plan (BCP) can now be linked to tasks from other plans, provided they belong to a direct parent plan. These recovery tasks are carried across to the event tasks.

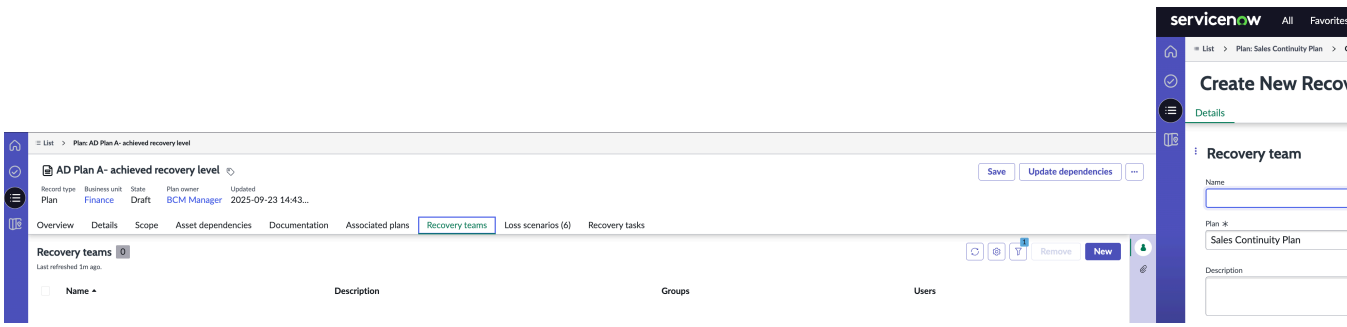


By performing the cyclic dependency check, you can verify that child tasks aren't added in the parent tasks and it isn't a cyclic dependency.

7. Select the **Recovery teams** tab and select **New**.

   a. Add a recovery team to the plan.

      You can add a recovery team to the plan as shown in the examples.



8. Select **Save**.
   The plan record is updated and saved.
   The selected plans and recovery teams are added to the plan record.

Associating related plans to a recovery task

You can now associate related plans with recovery tasks, making it easier to identify and manage plans during recovery. You can then use auto-generated nested plans in an event, reducing the manual effort of adding plans and improving system performance.

For configuring cross-plan dependencies, you must associate related plans to a recovery task. Whenever a related plan is associated with a recovery task in an event, a new activated plan is created from this task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information on using nested plans in an event, see Using nested plans.

Add loss scenarios

Add a loss scenario and define the related asset dependencies in your business continuity plan. You can then view the details of the assets in BCM UIB Workspace and then plan a recovery strategy for an identified loss scenario.

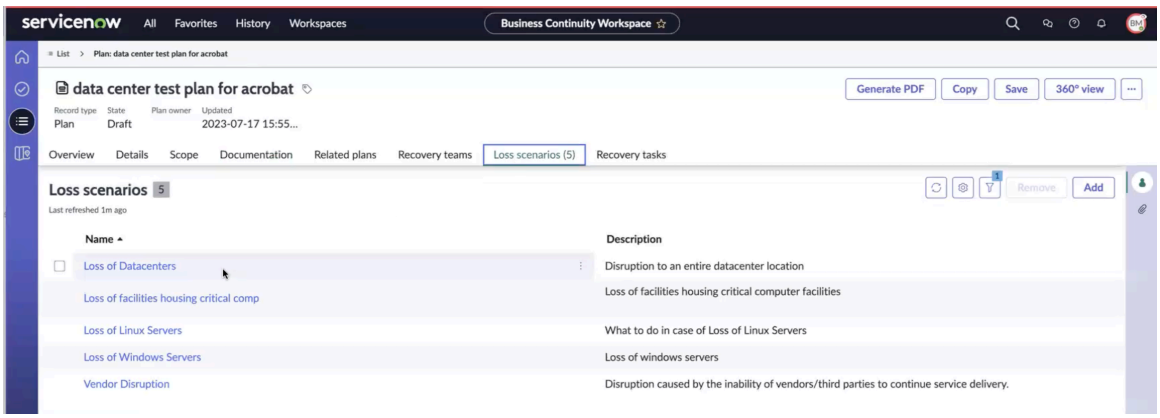
Before you begin

Role required: sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

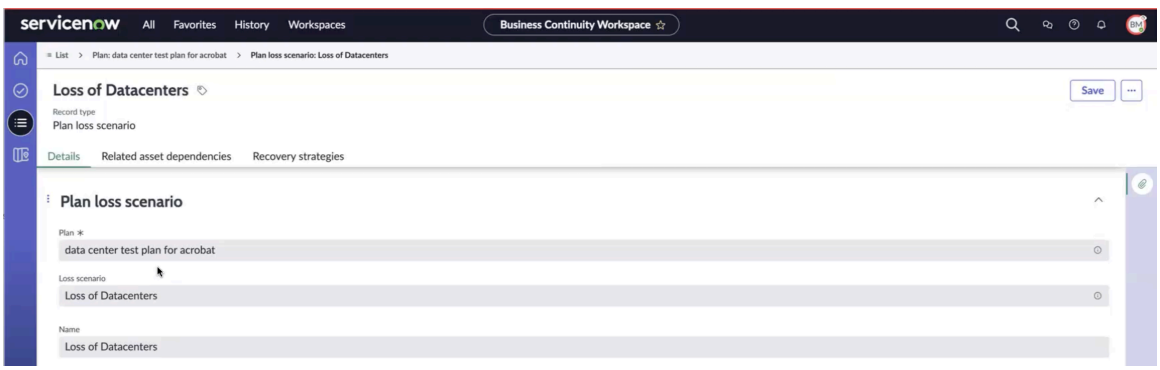
Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Planning** and select the link to the plan record in the **Name** column.
3. Select the **Loss scenarios** tab and select **Add**.

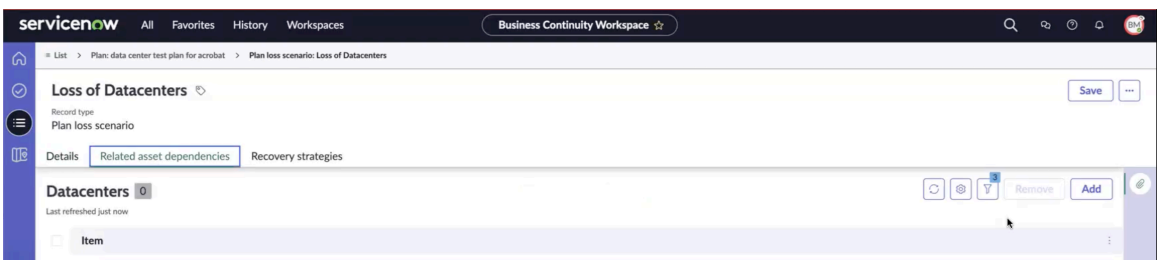
   You can add a loss scenario to the business continuity plan. In the example, you can select the Loss of Datacenters loss scenario and add it to the business continuity plan.



   The loss of scenario record is displayed as shown in the example.



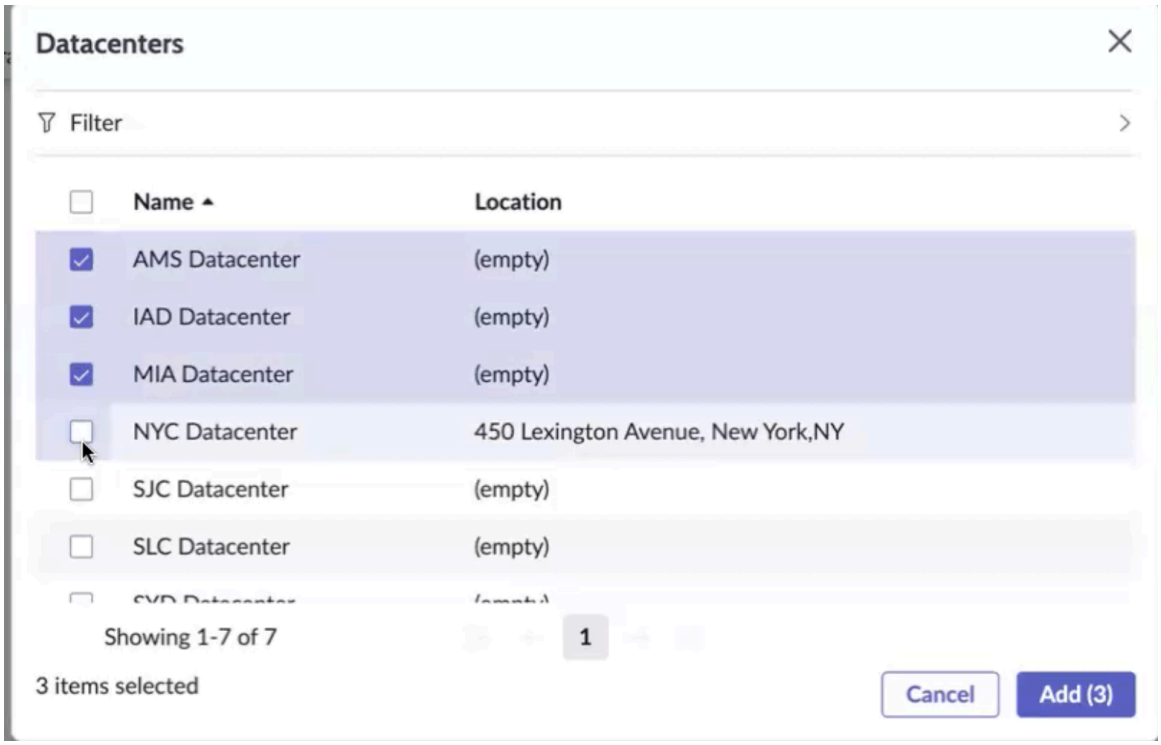
4. Navigate to **Related asset dependencies** tab and select **Add**.
   You can add the related asset dependencies to the loss of scenario as shown in the example.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Select the dependencies from the list and select **Add**.

   You can add the dependencies to the loss of scenario as shown in the example.



6. Select **Save**.
   The related asset dependencies are listed on the **Related asset dependencies** tab.

Add recovery strategies for dependencies

Add a recovery strategy for the related asset dependencies and estimate the time to implement the strategy. You can then get the assets up and running quickly in an identified loss scenario.

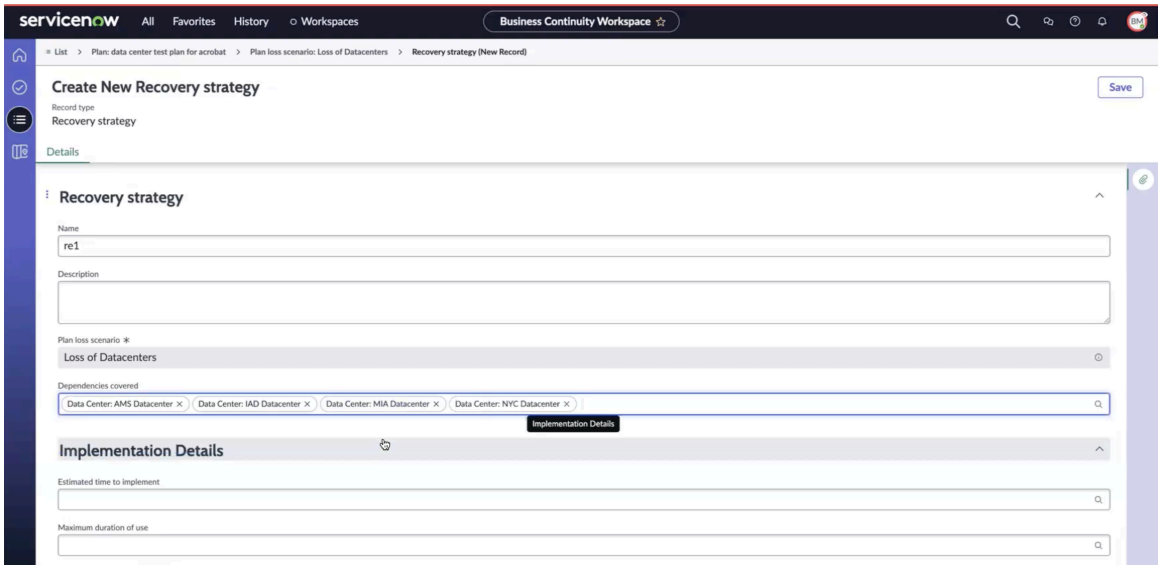
Before you begin

Role required: sn_bcm.program_manager or sn_bcm.planner

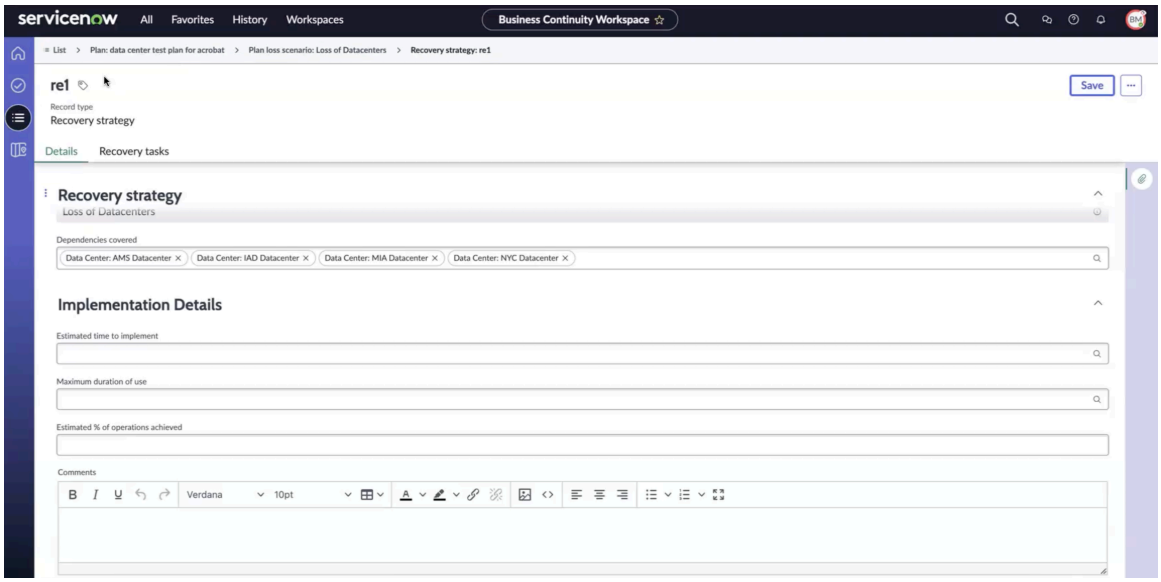
Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to the loss scenario in the plan record.
3. Navigate to the **Recovery strategies** tab and select **New**.
   The Create new Recovery strategy form is displayed as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. On the form, fill in the fields.
   For more information on the fields in the form, see Create New Recovery strategy form.
5. Select **Save**.
   You can save the recovery strategy as shown in the example.



The **Recovery tasks** tab is displayed in the Recovery strategy form.

What to do next

You can add one or more recovery tasks as part of the recovery strategy as the next step.

Create New Recovery strategy form

Use the Create New Recovery strategy form in BCM UIB Workspace to add details about the recovery strategy for the identified loss scenario.

Create New Recovery strategy form

For description of the field values, see the table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Recovery strategy form

Field	Description
Details tab	
Name	Name of the recovery strategy for the identified loss scenario in the business continuity plan.
Description	Description of the recovery strategy.
Plan loss scenario	Loss scenario for which the recovery strategy is planned.
Dependencies	Dependencies that are associated with the related assets.
Implementation Details	
Estimated time to implement	Estimated time to implement the recovery strategy.
Maximum duration of use	Maximum duration of use for the recovery strategy.
Estimated % of operations achieved	Estimated % of operations achieved for the recovery strategy.
Comments	Comments related to the recovery strategy. The BCM administrator or planner can update the comments in the plan.

Mapping recovery tasks to phases

Starting with BCM, version 9.x.x, BCM administrators set up active phases for plans and events, enhancing recovery and event task management. BCM managers then map these phases to recovery and event tasks, executing them in a desired, logical sequence.

Implementing phases in recovery

Organizing recovery and event tasks into logical phases provides a structure and context to the recovery activities. The logical grouping of phases helps you to understand the progression of plans, exercises, and crisis events, maintain flexibility in execution, and navigate complex recovery processes effectively.

Phases act as indicators of the current status of plans, exercises, or crisis events, and they provide clarity while reviewing the recovery and event tasks. You can tag the recovery tasks and event tasks to an appropriate phase such as Preparation, Recovery, Post incident review, and so on as part of the recovery process. This mapping ensures structured and efficient handling of recovery tasks and event tasks.

Default active phases

Recovery involves a series of phases, which are configured within the BCM core application. The base version of the application includes a set of default active phases, provided as seed data.

1. Preparation
2. Recovery
3. Recovery validation
4. Return to normal
5. Return to normal validation
6. Post-incident review

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

These predefined phases serve as a foundation for the recovery process.

BCM administrators have the flexibility to configure these phases to meet their organization's unique requirements.

Phase column

Recovery and event tasks now include the Phase column in both list and form views, indicating association with specific phases within the recovery process. By default, the phase list view only displays active phases, streamlining the user experience.

Benefit of mapping phases to plans or events

By setting up active phases in the BCM application and mapping them to relevant plans or events, BCM managers can efficiently manage their workflows.

Phases for task classification

BCM Administrators can configure phases using the Active Phases module, which is accessible through the **General administration** menu in the Core UI. For more information on setting up the phases, see Set up the phases.

Execution of the phases

While phases are executed in a sequence, the application doesn't enforce a strict sequential execution. However, certain phase transitions require completion of all tasks in the current phase before proceeding to the next phase.

For example, all tasks in the Preparation phase must be completed before moving to the Recovery phase, and all tasks in the Recovery validation phase must be completed before proceeding to the Return to normal phase.

- Preparation → Recovery
- Recovery validation → Return to normal

In contrast, phases such as Return to normal validation and Post-incident review can progress in parallel without requiring full task completion. For example, the Recovery and Recovery validation phases, or the Return to normal and Return to normal validation phases, can run in parallel.

By default, phases serve as a tagging mechanism, and the application doesn't enforce task dependencies across them. If strict enforcement is needed—for example, ensuring Task 2 in Phase 1 starts only after Task 1 in Phase 2 is completed—a customization is required.

Flexibility to exclude tasks and assets from time calculation

In previous releases, the total time calculation included the time required to complete all recovery tasks. The newly introduced **Do not include in time calculation** field in the recovery task form provides greater flexibility in time calculations, enabling you to exclude specific recovery or event tasks from these calculations.

How it works: When creating a recovery task, you can select the **Do not include in time calculation** check box to exclude specific tasks from time calculations. The actual time taken is then calculated based on the minimum start time and maximum end time of the included tasks. The total effort is the sum of the effort for each task, excluding those with the check box checked.

Excluding time calculation at asset level: You can also apply the exclude time calculation functionality at the asset level, allowing you to exclude specific assets from time calculations

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

for individual tasks. This functionality enables accurate tracking of time and effort for relevant assets, helping you focus on critical tasks and assets. By providing this flexibility, the feature enhances the accuracy of time and effort calculations.

UI changes and table updates

The user interface (UI) has been updated to include the phase column in both recovery tasks and event tasks. Additionally, a phase navigation module has been added under Business Continuity > General Administration.

Recovery task and event task tables: The Recovery task table (in BCM Planning) and Event task table (in BCM Exercises) have been updated to include the phase column, which is a reference field.

These changes enhance the overall functionality and security of the BCM system, providing a robust and controlled environment for managing phases and related tasks.

Information on setting up and mapping the phases

For information on setting up the phases, see Set up the phases.

For information and steps on mapping recovery tasks to phases, see Add recovery tasks.

For information on mapping event tasks to phases, see Mapping event tasks to phases.

Add recovery tasks

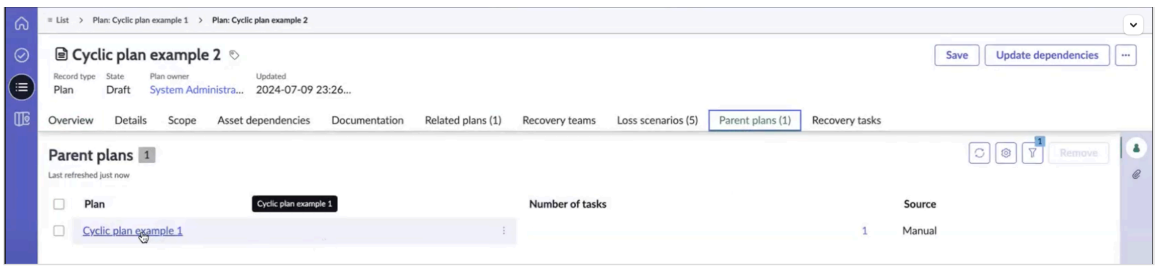
Add a recovery task as part of the planned recovery strategy. You can add one or more recovery tasks for a loss scenario and those recovery tasks are displayed in the loss scenario itself. Automate the recovery tasks in a plan for a faster recovery.

Before you begin

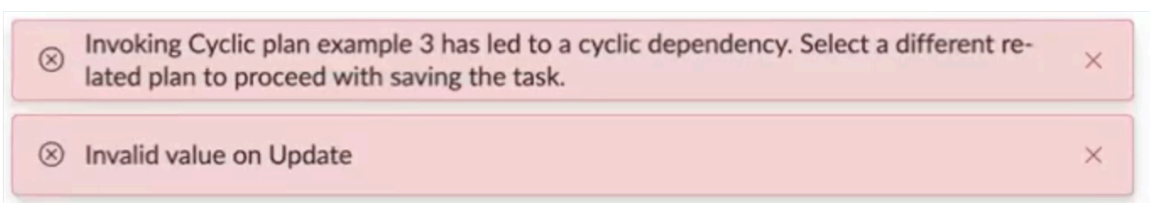
Role required: sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

About this task

Beginning with the Xanadu release, cyclic dependencies in recovery tasks can be avoided to prevent repeated invocation of the same plan from other plans.

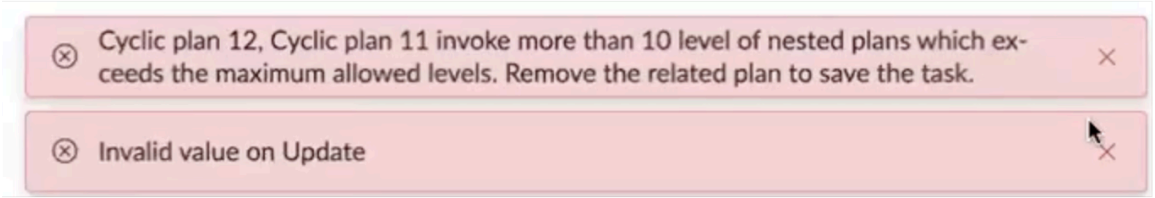


For example, in the Recovery task of Cyclic plan example 1 invokes Cyclic plan example 2, Cyclic plan example 2 invokes Cyclic plan example 3 and then again Cyclic plan example 3 invokes Cyclic plan example 1. If you attempt to add a link bet Cyclic plan example 2 and Cyclic plan example 3, it isn't allowed. An error message, similar to the one shown in the example, prompts you to choose a different related plan to help prevent such issues from occurring in an event.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Similarly, if plans are activated beyond 10 levels or hierarchical links involving more than 10 levels of plans are created, an error message is displayed, suggesting the removal of the plan before saving the record.



Starting from version 6.1.x of the Business Continuity Management application, the integration of recovery task automation into the business continuity planning process is introduced. This automation aims to enhance efficiency, save time, and minimize the risk of human errors. Users who have the necessary access to the recovery task can classify it as either manual or automated. These tasks are organized in a sequential manner with dependencies.

To automate a recovery task, administrators or application developers create an automation flow and associate it with the task. When the task moves to the **Open** state (when the plan is activated as part of an exercise or an actual event), the automated flow is triggered. However, there may be instances where the automated flow fails due to system errors. In such cases, the user with access to the recovery task can activate the manual task as a backup and assign it to a designated backup assignee. The backup assignee receives a system-generated email to complete the task flow. Plan users have the opportunity to practice business continuity plan exercises and make improvements based on the results obtained.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to the loss scenario in the plan record.
3. Navigate to the **Recovery tasks** tab and select **New**.

   The recovery tasks that are added at the business continuity plan level are displayed on the **Recovery tasks** tab. You can add a recovery task to the business continuity plan as shown in the example.

   You can use the order of the tasks calculated by the system based on their dependencies. A task that doesn't have a dependency can be started first and it has the higher assigned order. Whenever you update or save the order of the tasks, the system recalculates and displays the order of all the tasks.

   If a plan has more than 500 tasks, the system doesn't update the order of the tasks automatically. A manual intervention is required to set the order of the tasks. An informational message is displayed informing the users to select the **Update dependencies** UI action that is available in the plan and recovery task records.

   In a plan, while it's possible to tag multiple assets, you can concentrate on particular assets for certain scenarios. Beginning with the Xanadu release, you can tag specific assets to a recovery task and calculate the time taken to recover each asset accurately during an event or exercise. The actual duration and total effort of the assets in the events are determined based on the tagging of the assets. You have these options in the **Tag assets** field for assigning assets to a recovery task:

   - **None**
   - **Specific**
   - **All**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

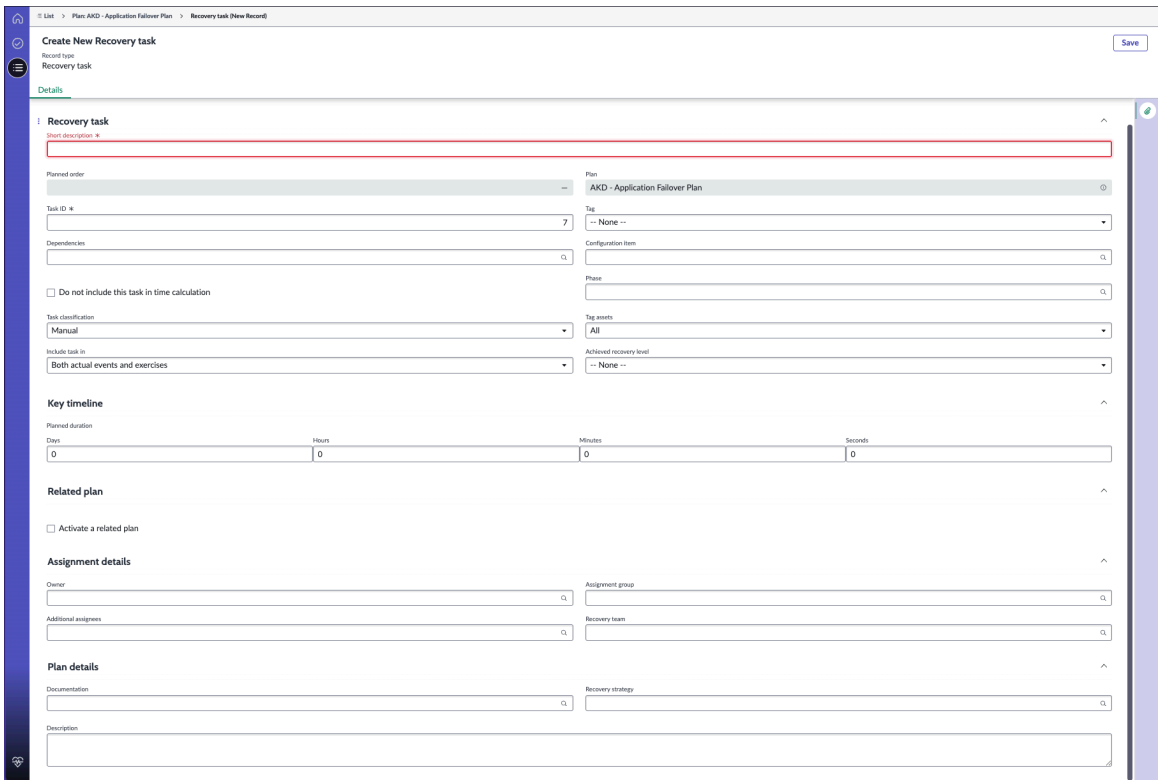
For example, when you select **Specific assets** in the **Tag assets** field, the **Asset scope** field the Asset scope field becomes visible, enabling you to specify which assets can be tagged with the selected recovery task.

The assets tagged in the recovery task are then included in the impacted assets for the event task. Properly tagging assets with recovery tasks verifies precise calculations of the recovery times for each asset. Note that only assets associated with newly created event tasks are copied over.

Beginning with the Xanadu and later releases, a new field called **Planned duration** has been added to the recovery task form. The **Planned duration** field replaces the **Completion deadline** field, which was a reference field used for time frames. The **Completion deadline** field is removed from the plan task records.

The **Planned duration** field enables you to enter the anticipated time needed to complete the task. After the event and exercise have been carried out, you can revisit and modify the data in this field. It offers a detailed view of the task's progress and the time needed for its completion.

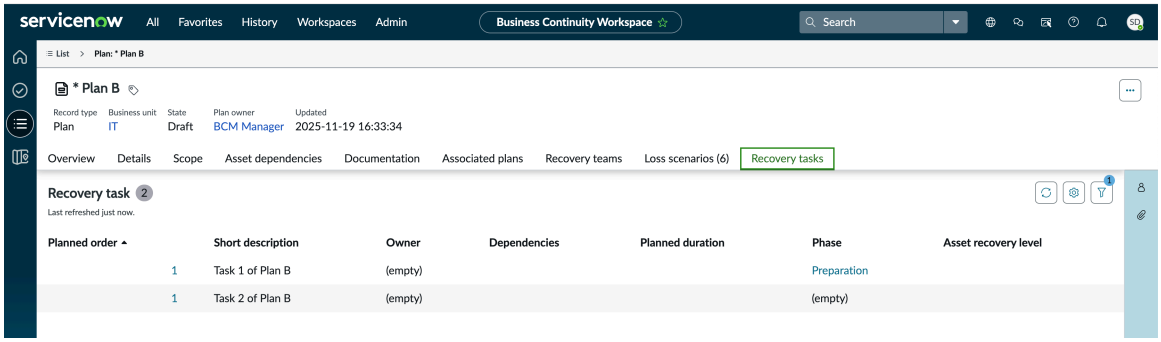
The Create New Recovery task form is displayed.



4. On the form, fill in the fields.
   For more information on the fields in the form, see Create New Recovery task form.
5. Assign a phase to the recovery task.

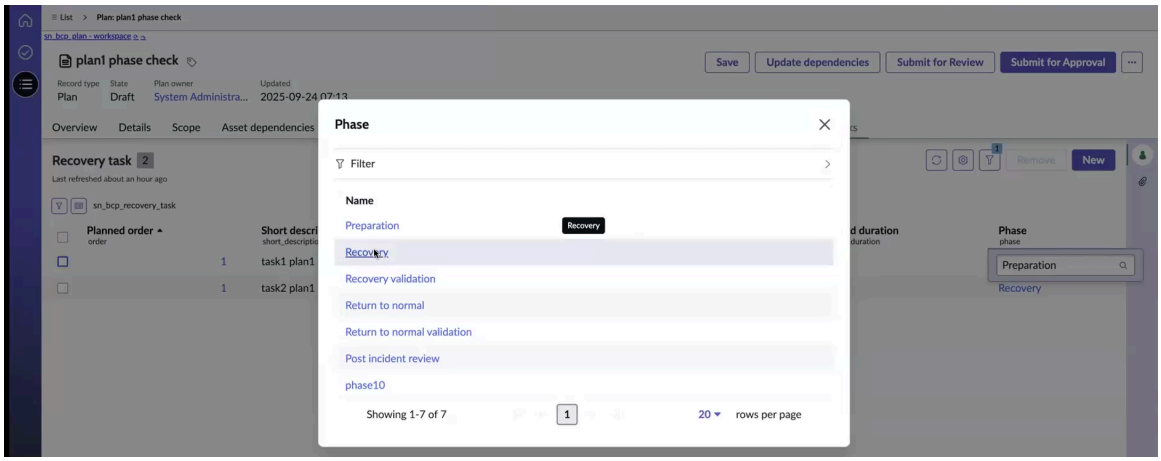
   The Phase column is available in both the list and form views of a recovery task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

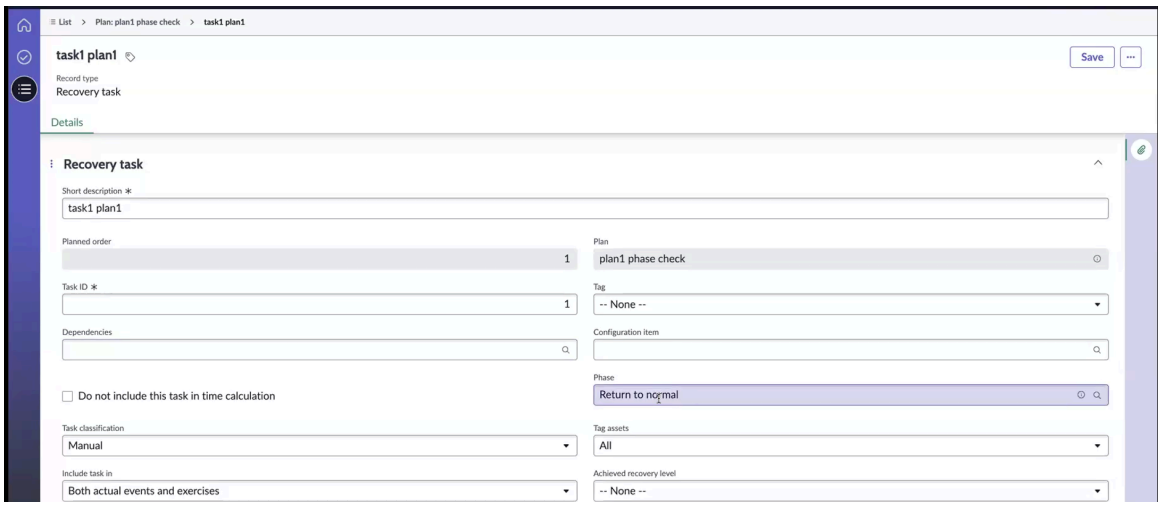


BCM administrators and managers can update recovery task phases using inline editing. BCM planners can also update phases, but only if they are the plan owners.

Only active phases are available for selection in the Phase column as shown in the example.



The phases of a recovery task can also be updated by modifying the Phase field in the form itself.



6. To exclude specific tasks from time calculation, select the **Do not include in time calculation** option.

   When creating a recovery task, you can select this check box to exclude it from calculations.

   This feature also applies at the asset level, enabling for accurate tracking of time and effort for relevant assets. By providing this flexibility, the feature enhances the accuracy of time and effort calculations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. Verify the achieved recovery level of the impacted assets of a task in the **Asset recovery level** field.

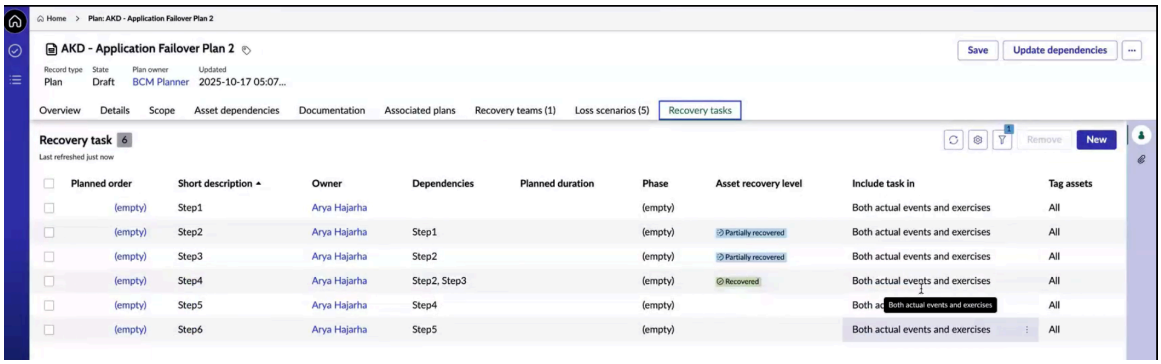
   In events, the **Asset recovery level** field indicates the achieved recovery level of the impacted assets of that event task, once all tasks with that recovery level (for example, all tasks with Partially recovered state) are completed.

   Previously, the assets were automatically marked as Recovered only when all event tasks were completed, even if those assets were in later phases such as Return to normal or Post-incident review. This approach delayed visibility into operational readiness. For example, even if an asset was functionally available during the Recovery phase, the system didn't reflect the status until all tasks were done.

   Starting with BCM release 9.x.x and later, the asset recovery status has been enhanced to provide granular tracking. Completing specific tasks now automatically updates the corresponding event asset state, progressing from **Not Recovered** → **Partially Recovered** → **Recovered**.

   Completing specific tasks now automatically updates the corresponding event asset state. Assets are marked as **Partially Recovered** when they’re operational enough to support dependent assets, and **Recovered** when they’re fully functional. This change improves visibility into operational readiness and enables recovery coordinators to identify when dependent assets can safely start their recovery process.

   In plans, the Asset recovery level column features color coding, offering visual cues for various recovery progress levels. Specifically, "partially recovered" is denoted by an info color, while "recovered" is indicated by a success color, making it easier to track recovery status at a glance.



Note:

The current demo data has an issue where both **Include task in** and **Tag asset** fields are empty. To resolve this, you have to add tasks to **Include task in** manually and select assets for the **Tag asset** field. Without these, event tasks won't be created and assets won't be marked as impacted.

If you haven't selected **Include task in**, your event task won't be created. If you don't select **Tag asset**, your asset won't be marked as an impacted asset.

This issue doesn't apply to newly created plans or old plans; it is applicable only for the current demo data.

8. Select **Save**.
   The updated recovery tasks are now displayed in the UI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Recovery task form

Use the Create New Recovery task form in the BCM Configurable Workspace to input the necessary details regarding the recovery task.

Create New Recovery task form

For description of the field values, see the table.

Create new recovery task form

Field	Description
Recovery task	
Short description	Short description for the recovery task.
Planned order	Planned order of the recovery task. The sequence for the recovery task is automatically determined and populated in the Planned order field. This sequence is derived from the values in the Dependencies field, which outlines the task dependencies. For instance, if task 2 relies on task 1, then task 1 is assigned order 1, and task 2 is assigned order 2. In scenarios where a task depends on two other tasks, the task with the highest planned order among the dependencies is used. It's possible for two tasks to both have a planned order of 2 if each is dependent on task 1. **Note:** To update the planned order of a recovery task, use the **Refresh task order** UI action.
Task ID	Unique number assigned to each task. It enables you to view the tasks in a particular sequence especially in a printed PDF.
Dependencies	Dependencies related to the recovery task.
Don't include this task in time calculation option	Option to exclude specific event tasks from time calculations. When this flag is checked, the selected task is excluded from time calculations during an event. In the Crisis management app, checking this flag confirms that the task is not included in the **Actual time taken** and **Total effort** field updates for both the asset and the activated plan associated with the event. For scenarios with multiple tasks, you can exclude specific tasks from overall time calculations, effectively removing them from the total time estimate. This enables for more accurate time tracking by focusing only on relevant tasks. Any task that is excluded isn't considered in the plan and asset time calculation.
Task classification	Classification of the recovery task. Available options are: • **Manual**: Classify the recovery task as a manual task. • **Automated**: Classify the recovery task as an automated task. When you classify the recovery task as an automated task, the **Automated flow** field is displayed on the form. For a faster recovery, the recovery tasks can be automated.

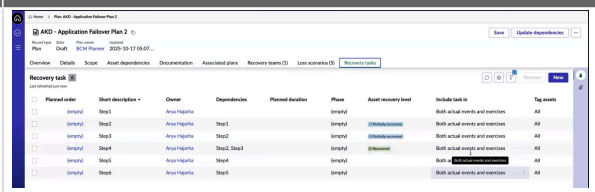
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create new recovery task form (continued)

Field	Description
Include task in	Option to include the recovery task in exercises, actual events, or both. With this flag, you can prevent test tasks from coming into the events. Available options are in the order of priority: • **Both actual events and exercises** • **Actual events only** • **Exercises only**
Plan	Plan associated with the recovery task. This field is auto-filled and is read-only.
Tag	Tag marked for the recovery task.
Configuration item	Configuration item associated with the recovery task.
Phase	Phase associated with the recovery task.
Tag assets	Option to associate all assets, no assets, or specific assets with a recovery task. The actual duration and effort recorded in the events are determined by how the assets are tagged as shown with these options: • **None**: Associate no assets from the plan with the recovery task. • **Specific assets**: Select this option to display the **Asset scope** field. It enables you to define the scope for the assets that are tagged within the plan. • **All**: Associate all assets from the plan with the recovery task. Once this configuration is established and the plan is activated during an event, the assets are tagged. The time and effort recorded in the events are determined by how the assets are tagged.
Asset scope	Field visible only when the **Specific assets** option is selected in the **Tag assets** field. You can select particular assets to associate with the recovery task. When an event task is generated from this recovery task, these chosen assets are shown as the associated assets in the event task. The assets linked to the recovery task from the plan are then replicated as the assets for the event tasks.
Asset recovery level	Option to enable clearer visual indicators for different levels of recovery progress for the asset. Available options are: • **None**: The selected recovery or event task is not recovered. • **Partially recovered**: The event asset is partially recovered after completing the associated recovery task. • **Recovered**: The event asset is fully recovered after completing the associated recovery task. Color coding in the Asset Recovery Level column provides clearer visual indicators for different recovery progress levels.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create new recovery task form (continued)

Field	Description
	 The Asset recovery level column is introduced in both recovery tasks and event tasks. You can select the "Recovery Level" of asset. It will be updated once all tasks with similar recovery level are completed. The "Asset Recovery Level" column has been added to both recovery tasks and event tasks, enabling you to select the recovery level for an asset. Once all associated tasks with the same recovery level are completed, the asset's state is auto-updated. The existing recovery process required all steps to be completed before an asset could be marked as recovered. This functionality remains supported. Additionally, a new capability has been introduced, allowing you to mark an asset as "Partially recovered" after completing critical tasks. This enhancement provides better visibility into the recovery process, enabling teams to address smaller, ad-hoc tasks later. For example, if a recovery process involves three steps, you can consider an asset recovered after completing step two, and defer step three to a later time. This provides greater flexibility in managing your recovery processes.
Key timeline	
Planned duration	Planned duration of the recovery task shown in Days, Hours, Minutes, and Seconds. This field is crucial for determining several aspects: • Establishing the planned start and end times during execution. • Calculating any delays that occur during execution. The default setting for this field is 00:00:00:00. The **Completion deadline** field, which was a reference field used previously for indicating time frames, is now removed from the plan task records.
Related plan	
Activate a related plan	Option to activate a related plan for the recovery task. The enhanced application software checks for cyclic dependencies among the recovery tasks, as these can lead to errors during execution. If a cyclic dependency is detected in a task, an error message is displayed, helping prevent further actions on that task. If the dependency level of the tasks is more than 10, you can’t save the recovery task record. You can also record the estimated duration of a recovery task and view the sequence of the recovery tasks in the plan, which are organized based on their dependencies.
Assignment details	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create new recovery task form (continued)

Field	Description
Owner	Assigned owner for the recovery task.
Additional assignees	Additional assignees listed for the recovery task.
Assignment group	Group to which the task is assigned.
Recovery team	Recovery team that the recovery task is assigned to.
Plan details	
Documentation	Documentation section defined in the business continuity plan.
Description	Description of the recovery plan.
Recovery strategy	Recovery strategy defined on the **Recovery strategy** tab.
Flow variables (Automated flow)	Automated flows that are available under the Task automation category. The automated flow gets triggered when the task moves to the **Open** state (when the plan is activated as part of an exercise or an actual event). You can add the required flow variables and then populate the automated flow.
Variables	Variables added to the flow. This field is displayed only after you save the automated flow.
Backup assignee group	Group that the backup assignee belongs to.
Backup assignee	Assignees that are used as a backup if the automated task fails during the execution.

Automate recovery tasks

Automate the manual recovery task within the business continuity plan. You can classify the manual recovery task as an automated task first and then attach an automated flow to it.

Before you begin

Role required: admin for the Workflow Studio, sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

About this task

Administrators or low-code developers are responsible for building the automation flow. Users with the BCM planner or above role then attach the automation flow to the recovery task. The Workflow Studio is used for this purpose, requiring a local developer persona due to permission restrictions. The Workflow Studio role does not require any extra licensing. However, it requires some special roles. For more information on the Workflow Studio roles and permissions, see User access to Workflow Studio flows.

The flow setup involves these steps:

1. User defines the permissions to verify the appropriate access and control and creates a subflow to handle the automation process.
2. User then defines the inputs to provide necessary information for the automation flow.
3. The automation process includes actions to automate the manual task and update its completion status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Automated tasks are executed sequentially until a manual task is encountered. If an automated task fails, manual intervention is required to trigger it again. In case of a failure in the automation process,you can retrigger it and verify its completion. If a task fails, the backup assignee is notified via email and must perform the necessary manual actions to address the failure. This confirms that the recovery process continues smoothly even in the event of automation issues.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace** and select a plan record.
2. On the **Recovery tasks** tab, select a manual recovery task that you want to automate.

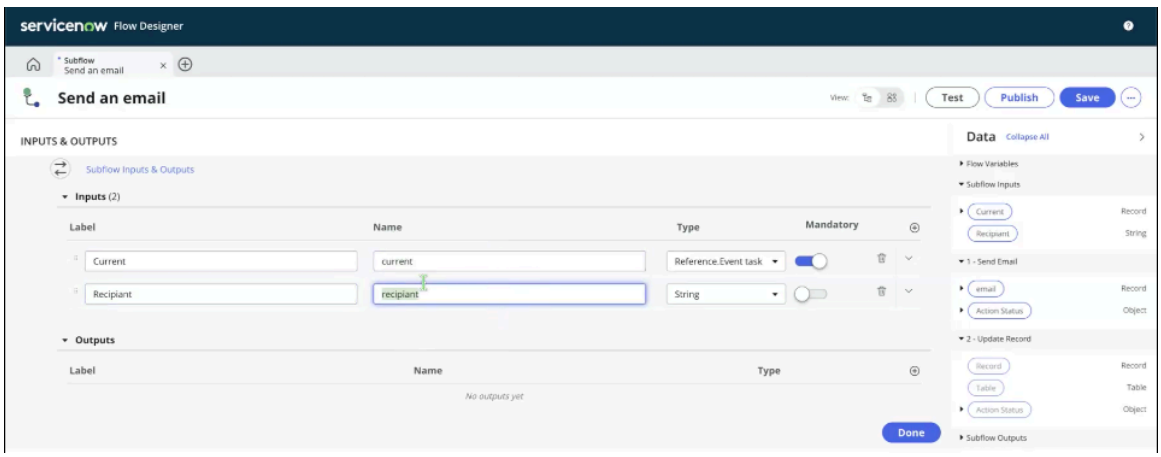
   You can automate a manual recovery task in the business continuity plan.
3. Open Workflow Studio and select **Create new subflow**.
4. On the form, fill in the fields.

   For more information on creating a customized subflow for automating the tasks in the BCM application, see Create a subflow form.

   For more information on creating a subflow, see Create a subflow in Workflow Studio.

   The properties for the subflow are filled in.
5. Select **Submit**.
   The subflow is designed to automate the task. Within the Actions section of the subflow, the **Action**, **Flow Logic**, and **Subflow** tabs are displayed.
6. Create the subflow inputs to specify the data available to the subflow when it starts running.

   To establish a reference to the record linked to the task, you can specify the name and type for the input in the Inputs & Outputs section of the subflow. By defining the inputs, you can create a reference to the task responsible for executing the automation.



   a. Select the label for the input in the **Label** field.
   Within the subflow, there is a special variable known as the Current variable. When the Current variable is chosen in the Inputs section, it is automatically substituted with the task that triggered the automation. This allows for dynamic referencing and processing of the specific task within the subflow.

   b. Select the name for the input in the **Name** field.
   The Name field is where you must define the variable name to be **current** (all lower case).
   The Type must always be **Document ID.Event task**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

c. Select the type for the input in the **Type** field.
For example, you can select **Document ID.Event task** as the type of the input.

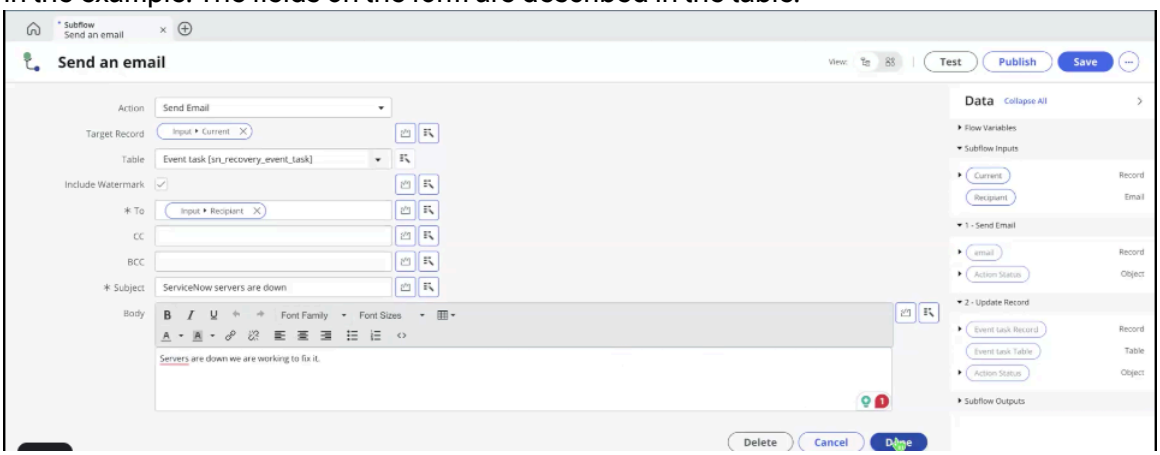
d. To mark the input as mandatory, select the **Mandatory** option.
For information on creating subflow inputs and outputs, see Create a subflow in Workflow Studio.

e. Select **+** to add a new input.

Once you create the flow variables, you can access them on Workflow Studio. For information on creating subflow inputs and outputs, see Create a subflow in Workflow Studio.

7. In the Actions section, select **Send Email**.

Expanding the Send Email section displays the fields as shown in the example. The fields on the form are described in the table.



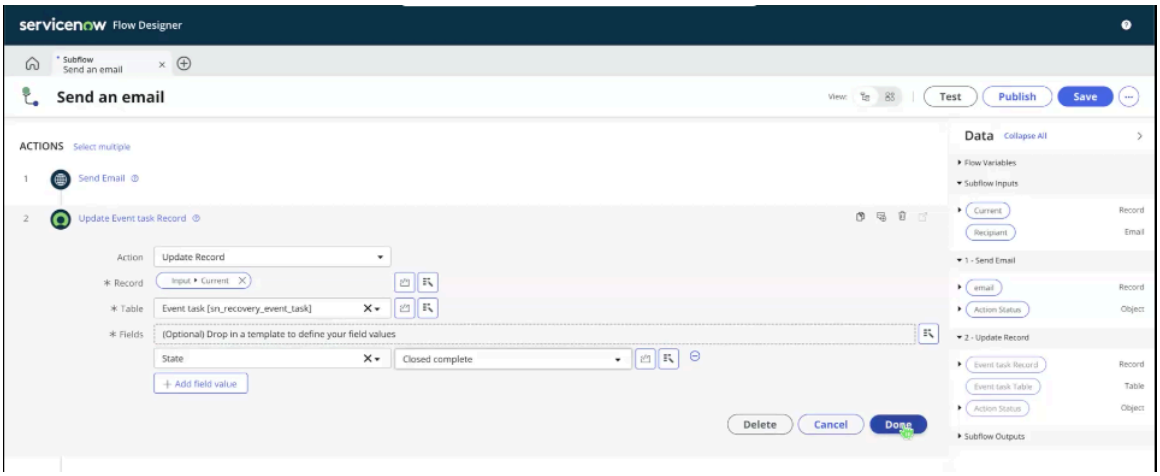
Send Email fields

Action	Name of the action for the subflow. Default: **Send Email**
Target Record	Associated task record that is used for the subflow.
Table	Name of the table where the task resides. For example, event task [sn_recovery_event_task].
Include Watermark	Option to add a watermark in the file that is associated with the task.
To	Email addresses of the recipients that should be addressed directly.
CC	Email addresses of the copied recipients. They can view the list of the recipients that are directly addressed in the email.
BCC	Email addresses of the copied recipients whose names are not displayed in the email.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Subject	Subject of the email that describes the issue and reason for sending the email.
Body	Description and action steps about the issue.

8. Select **Done**.
   Once the automation is triggered, the task is considered complete. In this particular scenario, the email is automatically sent to the user that has been selected.
9. Select **Update record** in the Actions section of the subflow.
   You can update the original plan task to be completed by updating the record section of the subflow.



   a. In the **Action** field, select **Update record**.

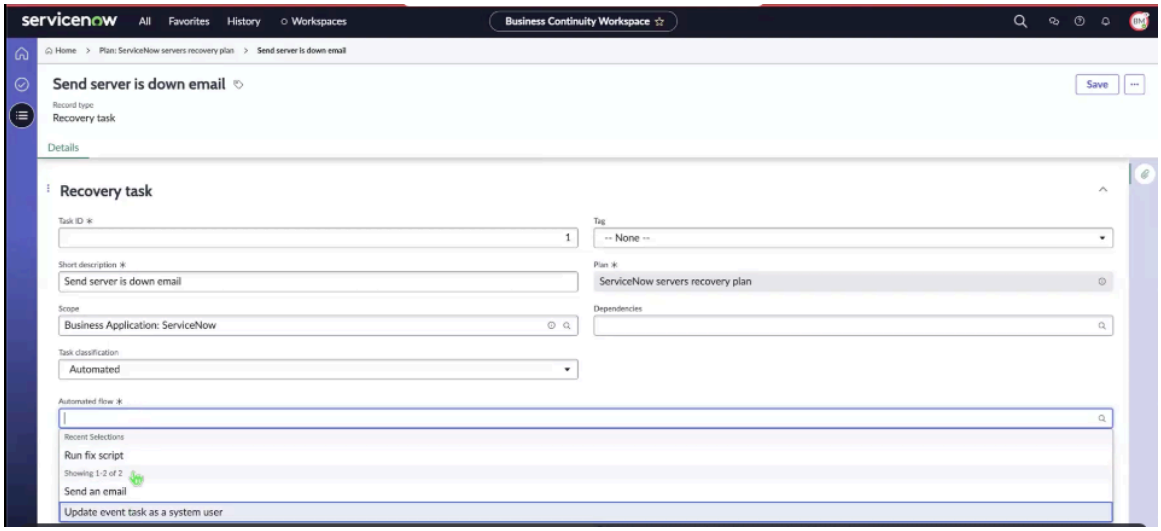
   b. In the **Record** field, select **Current**.

   c. In the **State** field, select **closed complete**.

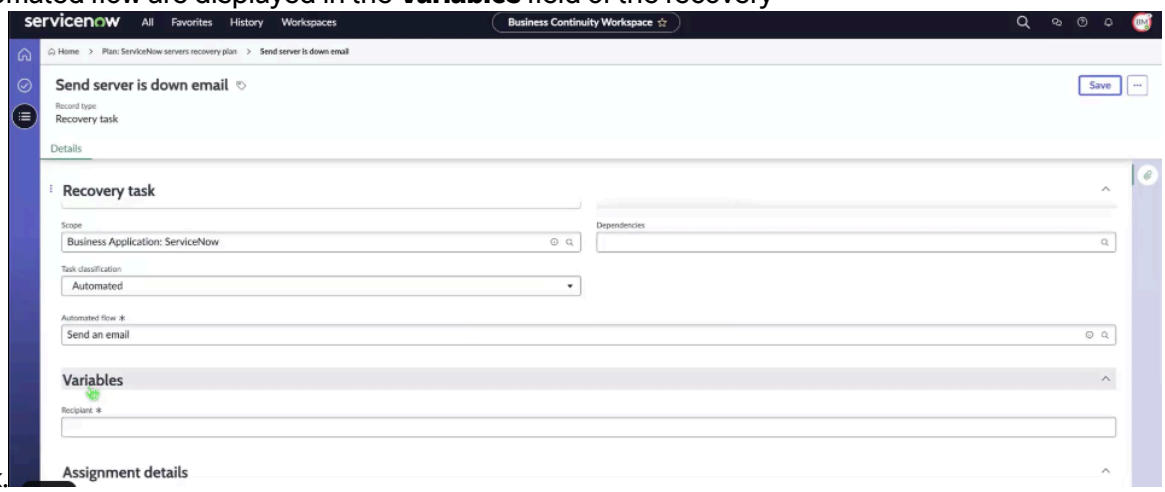
   d. Select **Done**.
      The state of the record moves to **Completed**.

10. To publish the workflow, select **Publish**.
    The changes are applied to all instances where the subflow is used. Similarly, you can define new flows in the subflow that can be run as an automation.
11. Navigate to the **Recovery tasks** tab in the plan with the sn_bcm.program_manager role and open the manual recovery task that was being edited.
    The recovery task form is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



12. In the **Task classification** field, select **Automated** to change the manual task to an automated task and select **Save**.
    After saving the form, the flow variables are displayed.
    When you select and save the task, the variables associated with the automated flow are displayed in the **Variables** field of the recovery task.



13. In the Assignment details, confirm that the **Backup assignee** field is filled in.

    When converting a manual task to an automated task, the **Backup assignee** field is displayed on the form. In the event of an error causing the automation flow to fail, an email notification is sent to the backup assignee. This email informs them about the failure of the automated flow and the need for manual intervention to resolve the task. The backup assignee can then take the necessary action to complete the task and confirm its resolution.

14. Select **Save**.
    The Recovery task form now includes a Task classification column where the automated tasks are displayed. These automated tasks are executed automatically by the system as part of the plan.

Create a subflow form

Use the Create a subflow form to automate a manual recovery task within the business continuity plan.

Create a subflow form

For description of the field values, see the table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a subflow form

Field	Description
Subflow Name	Name of the subflow. For example, if you want to automate a manual task for sending an email, you can name the subflow as Send an email subflow.
Description	Description of the subflow.
Application	Application scope for creating the subflow in. For the BCM tasks, you can select GRC: Business Continuity Management.
Accessible From	All application scopes that the subflow can be accessed from.
Category	Category or logical group for the subflow. For the BCM automation tasks, you can select the **BCM: Task automation** category.
Protection	Option to mark the subflow as read-only. When you create the subflow in an application scope that you own, you can select a value for this field. Editing permissions and protection for the subflow. Select one of these options: • **None**: Default value. Select this option to edit the subflow. • **Read-only**: Mark the subflow as read-only. Only the creator of the subflow can edit it.
Subflow annotation	Annotation for the subflow. The help text under the subflow title in Workflow Studio helps the flow designers to understand the function of the subflow does when it is used in a flow.
Run As	Option to define the user who runs the subflow. Select one of these options: • **User who initiates session**: Select the user who initiates the session option when updates should come from the user who triggered the flow. For example, use this option when you want to receive the approval email from the approver. • **System user**: Select the system user to run the subflow.
Run with roles	Roles that the subflow runs with. This option is only available when **Run as** is set to **User who initiates the session**. For example, a plan user should have the email_api_send role to send the email and the sn_bcm.program_manager role to read the BCM tasks.

For more information on creating a subflow, see Create a subflow in Workflow Studio.

Submit the BCP for approval

Submit the business continuity plan (BCP) for an approval. You can then view the details in BCM UIB Workspace.

Before you begin

Role required: sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Planning** and select the link to the plan record in the **Name** column.
3. Select **Submit for review**.
   The business continuity plan is in the **Review** state.

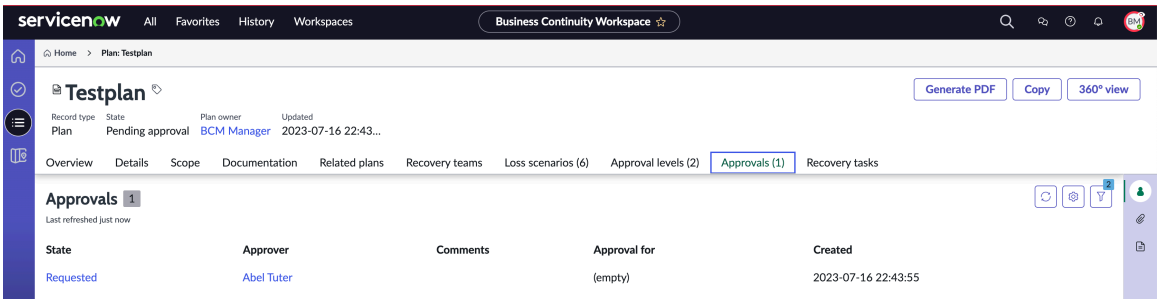
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select **Submit for approval**.
   The business continuity plan is updated to the **Pending approval** state. The business continuity plan is submitted for a review to the business continuity plan owner.
5. Select **Approve**.

Note:
If an approval record is created for the BCP, the **Approve** or **Reject** actions are not displayed on the BCP form. For a user to view the **Approve** or **Reject** actions, these conditions must be fulfilled:

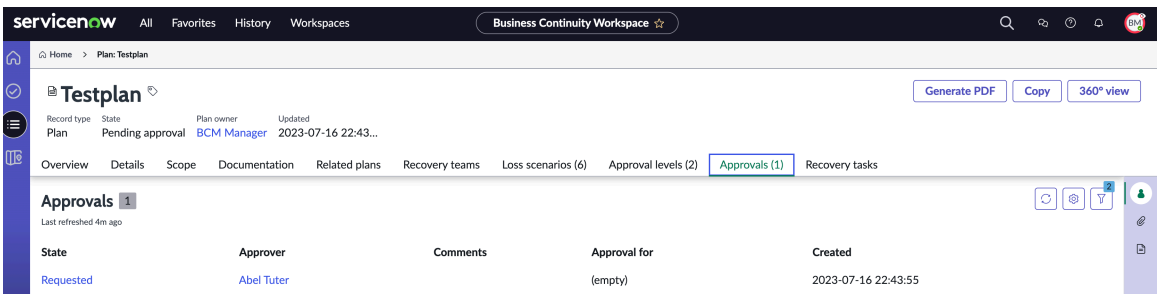
- The user should have the sn_bcp.plan_manager role.
- The BCP should be in the **Pending approval** state.
- The BCP should not have any approval records created.

If you have the BCM lead or BCM program manager role, you can approve the plan. The information is displayed on the **Approval levels** and **Approvals** tabs as shown in the example.



To configure multiple approval levels for the plan, see Set up approval levels.

The example shows the Approvals tabs and the Approve and Reject buttons are not displayed.



When you approve the business continuity plan, its state is updated to **Approved**.

Visualize 360° relationships for the BCP

Visualize the 360° relationships for a business continuity plan (BCP) and its associated entities in BCM UIB Workspace. You can access the 360° view at any time while working on the business continuity plan.

Before you begin

Role required: sn_bcm.program_manager, sn_bcm.planner

About this task

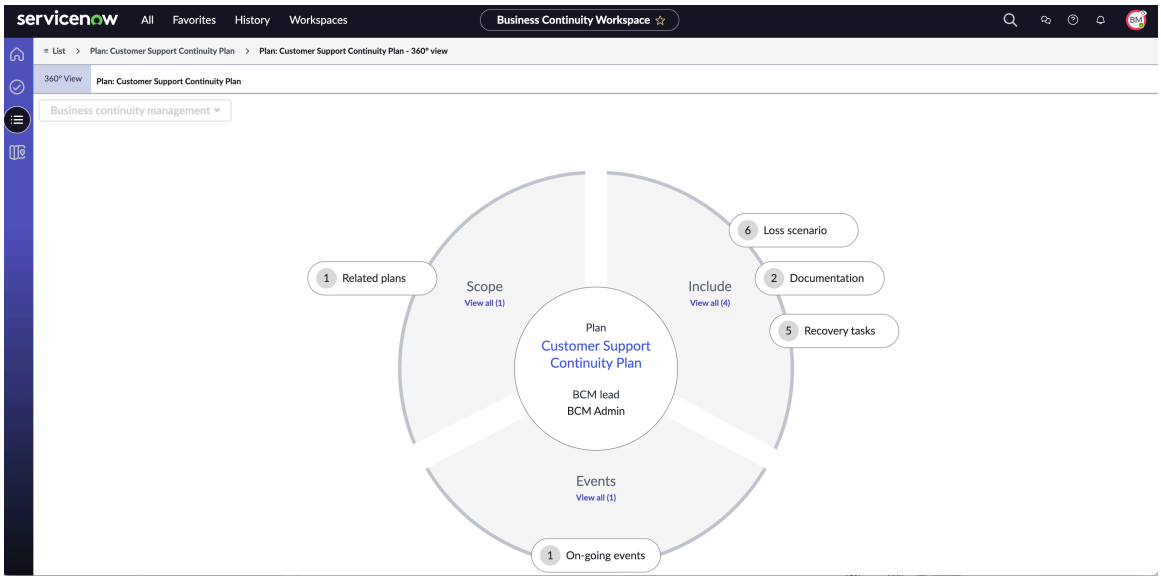
The configurations for the 360° view are stored in **360° View Configurations** > **Configure 360° Views**. If you have the BCM administrator role, you can configure the relationships for the records in **360° View Configurations** > **Relationship Registries**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Planning** and select a record from the list.
   The business continuity plan record is displayed.
3. Select **360° view**.

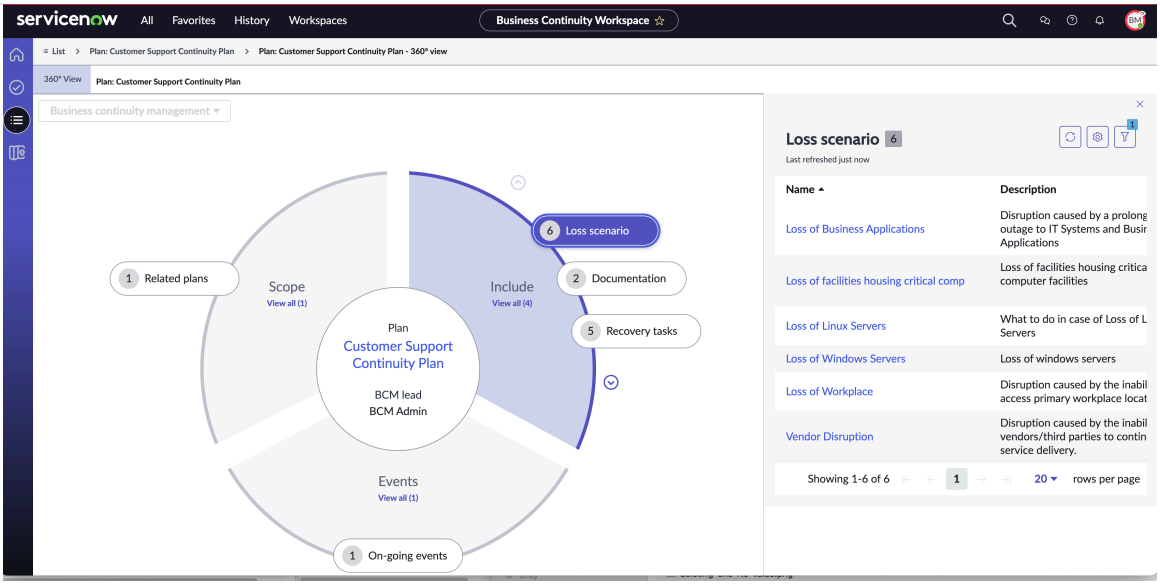
   The example shows the 360° view of a business continuity plan and its details.



- **Name**: Name of the business continuity plan such as Customer Support Continuity Plan. You can select the business continuity plan to view its details.
- **BCM lead**: Assigned BCM lead for the business continuity plan.
- **Scope**: Scope of the business continuity plan such as **Related plans**.
- **Events**: Events that are associated with the business continuity plan such as **Ongoing events**.
- **Include**: Entities that are associated with the business continuity plan such as **Loss scenario**, **Documentation**, and **Recovery tasks** as shown in the example.

The example shows the 360° relationship view for the Customer Support Continuity Plan and its related entities. When you select the **Loss scenario** capsule in the 360° view, the details of the associated loss scenarios for the Customer Support Continuity Plan are displayed in the Loss scenario panel on the right.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. To navigate to the plan again, select the plan or list view in the breadcrumb navigation.

Generate BCP reports in PDF or Microsoft Word format

Generate a PDF or Microsoft Word copy of a business continuity plan in the BCM Configurable Workspace and save it for a future reference.

Before you begin

Role required: sn_bcm.program_manager, sn_bcm.planner

About this task

To format the PDF for your business needs, see Format PDF templates for BIAs, BCPs, and events.

Beginning with the Xanadu release, the content in PDFs of Business Impact Analyses, Plans, and Events is improved by implementing a new layout:

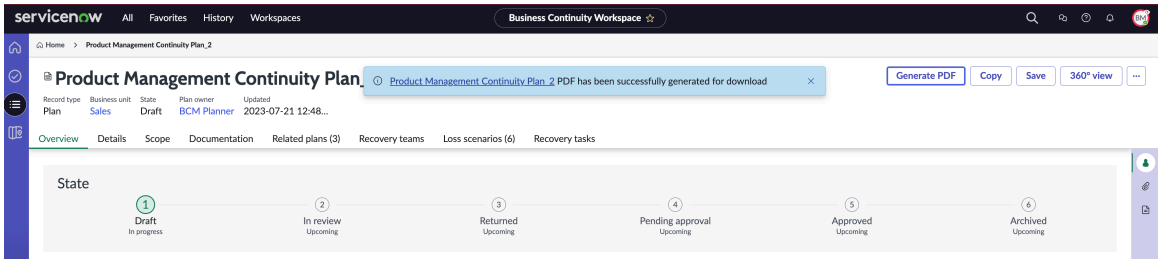
- Arrange the various event tasks in a table format.
- Include details of the asset owner and the description from the Business Impact Analysis.
- Display a table that outlines the dependencies of the plan assets.
- Mark the date of the PDF creation on the front page.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Planning** and select any business continuity plan record that is in the **Review** or next state.
3. Select **Generate PDF** in the form.

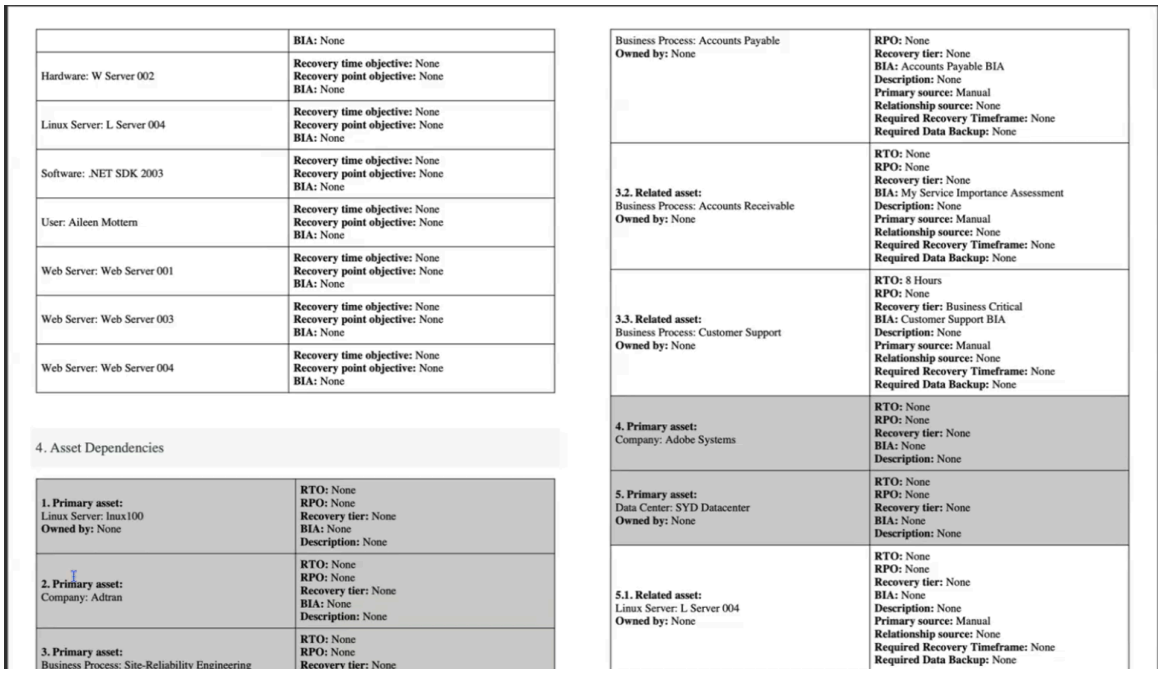
   The example shows the message that is displayed on the screen: `<Name of the BCP> PDF has been successfully generated for download.`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. To format the BCP PDF template, follow the instructions in Format PDF templates for BIAs, BCPs, and events.
5. To download the PDF, select the link in the message and open the PDF.

   The example shows the PDF of a business continuity plan.



	BIA: None
Hardware: W Server 002	**Recovery time objective:** None **Recovery point objective:** None **BIA:** None
Linux Server: L Server 004	**Recovery time objective:** None **Recovery point objective:** None **BIA:** None
Software: .NET SDK 2003	**Recovery time objective:** None **Recovery point objective:** None **BIA:** None
User: Aileen Mottern	**Recovery time objective:** None **Recovery point objective:** None **BIA:** None
Web Server: Web Server 001	**Recovery time objective:** None **Recovery point objective:** None **BIA:** None
Web Server: Web Server 003	**Recovery time objective:** None **Recovery point objective:** None **BIA:** None
Web Server: Web Server 004	**Recovery time objective:** None **Recovery point objective:** None **BIA:** None

4. Asset Dependencies

1. Primary asset: Linux Server: lnux100 **Owned by:** None	**RTO:** None **RPO:** None **Recovery tier:** None **BIA:** None **Description:** None
2. Primary asset: Company: Adtran	**RTO:** None **RPO:** None **Recovery tier:** None **BIA:** None **Description:** None
3. Primary asset: Business Process: Site-Reliability Engineering	**RTO:** None **RPO:** None **Recovery tier:** None
Business Process: Accounts Payable **Owned by:** None	**RPO:** None **Recovery tier:** None **BIA:** Accounts Payable BIA **Description:** None **Primary source:** Manual **Relationship source:** None **Required Recovery Timeframe:** None **Required Data Backup:** None
3.2. Related asset: Business Process: Accounts Receivable **Owned by:** None	**RTO:** None **RPO:** None **Recovery tier:** None **BIA:** My Service Importance Assessment **Description:** None **Primary source:** Manual **Relationship source:** None **Required Recovery Timeframe:** None **Required Data Backup:** None
3.3. Related asset: Business Process: Customer Support **Owned by:** None	**RTO:** 8 Hours **RPO:** None **Recovery tier:** Business Critical **BIA:** Customer Support BIA **Description:** None **Primary source:** Manual **Relationship source:** None **Required Recovery Timeframe:** None **Required Data Backup:** None
4. Primary asset: Company: Adobe Systems	**RTO:** None **RPO:** None **Recovery tier:** None **BIA:** None **Description:** None
5. Primary asset: Data Center: SYD Datacenter **Owned by:** None	**RTO:** None **RPO:** None **Recovery tier:** None **BIA:** None **Description:** None
5.1. Related asset: Linux Server: L Server 004 **Owned by:** None	**RTO:** None **RPO:** None **Recovery tier:** None **BIA:** None **Description:** None **Primary source:** Manual **Relationship source:** None **Required Recovery Timeframe:** None **Required Data Backup:** None

6. Save the PDF on your system.
   You can save the PDF for a future reference.
7. To create the BCP report in Microsoft Word, select **Generate MS Word**.

   Generate a report of the BCP record in Microsoft Word format. The Microsoft Word copy of the BIA record is successfully generated that you can download.

   For more information on generating reports in Microsoft Word format using Document designer, see Generating reports using Document designer.
8. To print the BCP report, open the saved PDF or Microsoft Word copy and select **Print**.

Structured workflows for exercises

Perform the structured workflows that are outlined in this section to manage an exercise in Business Continuity Workspace (also known as BCM Configurable Workspace).

Typically, the BCM program manager performs the following tasks to exercise an event:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Create an exercise. For more information, see Create an exercise.
- Add an asset and plan to the exercise. For more information, see Track impacted assets and add associated plans.
- Add an event task to the exercise. For more information, see Monitor event tasks and create ad-hoc tasks.
- Submit the event task for the exercise event. For more information, see Request an approval and approve the event.

Additional information on Exercises

- For information on the **Exercises** tab in the Home page, see Home page view.
- For information on the exercises, see Exercises.

Bulk editing of tasks

Starting with version 6.1.x of the Business Continuity Management application, users who have editing access to the event record can now perform bulk edits on tasks directly from the Event tasks related list. This feature is beneficial for users who manage multiple event tasks simultaneously.

For more information on bulk editing of tasks, see Structured workflows for crisis events.

States for an exercise and crisis event

This section describes the states of progression for an exercises and crisis event.

States for an exercise and crisis event

States for an exercise and crisis event

State	Description
Pending	First state of the event.
Pending Approval	State of the event when an approval is requested. When you select **Submit for Approval**, the event is set to the **Pending Approval** state. In this state, you can only update the **Work notes** field in the event form. If any approval rules are configured for the event, then the approvals are generated and sent to the approvers. If no approval records are associated with the event in the requested state, then you can either select **Reject** or **Approve**. You can view the approval details of an event in the **Approvals** tab with the name of the approver, level of approval, and state of the approval. You can view the approval history of the event in the **Approval History** tab such as the approval state, name of the approver, event number, and so on.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States for an exercise and crisis event (continued)

State	Description
	Note: If you are a BCM program manager, you can see the **Approve** and **Reject** buttons.
Returned	State of the event when an event is rejected. The state is set to **Returned**. It can be moved to the **Submit for Approval**, **Closed Complete**, or **Closed Incomplete** states. Since this action is related to an event only, you can update the description, results, and work notes in the form. When an event is in the **Returned** state, you can edit the state of the event asset. From the **Returned** state onwards, you can only add your comments and the attachments to the event task.
Closed Incomplete	State of the event when an event is incomplete.
Closed complete	When all tasks are complete, the event moves from the **Work in progress** to the **Closed complete** state.
Approved	Approved state of the event. When an event is approved, the state is set to the **Approved** state. You can perform the following additional UI actions: **Generate PDF** Download the PDF of an exercise or crisis event for reference. When you select Generate PDF, the PDF attachment is available in the **Activity** panel of the **Details** tab. For information on generating the PDF of an exercise or crisis event, see Generate event reports in PDF or Microsoft Word. **Copy** Save a copy of an exercise or crisis event for future reference as a template. **360° view**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States for an exercise and crisis event (continued)

State	Description
	Visualize the 360° representation of an exercise or crisis event. For information on how to view 360° relationships of an exercise or crisis event, see View 360° relationships for exercises and crises. **Delete** Delete an exercise or crisis event. **Edit** Edit an exercise or crisis event. **Save** Save an exercise or crisis event.
Closed	Closed state of the event.

See the following state transitions of an event task.

State transitions of an event task

State	Description
Open	Open state of the event task. When an event is started, its event tasks that do not have a dependent recovery task move to the **Open** state.
Pending	Pending state of the event task. The event tasks that are dependent on other recovery tasks are in the **Pending** state when the event is started. After the dependent tasks are closed, the parent event task moves to the **Open** state.
Skip Task	Skip Task action for the event task. This action is available only if you have logged in as the BCM program manager. The **Skip** action is displayed when the task is in the **Pending** or **Open** state and the event must be in **Work in Progress** state. Selecting **Skip Task** moves the task to the **Closed Skipped** state. The actual start time and actual end time at this state are empty.
Trigger	Trigger action for the event task. This action is available only if you have logged in as the BCM program manager. The task is in

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

State transitions of an event task (continued)

State	Description
	the **Pending** state. Selecting **Trigger** moves the task to the **Open** state irrespective of its dependencies.
Work In Progress	Work In Progress state of the event task. The task is in the **Open** state. Selecting **Work In Progress** moves the task to the **Work in Progress** state. You can update the actual start time of the task in the **Actual start** field in this state. If you do not update the actual start time, the current date and time are recorded as the actual start time. The next available options are **Closed Complete** or **Closed Incomplete** state.
Closed Incomplete	Closed Incomplete state of the event task. Actual end time of the task is recorded in the **Actual end** field. If you do not update the actual end time, the current date and time are recorded as the actual end time. Update necessary information in the **Work notes** field and save the task.
Closed Complete	Closed Complete state of the event task. The task is closed and complete in this state. Actual end time of the task is recorded in the **Actual end** field. If you do not update the actual end time, the current date and time are recorded as the actual end time.

Event assets

When an event is initiated, event assets are managed by using different recovery management methods.

Beginning with the Xanadu release, you can use the time fields from an activated plan and the event asset, calculated from the dependent event tasks. When plans linked to an exercise are activated, they are now displayed in an **Open** state instead of a **Work in Progress** state. Even if a plan has recovery tasks without any tagged assets, you can still initiate an event task. When at least one of the tasks linked to an activated plan is updated to the **Work in Progress** state, the status of the activated plan is changed to **Work in Progress**.

The time needed to complete the tasks is aggregated at these levels:

- Plans
- Assets

These fields and columns are instrumental in calculating the time for plans:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- When a plan transitions to the **Work in progress** state, the start date is recorded. The completion date and time of the final task are captured as the End date.
- The Total Effort column is calculated by adding up the durations of all tasks of the plan.
- The Total effort and Total time taken columns are left blank if any tasks remain in the **Open** state (The tasks are not in the **Closed** state).
- If new ad-hoc tasks are initiated, the Total effort, Total time taken, and Status columns are reset.
- Once all tasks in a plan are completed, the Total Effort, Total Time Taken, and Status columns are updated to reflect that the plan is Closed complete.
- If no tasks are listed in the plan, the Actual start date time and Actual end date time should be manually adjusted.
- Confirm to check the boxes for the mandatory **Start Date Time** and **End Date Time** fields in the list view when the tasks are marked as Closed.

These fields and columns are used to calculate time for the assets:

- For an asset, the start date and end time are populated based on its tasks. For example, if an asset is part of two tasks, the start date of the first task is recorded in the **Start date** field, and the end date of the final task is noted in the **End time** field.
- The Total effort column is calculated by adding up the duration of all tasks where the asset is tagged.
- If any tasks within the plan are not in the **Closed** state, the Total Effort and Total Time Taken columns remain blank.
- If new ad-hoc tasks are initiated, the Total effort, Total time taken, and Status columns are reset.
- If the status of any task where the asset is tagged is marked as Closed failed, then the status of the asset is not updated as Recovered. When all the tasks for an asset are closed, the status of the asset is updated as Recovered.

Recovery of event assets

Enhanced event asset management

BCM version 9.x.x introduces a significant improvement in event asset management by establishing a direct link between event assets and their corresponding Business Impact Analysis (BIA) records. This integration enables the system to automatically import Recovery Time Objective (RTO) and Recovery Point Objective (RPO) values from the BIA into recovery events. As a result, continuity managers can now directly compare actual recovery times with target recovery times, gaining a transparent and reliable metric to evaluate recovery performance and assess organizational resilience maturity.

This enhancement streamlines the process of assessing recovery performance, allowing organizations to make more informed decisions about their business continuity strategies. By providing a clear and accurate measure of how well recovery operations align with predefined objectives, BCM 9.x.x helps organizations refine their resilience capabilities.

Time measurement for recovery events

As you can exclude irrelevant task from calculation such as "Preparation" tasks, time management is enhanced.

Event asset tracking

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The latest enhancements to event asset management introduce more granular recovery tracking capabilities, including support for partial recovery scenarios and automated state updates for event assets. Key features of these updates include:

- A new **Partially recovered** state for event assets, along with the existing **Not recovered** and **Recovered** states, has been added allowing for better tracking of recovery progress.
- By completing specific event tasks, you can update the corresponding event asset state (for example, from Not Recovered → Partially Recovered → Recovered). These updates driven by the event tasks provide an accurate and timely reflection of the recovery milestones.

Refining the recovery status as Partially recovered

When an asset is largely recovered but still requires minor tasks to be fully operational, it can be marked as **Partially recovered**. This status allows teams to perform these tasks:

- Proceed with critical tasks without delay.
- Address smaller, ad-hoc tasks later.
- Update the asset status to **Recovered** once all tasks are complete.

By introducing this intermediate status, you can better manage your recovery processes, prioritize tasks more effectively, and maintain a clear overview of the asset recovery progress.

These improvements provide several benefits:

- Real-time visibility into the operational status of assets during recovery
- Clearer coordination signals for the recovery of dependent assets
- Enhanced alignment between technical recovery progress and overall business continuity outcomes

By providing more detailed and accurate tracking of recovery efforts, these updates enable organizations to better manage their recovery processes and improve their overall resilience.

Mapping event tasks to phases

Starting with BCM, version 9.x.x, BCM administrators set up active phases in the Core UI for improved event task management. BCM users then map these phases to event tasks and execute them in the set order, ensuring a logical execution sequence. The phases can be deactivated only; they cannot be deleted.

Phases in recovery

Organizing event tasks into logical phases provides a structure to the recovery activities. The logical grouping helps you to understand the progression of exercises or crisis events, maintain flexibility in execution, and navigate complex recovery processes effectively.

You can tag the event tasks to an appropriate phase such as Preparation, Recovery, Post incident review, and so on as part of recovery. This kind of mapping verifies structured and efficient handling of event tasks.

For more information on phases in recovery, see Mapping recovery tasks to phases.

Using nested plans

Configure a system property to control activated plan levels in an event. The system automatically creates nested plans within an event, reducing the manual effort of adding plans

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

and improving system performance. You can also add dependencies between multiple activated plans by updating the **Dependencies** field in the event tasks.

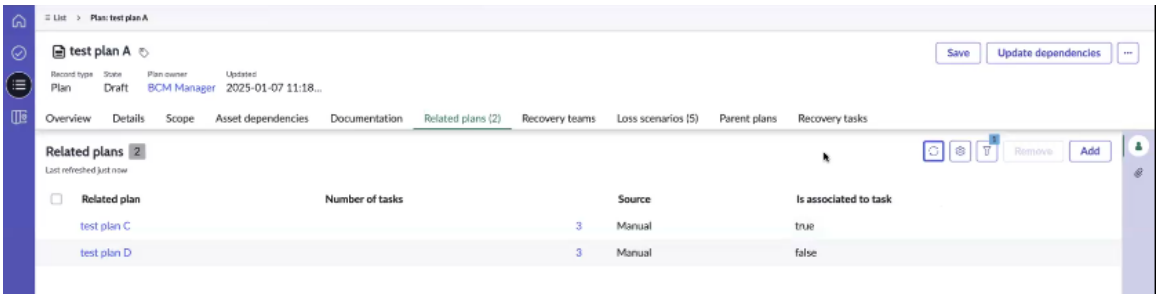
Changes in the plans and events

Beginning with the Yokohama release, new changes in the plans and events focus on the planning phase and the creation of related plans.

Associating related plans with recovery tasks

You can now associate related plans with recovery tasks, helping you identify and manage plan triggers during recovery.

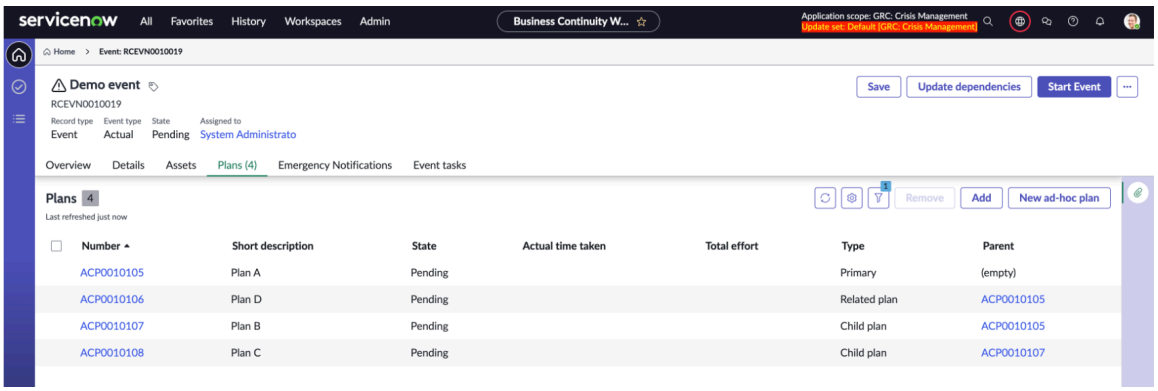
A new field, **Is associated to task**, has been added to the Related Plans table. If a related plan is associated with a recovery task, the field is set to True. If it is not associated, the field is set to False.



Note:
When a related plan listed in the **Related plans** tab is associated with a recovery task, it is created as a child plan in the event. If not associated with any task, it is created as a related plan but not as a child plan.

Adding a plan to the event

When a plan is added to an event, its related plans and their entire hierarchy are included. Plans manually added to an event are called primary activated plans. Plans without task associations are called related plans. Plans associated with recovery tasks are called child plans.



Using a hierarchy of the plans

Previously, only the primary plan and its directly related plans were included in an event. With the Yokohama release, you can set the *sn_recovery.max_activated_plan_levels* property to control the depth of activated plans in events, up to 10 levels.

Resetting the property for activated plan levels

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

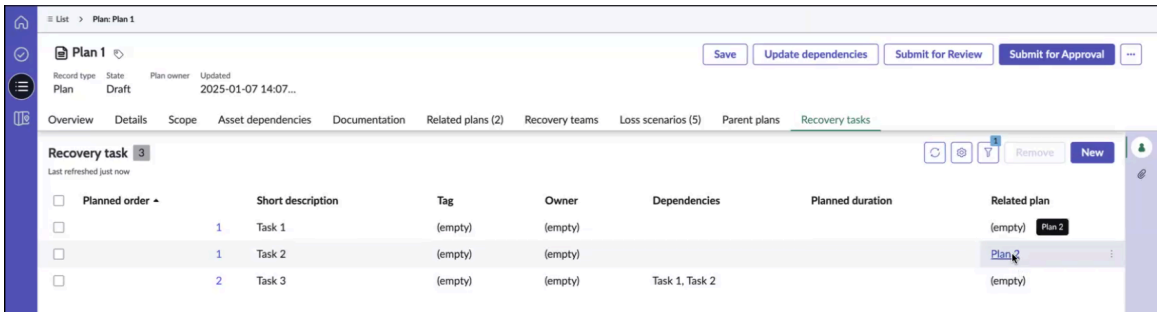
You can customize the *sn_recovery.max_activated_plan_levels* property as shown in the following examples to control the levels of activated plans that are created in an event.

- Set the property to 1 to create only the plans added manually.
- Set the property to 2 to create only the primary plan and its first-level related plans.

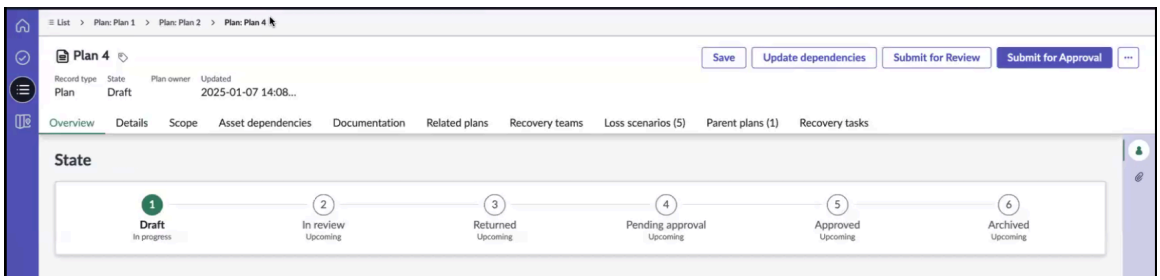
Sample use case for a multi-level plan

You can add a multi-level hierarchical plan to an event. Consider the following use case where the system property is configured and a few related plans have recovery tasks associated with them. An event is created where the related plans are added to the event.

The primary plan, Plan 1, has Plan 2 and Plan 3 as related plans. Plan 1 includes three recovery tasks: Task 1, Task 2, and Task 3. Task 2 has Plan 2 as a related plan.



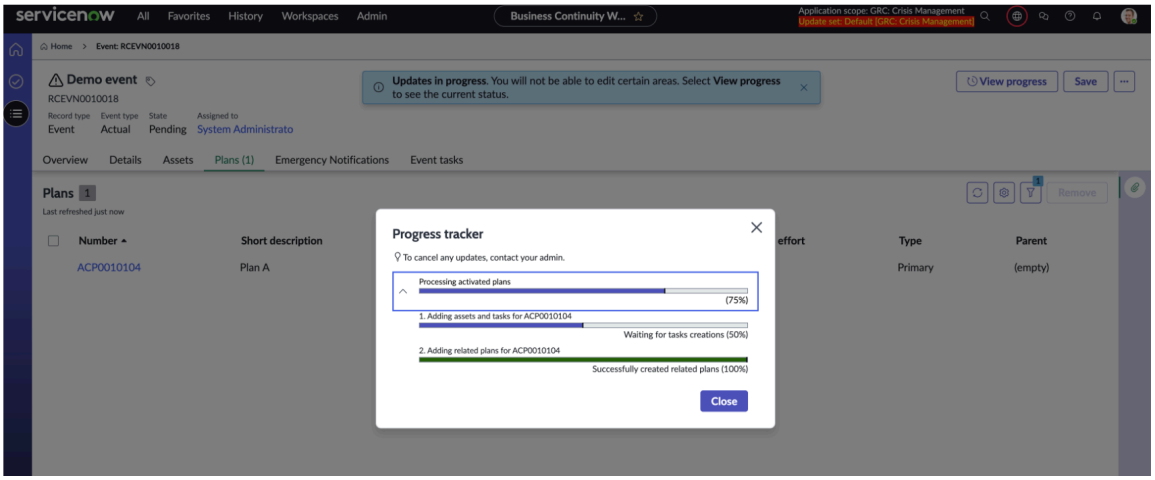
Similarly, Plan 2 has three recovery tasks: Task 1, Task 2, Task 3. Plan 1 triggers Plan 2, and Plan 2 triggers Plan 4 as shown in the example.



Previously, when a primary plan like Plan 1 was included in an event, only the first level of related plans, such as Plan 2 and Plan 3, were added. Deeper levels, like Plan 4, were not included. With the nested plan functionality, plans up to 10 levels deep, including Plan 4, can be added to the hierarchy.

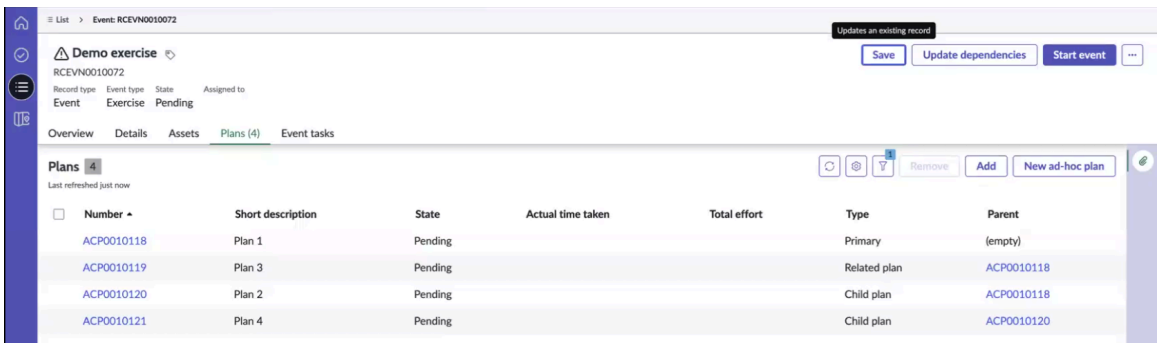
When you create an event and add Plan 1, its related plans, assets, and tasks are automatically included. Selecting the **View progress** button opens the Progress tracker window, showing the progress and status of adding plans, assets, tasks, and related plans, and the steps and status of the background process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

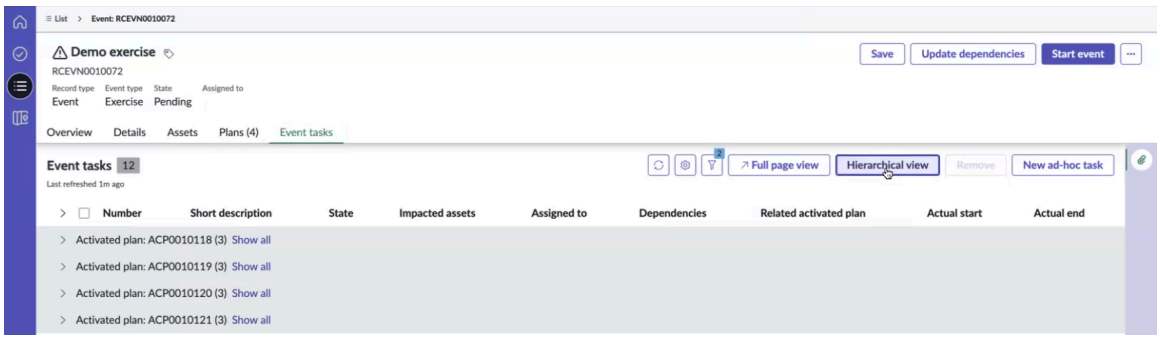


Once all processes are completed, a message prompts you to refresh the page to see the latest updates. You can close the message and then view the created plans and event tasks.

As shown in the example, Plan 1 is the primary plan. Plan 3 is marked as a related plan of Plan 1 because it is not associated with any recovery task. Plan 2 and Plan 4 are child plans because they are associated with recovery tasks.



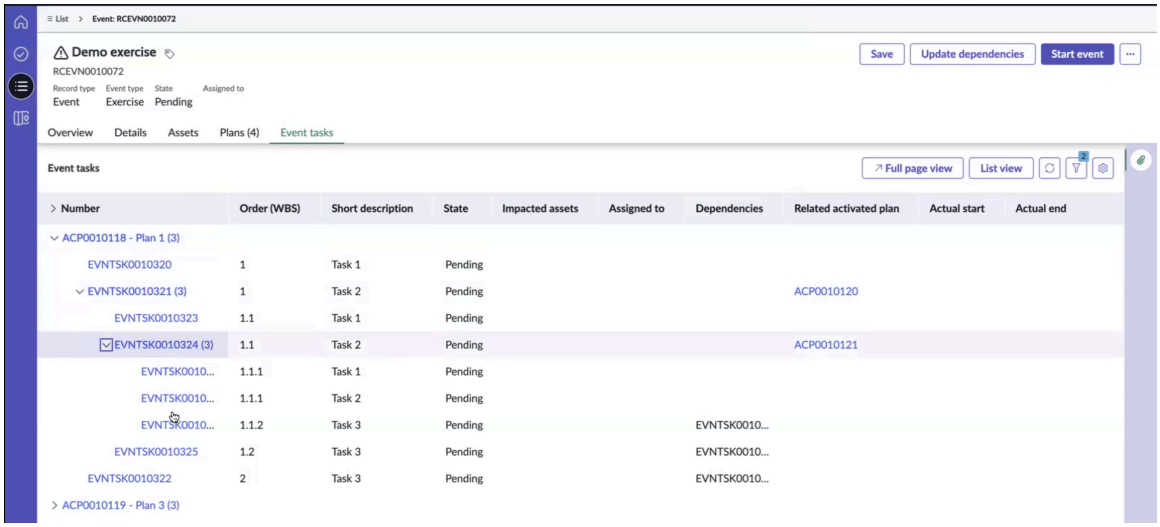
Event tasks: Event tasks are shown in the list view by default. Switch to the hierarchical view to display the hierarchy, with primary and related plans at the top level.



The example illustrates the hierarchy of event tasks and plans, with the primary plan (ACP0010118) and related plan (ACP0010119) at the top level.

- Plan 1 (ACP0010118) has three event tasks. The second event task (EVNTSK0010321) triggers Plan 2 (ACP0010120), and another event task (EVNTSK0010324) triggers Plan 4.
- Plan 3 (ACP0010119) has no related activated plan.
- Two child plans (ACP0010120 and ACP0010121) are shown at child levels.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Navigating between the list view, hierarchical view, and full page view

While working on event tasks, you can navigate between the list view, hierarchical view, and full page view.

List view

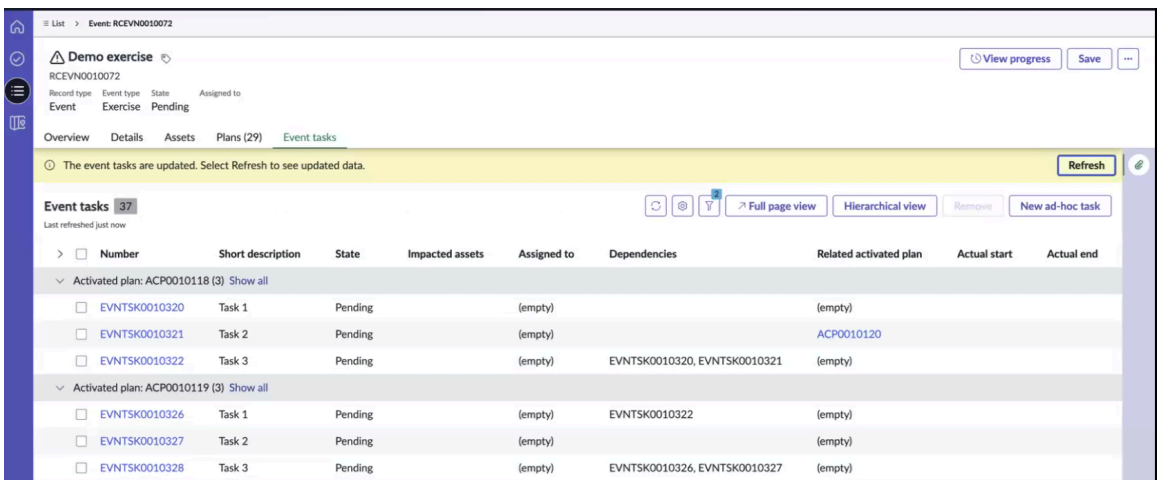
Arranges event tasks in a list format, making it easy to read and quickly understand the hierarchy. It helps you to scan and find specific information without sifting through lengthy text.

Hierarchical view

Visualizes plan dependencies and the order of event tasks. By default, the system shows only primary and related plans in the list view. Switch to the hierarchical view to see the full plan hierarchy.

> **Note:**
> You can edit event task and plan information in the list view, but the hierarchical view is read-only.

The Work-breakdown structure (WBS) arranges tasks based on their dependencies. For an activated plan, the WBS order is calculated considering both event task and plan dependencies.



Full page view

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allows you to see more tasks at once, providing a comprehensive overview of the plan hierarchy and tasks. You can switch between the list, hierarchical, or full-page views.

To return to the original record, select the **Back to record** button.

Records per level

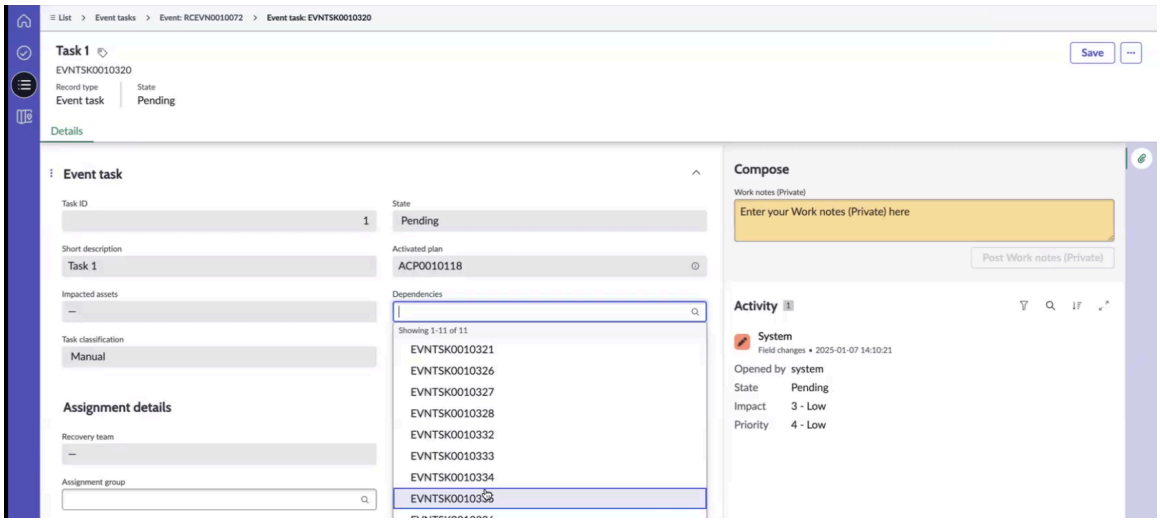
UI navigation

By default, only 10 plans are shown at the first level. If there are more, select the **Show more** button to display additional records. For example, if there are 100 plans, only 10 are shown initially, and selecting **Show more** loads the next set.

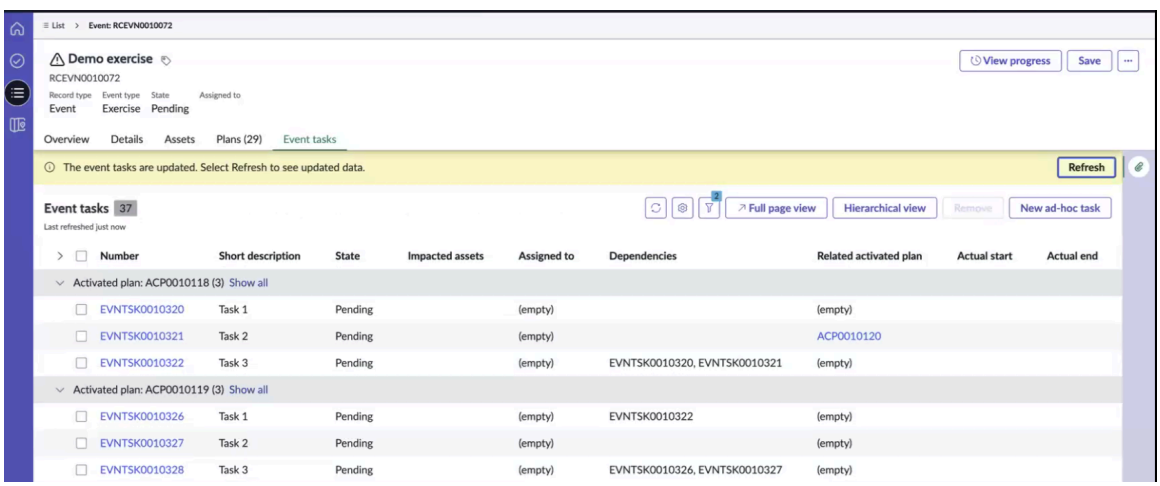
Configuring cross-plan dependencies

You can configure cross-plan dependencies by updating the **Dependencies** field as shown in the example.

Note:
You can only add dependencies between first-level activated plans.



The example shows an activated plan (ACP0010119) that depends on another activated plan (ACP0010118). Similarly, an event task (EVNTSK0010326) can start only after its dependent task (EVNTSK0010322) is completed.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

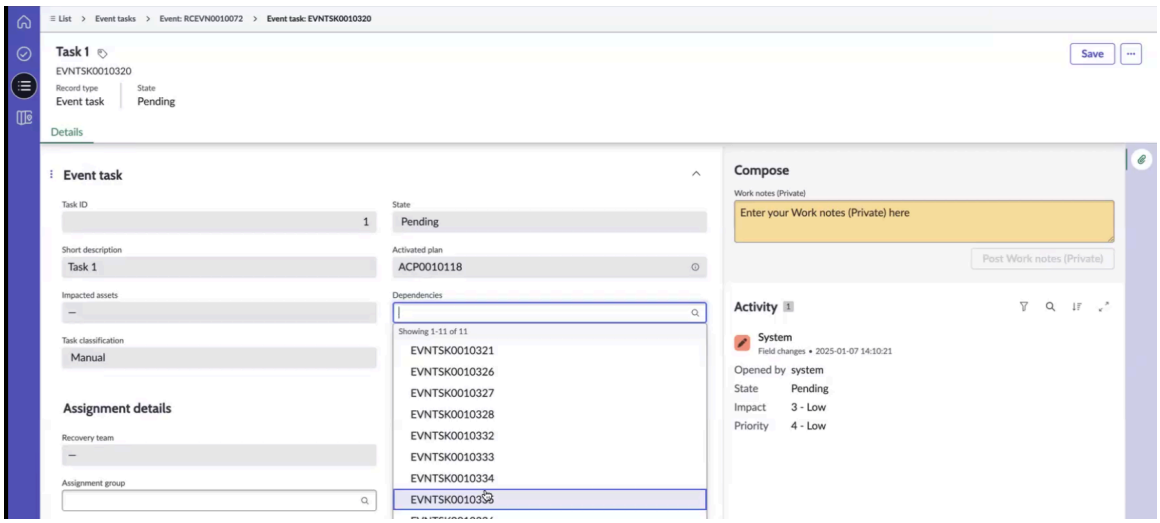
Note:
An event task from a primary or related plan can be associated as a dependency with an event task from the same or another primary or related plan. An event task from a child plan can only be associated as a dependency within the same child plan.

Whenever any event task is updated, as shown in the example, a message indicates that the event tasks have been updated. Selecting **Refresh** loads the updated data.

You can add task dependencies in primary and related plans, but not in child plans. For an event task in a child plan, dependencies can only be selected from the same child plan. For example, in Plan 4, task 3 (EVNTSK0010331) depends on tasks (EVNTSK0010329 and EVNTSK0010330) within the same child plan.



When adding task dependencies in primary and related plans, only tasks from other primary or related plans are available for selection in the **Dependencies** field.



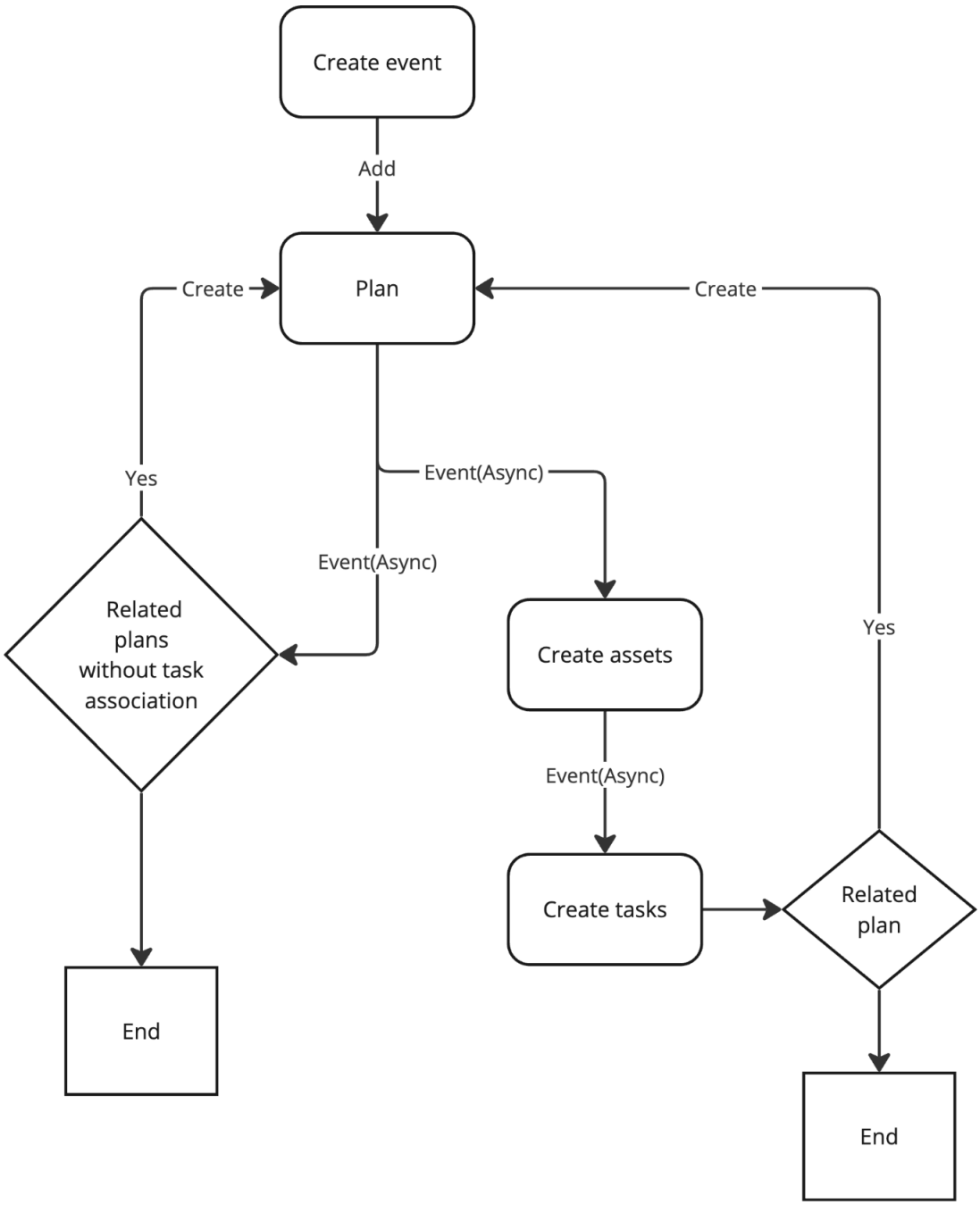
Configuring the property to refresh the event task order

Whenever task dependencies are updated, the event task order is updated. If more than 500 event tasks are affected, the order is calculated asynchronously. The *sn_recovery.sync_task_order_calculation_limit* property sets the limit for asynchronous calculation to 500 tasks by default. When the task count exceeds this limit and dependencies are updated, the task order calculation becomes asynchronous, and a **Refresh tasks order** button appears in the event, event task, and activated plan. Selecting this button manually refreshes the event task order.

Process of creating a nested plan

Previously, related plans were created only for primary activated plans. Starting with the Yokohama release, related activated plans can be created from an event task for all activated plan types. An example of creating a nested plan is shown in the following diagram.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The steps to create a nested plan are as follows.

1. Create an event.
2. Add a plan to the event. An activated plan is created with the plan type set as primary.
3. An event is triggered to create related plans. If the plan has related plans without any task associations and the plan level is less than the default value defined in the property, an activated plan is created with the type set as related plan.
4. An event is created to generate one or more event assets.
5. After the assets are created, an event is triggered to create event tasks.
6. If the event task has a related plan and its level is less than the level defined in the property, an activated plan is created with the type set as child plan.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

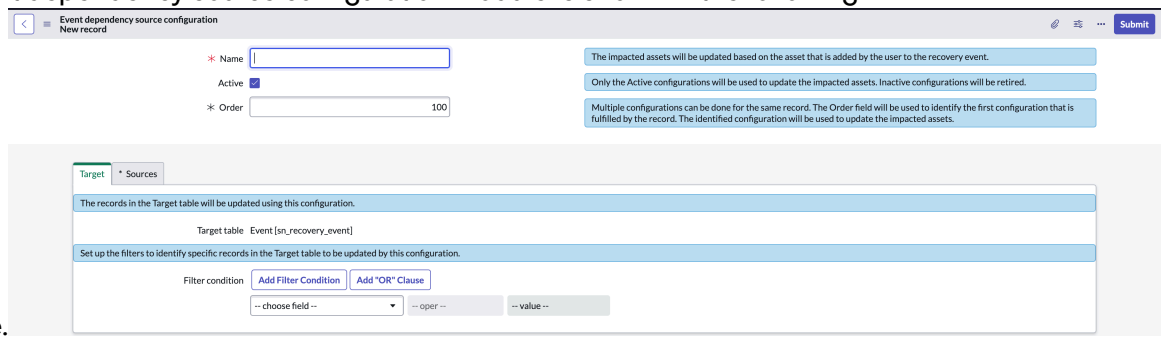
Adding dependencies of impacted assets

You can add the dependencies of the impacted assets in the events and exercises based on the source data and relationships in the CMDB, BIAs, and plans.

Configuring the sources in the Event dependency source configuration module

The BCM administrators can configure the sources to get the event dependencies in the Event dependency source configuration module. You can access the auto-update configuration module by navigating to **Business Continuity Workspace** > **General Administration** > **Event dependency source configuration**.

The Event dependency source configuration module is shown in the following example.



When the BCM administrators can update the target records, filter condition for the records, and sources to fetch the event dependency.

Dependencies are added in the events only when the user selects the **Update dependencies** UI action. Dependencies are fetched from the following sources for the events:

- BIA upstream dependency
- BIA downstream dependencies
- CMDB
- Plan primary assets
- Plan related assets

Note:
In an event, the dependencies of all assets are added manually where the source is Manual.

Setting up the Event dependency source configuration module is a one-time activity. Once the sources are configured in the Event dependency source configuration module, the updates are synchronized in the events.

For more information on setting up the Event dependency source configuration module, see Configure Event dependency source configuration record.

Roles associated with event dependency updates

Users with the following roles typically check for the dependency updates in an event:

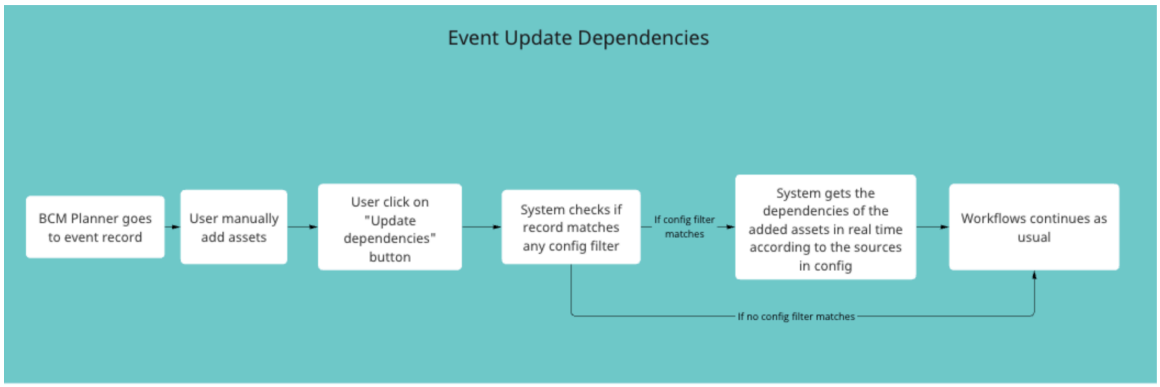
- The BCM program managers, BCM planners, and BCM managers can update the latest dependencies.
- BCM administrators can configure the Event dependency source configuration module.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workflow for updating the dependencies manually in the events and exercises

As the BCM application user, when you select the **Update dependencies** UI action in the Event record, the dependencies of all assets are added manually where the source is Manual.

The BCM application executes a workflow to update the impacted assets in the events and exercises as shown in the following example.



1. The BCM planner navigates to the event record.
2. The BCM planner selects the **Update dependencies** UI action to add the assets manually.
3. The application checks if the event record matches any configuration filter.
4. If the event record matches any configuration filter, the system gets the dependencies of the added assets in real time according to the sources defined in the configuration (Event dependency source configuration module).
5. If the event record does not match any configuration filter, the events workflow then continues for the next steps, the events workflow then continues for the next steps.

For more information on updating the event dependencies manually, see Update the event dependencies.

Data Relationships Framework

Beginning with the Xanadu release, the Data Relationships Framework (com.sn_app_grc_relationship_config) application supports the BCM application with the underlying framework to add the dependencies of the impacted assets in the events and exercises. The Data Relationships Framework application is installed with the BCM application by default.

For more information on the Data Relationships Framework, see Data Relationships Framework.

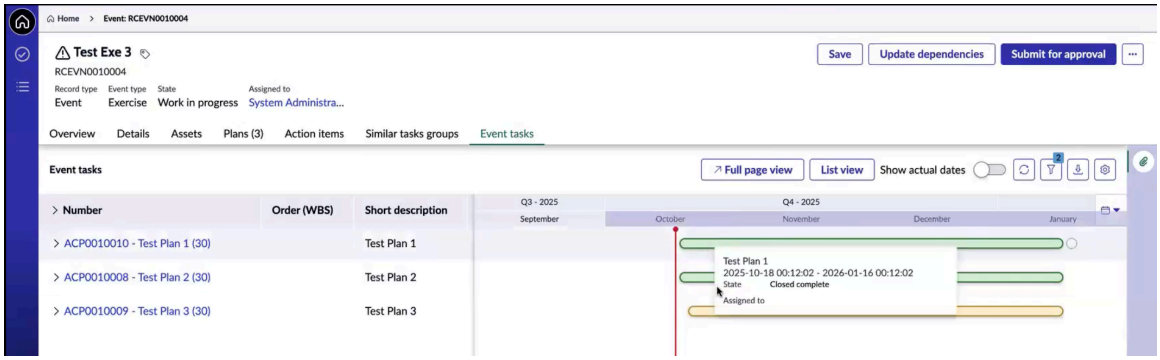
Enhancing event task management with Hierarchical view

The Hierarchical view for event tasks has been enhanced with several key features. It now displays dependencies between tasks, and shows color-coded states with planned start and end dates. Dependencies can be updated directly through the Hierarchical view (Gantt chart), streamlining event task management.

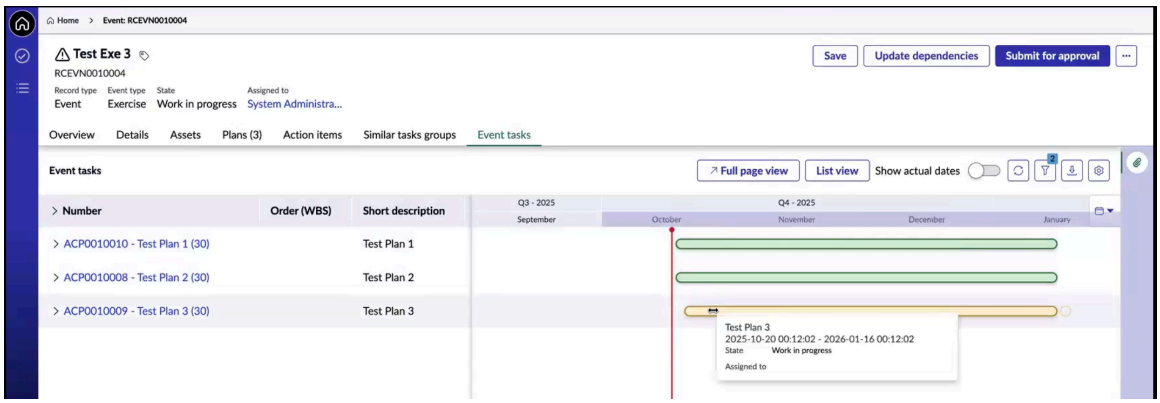
Sorting plans

In the Hierarchical view, activated plans are now sorted by their start date. The example shows an event task with activated plan, its start date, end date, state, and so on. The start date for the plan shown in the example is 18th.

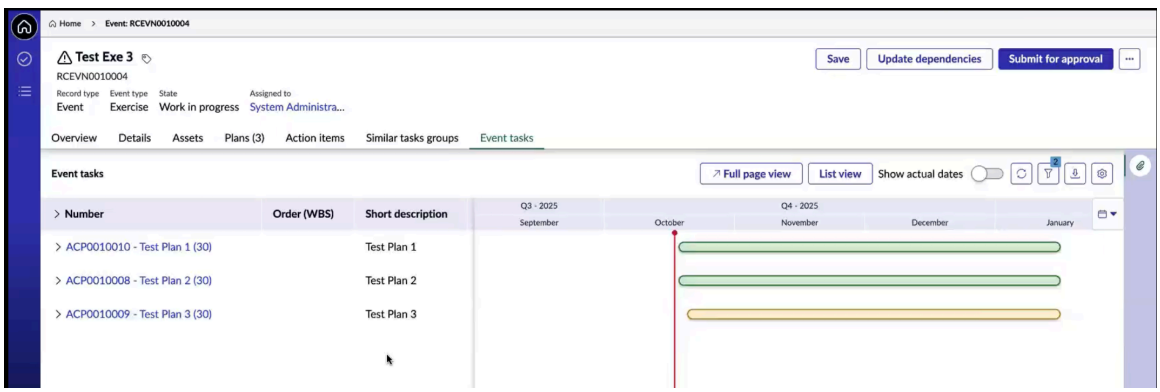
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The plans are displayed in sorted order. The example shows the next plan having a start date of the 20th.



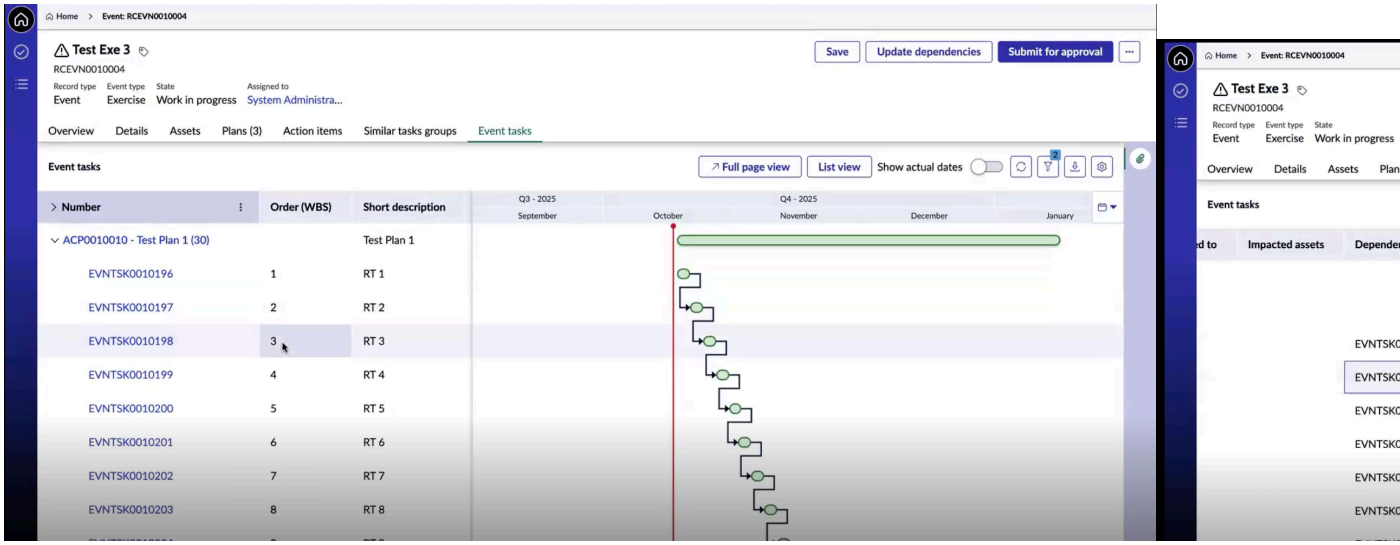
Color-coded plans offer a visually organized view.



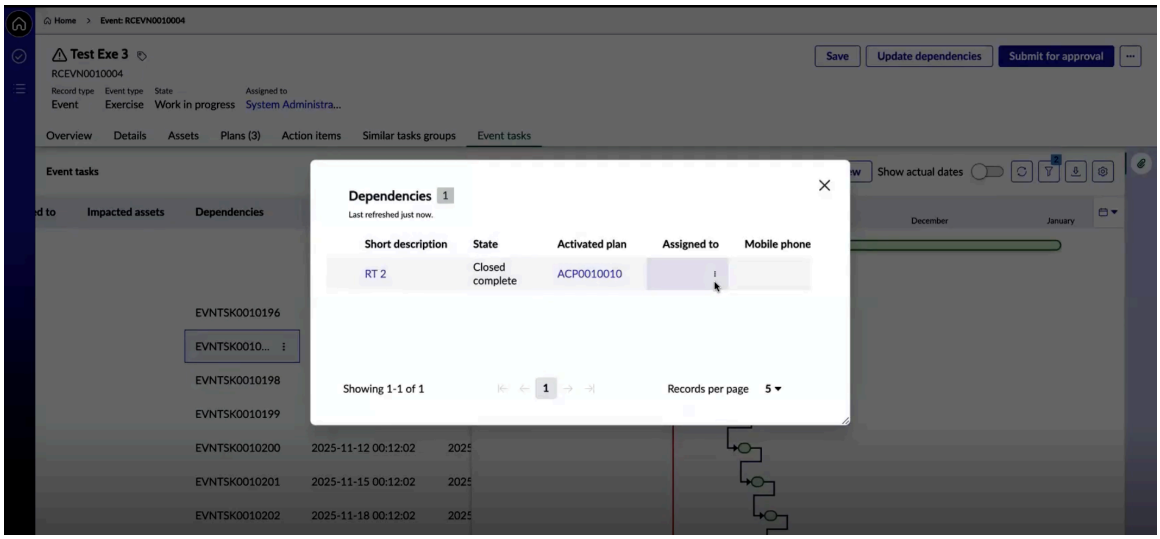
Managing task dependencies in Hierarchical view (Gantt chart)

To manage task dependencies, you can select **View dependencies** in the Dependencies column. This enhancement enables you to view the dependencies between tasks, including the state of the dependent plan and other relevant details.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

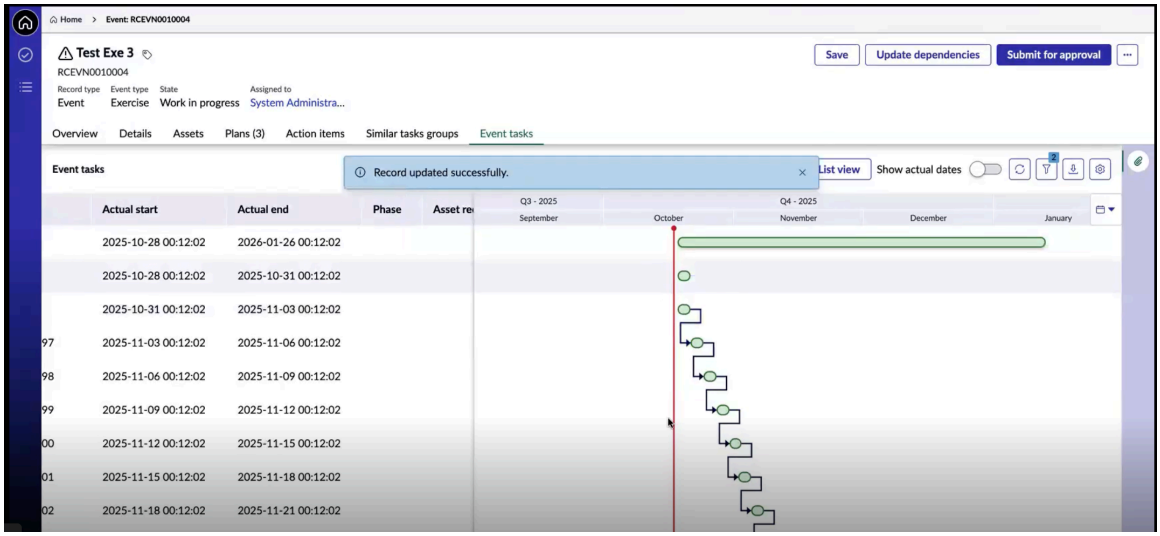


After selecting **View dependencies**, a modal view is shown, displaying the dependency details, including the dependent task (for example, RT3 is dependent on RT2), its dependency (RT2), and the state of the dependent plan (activated). This display provides a clear understanding of task relationships and their current status.

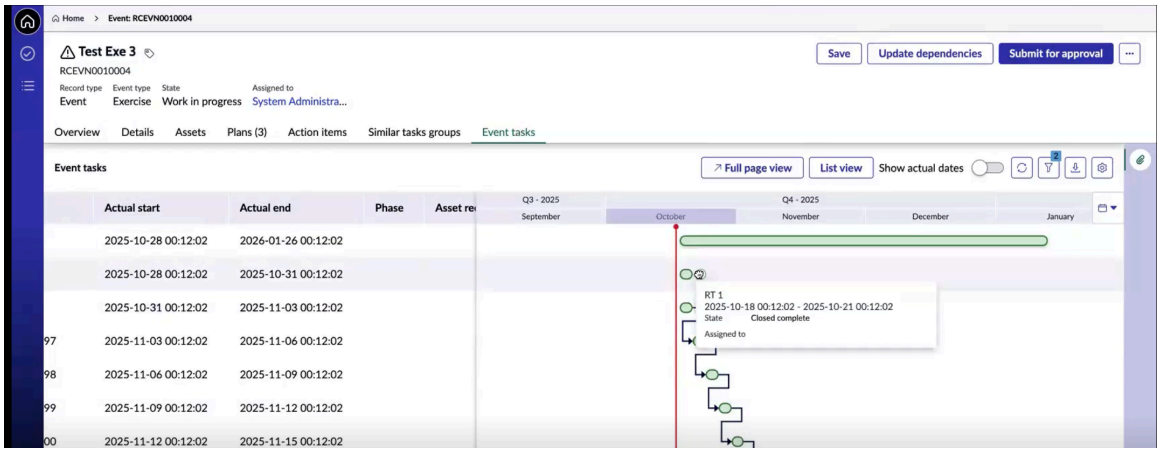


You can visualize and manage task dependencies directly in the Gantt view. All dependencies are clearly displayed, enabling you to understand task relationships at a glance. To delete a dependency, select the link between tasks and press the Backspace or Delete key on the keyboard.

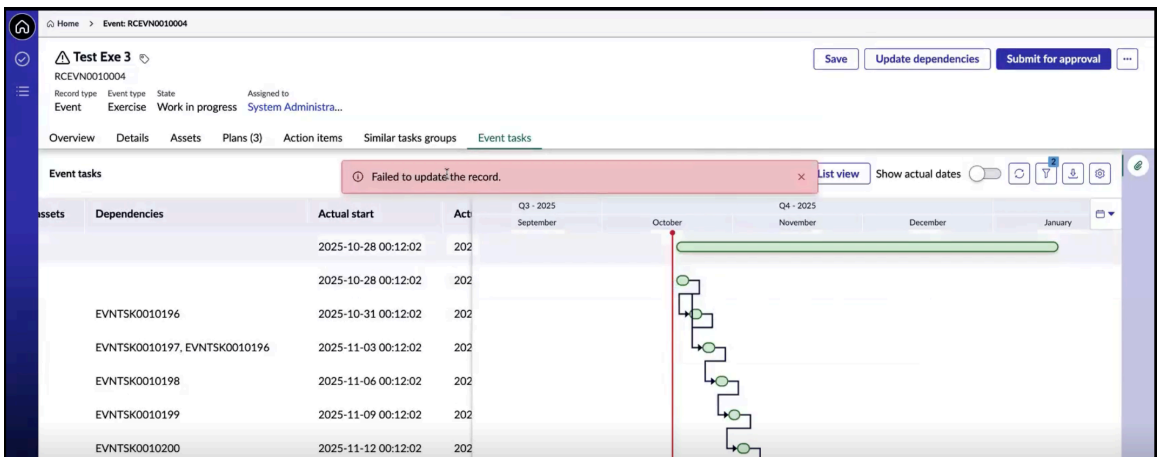
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



To create a new dependency, drag from the end of one task to the start of another task and add a link. This action establishes a dependency between the two tasks, enabling you to manage their relationship effectively. When a dependency changes, all affected tasks' planned start times are updated accordingly.



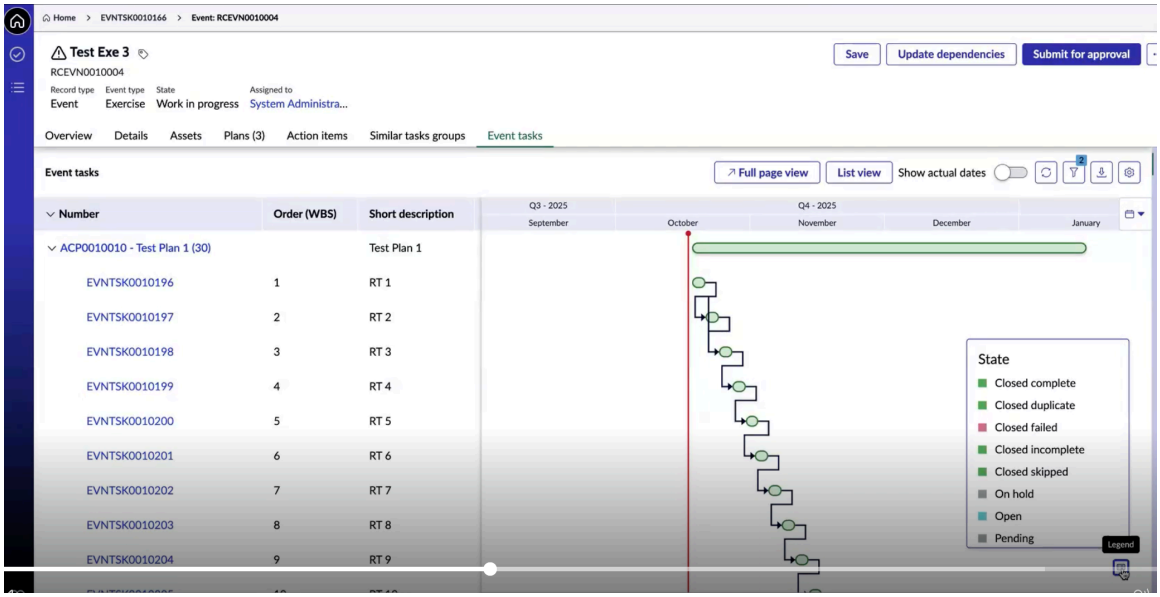
You can create multiple links between tasks as needed, enabling for flexible dependency management directly within the Gantt chart. However, attempting to create a cyclic dependency (for example, making Task 2 dependent on Task 1 when Task 1 is already dependent on Task 2) results in an error, as it can cause cyclic dependencies. The system helps to prevent such configurations to maintain a valid and manageable project structure.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Color-coded bars

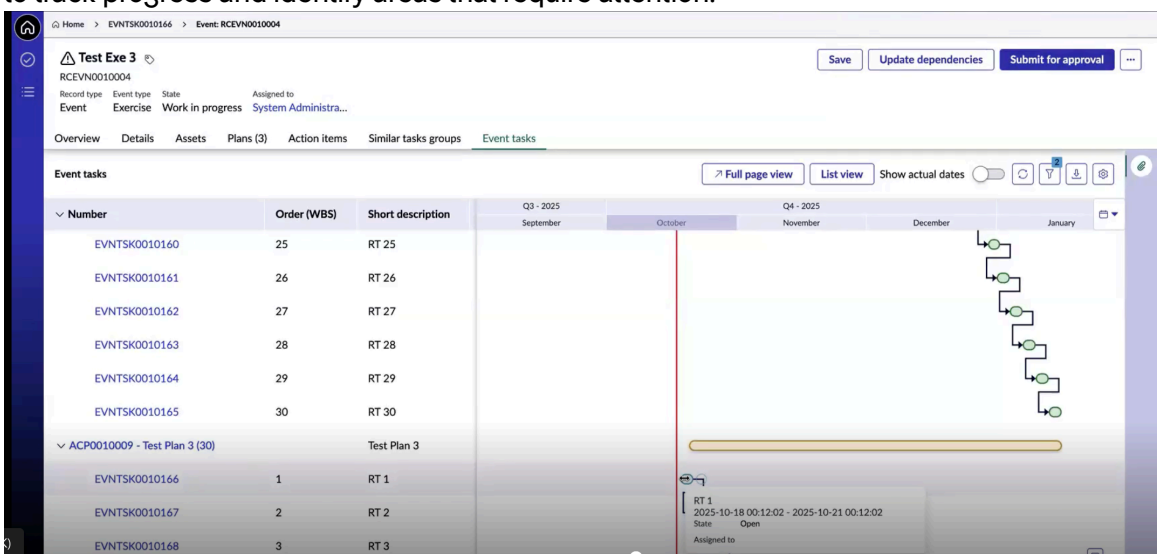
The bars in the chart are color-coded, and selecting the legends reveals the color conventions for different task states, such as Closed complete, Closed duplicate, Closed incomplete, and others. This color-coding system helps to identify the status of tasks quickly.



The task states are represented by these color codes:

- Green: All "Closed" states
- Red: "Closed failed" states
- Grey: "Hold" and "Pending" states, indicating a waiting or paused status
- Blue: "Open" state, signifying that a task is open and ready for action
- Yellow: "Working progress" state, indicating that a task is in progress

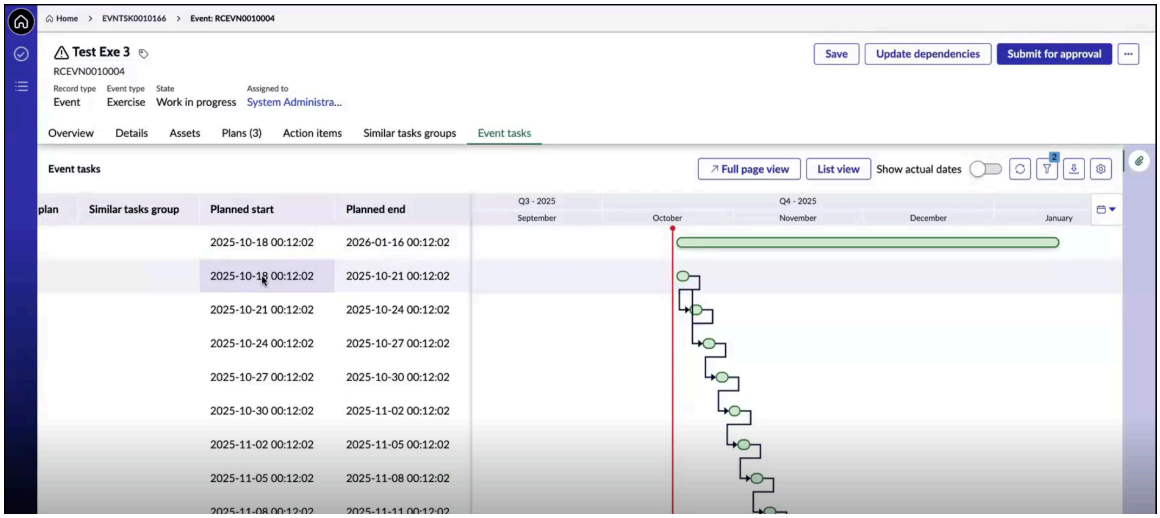
This color-coding system provides a clear visual representation of task statuses, making it easier to track progress and identify areas that require attention.



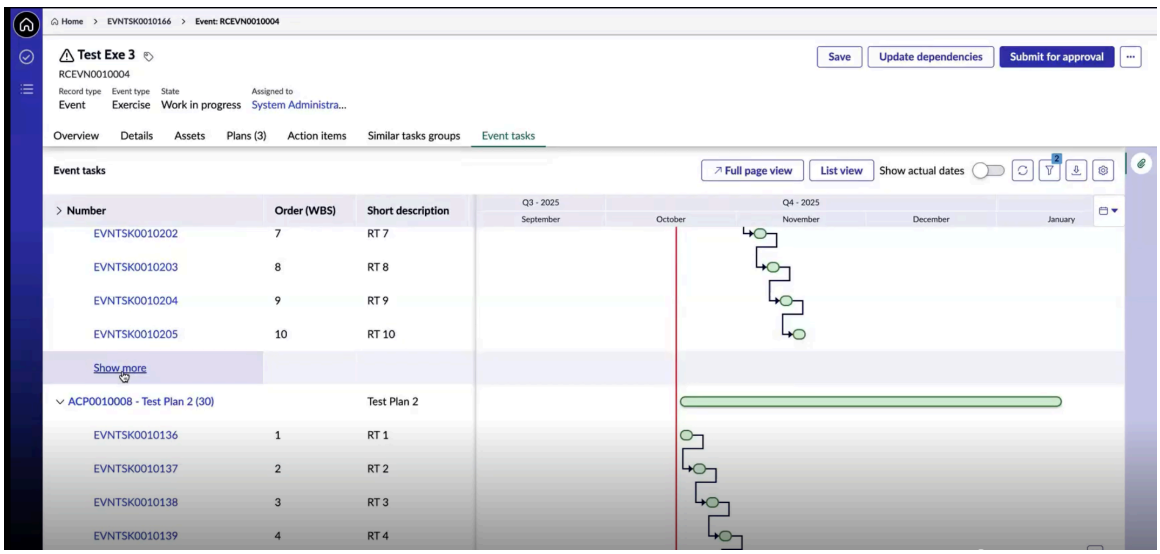
In the Gantt view, tasks are color-coded based on their status: yellow for "work in progress" and blue for "open" tasks. Hovering over a task bar displays additional information, including the task state, plan start and end dates, and assignment details if applicable. The Planned start and Planned end dates are also introduced at the activated plan level, which are calculated based

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

on the associated event tasks. It's shown that the planned start date is 18th and the planned end date is 21st.

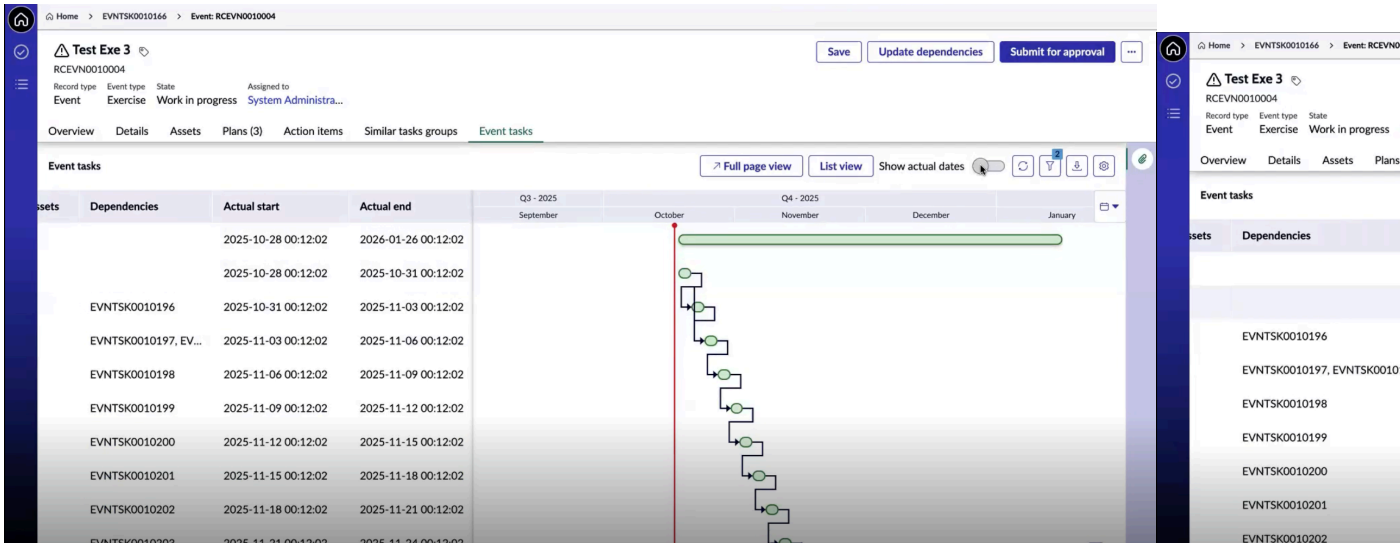


In the example, the first event task begins on the 18th and concludes on the 21st. Since the second task is dependent on the first, it starts on the 21st and ends on the 24th. This dependency-based timeline calculation applies to all subsequent tasks. The Gantt chart is interactive, enabling you to adjust its size. Selecting **Show more** on any activated plan enables you to view detailed information, including completed plans.



You can view the actual start and end dates in the Gantt chart. To view the dates, select the toggle and the chart gets updated to display the actual dates, providing an accurate representation of the progress of the project.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can toggle between viewing planned dates and actual dates using the switch button, enabling for easy comparison and tracking the progress of the project.

Create an exercise

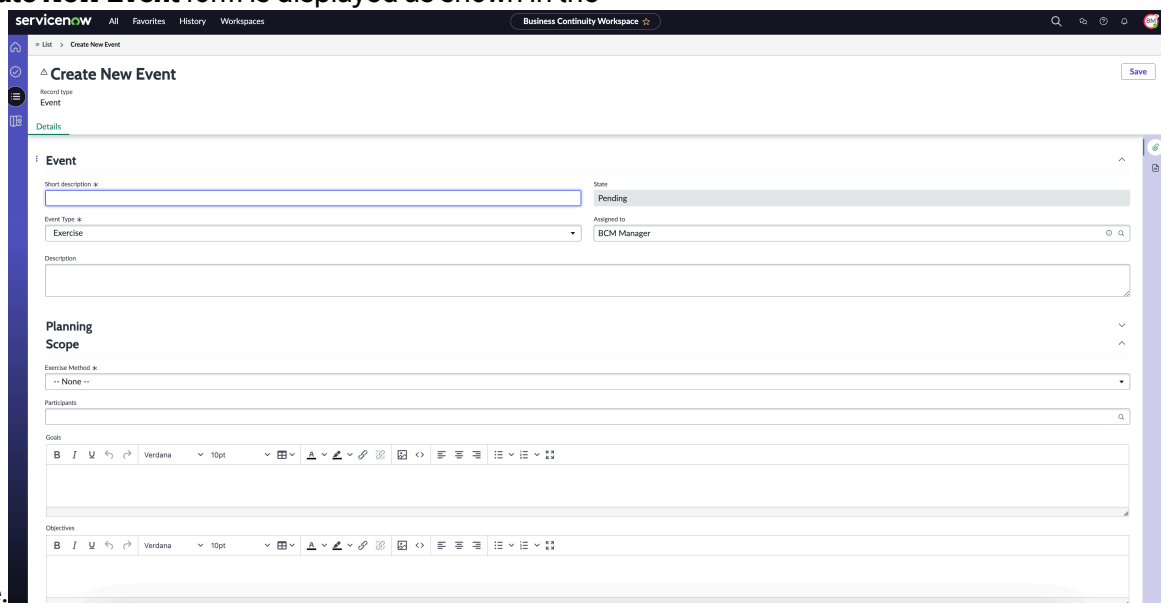
Create an exercise in BCM UIB Workspace. You can then test your business continuity and recovery plans on a planned date and monitor the completion of the event tasks.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace** > **Exercises** > **Pending** and select **New**.
   The **Create New Event** form is displayed as shown in the example.

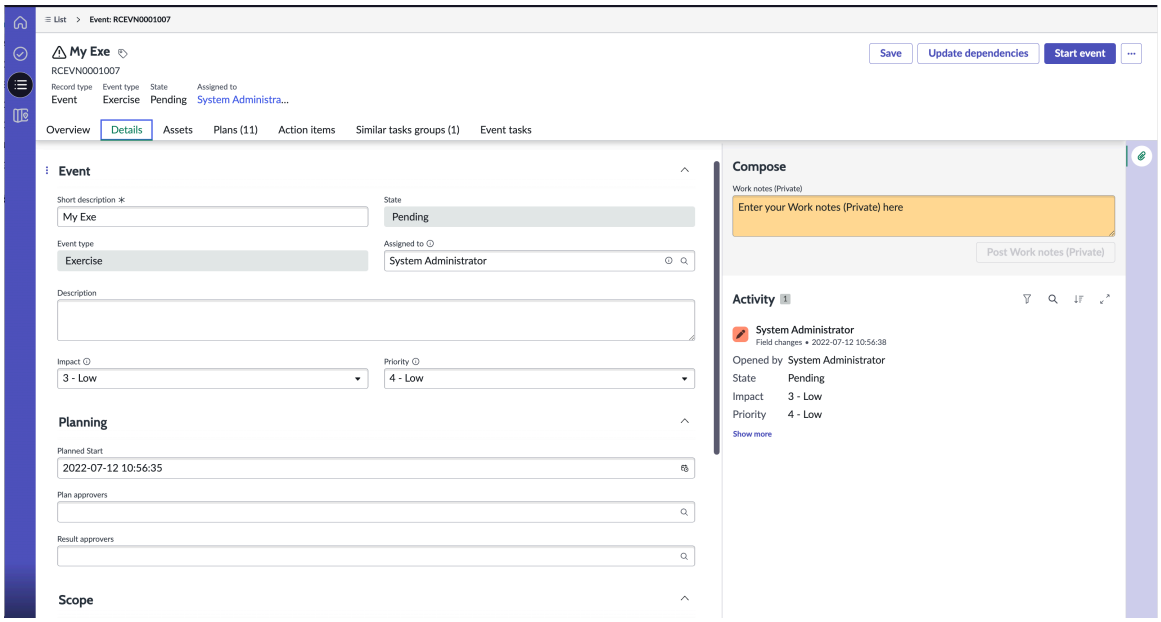


2. Fill in the required fields in the **Details** tab.
   For more information on the fields, see Create Exercise Event form.
   The exercise event is created in the **Pending** state and it is displayed in the List view. The state and details of the exercise event are displayed in the tabs:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **Overview**: You can view the current state and overall state progression of the exercise event.
- **Details**: You can update the fields in the form such as **Short description**, **Assigned to**, **Exercise method**.
- **Assets**: You can select the impacted item type or the primary elements that you want to recover for an asset type.
- **Plans**: You can add an ad-hoc plan for the selected asset to the event.
- **Emergency Notifications**: You can create an emergency notification for the exercise event.
- **Event tasks**: You can add an ad-hoc task to the event.

The Event form is shown in the example.



3. To perform more actions on the event, select **More actions**.

4. Select **Save**.
   The event is saved in the **Pending** state.

Create Exercise Event form

Use the Create Exercise Event form in BCM UIB Workspace to add details about an Exercise event.

Create Exercise Event form

For description of the field values, see the table.

Create Exercise Event form

Field	Description
Details tab	
Short description	Brief description about the event.
Event type	Type of the event. For exercise events, the event type is **Exercise**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create Exercise Event form (continued)

Field	Description
State	Defaults to the **Pending** state.
Assigned to	User or users from the Assignment group. If the **Assignment group** field is empty, then select any user.
Description	Description of the exercise event.
Impact	Measure of the business criticality of the affected service. Available options are: • **1 - High** • **2 - Medium** • **3 - Low**
Priority	Sequence in which an Incident or Problem needs to be resolved, based on impact and urgency. Available options are: • **1 - Critical** • **2 - High** • **3 - Moderate** • **4 - Low** • **5 - Planning** • **None**
Planning	
Planned Start	Planned start date for the exercise event in the *YYYY-MM-DD HH:mm:ss* format.
Plan Approvers	Plan approvers for the exercise event.
Result Approvers	Result approvers for the exercise event.
Scope	
Exercise Method	Method for the exercise. Available options are: • **Simulation** • **Tabletop** • **Walkthrough** • **Functional** Technically, all exercises are treated the same way. However, only Functional exercises automatically generate tasks, while Simulation, Tabletop, and Walkthrough exercises do not have any technical differences in their implementation. **Note:** For exercise events, the exercise method is **Functional** by default.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create Exercise Event form (continued)

Field	Description
Participants	Participants for the exercise.
Goals	Goals for the exercise.
Objectives	Objectives for the exercise.
Assets tab (Added after the event has been created)	
Asset types	Type of the asset and its info.
Short description	Short description of the asset type.
State	State of the asset type.
Actual time taken	Actual time taken for the asset type.
Finalized RTO	Finalized RTO for the asset type. The finalized recovery time objective is the suggested downtime until normal operations can be available to users. If there is no adjusted RTO, this is the recovery time objective. If there is an adjusted RTO, this is the adjusted RTO.
Total effort	Total effort for the asset type.
Primary source	Primary source of the asset type.
Status in source	Status in source for the asset type.
Target recovery time (RTO)	Target recovery time (RTO) for the event asset. This field is read-only and it is filled out from the BIA. You can select the **Update dependency** UI action to pull value from latest non-archived BIA. Target recovery time is the finalized RTO value.
Recovery tier	Recovery tier for the event asset. This field is read-only and it is filled out from the BIA.
Target recovery point (RPO)	Target recovery point (RPO) for the event asset. This field is read-only and it is filled out from the BIA. Target recovery point is the finalized RPO value.
Plans	
Plans associated with the event	Details of the plans such as Number, Short description, State, Actual time taken, Total effort, Type, and Parent.
Action items	
Action items associated with the event	Ad-hoc action items of task and assessment type, associated with the event and their details such as Number, Short description, State, Assigned to, and Due date.
Similar tasks groups	
Group of similar tasks	Group of similar tasks, their names, and original tasks associated w

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create Exercise Event form (continued)

Field	Description
associated with the event	
Event tasks	
Event tasks associated with the event	Information on the event tasks such as Number, Short description, State, Impacted assets, Assigned to, Dependencies, Actual start, Actual end, Related activated plan, Similar tasks group, Phase.

Update the event dependencies

Update the event dependencies manually by selecting the **Update dependencies** UI action. You can update the dependencies in an active event.

Before you begin

Role required: sn_bcm.program_manager, sn_bcm.planner, sn_bcm.admin

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. Open an event in the **Pending** state.
3. To update the dependencies manually, select **Update dependencies**.
   A UI message is displayed on the screen: `Dependencies are being updated.`
4. To save the changes to the event, select **Save**.
   The plan owners and BCM lead can update the event dependencies by saving the changes to the event.

Track impacted assets and add associated plans

Track the impacted assets and add an associated plan to the exercise. You can then monitor the assets and plans for the exercise in BCM UIB Workspace.

Before you begin

Role required: sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

Procedure

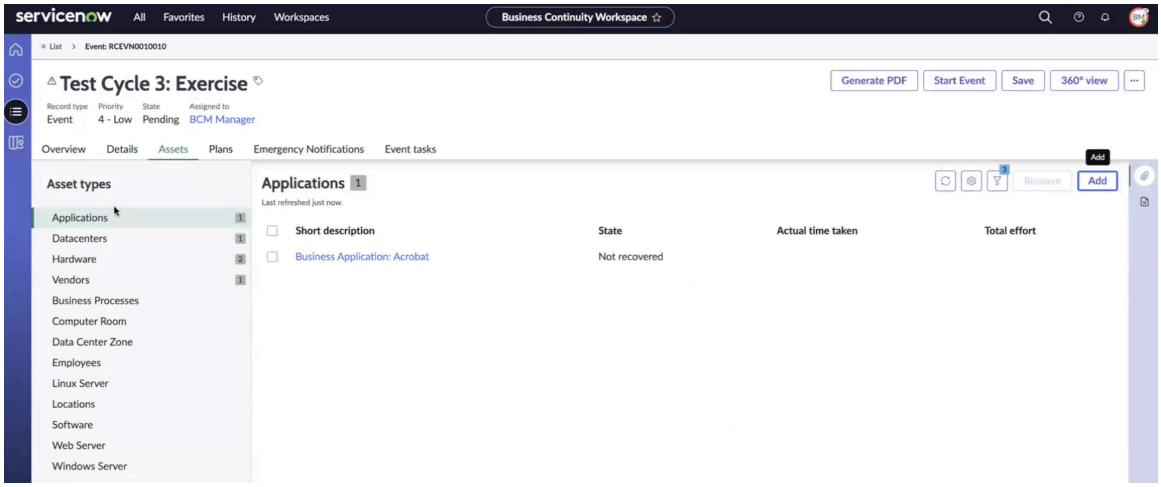
1. Navigate to **Workspaces** > **Business Continuity Workspace** > **Exercises** > **Pending** and select the exercise event in the list.
2. Select **Add** in the **Assets** tab.

   You can add an asset that you want to recover during the exercise. The primary elements of the asset are listed as **Asset types**. The primary elements belong to the element definition type that is identified in the plan template. When you add an asset to the event, its associated dependencies are pulled into the event. The dependencies are displayed in the **Asset types** panel.

   When you select **Add** for an application, all the dependencies that you had identified in the business impact analysis of that application are also added to the exercise. The example shows the dependencies for Business Application: Acrobat in the **Asset types** panel of the exercise.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

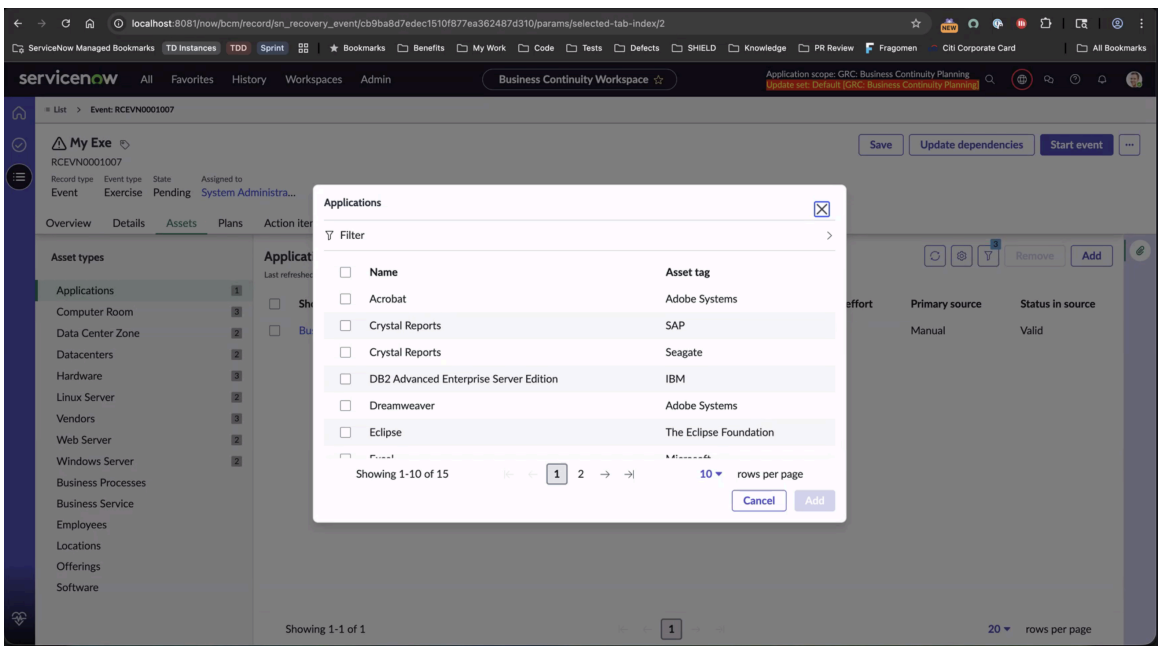
Note:
Starting with the Xanadu and later releases, the Crisis manager can initiate an event task even if the plan includes recovery tasks that do not have any assets tagged. The former requirement that every activated plan should have at least one tagged asset has been removed.



Note:

The *source_table_fields* configuration applies to the **Assets** tab in recovery events. The purpose of *source_table_fields* is to set the columns for the modal based on the asset types.

The following modal shows the columns that appear when you select **Add** for Applications asset type.

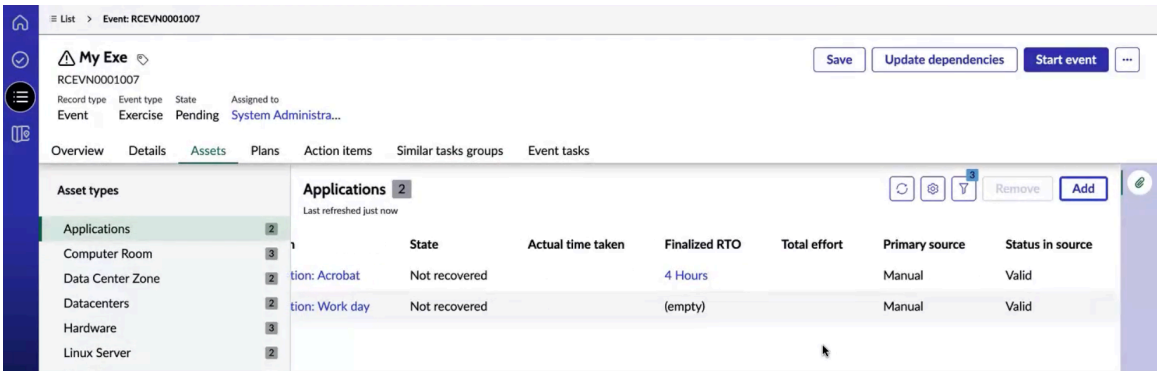


3. Add an asset in the **Assets** tab and review the populated RTO values in the **Finalized RTO** and **Finalized RPO** columns.

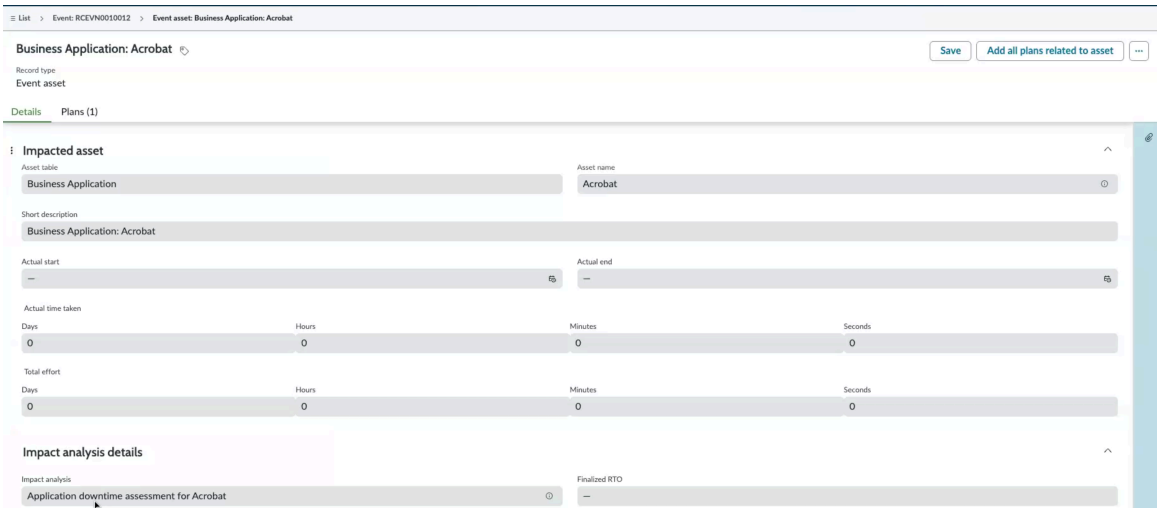
   When you add an event asset, for example Acrobat, the finalized RTO and RPO values from its BIA are populated in the **Finalized RTO** and **Finalized RPO** columns.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Recovery assets are now linked to their corresponding BIA records, enabling automatic retrieval of key data such as RTO, RPO, and Recovery Tier.



When you open the event asset record (for example, "Acrobat"), the "Finalized RTO," "Finalized RPO," "Recovery Tier," and "BIA" values are automatically populated and displayed in the record as shown in the example.

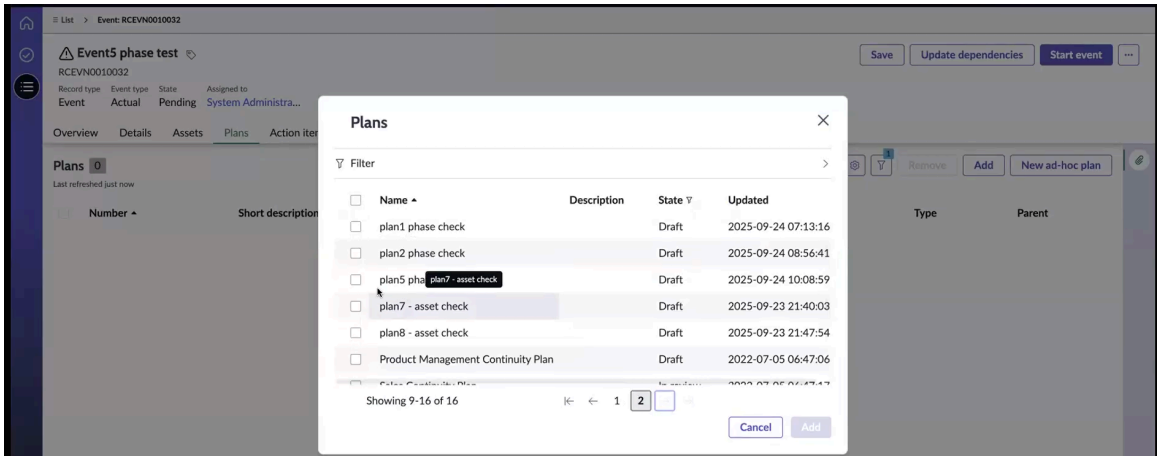


4. To update the state of the impacted asset, open the newly added asset record from the list and select **State**.
5. To add a plan, navigate to the **Plans** tab and select **Add**.

   a. Select the plan from the displayed plans list and select **Add**.

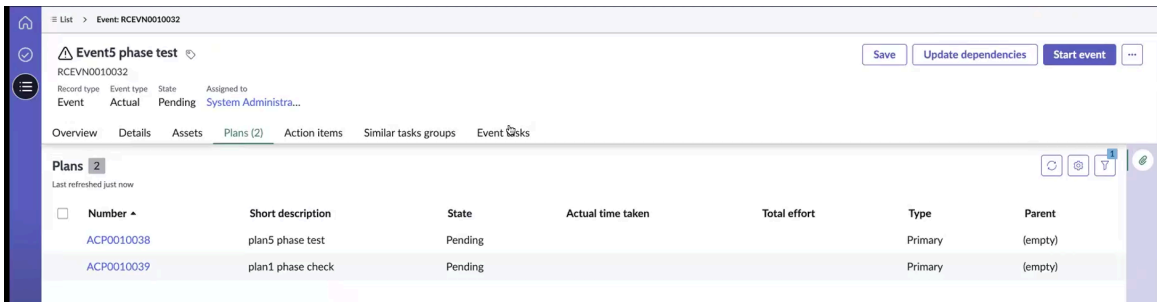
      The plans list is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note:
Starting with GRC: Crisis Management, version 9.1.4, the logic for fetching the plans into a recovery event is updated. Previously, all plans related to the target plan were automatically included. With a clear upstream and downstream plan hierarchy, pulling in a plan does not pull its upstream plans automatically.

The plans are added to the event.

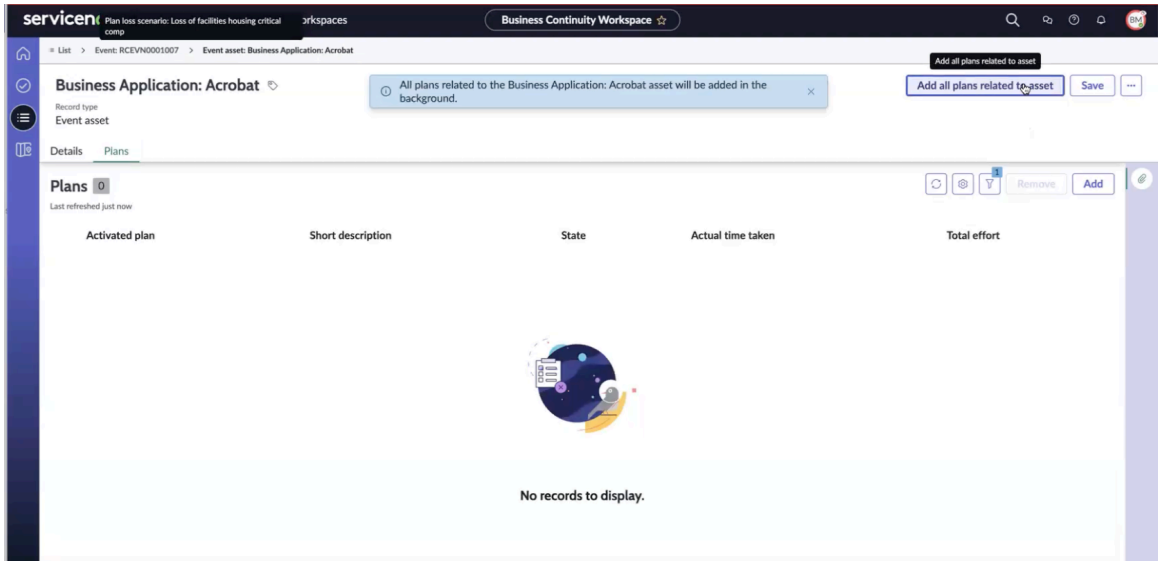


6. To add all plans that are related to the asset, select **Add all plans related to asset**.

   Archived plans: Archived plans are not displayed in the selection modal when adding associated plans. Within an exercise or event, archived plans are no longer available in the selection modal, preventing you from adding them directly. When using **Add all plans related to asset**, primary archived plans are not pulled in. However, associated archived plans are still included, since they may be dependencies of active plans required for the event to run successfully. If you do not want these archived downstream plans included, adjust the relationships accordingly.

   An informational message is displayed that all plans related to the selected application are added in the background as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



7. Select **Save**.

   The actual end time for the impacted assets is updated in the **Details** tab when all event tasks associated with the assets are completed. Once these tasks are completed, the actual end time is recorded, and the actual time taken is calculated. The total effort is calculated based on the total time taken for all the tasks where this asset is related. After completion, the state of the impacted asset is updated to **Recovered**. If any tasks are in the **Close failed** state, the state of the impacted asset is not updated and it is marked as **Not recovered**.

   In the **Tag assets** field on the recovery task form of the plan, you can select the assets:

   - If you select all assets, all assets present in the plan are added to the impacted assets of the event task.
   - If you select specific assets, only those specific assets present in the plan are added to the impacted assets of the event task.
   - If you select none assets, no assets present in the plan are added to the impacted assets of the event task.

   Note:

   The current demo data has an issue where both **Included task in** and **Tag asset** fields are empty. To resolve this, you have to add tasks to **Included task in** manually and select assets for the **Tag asset** field. Without these, event tasks won't be created and assets won't be marked as impacted.

   If you haven't selected **Included task in**, your event task won't be created. If you don't select **Tag asset**, your asset won't be marked as an impacted asset.

   This issue doesn't apply to newly created plans.

   The exercise is saved in the **Pending** state.

Creating action items in events

Starting with BCM release 9.0.x, crisis managers can create action tasks for recovery members or teams anytime during a crisis event or exercise, as long as the event remains open. Crisis managers can create these tasks on the fly without mapping them to event assets or recovery plans. These action tasks are also not included in the event recovery timeline.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Action items in real-time

Action items can be used to assign tasks in real-time. For example, a crisis manager can assign an action item to verify that there are no injuries at a specific office location after an exercise or they can request someone to review the business continuity plan before proceeding to the next steps.

You can also use action items to conduct assessments during a crisis event. For example, in the event of a fire, you can assign an action item to assess the situation, determining the severity, and identify affected employees and buildings. You can perform an assessment and assign an action item.

Fields and states associated with Action items

The Action items tab contains the following details related to the ad-hoc tasks:

- Actual start date
- Actual end date
- Total time taken
- Event (Reference)
- Short description
- Description
- Due date
- Task numbers
- Type
- Task
- Assessment

The following workflow (states) are associated with action items.

States associated with action items

State	Description
Open	First state of the action item.
Work in progress	State of the action item when its work begins. When an action item moves to the **Work in progress** state, the system auto-captures its start time.
Skipped	Assigned state of the action item when it is not relevant. When an action item is skipped and considered not relevant, its time fields are removed, resulting in a total time of 0.
Closed (complete, incomplete)	Final state of the action item task. When an action item has been completed, the system auto-captures its end time.

BCM managers or planners can update the action items and can re-open the ad-hoc tasks associated with them.

You can assign the action item tasks to the groups or team members by using the following fields:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **Assignment group**
- **Assigned to**
- **Additional assignee list**

Comparison between event tasks and action items

The action items are distinct from the event tasks in crises and events. The following table outlines the differences between event tasks and action items.

Comparison between event tasks and action item tasks

Fields/Criteria	Event task	Action items
Details	• Short description • Description • Task numbers • Dependencies • Activated plan • Impacted assets • Task ID	• Short description • Description • Task numbers • Type
Assignment	• Assignment group • Assigned to • Recovery team • Additional assignee list	• Assignment group • Assigned to • Additional assignee list
Access	• Plan owner, Program manager can create/ update/delete action items. • Event recovery members can read/update action items that they are assigned to.	• Plan owner, Program manager can create/ update/delete action items. • Event recovery members can read/update action items that they are assigned to.
Workflow	Pending -> Open -> Work in progress -> Skipped -> Closed (complete, incomplete, failed)	Open -> Work in progress -> Skipped -> Closed (complete, incomplete)
Dependencies	Yes	No
Automation	Yes	No
Orders	Yes, auto calculated based on dependencies.	No. Order is not calculated for the action item tasks.
Time calculation	Event tasks time is rolled up to activated plans, and impacted assets	No. Time is not rolled up for the action item tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles associated with action items

The following roles are associated with action items.

Roles associated with action item tasks

Role	Description
Plan owner	Can create, read, update, and delete action items when the plan owner is the event owner.
Program managers	Can create, read, update, and delete action items for all events.
Viewers	Can read all action items.
Recovery event/Plan owner	Can read and update all action items that they are assigned to.

Create task and assessment-type action items in events

Use integration of events and Smart Assessment for creating necessary action items related to an event.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

About this task

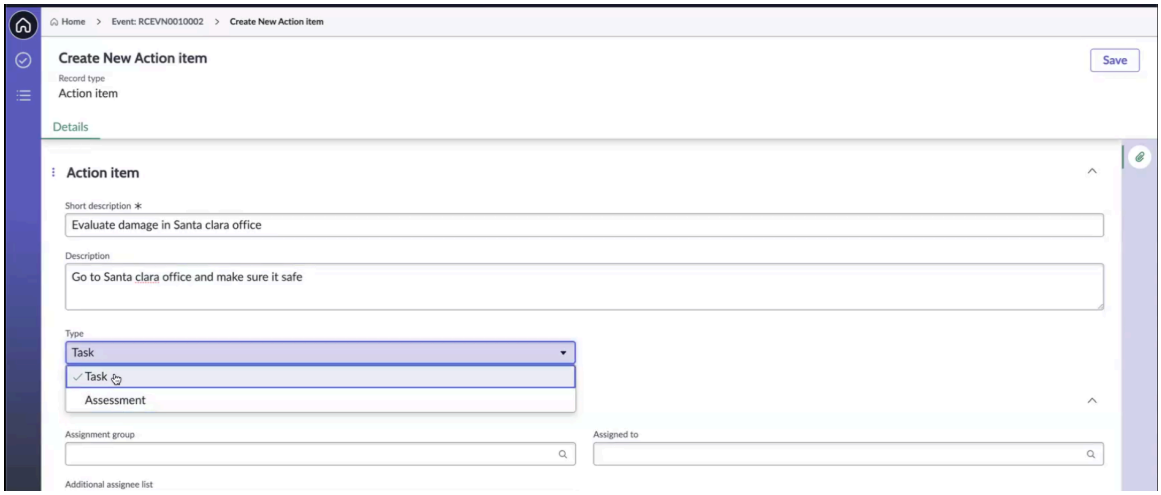
Verify that you have created Smart Assessment templates for integrating crisis events with the Smart Assessment Engine.

Procedure

1. Navigate to **Crisis events** > **Pending** in the List view and select the crisis event.
2. Report the crisis event either from the home page or from the events page by creating an event.
   a. Add the description of the event.
   b. Assign it to a user by updating the **Assigned to** field.
   c. Select **Save**.
   An event is created in the application. You can create action items related to the event by updating the **Action items** tab, even before the event starts.
3. Select **New** in the **Action items** tab of the event.

   The Create New Action item form is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. On the form, fill in the fields.
   For information on the fields, see Create New Action item form for crisis events.

   Note:
   Starting with GRC: Crisis Management, version 9.1.4, deleting an event associated with an action item now automatically deletes the action items and cancels any linked SAE assessments. Additionally, SAE assessments can now be viewed even if they are not linked to an action item.

   a. Add the description and short description of the action item.
   b. Select the type of action task by selecting **Task** or **Assessment**.
   c. Add an assignment group or a team member and an additional assignee list.
   d. Assign a due date in the Timeline section.
   e. Select **Save**.
   The Action item record is created in the **Open** state and the action item is displayed in the **Action items** tab of the event.
5. To skip the action item if it is not needed, select **Skip task**.
6. To work on the action item as a task, select **Task** in the **Type** field.

   a. To work on the action item task, select **Work in progress**.
   The state of the action item is updated to **Work in progress**. The actual start date and time for the action item task is recorded and displayed in the Actual start column of the **Action items** tab.

   b. To complete the action item task, select **Closed complete** in the action item record.
   The state of the action item is updated to **Closed complete**. The actual end date and time taken for the action item task is auto-captured and displayed in the Actual end date and Actual time taken columns of the **Action items** tab.

7. To mark the action task as an assessment, select its type as **Assessment** in **Type** field in the Create New Action item form.

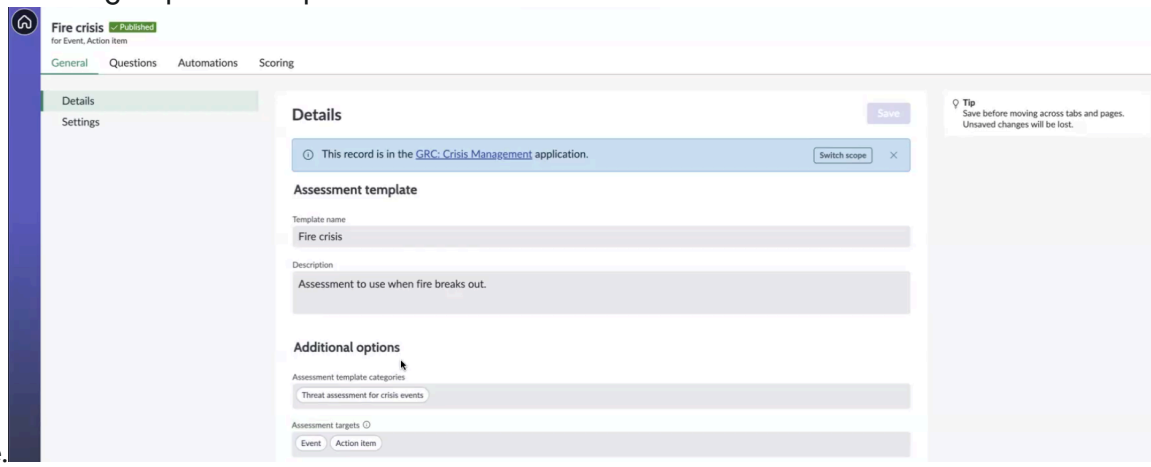
   a. Select the assessment template in the **Assessment template** field.

   When you select the action task as an assessment, the **Assessment template** field is displayed in the form. The application uses Smart Assessment to perform the assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Confirm that BCM administrators have already created the necessary templates in the Assessment Workspace beforehand using the Smart Assessment Engine.

Note:
To make the desired Smart Assessment templates visible in the drop-down in the action item form in the Business Continuity Workspace, ensure that following steps are completed in the Assessment Workspace.



- Select the necessary template, such as the Fire crisis template shown in the example, in the Details section.
- Choose the **Threat assessment for crisis events** category in the **Assessment template categories** field. If you choose a different category, the desired template will not be shown in the Business Continuity Workspace.
- Choose **Event** and **Action item** as the targets in the **Assessment targets** field.
- To read the assessment, specify the reader role, such as the core viewer (sn_bcm.core_viewer) as the minimum role, in the **Assessment reader role** field of the Settings section. Usually, the core viewer (sn_bcm.core_viewer) role is specified as it is shared across all the roles.
- Publish the assessment template.

Only when these conditions are met, the template is available for selection in the drop-down of the action item form.

For information on setting up Smart Assessment templates, see Create an assessment template.

b. Add an assignment group or a team member and additional assignee list, select the timeline, and save the record.

c. To continue working on the action item assessment, select **Work in progress**.

d. To view response to the assessment as another user, select **View response**.

e. To respond to the assessment as the assignee, select **Take assessment**.

f. Respond to all the questions and select **Submit**.

g. Confirm that you have reviewed the answers and select **Submit** again in the modal. Your response is submitted and a confirmation is displayed on the screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

h. To complete the action item assessment, select **Closed complete**.
The state of the action item assessment is updated to **Closed complete**.

8. To re-trigger the action task, select **Re-trigger**.
9. To save the action task, select **Save**.
This step completes the workflow of the action item record.

Create New Action item form for events

Use the Create New Action item form in the BCM Configurable Workspace to add action items about a crisis event.

Create New Action item form

For description of the field values, see the table.

Create New Action item form

Field	Description
Details tab	
Number	Auto-assigned number for the action item record, for example, EVNITM0010020.
Short description	Short description of the action item.
Description	Detailed description of the action item.
State	Auto-assigned state of the action item record.
Type	Type of the action item to choose from. Available options are: • **Task** • **Assessment**
Assessment template	Template based on the Smart Assessment Engine.
Assignment details	
Assignment group	Assignment group that the action item is assigned to.
Additional assignee list	Additional assignee list for the action item.
Assigned to	User that the action item is assigned to.
Timeline	
Actual start	Actual start date and time for the action item.
Actual time taken	Actual time taken for the action item in days, hours, minutes, and seconds.
Actual end	Actual end date and time for the action item.
Due date	Due date for the action item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Grouping similar event tasks in events

In BCM, when the same plan is activated multiple times, it can result in multiple redundant tasks. Starting with BCM release 9.0.x, the **Similar tasks groups** tab in events helps you to eliminate redundant tasks by grouping duplicate tasks from multiple plans for similar scenarios. This functionality streamlines event task management and reduces duplication of efforts.

Progression of original and duplicate tasks

The Similar tasks group functionality enables event users to group similar tasks from multiple plans aimed at resolving specific situations. The system automatically designates an original task within a group and the duplicate tasks are moved to the **On hold** state. Upon completing the original task, event users mark it as closed. The duplicate tasks are then marked as Closed duplicates.

The progression of both original and duplicate tasks is as follows:

Initial task state

When a task is part of a group, it initially moves to the **On hold** state instead of the **Open** state. The first task to enter the **On hold** state is automatically designated as the original task.

Transition to the Open state

The original task in a group is then moved to the **Open** state when all the other tasks are moved to the **On hold** state.

Handling duplicate tasks

Duplicate tasks remain on hold until the original task is closed and are not assigned to users. When the original task is completed, the duplicate tasks in the group are automatically marked as **Closed duplicate**.

Modifying duplicate tasks

Duplicate tasks cannot be modified directly; to take any action on them, you must first remove them from their associated group.

Reporting and time calculation

For duplicate tasks, the original task's state and time fields are used to roll up to the activated plans and assets. The time taken by duplicate tasks is not included in the **Total effort** field on the activated plans and assets.

Re-triggering original tasks

If the original task is re-triggered, the duplicate task remains in the **Closed duplicate** state, unaffected by the change of status of the original task.

Task grouping rules

Tasks with similar recovery task references are automatically grouped together by the system. Tasks that have internal dependencies cannot be grouped together, but they can be added to different groups. Tasks that trigger related plans cannot be added to the Similar tasks group.

Flexibility and control

You can unlink tasks from a similar task group or remove tasks from the event tasks.

By eliminating redundant task execution and enhancing task management, this feature significantly improves operational efficiency during complex exercises or events.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a similar tasks group

Identify similar or duplicate event tasks associated with an event and add them to a similar tasks group by grouping them in the **Similar tasks groups** tab. It helps you to streamline event task management and reduce duplication of efforts.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

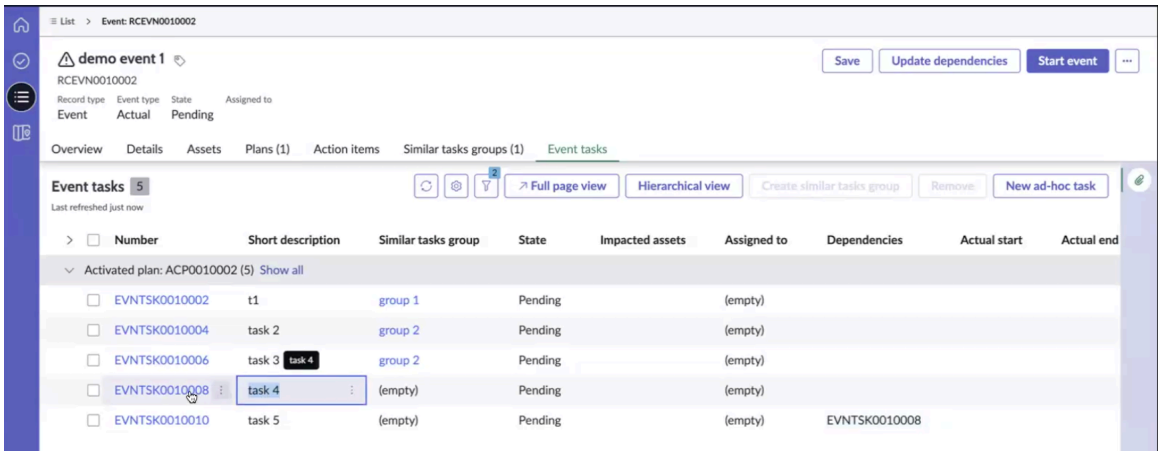
About this task

You can create a similar tasks group and add tasks to it only in the **Draft** state of the event.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace** > **Exercises** > **Pending** and select the event from the list.
2. To create a similar event tasks group, use one of these options.

   To add events tasks with dependencies to the Similar tasks group, a cyclic dependency validation check is performed by the system. An event task and its dependent event task cannot be added to the same similar task group. For example, if you add task 4 into an event task group and task 5 is dependent on task 4, then task 5 cannot be added into the same group as task 4 as shown in the example.



   When an event starts, the system identifies the first executed event task as the original task. Other similar tasks are marked as duplicate tasks in the group.

   When an event starts, a task with dependencies remains in the **Pending** state until its dependencies are resolved. Once the dependencies, such as EVNTSK0010008 in the example, are closed, the task moves to the **On hold** state.

   Note:
   The **Original task** field in the Similar tasks group is automatically assigned when the event task begins execution and cannot be edited manually at any point.

3. To remove an event task from the group, select **Unlink** in the Similar tasks group record.
   The event task is removed from the Similar tasks group.
4. To delete the event task, select **Remove**.
   The event task is deleted from the event.

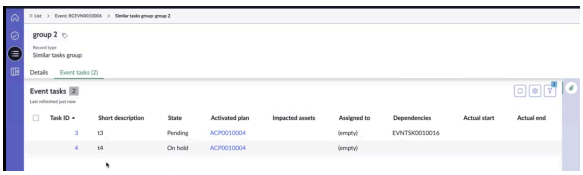
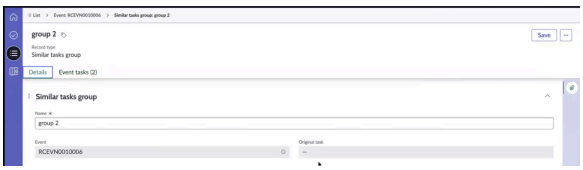
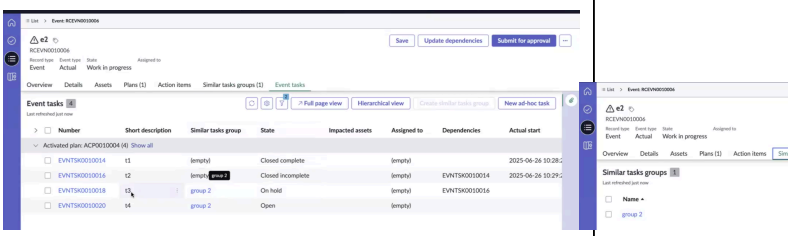
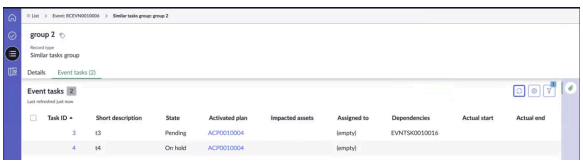
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

State changes for event tasks in groups

The original and duplicate event tasks in the Similar tasks group move through different states until the original task is closed.

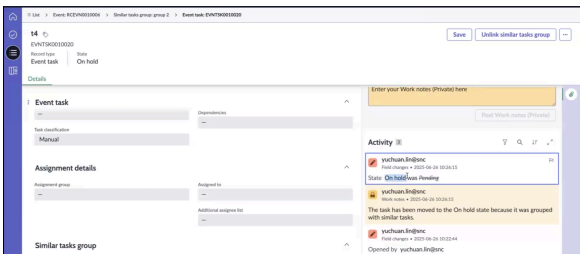
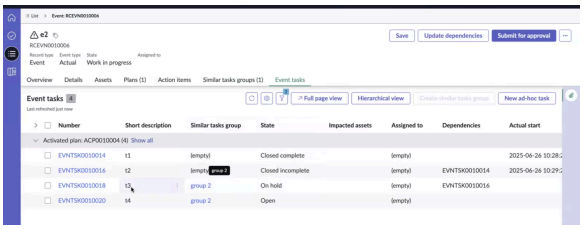
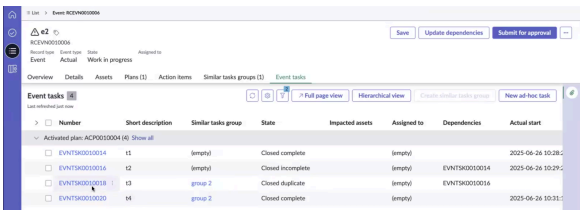
The state transitions of the original and duplicate event tasks are explained in the following table.

State transitions of the event task

Description	Task state
An event contains similar tasks grouped together.	The event from the list where similar event tasks are grouped together is shown in the example. 
State the **Original task** field before starting the event.	Before starting the event, the **Original task** field in the Similar tasks group is empty and in the read-only state. 
After an event is started, the original task is auto-assigned.	The first task of the event, such as t4 (EVNTSK0010020) of group 2 in the example, becomes the original task of the Similar tasks group. The following example shows that task 4 (t4) does not have any dependency. 
States of original and duplicate tasks	The original task is updated to the **On hold** state and the duplicate task is in the **Pending** state.  For context, the worknote for the original task is updated such that the task has been moved

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

State transitions of the event task (continued)

Description	Task state
	to **On hold** because it was grouped by the similar task groups. 
The dependencies in the similar tasks group are closed.	Task 4 is dependent on task 3, task 3 is dependent on task 2, and task 2 is dependent on task 1. Therefore, it is closed first. 
After closing t1, t2 moves to the **Open** state.	The task, t2, is open.
After closing t2, t3 moves to the **On hold** state.	The task, t3, is on hold.
Since all tasks in the group are On hold, the original task (t4) moves to the **Open** state.	The task, t4, is open.
Final step. After closing the original task, the duplicate task moves to the **Closed duplicate** state automatically.	The duplicate task (t3) moves to the **Closed duplicate** state automatically. 

You can unlink an event task from the similar tasks group by selecting the **Unlink similar tasks group** UI action in the event task.

You can re-trigger an original task as a manual task and complete its workflow like a regular event task by selecting the **Re-trigger as a manual task** UI action in the event task. It moves the original task to the **Open** state, but its duplicate task stays in the **Closed duplicate** state.

Import plans and recovery tasks

Import the business continuity plans and associated recovery tasks in the event. Using automated tasks during an exercise enhances efficiency and reduces response time for users.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Exercises** > **Pending** and select **New**.
   The **Create New Event** form is displayed.
3. Fill in the required fields in the **Details** tab.
   For more information on the fields, see Create New Event Task form.
4. Select the plan associated with the event from the Planning list in the Workspace view.

   Enhanced plan management for events

   When adding a plan to an event, the system can now automatically include downstream plans based on the main node configuration. This feature provides flexibility by offering two options:

   - Pull in related plans: This is the existing functionality that brings in related plans associated with the added plan.
   - Pull in downstream plans: This new option automatically adds downstream plans connected to the main node configuration, streamlining the process of managing complex recovery plans.

   Scenarios and considerations: The system evaluates various scenarios as described in this section:

   - Adding or removing plans from an event.
   - Adding assets, which may trigger the addition of related plans.
   - Removing plans or assets and the associated downstream plans.

   User interface enhancements: A new UI action, **Add all plans related to asset**, is available on the Event Asset form, allowing you to easily add related plans to the event.

   By automating the inclusion of downstream plans, this feature enhances the efficiency and effectiveness of recovery planning and execution. It verifies that all relevant plans are considered and included in the event, reducing the risk of overlooking critical recovery steps.

   When you select the plan, its associated recovery tasks are pulled into the event. The tasks are then displayed on the **Event tasks** tab. When the tasks displayed on the **Event tasks** tab have a dependency between them, they are executed in a sequential order.

   Plan activation and task copying: When a plan is activated during an event, its associated recovery tasks are copied into event tasks. This includes the asset recovery level details. If the recovery progress is already complete, the **View progress** button may not be visible. The recovery tasks from the original plan are accurately replicated in the event tasks, maintaining the same step sequence. For instance, if steps 2, 3, and 4 were defined in the plan, they are copied over to the event tasks in the same order.

Monitor event tasks and create ad-hoc tasks

Monitor event task completion and create ad-hoc tasks as necessary in the exercise from the BCM Configurable Workspace. The tasks are then completed in a sequence.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Starting with version 6.1.x of the Business Continuity Management application, these enhancements are supported for managing the tasks.

- Perform edits and change the state of tasks, making the process more efficient.
- Reduce the time spent on managing the tasks individually.
- Improve efficiency for the users who perform the exercises or events offline in tools such as Microsoft Excel. This enhancement helps streamline the transition from offline to online task management.
- Edit the **State** field of the event task if you have the BCM manager role, BCM planner role, or if you are the user assigned to the event.
- The **Retrigger as manual** UI action is used only for the automated tasks.

When the plan gets activated as part of an exercise or an actual event, the automated flow gets triggered.

The edit enhancement offers flexibility for managing the event tasks. The BCM manager, BCM planner, or user assigned to the event can manage the tasks efficiently by performing these tasks:

- Edit several fields such as the **Assignment** field.
- Edit multiple recovery tasks in the **Task status**, **Actual start**, **Actual end**, **Assigned to**, **Assigned group**, and **Additional assignee** fields in the recovery tasks list at one go.
- Open a closed task for editing that was closed by mistake. For this scenario, the **Closed failed** task state is added to the tasks. Moving a task to the **Closed failed** state brings an entire exercise to a stop unless the program manager (sn_bcm.program_manager) unblocks the task and moves it to the **Closed complete** state.

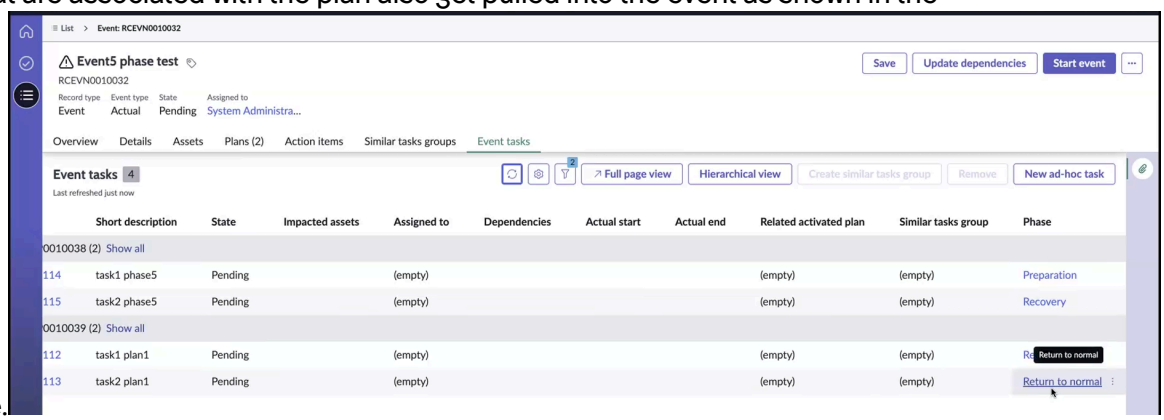
For more information on editing of tasks, see Structured workflows for exercises and Structured workflows for crisis events.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace** > **Exercises** > **Pending** and select the exercise event.
2. Select the **Event tasks** tab.

> **Note:**
> The **Event tasks** tab is displayed for the exercise events when the exercise method is **Functional**.

When you add or update the plan to the exercise event, the related plans, assets, and tasks that are associated with the plan also get pulled into the event as shown in the example.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can update the phase of the event task from the list view. You can also create an ad-hoc task and then associate a phase with that event task.

You can edit the phase for an event task until it reaches the **Closed** state. Once the task is marked as **Closed complete**, **Closed failed**, or **Closed incomplete**, the phase field becomes read-only. This change verifies that phases remain editable during active task management but are locked once the task is finalized.

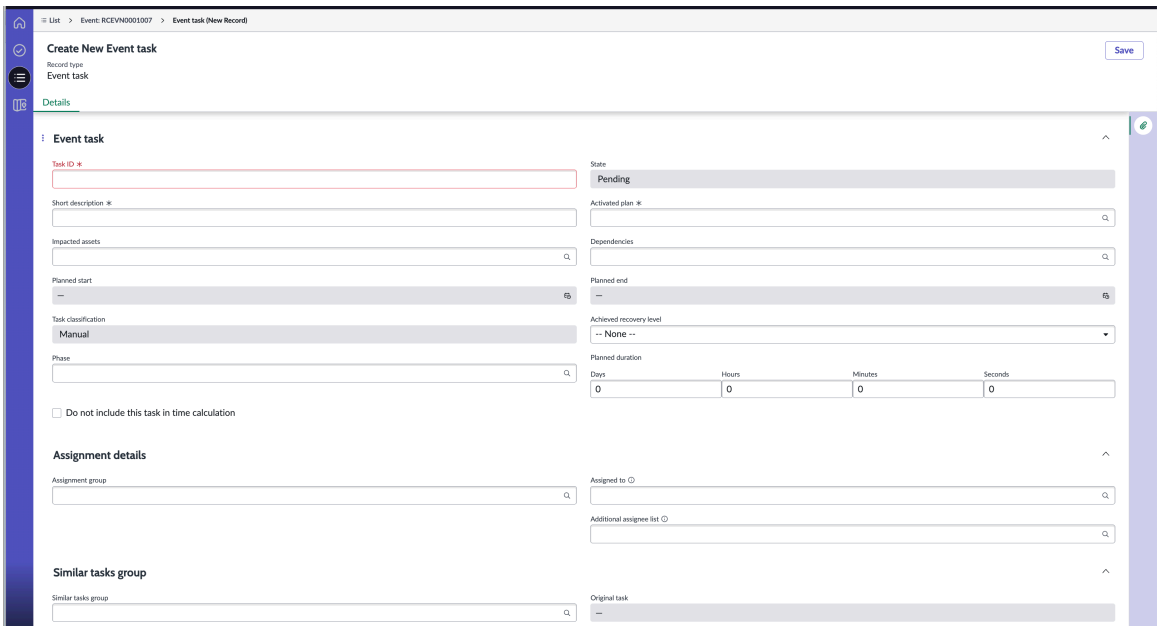
3. To add an ad-hoc task to the event, select **New ad-hoc task**.

> **Note:**
> When you add an ad-hoc task to the exercise event that is in the **Work in progress** state and if the activated plan is in the **Work in progress** state, the tasks get moved to the **Open** state. If the activated plan is the **Pending** state, the task moves to the **Pending** state.

For more information on the fields in the New Event Task form, see Create New Event Task form.

> **Note:**
> You cannot create an ad-hoc task for the activated plans that are in **Closed Complete** or **Closed Incomplete** state.

The **Create New Event task** form is displayed.



4. To exclude specific tasks from time calculation, select the **Do not include in time calculation** option.

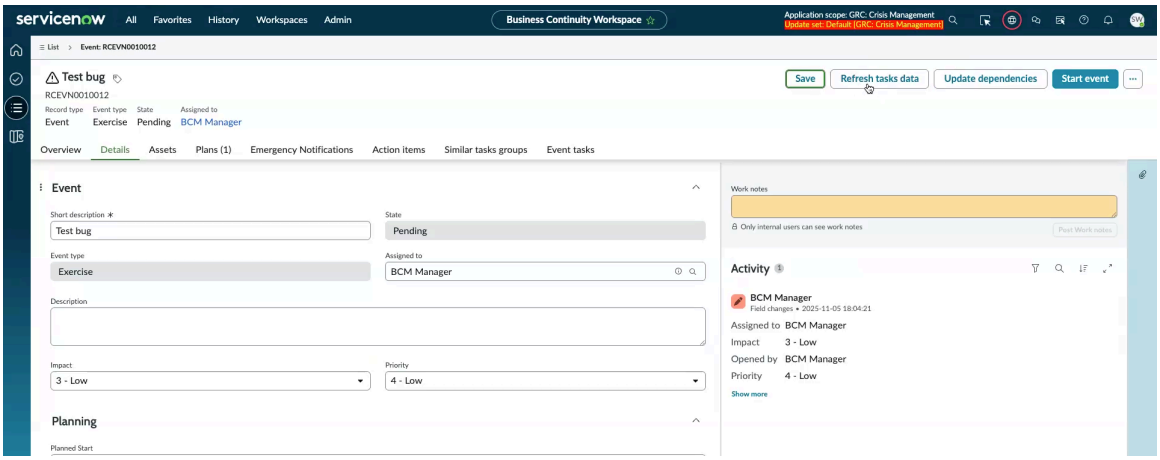
The actual time taken is then calculated based on the minimum start time and maximum end time of included tasks, while the total effort is the sum of the effort for each task, excluding those with the check box checked.

5. Enter the Planned start date in the event and select **Save**.

When you enter the Planned start date in the exercises and events, the Planned start date and the Planned end date on the activated plan and on the event tasks are calculated based upon the **Planned duration** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
If you have more than 500 tasks for an event or exercise, the planned times are not calculated automatically. A UI action named **Refresh tasks data** is shown. Select the UI action to refresh the Planned start date, Planned end date, and Order.



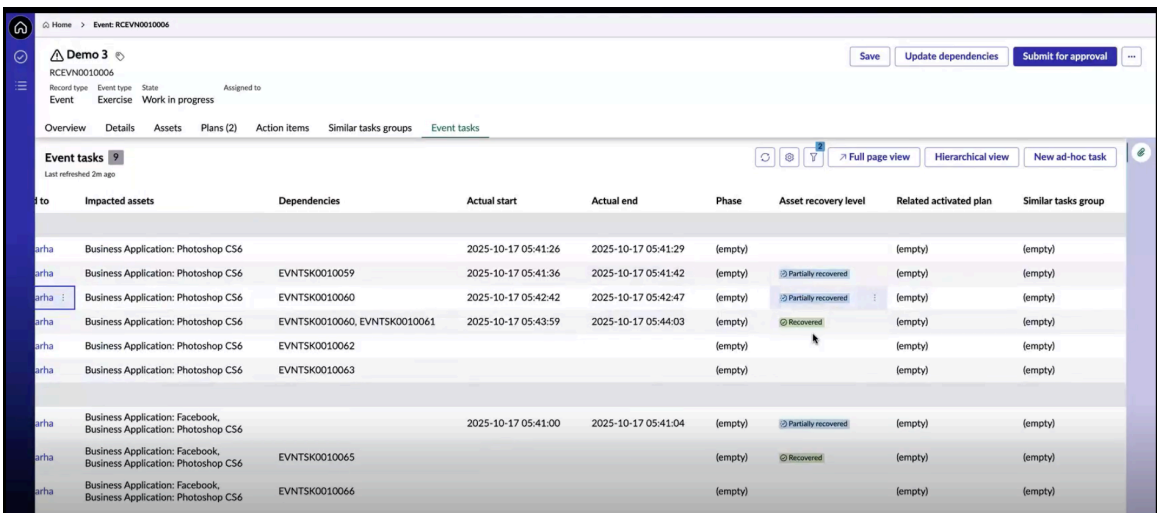
6. To indicate the achieved recovery level of the impacted asset of the task, update **Asset recovery level**.

   Previously, the assets were automatically marked as Recovered only when all plan tasks were completed, even those assets in later phases such as Return to Normal or Post-Incident Review. This approach delayed visibility into operational readiness. For example, an asset could be functionally available during the Recovery phase, but the system wouldn't reflect the status until all tasks were done.

   Starting with BCM release 9.x.x and later, the asset recovery status has been enhanced to provide granular tracking. Completing specific tasks now automatically updates the corresponding event asset state.

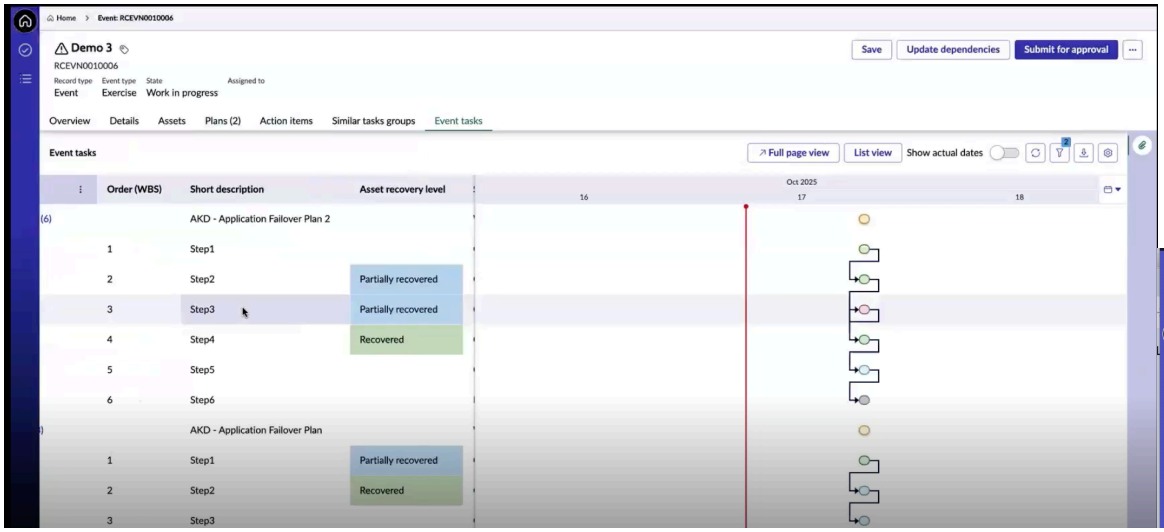
   It is not mandatory that a flow may progress through the **Not Recovered** → **Partially Recovered** → **Recovered** states. If the related tasks are completed, an asset can be recovered directly. It is also not mandatory to add the **Partially Recovered** state; you can specify the recovery level of an asset directly based on task completion

   The Asset recovery level column in the event task list view also features color coding, providing visual indicators for different recovery progress levels. Specifically, **Partially Recovered** is represented by an info color, and **Recovered** is represented by a success color, making it easier to track recovery status.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you open the Hierarchical view (Gantt chart), it shows the background colors for the partial recovery and recovery levels.



Completing specific tasks now automatically updates the corresponding event asset state. Assets are marked as **Partially Recovered** when they're operational enough to support dependent assets, and **Recovered** when they're fully functional. This change improves visibility into operational readiness and enables recovery coordinators to identify when dependent assets can safely start their recovery process.

7. Select **Save**.
   The event tasks are displayed in the **Event tasks** tab.

Create New Event Task form

Use the Create New Event Task form in BCM UIB Workspace to add details about an event task.

Create New Event Task form

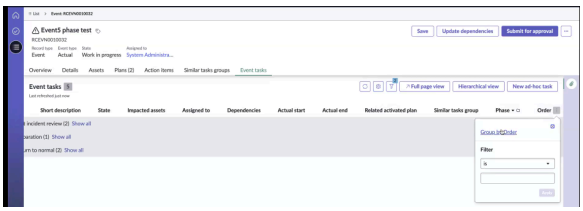
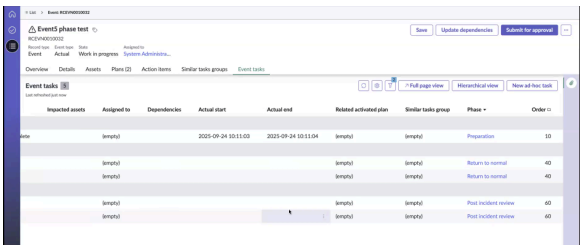
For description of the field values, see the table.

Create New Event Task form

Field	Description
Details tab	
Task ID	ID for the event task. Defaults to the next number of existing event tasks for the plan.
Short description	Brief note about the event task.
Impacted assets	Assets that are impacted for the event task.
Task classification	Classification for the event task. Options are: **Manual** and **Automatic**. When you create an ad-hoc task manually, the task classification defaults to Manual.
Planned start	Planned start date of the event task.
Phase	Active phase to be associated with the event task. You can associate these phases with an event task:

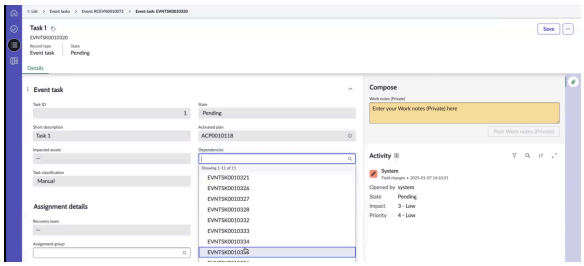
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Event Task form (continued)

Field	Description
	• **Preparation** • **Recovery** • **Recovery validation** • **Return to normal** • **Return to normal validation** • **Post-incident review** You can use the **Group by Phase** option in the Phases column to organize event tasks by a specific phase and its order, making it easier to filter and manage related tasks.  When you order the event tasks by the phase order, you can view the event tasks in a sequence in which they are executed. 
Do not include this task in time calculation option	Option to exclude specific event tasks from time calculations. For scenarios with multiple tasks, you can exclude specific tasks from overall time calculations, effectively removing them from the total time estimate. This allows for more accurate time tracking by focusing only on relevant tasks. Any task that is excluded is not considered in the plan and asset time calculation.
State	State of the event. It defaults to the **Pending** state.
Activated plan	Activated plan for the event task.
Dependencies	Dependencies for the tasks. For tasks copied from the plan level, dependencies are copied from the plan recovery task. Dependencies cannot be added for ad-hoc tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Event Task form (continued)

Field	Description
	Note: Beginning with the Xanadu release, you can now manually add a dependency for the event task or select an event task from the list in the **Dependencies** field. Only applicable event tasks are shown in this field. 
Planned end	Planned end for the event task.
Asset recovery level	Option to enable clearer visual indicators for different levels of recovery progress for the asset. Available options are: • **None** • **Partially recovered** • **Recovered** The 'Asset recovery level' column is now available in both recovery and event tasks. You can manually update this column to indicate that all tasks associated with a specified asset recovery level must be completed to achieve that level. Color coding on the Asset Recovery Level column enables clearer visual indicators for different levels of recovery progress. Previously, all steps in a recovery process had to be completed before marking an asset as recovered. Now, you can mark an asset as partially recovered after completing critical steps, and address smaller, ad-hoc tasks later. For example, if a recovery process involves three steps, you can consider an asset recovered after completing step two, and defer step three to a later time. This provides greater flexibility in managing your recovery processes. For more information on enhanced event asset management, see Event assets.
Planned duration	Planned duration of the event task in days, hours, minutes, and seconds. When you enter the Planned start date, the Planned end date on the activated plan and on the event tasks is calculated based upon the **Planned duration** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Event Task form (continued)

Field	Description
	Note: If you have more than 500 tasks for an event or exercise, the planned times are not calculated automatically. A UI action named **Refresh tasks data** is shown. Select the UI action to refresh the Planned start date, Planned end date, and Order. The progress of this calculation can be tracked using the View Progress button in the **Event task** form.
Actual start	Start date and time for the event task.
Actual end	End date and time for the event task.
Actual time taken	Actual time taken for the event task.
Assignment details	
Assignment group	Group to which the event task is assigned.
Assigned to	User or users from the Assignment group. If the **Assignment group** field is empty, then select any user.
Additional assignee list	Additional users that are assigned to the event task.
Similar tasks group	
Similar tasks group	Similar tasks group that the event task can be assigned to. Only eligible event tasks are displayed in the group.
Original task	Original task assigned by the system. When an event starts, the system identifies the first executed event task as the original task. Other similar tasks are modified as duplicate tasks in the group. When a task gets added into the similar tasks group, the system marks it in the **On hold** state. Tasks with dependencies can be managed such that only one task with dependencies is added to the group, and once dependencies are resolved, duplicate tasks are closed when the original task is completed. You cannot edit the **Original task** field at any time. It is auto-assigned only after the event task starts executing.

Start an event

To initiate an event, first pull the relevant plans into the event, and then review the event tasks listed in the **Event tasks** tab.

Before you begin

Role required: admin

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace** and select the event from the list view.
2. To start the exercise, select **Start Event**.

   Beginning with the Xanadu release, you can monitor the activated plans linked to an exercise, that are now displayed in an **Open** state, instead of the **Work in Progress** state. The **Open** state displays an accurate status of the activated plan. The actual duration of the activated

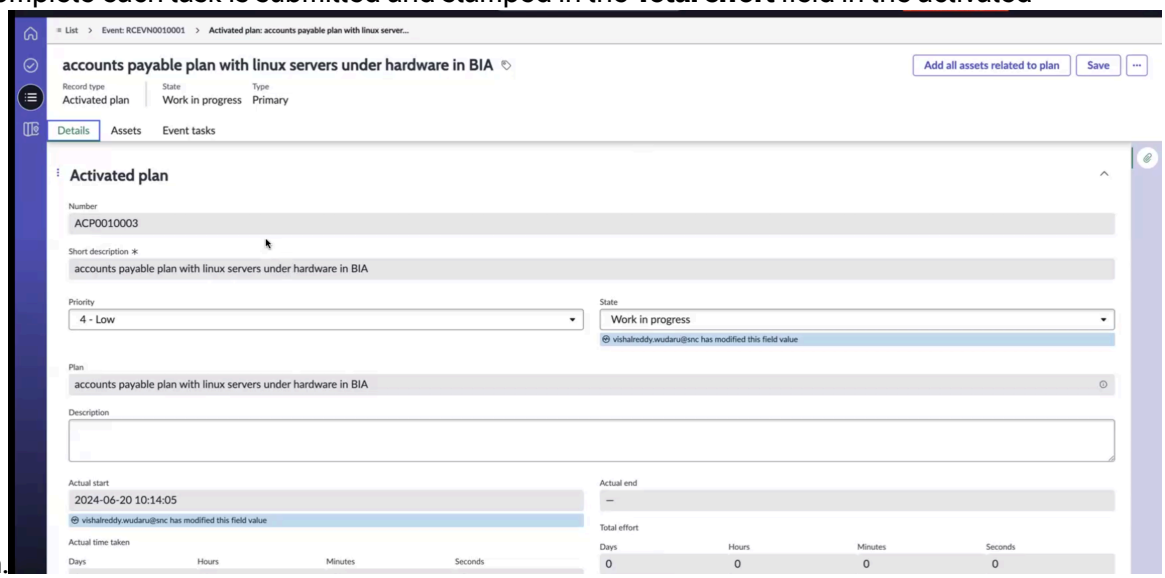
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

plan is calculated from its start date to the end date. When the tasks linked to an activated plan are updated to the **Work in Progress** state, the status of the activated plan gets updated to **Work in Progress**.

3. Update the state of the event task to **Work in Progress**.

   When you start an event task in an activated plan and update its state to **Work in Progress**, the status of the activated plan is also updated to **Work in Progress**. The condition for the activated plan to move into **Work in Progress** is that work starts on at least one of the event tasks. Until then, all the activated plans are still in the **Open** state.

   Whenever the state of an activated plan changes from Open to **Work in Progress**, the actual start date is recorded in the **Actual start** field. When all event tasks are completed, the actual end is calculated and recorded in the **Actual end** field. Based on the actual start and actual end, the actual time taken is recorded in the **Actual time taken** field. The time required to complete each task is submitted and stamped in the **Total effort** field in the activated plan.



   You can edit multiple recovery tasks at once.

   A message is displayed that the event task has a circular dependency. You have to trigger the tasks manually for this event.

   Upon initiating an event, the event tasks that do not have any dependency between them are executed. When a task is completed, the subsequent tasks that depend on it are executed. For example, when a task transitions to the **Closed failed** state, you have the option to select the task and review its activity details. If an error message is displayed on the screen, you can examine it to identify the issue and take appropriate corrective measures. For instance, if the error message indicates that the code variable must be a positive value, you can update the code variable accordingly.

   If the task transitions to the **Closed failed** state, then its dependent tasks are not triggered. An email notification is sent to the backup assignee, informing them that the automated flow has encountered an error and manual intervention is necessary from the backup assignee.

4. To update the dependencies manually, select **Update dependencies**.
   A UI message is displayed that the dependencies are being updated.
5. To re-trigger as a manual task, select **Re-trigger as a manual task**, if the automated flow fails again.
   You can select **Re-trigger as a manual task**, if the automated flow fails again. The task transitions to the **Open** state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Update the event task and select **Work in progress**.

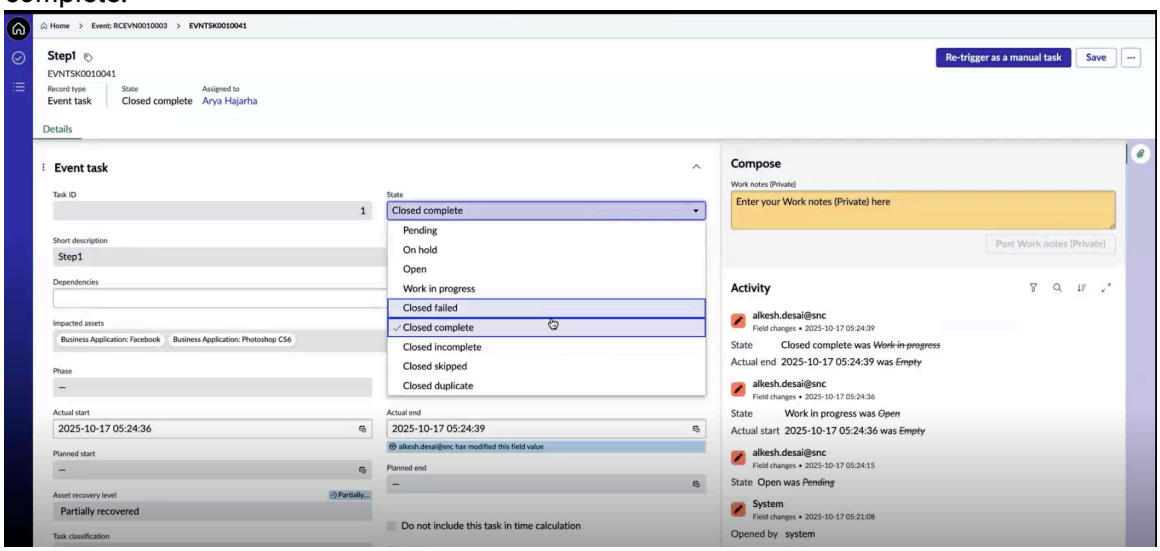
b. Mark the task as **Closed complete**.

Select one of the complete states for the event task and mark it as complete.

You can update the event task manually by selecting one of these Complete states:

- **Closed incomplete**
- **Closed complete**
- **Closed skipped**

If the event task is in the **Closed failed** state, then the event task is not considered as complete.



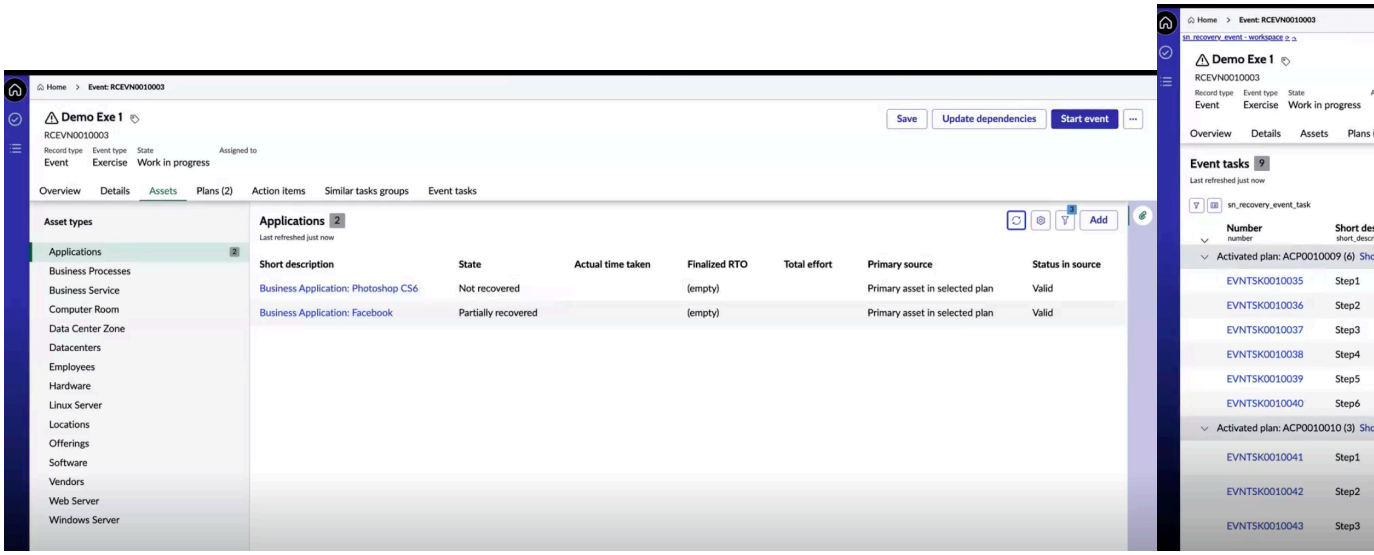
Once you mark the task as complete, the subsequent event task is automatically triggered. If the next task is a manual task, its assigned user can proceed to complete the workflow for the event task.

Note:
Once an event task is in the **Closed complete** state, its phase cannot be changed. However, if you re-trigger it as a manual task, you can modify its phase.

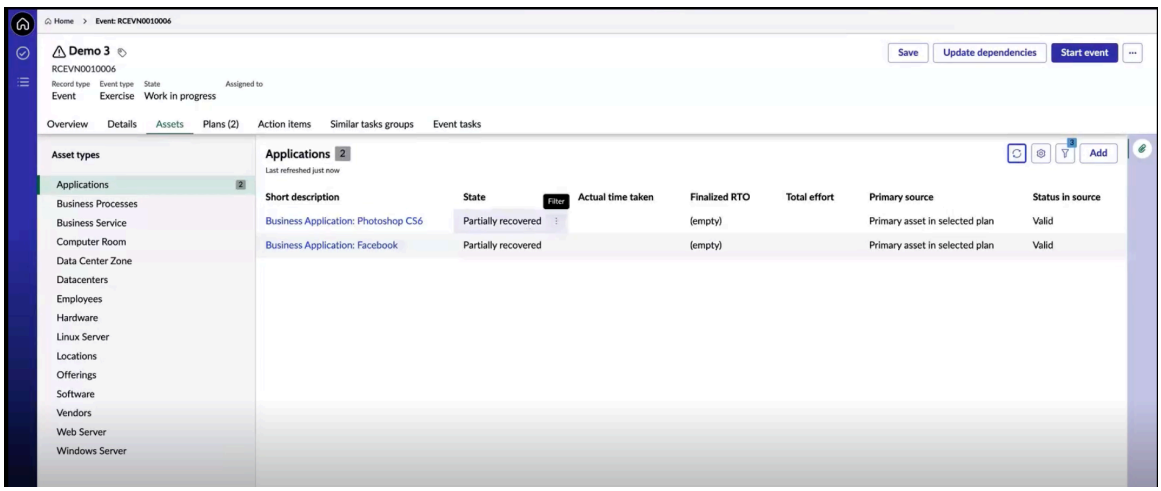
6. Check the state of the assets in the event.

The example shows that the Facebook asset is partially recovered as the partially recovered tasks of Facebook asset are completed, but the Photoshop asset is still not recovered because both its partial and full recovery tasks remain incomplete.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



For an asset to move to partially recovered as shown in the example or recovered, you must close all the related tasks. When all partially recovered tasks are completed, the asset moves to the partially recovered state.



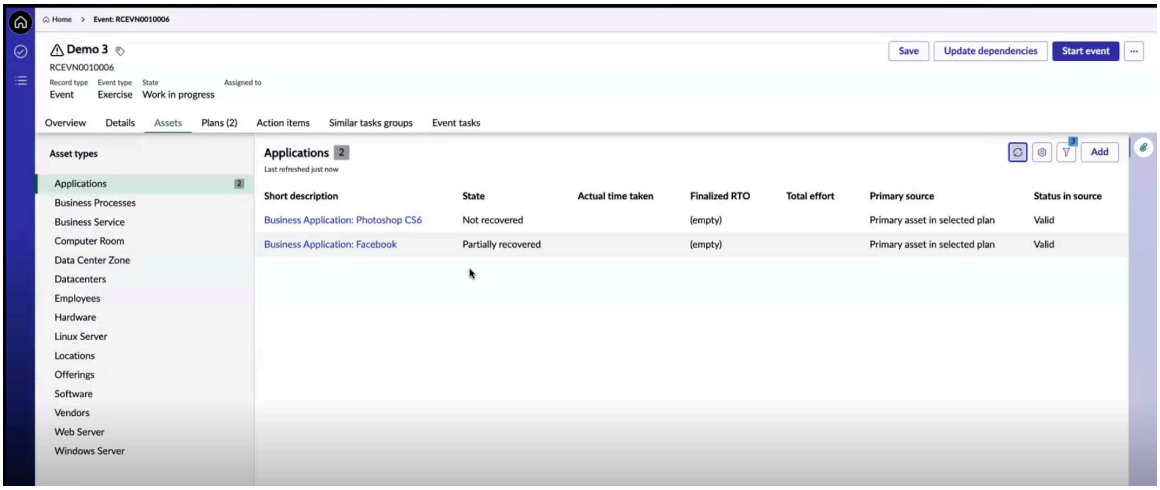
Note:

To mark an event asset as recovered, you don't need to complete the tasks marked as "partially recovered." Completing all tasks with the "recovered" status moves the asset to the "recovered" status. This simplifies the process by focusing only on tasks designated as requiring full recovery.

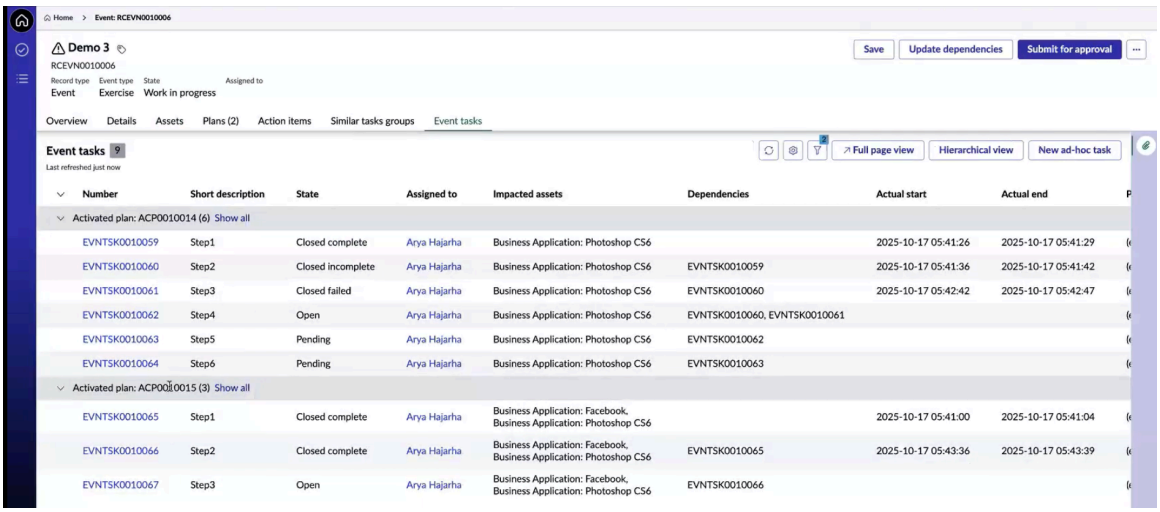
If no specific asset recovery level is chosen, the asset is considered as "Recovered" only after all associated tasks are completed.

The example shows the assets that are not recovered.

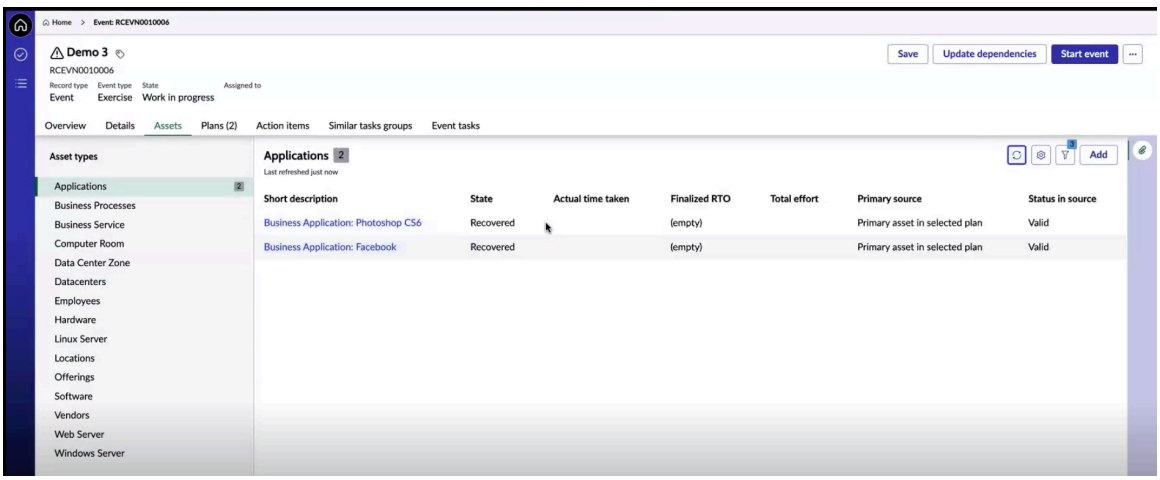
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The example shows that step 4 is associated with the "Photoshop" asset and it is open.



Once you complete that open task (Step 4 in the example) and refresh the assets, both assets including the "Photoshop" asset are in the Recovered state.



If a task is retriggered manually during this process, the asset recovery level reverts to its previous level. Any progress made in the recovery process is undone, and the asset is moved back to its prior recovery status.

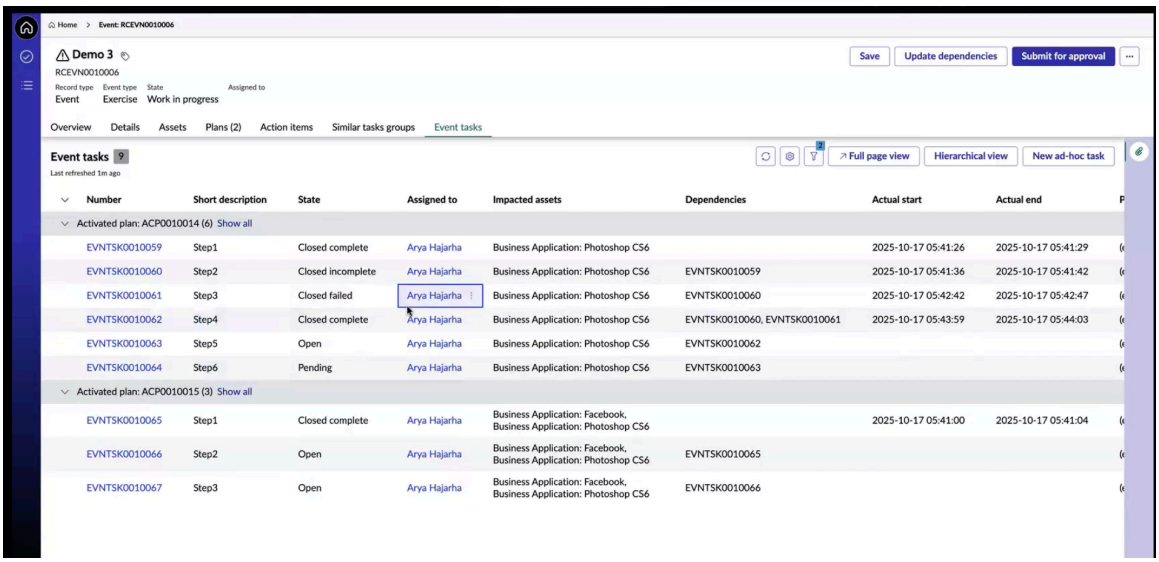
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Once you start an exercise, you cannot delete an event task or update its state to the Pending state.

7. Add the actual start, actual end, and result in the Results section of the form and select **Save**.

Note:

If an asset is recovered with the completion of an earlier event task, such as step 4 in the example, the actual start time and actual end time are calculated until the end of the last event task in the plan (step 6 in this example).



To provide more control over time calculations, the "Don't include this task in time calculation" column is introduced in recovery and event tasks. It enables you to exclude specific steps. In this example, if Steps 5 and 6 are marked to be excluded from the time calculation, the system calculates the time up to Step 4 only. This flexibility enables you to customize the time calculation according to your requirements.

Verify that all plans and tasks are closed before submitting the event for an approval.

8. Update the **Actual start** and **Actual end** dates for the event task the **Results** section on the **Details** tab.
9. Update the assignment fields as necessary.
10. Enter event task-related information in the **Work notes** field of the **Activity** section.
11. Select **Save**.
12. To generate a PDF, select **Generate PDF**.
    If you have edit access to the crisis event, you can save a copy of the event in PDF format to your local hard drive.

Note:
By default, the PDF is generated and attached after the event is closed.

13. Select the refresh icon ( ) to display the updated state of the asset or plan, and the actual time taken to recover the asset.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next
To request an approval, see Request an approval and approve the event.

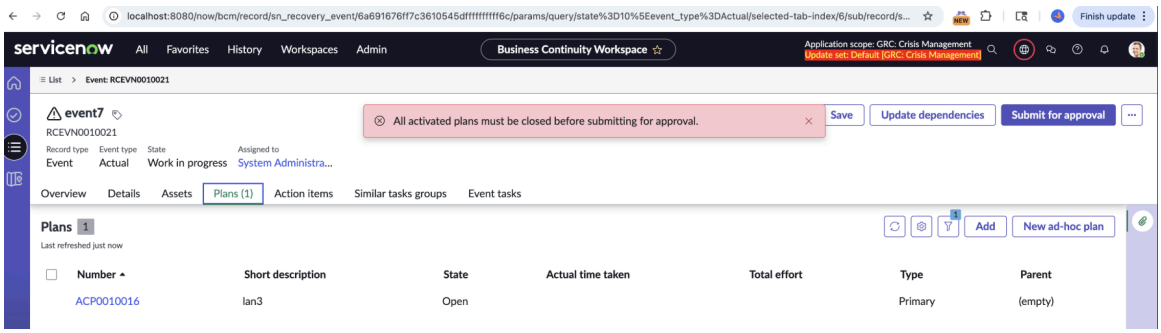
Request an approval and approve the event

Approve the exercise in BCM UIB Workspace.

Before you begin
Role required: sn_bcm.planner, sn_bcm.program_manager

Procedure
1. Navigate to **Workspaces** > **Business Continuity Workspace** > **Exercises** > **Pending**.
2. Select an event for which you are an approver.
3. Verify that all activated plans are closed; close the open plans before submitting the event for an approval.

Note:
Submitting a functional exercise or actual event for approval when an activated plan is still in the **Open** state results in an error message: `All activated plans must be closed before submitting the event for an approval.`



4. Select **Submit for approval**.

Note:
If an approval record is created for the exercise, the **Approve** or **Reject** actions are not displayed on the form. For a user to view the **Approve** or **Reject** actions, these conditions must be fulfilled:

- The user should have the sn_recovery.event_manager role.
- The exercise should be in the **Pending approval** state.
- The exercise should not have any approval records created.

5. Select **Closed Complete**.
   You can update the state of the event to **Closed Complete**.

View recovery tasks from Self-Service

View the recovery tasks that are assigned to you or the recovery task team to recover assets from a crisis event or exercise. Your BCM program manager assigns the tasks to you and you can view them from the self-service application menu.

Before you begin
Role required: sn_bcm.recovery_team_member

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Self-Service** > **My Recovery Tasks**.
2. View the list of the event tasks that are assigned to you, the assigned group that you are part of, or a recovery team that you belong to and the state of the event is not in the **Pending** state. You can view the name and description of the recovery task.
3. Select the link to the **Task ID** of an event task that you want to update.
   You can update the **Actual start** and **Actual end** details.
4. Sort the **Event Type** column to list the crisis-related tasks at the top.
5. View the **Event Task type** column to understand whether it is planned or an ad-hoc event.
6. To add any notes to the event task activity, select the **Activity** section on the **Details** tab and add the information in the **Work notes** field.
7. To update the task to an **In progress** state, select **Work in Progress**.
8. To close the task, select either **Close Incomplete** or **Close Complete**.
9. To update the record, select **Update**.

View 360° relationships for exercises and crises

Visualize the 360° relationships for an exercise or a crisis event and the associated entities in BCM UIB Workspace. You can access the 360° view at any time while creating an exercise and a crisis event.

Before you begin

Role required: sn_bia.bia_admin, sn_bcm.program_manager, sn_bcm.planner

About this task

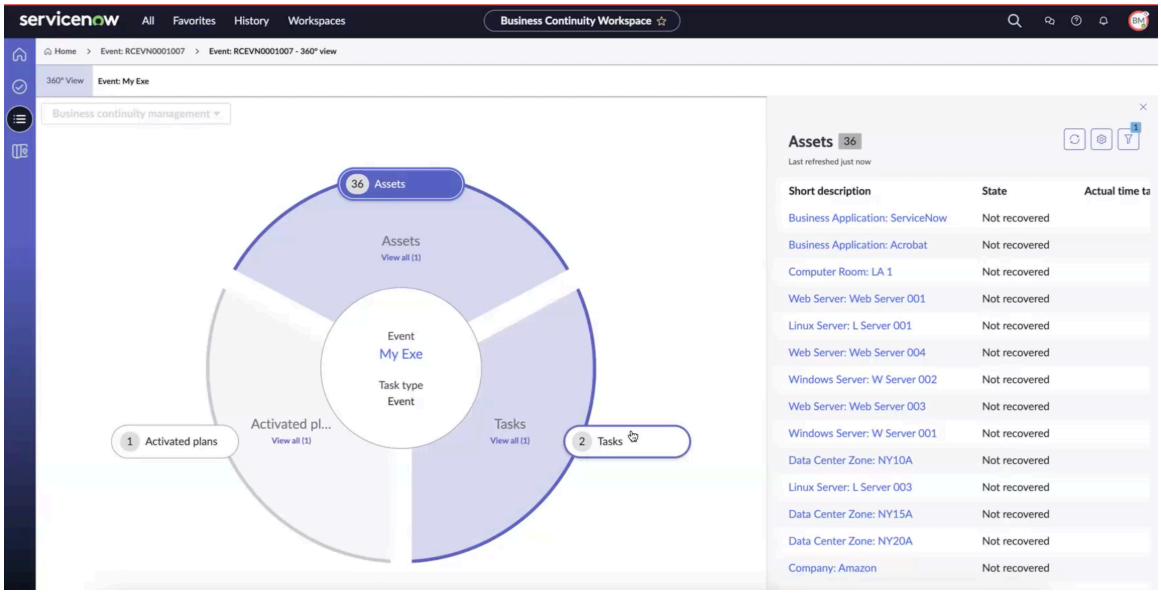
The configurations for the 360° view are stored in **360° View Configurations** > **Configure 360° Views**. If you have the BCM administrator role, you can configure the relationships for the records in **360° View Configurations** > **Relationship Registries**.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace** > **Exercise**.
2. Select a record from the list.
   The exercise event record is displayed. The same procedure applies for a crisis event.
3. Select **360° view** in the event record.

   The 360° view for the selected event is displayed as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The 360° view for the selected event shows these details:

- **Activated plans**: Activated plans that are associated with the assets.
- **Assets**: Assets that are impacted due to the event.
- **Tasks**: Tasks that are associated with the event.

When you select the **Assets** capsule in the 360° view, the details of the assets for the event are displayed in the **Assets** panel on the right as shown in the example.

4. Select the event or list view in the breadcrumb navigation to open the original event record.

Generate event reports in PDF or Microsoft Word

Generate the PDF or Microsoft Word copy of an exercise or a crisis event in the BCM Configurable Workspace and save it for a future reference.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

About this task

To format the PDF for your business needs, see Format PDF templates for BIAs, BCPs, and events.

Beginning with the Xanadu release, the content in PDFs of Business Impact Analyses, Plans, and Events is improved by implementing a new layout:

- Arrange the various event tasks in a table format.
- Include details of the asset owner and the description from the Business Impact Analysis.
- Display a table that outlines the dependencies of the plan assets.
- Mark the date of the PDF creation on the front page.

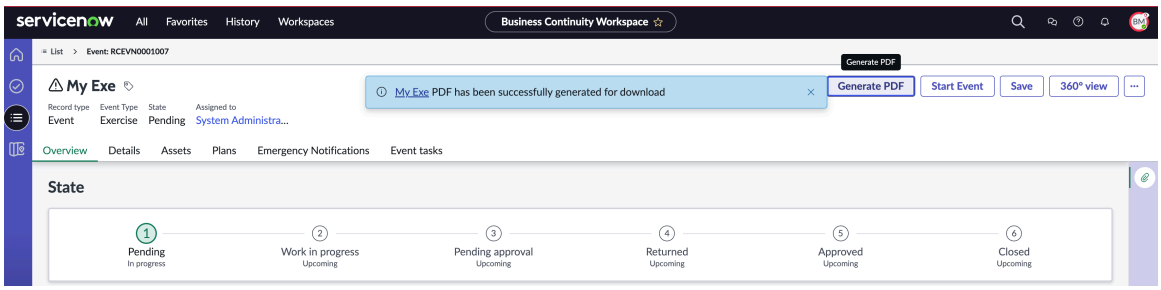
Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace** > **Exercises**.
2. Select any event record that is in the **Review** or next state from the list view.
   You can use the same process of generating the PDF for a crisis event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Select **Generate PDF** in the form.

   The example shows the message that is displayed on the screen: `<Name of the exercise event> PDF has been successfully generated for download.`



4. To download the PDF, select the link in the message.

   The example shows that the PDF of the exercise has been downloaded locally.



5. Save the PDF on your system.
   You can save the PDF for a future reference.
6. To format the Events PDF template, follow the instructions in Format PDF templates for BIAs, BCPs, and events.
7. To create the event report in Microsoft Word, select **Generate MS Word**.

   Generate a report of the event or crisis record in Microsoft Word format. The Microsoft Word copy of the BIA record is successfully generated that you can download.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information on generating reports in Microsoft Word format using Document designer, see Generating reports using Document designer.

8. To print the report, open the saved PDF or Microsoft Word copy and select **Print**.

Structured workflows for crisis events

Perform the structured workflows to manage a crisis event in Business Continuity Workspace (also known as BCM Configurable Workspace).

Typically, the BCM program manager performs the following tasks to respond to a crisis event:

- Create a crisis event. For more information, see Start a crisis event.
- Add an asset and plan to the crisis event. For more information, see Track impacted assets and add related plans.
- Add an event task to the crisis event. For more information, see Add a task to the crisis event.
- Submit the event task for the exercise event. For more information, see Request an approval and approve the crisis event.

Additional information on Crisis events

- For information on the **Crisis events** tab in the Home page, see Home page view.
- For information on the threats, feeds, and alerts in the Crisis map interface, see Crisis map interface.
- For information on the administrative tasks in the Crisis map interface, see Setup for Crisis map.
- For information on the crisis events, see Crisis events.

Bulk editing of tasks from the Event tasks related list

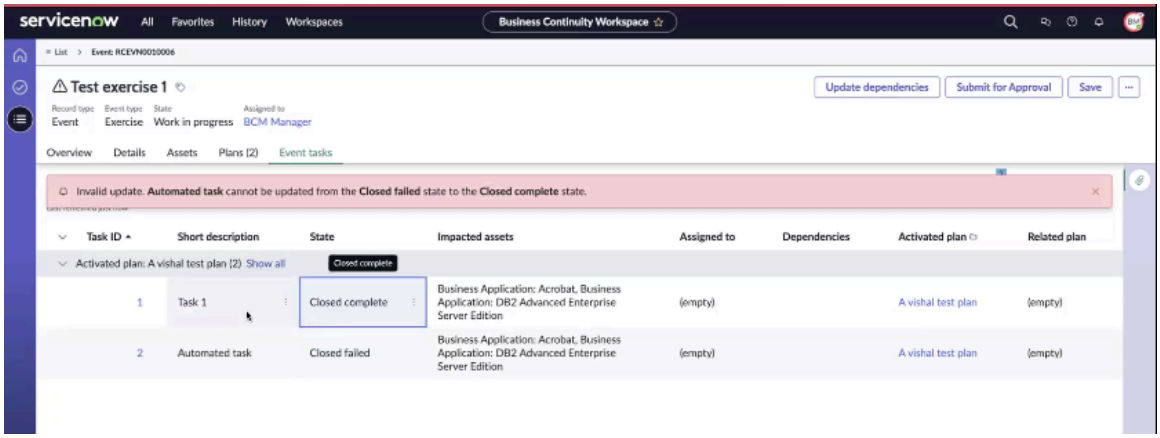
Starting with version 6.1.x of the Business Continuity Management application, users who have editing access to the event record can now perform bulk edits on tasks directly from the Event tasks related list. This feature is beneficial for users who manage multiple event tasks simultaneously.

In the recovery tasks list, users with the necessary edit permissions can modify the following fields simultaneously:

- **State**
- **Assigned to**
- **Actual start**
- **Actual end**
- **Assigned group**

Once an event is initiated, these users can also modify the state of an event task either from the list view or the form view. The process for updating the state of an event task from the list view is demonstrated in the following example. If a state transition is not allowed, an error message is displayed to indicate that the update is invalid.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The following table details the permitted state transitions for an event task.

Permitted state transitions for an event task

Transition from state	Pending state	Open state	Work In Progress state	Closed Complete state	Closed Incomplete state	Closed Skipped state	Closed Failed state
Pending	No	Yes	No	No	No	Yes	No
Open	No	No	Yes	No	No	Yes	No
Work In Progress	No	Yes	No	Yes	Yes	Yes	Yes
Closed Complete	No	Yes	No	No	No	No	No
Closed Incomplete	No	Yes	No	No	No	No	No
Closed Skipped	No	Yes	No	No	No	No	No
Closed failed	No	Yes	No	No	No	No	No

Note:
All changes to state transitions and updates to the start or end dates are listed in the Task activity log.

Consider the following key details about the state transitions of an event task.

1. The event task can only be opened from the **Closed complete** state.
2. Once the event task moves to the **Open** state, users of the event task can edit it further.
3. The task can then be moved from the **Open** state to the **Closed Skipped** state.
4. Only users with access to the event can reopen the event task. While recovery task members can change the status of the event task, they cannot reopen it.

The following table summarizes the UI actions available for an event task and their corresponding states:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

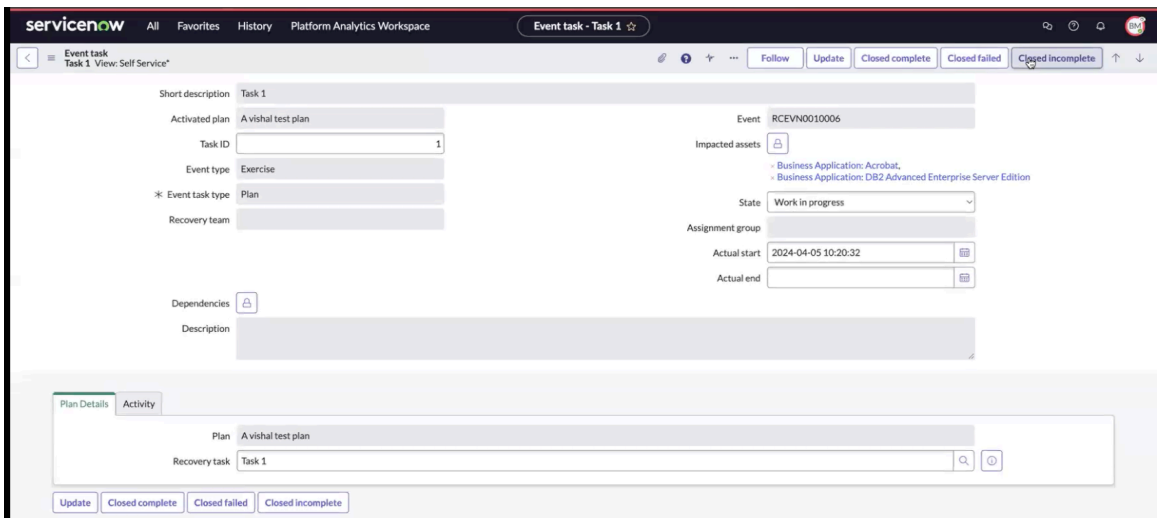
UI actions and the associated states of the event tasks

UI action	State of the event task	Notes
Trigger	**Pending**	This condition is applicable only when an event has been started.
Skip task	**Pending**, **Open**, **Work in progress**	-
Work in progress	**Open**	-
Closed complete	**Work in progress**	-
Closed incomplete	**Work in progress**	-
Closed failed	**Work in progress**	-
Re-trigger as a manual task	**Closed**	-
Re-trigger automation	**Work in progress**, **Closed**	This condition is applicable for an automated task only.

If a task is mistakenly closed, users of the event task can reopen it to make the required edits, ensuring the recovery process remains accurate and complete.

Updating the event task as a recovery task member

Generally, recovery task members update the status of event tasks. Although they do not have access to the event page or workspace, they can navigate to **My Recovery Tasks** in the instance to access the recovery task. By modifying the UI action, they can change the status of the event task, as demonstrated in the example.



For instance, when members of the recovery task mark the task as Closed complete, all fields on the form become locked. This implies that while members of the recovery task cannot modify the fields, they are still able to add activity notes. Only users who have access to the event task can edit the fields on the form.

For information on importing the automated task in an event, see Import automated tasks and start an event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Start a crisis event

Report a crisis event in the BCM Configurable Workspace. A crisis event is any significant disruption that threatens business operations. The BCM Configurable Workspace enables you to create crisis records, classify severity levels, set priorities, assign response teams, and document initial actions.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

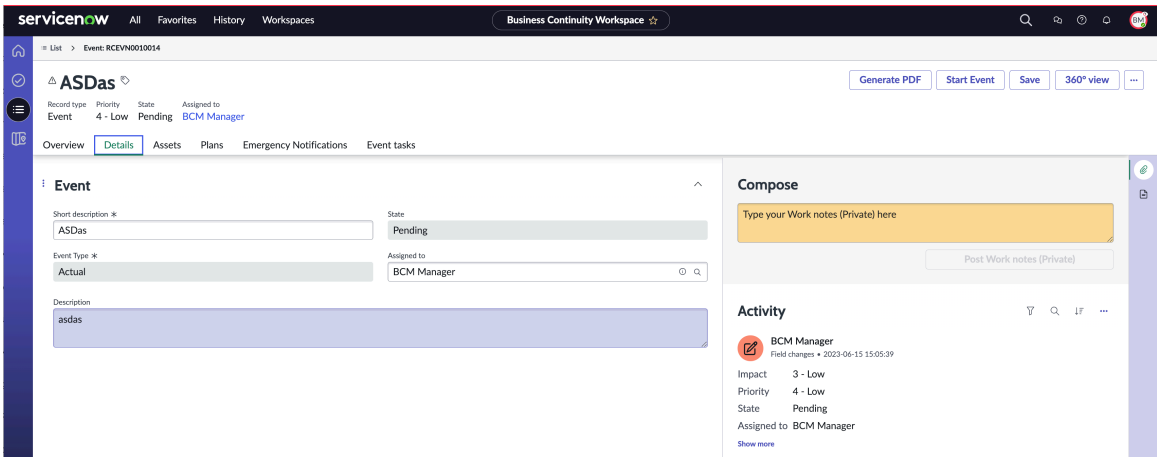
Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **crisis events** > **Pending** and select **New**.
   The **Create New Event** form is displayed.
3. In the **Details** tab of the **Create New Event** form, fill in the required fields.

   Note:
   For a crisis event, the event type is **Actual**.

   For more information on the fields, see Create Crisis Event form.

   A crisis event is created in the **Pending** state as shown in the example.



   The state and details of the crisis event are displayed in the tabs:

   - **Overview**: You can view the current state and overall state progression of the crisis event.
   - **Details**: You can view details on the crisis event such as its short description, state, event type, assignee, and so on.
   - **Assets**: You can select the impacted item type or the primary elements that you want to recover for an asset type.
   - **Plans**: You can add an ad-hoc plan for the selected asset to the crisis event.
   - **Emergency Notifications**: You can create a notification for the crisis event with the Everbridge integration.
   - **Event tasks**: You can add an ad-hoc task to the crisis event.
4. To perform more actions on the crisis event, select **More actions**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Select **Save**.
   The crisis event is saved in the **Pending** state and it is displayed in the Crisis events list view of the record.

Create Crisis Event form

Use the Create Crisis Event form in BCM UIB Workspace to add details about a crisis event.

Create Crisis Event form

For description of the field values, see the table.

Create Crisis Event form

Field	Description
Details tab	
Short description	Brief description about the crisis event.
State	State of the event. Defaults to the **Pending** state.
Event type	Type of the event. For a crisis event, the event type is **Actual**.
Assigned to	User or users from the Assignment group. If the **Assignment group** field is empty, then select any user.
Description	Description of the event.

Using nested plans

Configure a system property to control activated plan levels in an event. The system automatically creates nested plans within an event, reducing the manual effort of adding plans and improving system performance. You can also add dependencies between multiple activated plans by updating the **Dependencies** field in the event tasks.

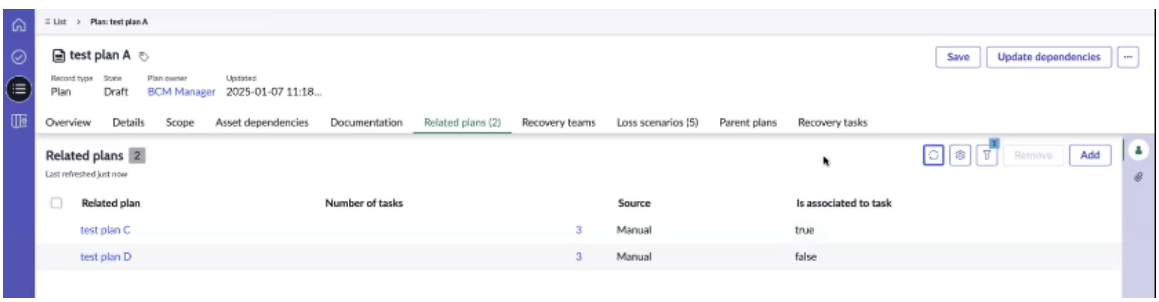
Changes in the plans and events

Beginning with the Yokohama release, new changes in the plans and events focus on the planning phase and the creation of related plans.

Associating related plans with recovery tasks

You can now associate related plans with recovery tasks, helping you identify and manage plan triggers during recovery.

A new field, **Is associated to task**, has been added to the Related Plans table. If a related plan is associated with a recovery task, the field is set to True. If it is not associated, the field is set to False.

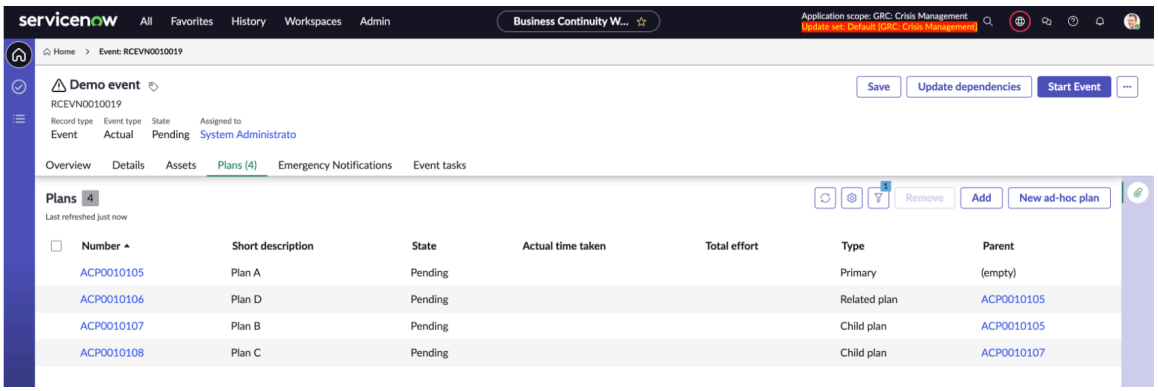


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
When a related plan listed in the **Related plans** tab is associated with a recovery task, it is created as a child plan in the event. If not associated with any task, it is created as a related plan but not as a child plan.

Adding a plan to the event

When a plan is added to an event, its related plans and their entire hierarchy are included. Plans manually added to an event are called primary activated plans. Plans without task associations are called related plans. Plans associated with recovery tasks are called child plans.



Using a hierarchy of the plans

Previously, only the primary plan and its directly related plans were included in an event. With the Yokohama release, you can set the *sn_recovery.max_activated_plan_levels* property to control the depth of activated plans in events, up to 10 levels.

Resetting the property for activated plan levels

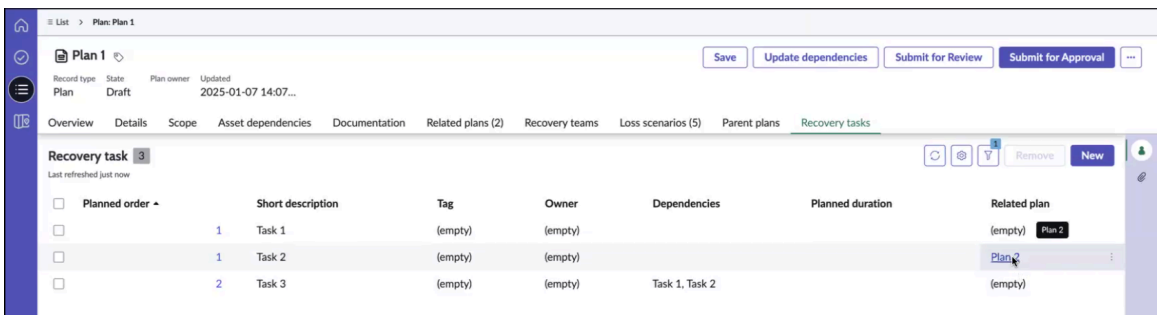
You can customize the *sn_recovery.max_activated_plan_levels* property as shown in the following examples to control the levels of activated plans that are created in an event.

- Set the property to 1 to create only the plans added manually.
- Set the property to 2 to create only the primary plan and its first-level related plans.

Sample use case for a multi-level plan

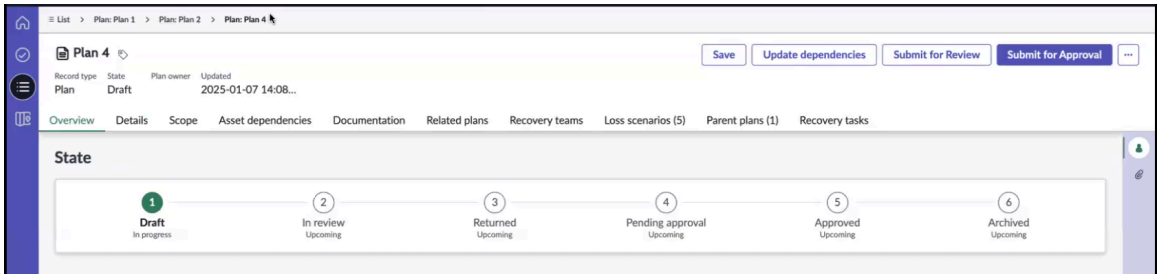
You can add a multi-level hierarchical plan to an event. Consider the following use case where the system property is configured and a few related plans have recovery tasks associated with them. An event is created where the related plans are added to the event.

The primary plan, Plan 1, has Plan 2 and Plan 3 as related plans. Plan 1 includes three recovery tasks: Task 1, Task 2, and Task 3. Task 2 has Plan 2 as a related plan.



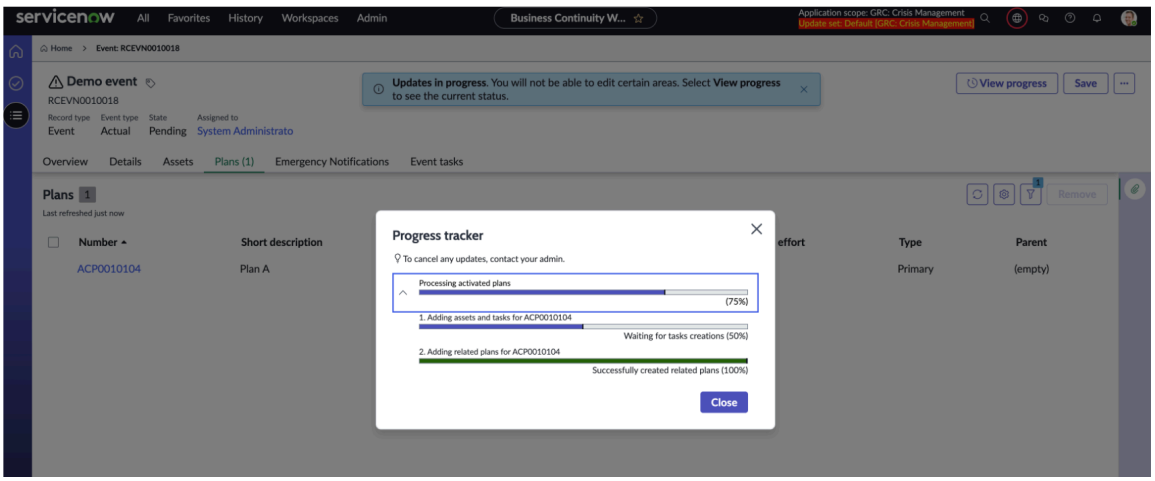
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Similarly, Plan 2 has three recovery tasks: Task 1, Task 2, Task 3. Plan 1 triggers Plan 2, and Plan 2 triggers Plan 4 as shown in the example.



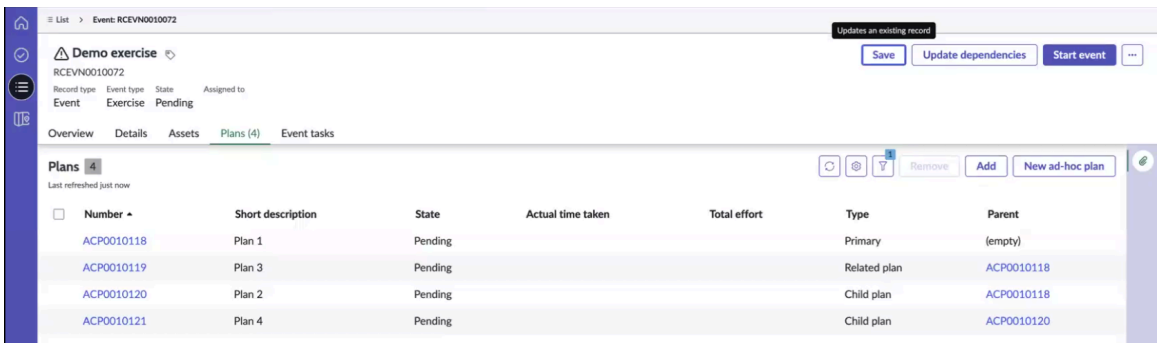
Previously, when a primary plan like Plan 1 was included in an event, only the first level of related plans, such as Plan 2 and Plan 3, were added. Deeper levels, like Plan 4, were not included. With the nested plan functionality, plans up to 10 levels deep, including Plan 4, can be added to the hierarchy.

When you create an event and add Plan 1, its related plans, assets, and tasks are automatically included. Selecting the **View progress** button opens the Progress tracker window, showing the progress and status of adding plans, assets, tasks, and related plans, and the steps and status of the background process.



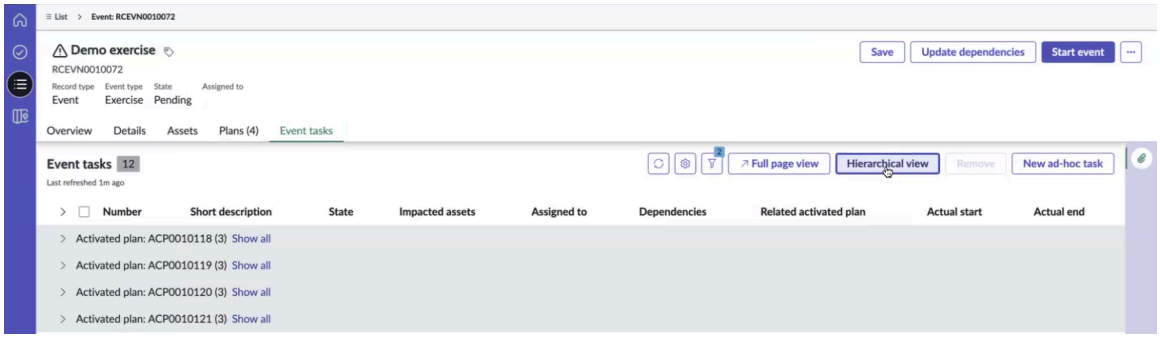
Once all processes are completed, a message prompts you to refresh the page to see the latest updates. You can close the message and then view the created plans and event tasks.

As shown in the example, Plan 1 is the primary plan. Plan 3 is marked as a related plan of Plan 1 because it is not associated with any recovery task. Plan 2 and Plan 4 are child plans because they are associated with recovery tasks.



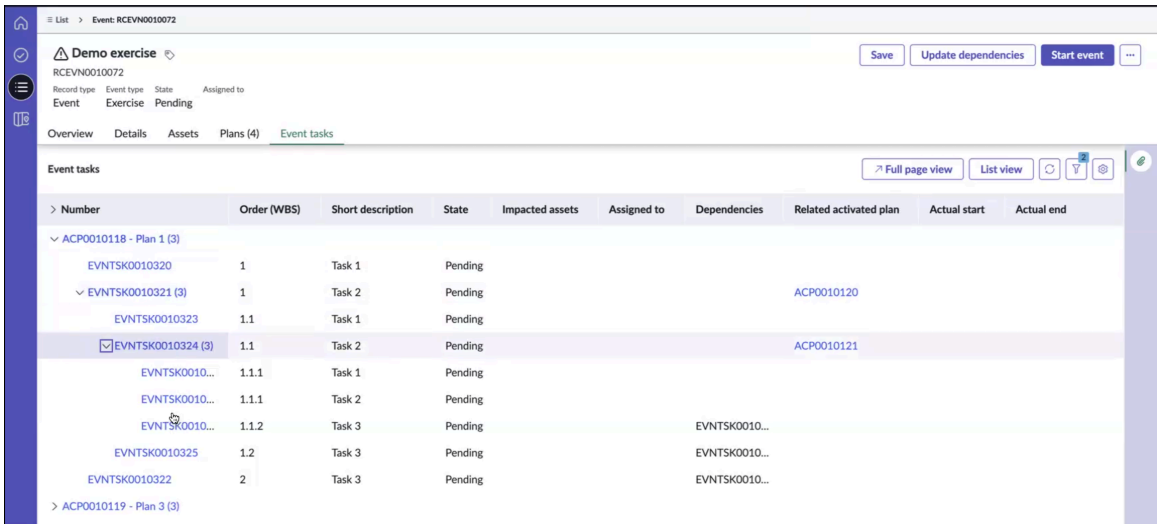
Event tasks: Event tasks are shown in the list view by default. Switch to the hierarchical view to display the hierarchy, with primary and related plans at the top level.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The example illustrates the hierarchy of event tasks and plans, with the primary plan (ACP0010118) and related plan (ACP0010119) at the top level.

- Plan 1 (ACP0010118) has three event tasks. The second event task (EVNTSK0010321) triggers Plan 2 (ACP0010120), and another event task (EVNTSK0010324) triggers Plan 4.
- Plan 3 (ACP0010119) has no related activated plan.
- Two child plans (ACP0010120 and ACP0010121) are shown at child levels.



Navigating between the list view, hierarchical view, and full page view

While working on event tasks, you can navigate between the list view, hierarchical view, and full page view.

List view

Arranges event tasks in a list format, making it easy to read and quickly understand the hierarchy. It helps you to scan and find specific information without sifting through lengthy text.

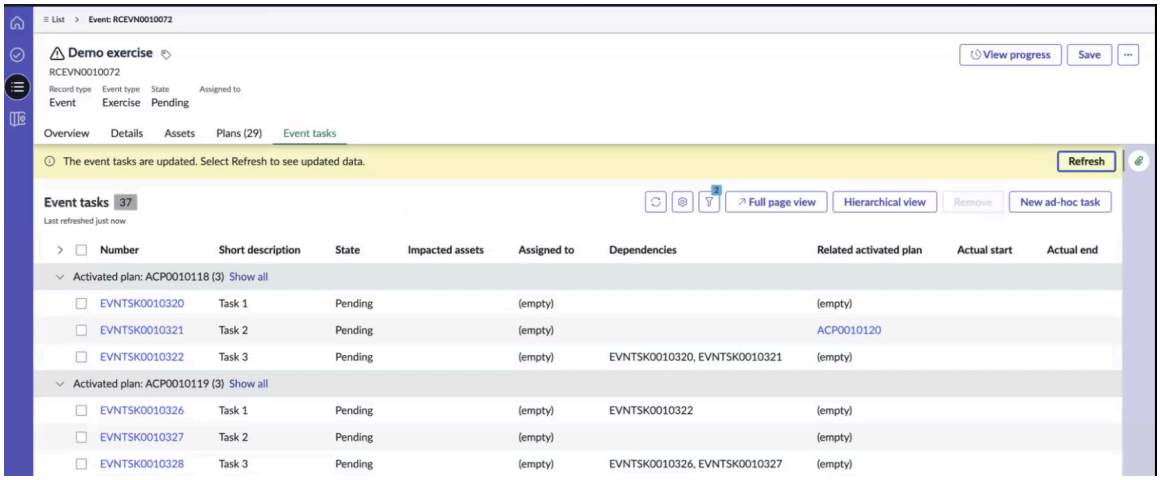
Hierarchical view

Visualizes plan dependencies and the order of event tasks. By default, the system shows only primary and related plans in the list view. Switch to the hierarchical view to see the full plan hierarchy.

Note:
You can edit event task and plan information in the list view, but the hierarchical view is read-only.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Work-breakdown structure (WBS) arranges tasks based on their dependencies. For an activated plan, the WBS order is calculated considering both event task and plan dependencies.



Full page view

Allows you to see more tasks at once, providing a comprehensive overview of the plan hierarchy and tasks. You can switch between the list, hierarchical, or full-page views.

To return to the original record, select the **Back to record** button.

Records per level

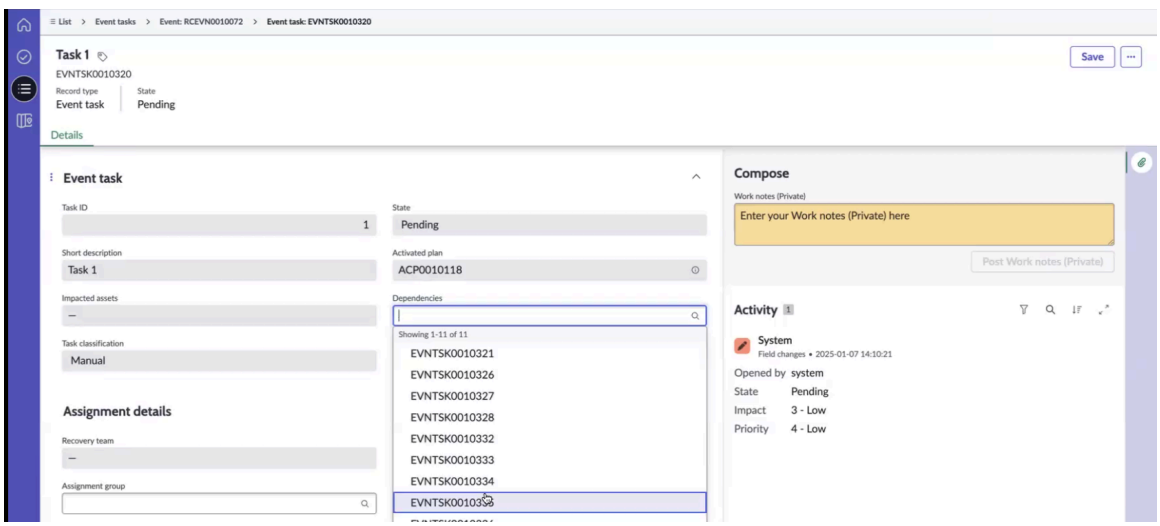
UI navigation

By default, only 10 plans are shown at the first level. If there are more, select the **Show more** button to display additional records. For example, if there are 100 plans, only 10 are shown initially, and selecting **Show more** loads the next set.

Configuring cross-plan dependencies

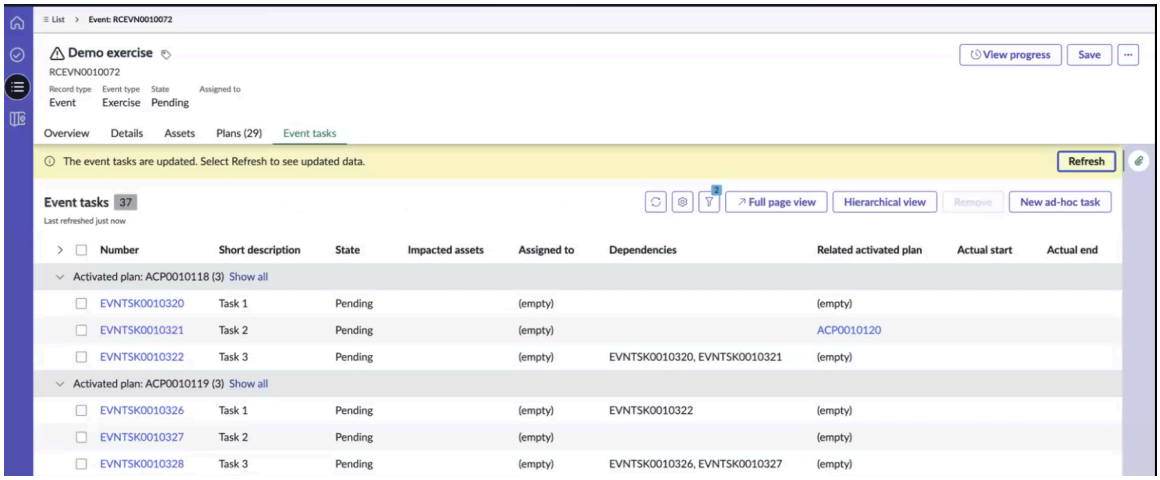
You can configure cross-plan dependencies by updating the **Dependencies** field as shown in the example.

Note:
You can only add dependencies between first-level activated plans.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The example shows an activated plan (ACP0010119) that depends on another activated plan (ACP0010118). Similarly, an event task (EVNTSK0010326) can start only after its dependent task (EVNTSK0010322) is completed.



Note:
An event task from a primary or related plan can be associated as a dependency with an event task from the same or another primary or related plan. An event task from a child plan can only be associated as a dependency within the same child plan.

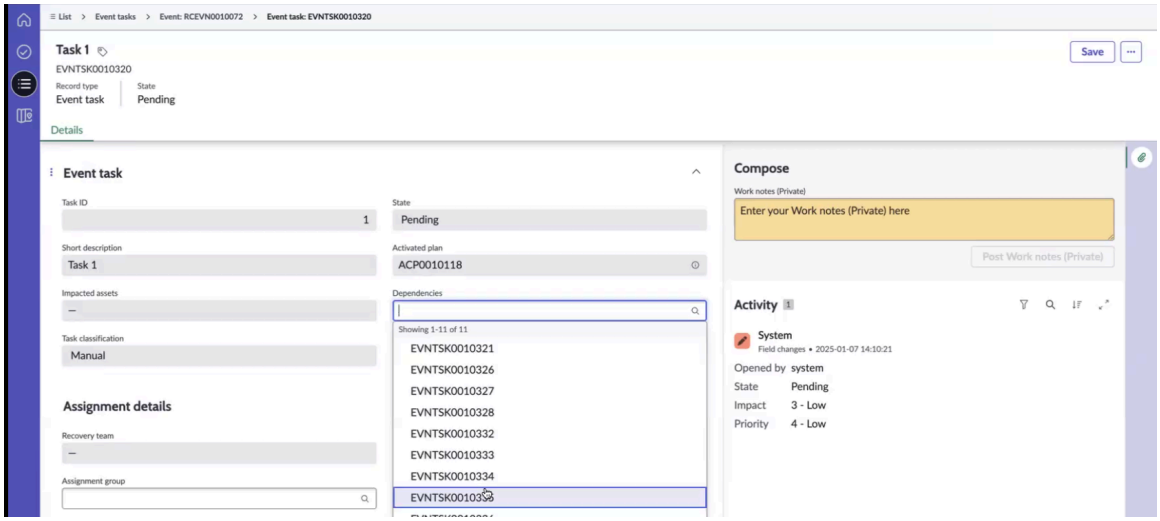
Whenever any event task is updated, as shown in the example, a message indicates that the event tasks have been updated. Selecting **Refresh** loads the updated data.

You can add task dependencies in primary and related plans, but not in child plans. For an event task in a child plan, dependencies can only be selected from the same child plan. For example, in Plan 4, task 3 (EVNTSK0010331) depends on tasks (EVNTSK0010329 and EVNTSK0010330) within the same child plan.



When adding task dependencies in primary and related plans, only tasks from other primary or related plans are available for selection in the **Dependencies** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



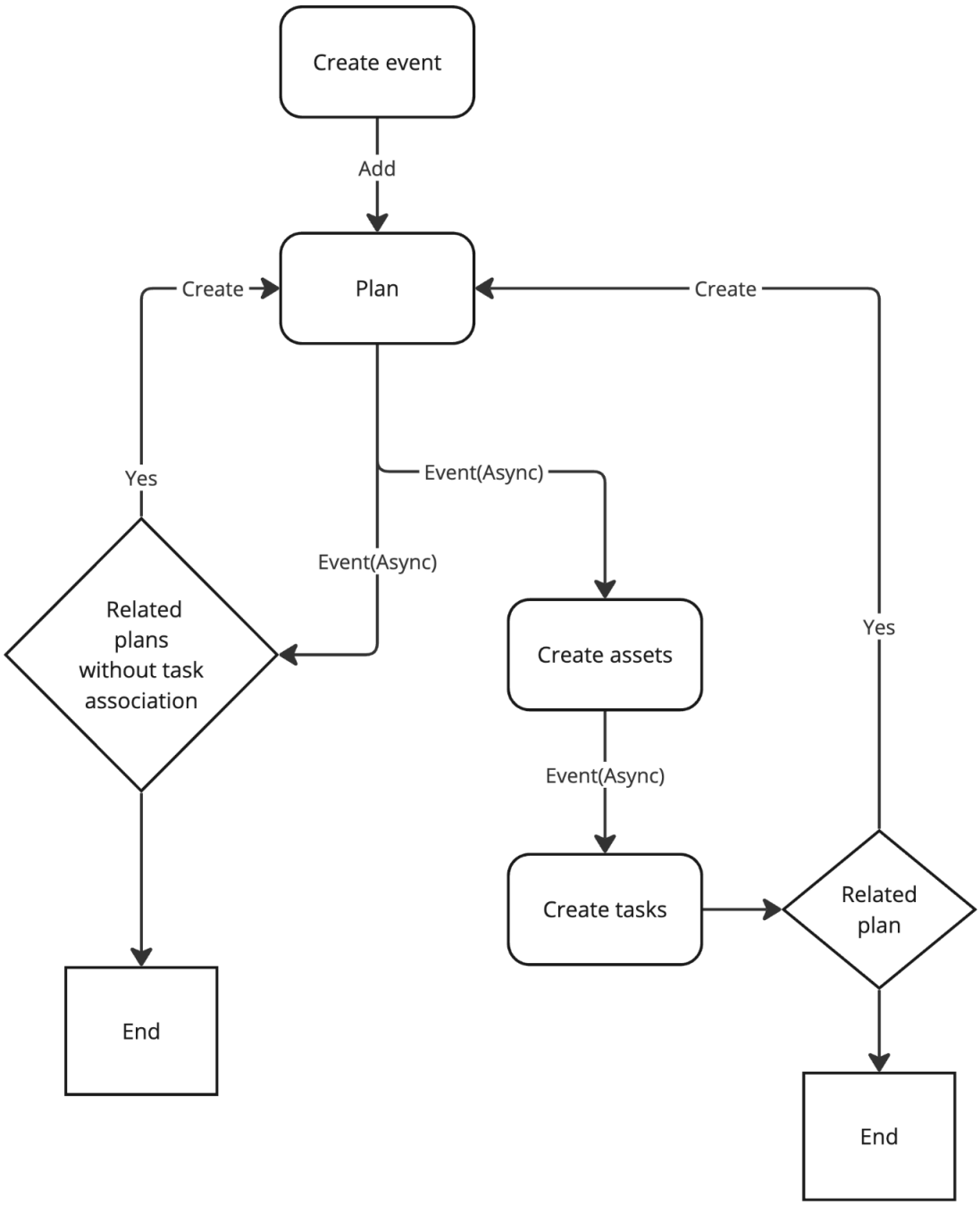
Configuring the property to refresh the event task order

Whenever task dependencies are updated, the event task order is updated. If more than 500 event tasks are affected, the order is calculated asynchronously. The *sn_recovery.sync_task_order_calculation_limit* property sets the limit for asynchronous calculation to 500 tasks by default. When the task count exceeds this limit and dependencies are updated, the task order calculation becomes asynchronous, and a **Refresh tasks order** button appears in the event, event task, and activated plan. Selecting this button manually refreshes the event task order.

Process of creating a nested plan

Previously, related plans were created only for primary activated plans. Starting with the Yokohama release, related activated plans can be created from an event task for all activated plan types. An example of creating a nested plan is shown in the following diagram.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The steps to create a nested plan are as follows.

1. Create an event.
2. Add a plan to the event. An activated plan is created with the plan type set as primary.
3. An event is triggered to create related plans. If the plan has related plans without any task associations and the plan level is less than the default value defined in the property, an activated plan is created with the type set as related plan.
4. An event is created to generate one or more event assets.
5. After the assets are created, an event is triggered to create event tasks.
6. If the event task has a related plan and its level is less than the level defined in the property, an activated plan is created with the type set as child plan.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Track impacted assets and add related plans

Track the impacted assets and add a related plan during a crisis event. You can monitor the assets and plans for the crisis event in BCM UIB Workspace. You can then recover your assets in the planning stage.

Before you begin
Role required: sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Crisis events** > **Pending** and select the crisis event in the list.
3. Select the **Assets** tab and select **Add**.

   You can add an asset that you want to recover during the crisis. The primary elements of the asset are listed as **Asset types**. The primary elements belong to the element definition type that is identified in the plan template. When you add an asset to the event, its associated dependencies are pulled into the event. The dependencies are displayed in the **Asset types** panel.

   Note:
   When you select **Add** for an application, all the dependencies that you had identified in the business impact analysis of that application are also added to the exercise.

4. In the Applications list, select the application and navigate to the **Plans** tab.
   When you add a plan to the crisis event, the related plans, assets, and event tasks that are associated with the plan also get pulled into the event.
5. Select **Add all plans related to asset**.
   If you have any plans related to the selected application in the instance, they are added to the exercise event.
6. Select **Save**.
   The crisis event is saved in the **Pending** state.

Add a task to the crisis event

Add a task to the crisis event in BCM UIB Workspace. You can then monitor and complete the required actions to respond to the crisis event.

Before you begin
Role required: sn_bcm.planner, sn_bcm.program_manager

About this task
Users with an edit access to the event record can edit the fields in the recovery tasks list simultaneously:

- **State**
- **Assigned to**
- **Actual start**
- **Actual end**
- **Assigned group**

For more information, see Structured workflows for crisis events.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Crisis events** > **Pending** and select the crisis event in the list.
3. Select the **Event tasks** tab.

   Note:
   For the crisis events, the event type is **Actual**.

   When you add or update the plan to the crisis event, the related plans, assets, and event tasks that are associated with the plan also get pulled into the event.
4. To add an ad-hoc task to the event, select **New ad-hoc task**.

   Note:
   An ad-hoc task is added to the crisis event so that you can take corrective actions for the crisis event. When you add an ad-hoc task to the crisis event that is in the **Work in progress** state and if the activated plan is in the **Work in progress** state, the tasks will be in the **Open** state. If the activated plan is the **Pending** state, the task will be in the **Pending** state.

   For more information on the fields in the New Event Task form, see Create New Event Task form.

   Note:
   You cannot create an ad-hoc task for the activated plans that are in **Closed Complete** or **Closed Incomplete** state.

5. To start the crisis event, select **Start Event**.
   After you start the event, the event state is updated to **Work in Progress**.

   Note:
   If the event task has a circular dependency, you have to trigger the tasks manually for this event.

6. Select the first task and select **Trigger**.
7. Complete all the activated plans of the event tasks for the crisis event and select **Submit for Approval**.
8. To generate a PDF, select **Generate PDF**.
   If you have edit access to the crisis event, you can save a copy of the event in PDF format to your local hard drive.

   Note:
   By default, the PDF is generated and attached after the event is closed.

9. Navigate to the **Results** section on the **Details** tab and update the **Actual start** and **Actual end** dates for the event task.
10. Update the assignment fields, if necessary.
11. Enter any event task-related information in the **Work notes** field of the **Activity** section.
12. Select **Save**.
13. Select the refresh icon ( ) to display the updated state of the asset or plan, and the actual time taken to recover the asset.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Import automated tasks and start an event

Import the automated task from the business continuity plan in an actual event. Utilizing automated tasks during an actual event enhances efficiency and reduces response time for users.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **crisis events** > **Pending** and select **New**.
   The **Create New Event** form is displayed.
3. In the **Details** tab of the **Create New Event** form, fill in the required fields.

   Note:
   For a crisis event, the event type is **Actual**.

   For more information on the fields, see Create Crisis Event form.
4. Navigate to the Planning list in the Workspace view and select the plan associated with the event.

   When you select the plan, the associated tasks are pulled into the event. The tasks are displayed on the **Event tasks** tab. When the tasks displayed on the **Event tasks** tab have a dependency between them, they are executed in a sequential order.
5. Select **Start event**.

   Upon initiating an event, the event tasks that do not have any dependency between them are executed. When a task is completed, the subsequent tasks that depend on it are executed. For example, when a task transitions to the **Closed incomplete** or **Closed failed** state, you have the option to select the task and review its activity details. If an error message is displayed on the screen, you can examine it to identify the issue and take appropriate corrective measures. For instance, if the error message indicates that the code variable must be a positive value, you can update the code variable accordingly.

   If the task transitions to the **Closed failed** state, then its dependent tasks are not triggered. In the event that a task is in the **Closed incomplete** or **Closed failed** state, an email notification is sent to the backup assignee, informing them that the automated flow has encountered an error and manual intervention is necessary from the backup assignee.
6. Select **Re-trigger automation**.
   The automated flow is triggered for execution once more.
7. If the automated flow fails again, select **Re-trigger as a manual task**.
   The task transitions to the **Open** state.

   a. Update the event task and select **Work in progress**.

   b. Select **Closed complete**.
   You have the option to manually update the event task. Once you mark the task as **Closed complete**, the subsequent event task is automatically triggered. If the next task is a manual task, its assigned user can proceed to complete the workflow for the event task.
8. Select **Save**.
   The event task is then saved within the instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Creating action items in crisis events

Starting with BCM release 9.0.x, crisis managers can create action tasks for recovery members or teams anytime during a crisis event or exercise, as long as the event remains open. Crisis managers can create these tasks on the fly without mapping them to event assets or recovery plans. These action tasks are also not included in the event recovery timeline.

Action items in real-time

Action items can be used to assign tasks in real-time. For example, a crisis manager can assign an action item to verify that there are no injuries at a specific office location after an exercise or they can request someone to review the business continuity plan before proceeding to the next steps.

You can also use action items to conduct assessments during a crisis event. For example, in the event of a fire, you can assign an action item to assess the situation, determining the severity, and identify affected employees and buildings. You can perform an assessment and assign an action item.

Fields and states associated with Action items

The Action items tab contains the following details related to the ad-hoc tasks:

- Actual start date
- Actual end date
- Total time taken
- Event (Reference)
- Short description
- Description
- Due date
- Task numbers
- Type
- Task
- Assessment

The following workflow (states) is associated with action items.

States associated with action items

State	Description
Open	First state of the action item.
Work in progress	State of the action item when its work begins. When an action item moves to the **Work in progress** state, the system auto-captures its start time.
Skipped	Assigned state of the action item when it is not relevant. When an action item is skipped and considered not relevant, its time fields are removed, resulting in a total time of 0.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States associated with action items (continued)

State	Description
Closed (complete, incomplete)	Final state of the action item task. When an action item has been completed, the system auto-captures its end time.

BCM managers or planners can update the action items and can reopen the ad-hoc tasks associated with them.

You can assign the action item tasks to the groups or team members by using the following fields:

- **Assignment group**
- **Assigned to**
- **Additional assignee list**

Comparison between event tasks and action items

The action items are distinct from the event tasks in crises and events. The following table outlines the differences between event tasks and action items.

Comparison between event tasks and action item tasks

Fields/Criteria	Event task	Action items
Details	• Short description • Description • Task numbers • Dependencies • Activated plan • Impacted assets • Task ID	• Short description • Description • Task numbers • Type
Assignment	• Assignment group • Assigned to • Recovery team • Additional assignee list	• Assignment group • Assigned to • Additional assignee list
Access	• Plan owner, Program manager can create/ update/delete action items. • Event recovery members can read/update action items that they are assigned to.	• Plan owner, Program manager can create/ update/delete action items. • Event recovery members can read/update action items that they are assigned to.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Comparison between event tasks and action item tasks (continued)

Fields/Criteria	Event task	Action items
Workflow	Pending -> Open -> Work in progress -> Skipped -> Closed (complete, incomplete, failed)	Open -> Work in progress -> Skipped -> Closed (complete, incomplete)
Dependencies	Yes	No
Automation	Yes	No
Orders	Yes, order is auto-calculated based on dependencies.	No, order is not calculated for the action item tasks.
Time calculation	Yes, the event tasks time is rolled up to activated plans, and impacted assets.	No, the event tasks time is not rolled up for the action item tasks.

Roles associated with action items

The following roles are associated with action items.

Roles associated with action item tasks

Role	Description
Plan owner	Can create, read, update, and delete action items when the plan owner is the event owner.
Program managers	Can create, read, update, and delete action items for all events.
Viewers	Can read all action items.
Recovery event/Plan owner	Can read and update all action items that they are assigned to.

Create task and assessment-type action items

Use integration of crisis events and Smart Assessment for creating necessary action items related to the crisis event. The action items can be of task and assessment type.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

About this task

Verify that you have created Smart Assessment templates for integrating crisis events with the Smart Assessment Engine.

Procedure

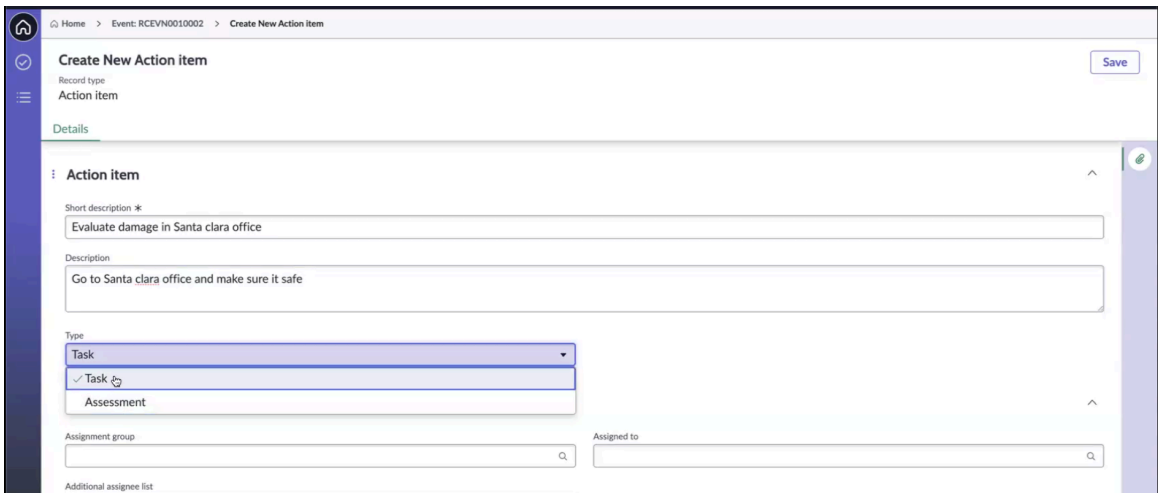
1. In the List view, navigate to **Crisis events** > **Pending** and select the crisis event in the list.
2. Report the crisis event either from the home page or from the events page by creating an event.
   a. Add the description of the event.
   b. Assign it to a user by updating the **Assigned to** field.
   c. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

An event is created in the application. You can create action items related to the event by updating the **Action items** tab, even before the event starts.

3. In the **Action items** tab of the event, select **New**.

   The Create New Action item form is displayed.

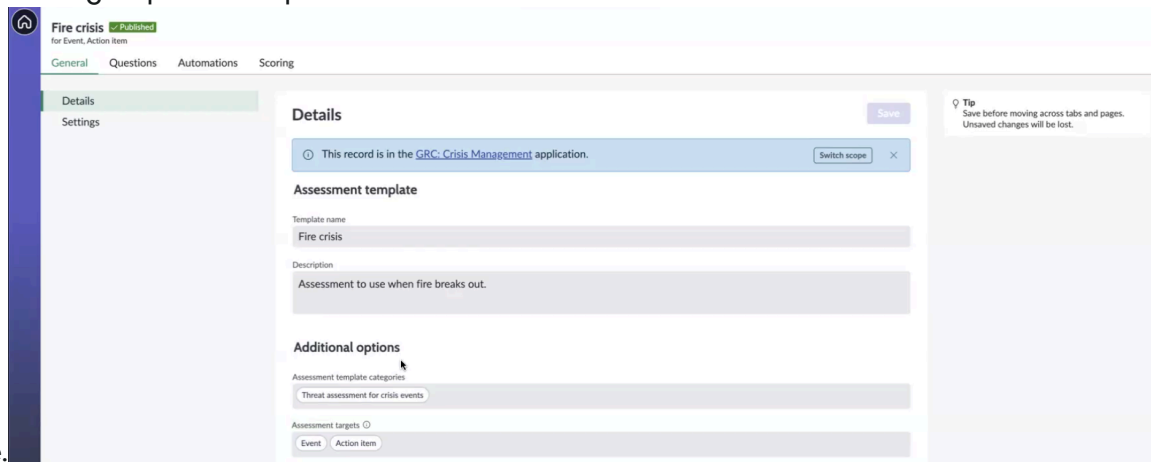


4. On the form, fill in the fields.
   For descriptions of all these fields, see Create New Action item form for crisis events.
   a. Add the description and short description of the action item.
   b. Select the type of action task by selecting **Task** or **Assessment**.
   c. Add an assignment group or a team member and an additional assignee list.
   d. Assign a due date in the Timeline section.
   e. Select **Save**.
   The Action item record is created in the **Open** state and the action item is displayed in the **Action items** tab of the event.
5. To skip the action item if it is not needed, select **Skip task**.
6. To work on the action item as a task, select **Task** in the **Type** field.
   a. To work on the action item task, select **Work in progress**.
   The state of the action item is updated to **Work in progress**. The actual start date and time for the action item task is recorded and displayed in the Actual start column of the **Action items** tab.
   b. To complete the action item task, select **Closed complete** in the action item record.
   The state of the action item is updated to **Closed complete**. The actual end date and time taken for the action item task is auto-captured and displayed in the Actual end date and Actual time taken columns of the **Action items** tab.
7. To mark the action task as an assessment, select its type as **Assessment** in **Type** field in the Create New Action item form.
   a. Select the assessment template in the **Assessment template** field.

      When you select the action task as an assessment, the **Assessment template** field is displayed in the form. The application uses Smart Assessment to perform the assessment. Ensure that BCM administrators have already created the necessary templates in the Assessment Workspace beforehand using the Smart Assessment Engine.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
To make the desired Smart Assessment templates visible in the drop-down in the action item form in the Business Continuity Workspace, verify that following steps are completed in the Assessment Workspace.



i. Select the necessary template, such as the Fire crisis template shown in the example, in the Details section.

ii. Choose the **Threat assessment for crisis events** category in the **Assessment template categories** field. If you choose a different category, the desired template will not be shown in the Business Continuity Workspace.

iii. Choose **Event** and **Action item** as the targets in the **Assessment targets** field.

iv. To read the assessment, specify the reader role, such as the core viewer (sn_bcm.core_viewer) as the minimum role, in the **Assessment reader role** field of the Settings section. Usually, the core viewer (sn_bcm.core_viewer) role is specified as it is shared across all the roles.

v. Publish the assessment template.
Only when these conditions are met, the template is available for selection in the drop-down of the action item form.

For information on setting up Smart Assessment templates, see Create an assessment template.

b. Add an assignment group or a team member and additional assignee list, select the timeline, and save the record.

c. To continue working on the action item assessment, select **Work in progress**.

d. To view responses to the assessment as another user, select **View response**.

e. To respond to the assessment as the assignee, select **Take assessment**.

f. Respond to all the questions and select **Submit**.

g. Confirm that you have reviewed the answers and select **Submit** again in the modal.
Your response is submitted and a confirmation is displayed on the screen.

h. To complete the action item assessment, select **Closed complete**.
The state of the action item assessment is updated to **Closed complete**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. To re-trigger the action task, select **Re-trigger**.
9. To save the action task, select **Save**.
   This step completes the workflow of the action item record.

Create New Action item form for crisis events

Use the Create New Action item form in the BCM Configurable Workspace to add action items about a crisis event.

Create New Action item form

For a description of the field values, see the table.

Create New Action item form

Field	Description
Details tab	
Number	Auto-assigned number for the action item record, for example, EVNITM0010020.
Short description	Short description of the action item.
Description	Detailed description of the action item.
State	Auto-assigned state of the action item record.
Type	Type of the action item to choose from. Available options are: • **Task** • **Assessment**
Assessment template	Template based on the Smart Assessment Engine.
Assignment details	
Assignment group	Assignment group that the action item is assigned to.
Additional assignee list	Additional assignee list for the action item.
Assigned to	User that the action item is assigned to.
Timeline	
Actual start	Actual start date and time for the action item.
Actual time taken	Actual time taken for the action item in days, hours, minutes, and seconds.
Actual end	Actual end date and time for the action item.
Due date	Due date for the action item.

Create a similar tasks group in a crisis

Identify and group similar or duplicate tasks related to a crisis event using the **Similar tasks groups** tab. Grouping similar tasks helps you to optimize event task management and minimize redundant work.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_bcm.planner, sn_bcm.program_manager

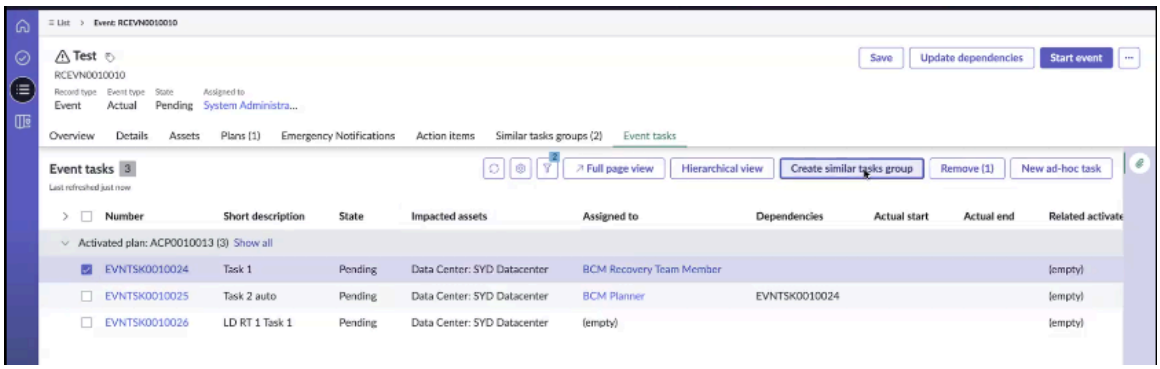
About this task
You can create a similar tasks group and add tasks to it only in the **Draft** state of the event.

For information on identifying and grouping duplicate event tasks, see Grouping similar event tasks in events.

For information on the state changes for event tasks in similar tasks groups, see State changes for event tasks in groups.

Procedure
1. Navigate to **Workspaces** > **Business Continuity Workspace** > **Exercises** > **Pending** and select the event from the list.
2. To create a similar event tasks group, use one of these options.

   - Choose similar event tasks in the **Event tasks** tab and select the **Create similar tasks group** UI action.

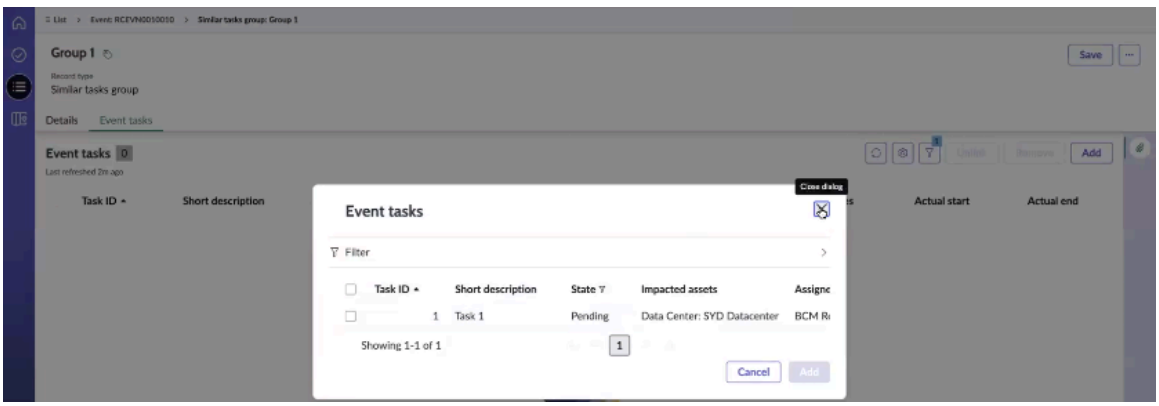


     a. In the Create similar tasks group, add a name for the group and select **Create**.

     b. Verify that the group is created and shows up in the Similar tasks groups list.

   - Add event tasks from the **Similar tasks groups** tab by completing these steps:

     a. Select **New** in the **Similar tasks groups** tab and select **Save**.



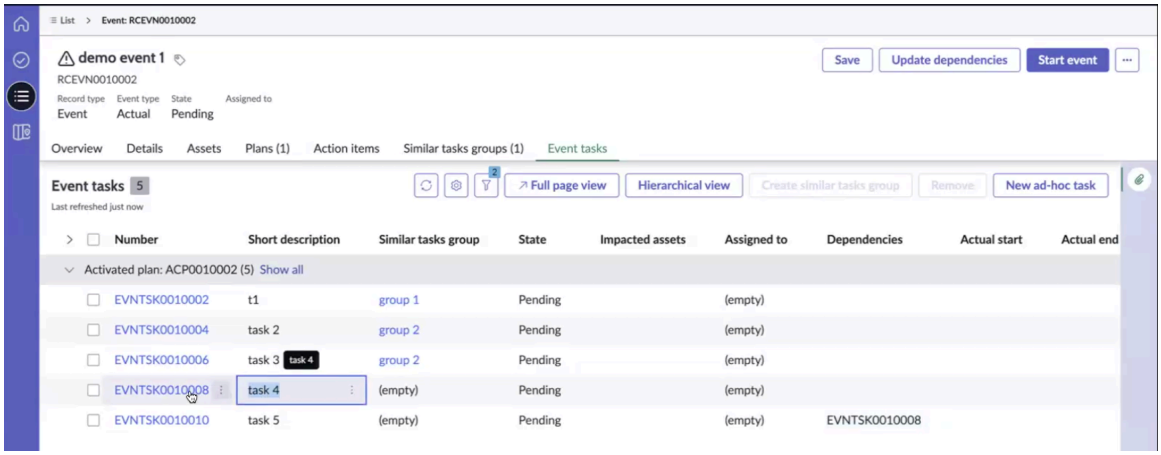
     b. From the **Event tasks** tab in the group, select **Add**, choose applicable tasks from the tasks list, and select **Add**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Applicable event tasks are added to the Similar tasks group.

Note:
When you select **Add** in the **Event tasks** tab, the modal displays only applicable event tasks, helping to prevent cyclic dependencies.

To add events tasks with dependencies to the Similar tasks group, a cyclic dependency validation check is performed by the system. An event task and its dependent event task cannot be added to the same similar task group. For example, if you add task 4 into an event task group and task 5 is dependent on task 4, then task 5 cannot be added into the same group as task 4 as shown in the example.



When an event starts, the system identifies the first executed event task as the original task. Other similar tasks are marked as duplicate tasks in the group.

Note:
The **Original task** field in the Similar tasks group is automatically assigned when the event task begins execution and cannot be edited manually at any point.

When an event starts, a task with dependencies remains in the **Pending** state until its dependencies are resolved. Once the dependencies, such as EVNTSK0010008 in the example, are closed, the task moves to the **On hold** state.

3. To remove an event task from the group, select **Unlink** in the Similar tasks group record.
   The event task is removed from the Similar tasks group.
4. To delete the event task, select **Remove**.
   The event task is deleted from the event.

Request an approval and approve the crisis event

Approve the crisis event in BCM UIB Workspace.

Before you begin

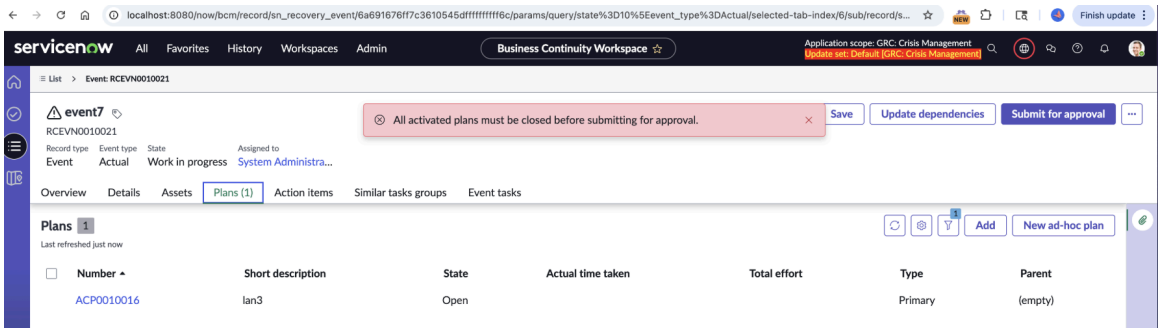
Role required: sn_bcm.planner, sn_bcm.program_manager

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. In the List view, navigate to **Crisis events** > **Pending** and select the crisis event in the list.
3. Log in as the approver of the event and select the Event in the List view.
4. Verify that all activated plans are closed; close the open plans before submitting the event for an approval.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Submitting an exercise or actual event for approval when an activated plan is still in the **Open** state results in an error message: `All activated plans must be closed before submitting the event for an approval.`



5. Select **Submit for approval**.
6. Select **Approve**.
7. Select **Save**.
8. Select **Closed Complete**.
   You can update the state of the event to **Closed Complete**.
9. Select **Closed Incomplete**.
   You can update the state of the event to **Closed Incomplete**.

Structured workflows for Crisis map

You can use the Crisis map interface in BCM Configurable Workspace to receive alerts on possible threats for the business operations of your organization. You can then manage the alerts by initiating response workflows.

Typically, the BCM program manager performs the following tasks to manage the alerts from the Crisis map interface:

- Manage the alerts in Crisis map. For more information, see Manage alerts from the map interface.
- Set controls in Crisis map to customize the alerts. For more information, see Set controls to customize the alerts.
- View resource layer clustering in Crisis map. For more information, see Select resource layer clustering.
- Monitor the assets within the impacted area in Crisis map. For more information, see Monitor assets within the impacted areas.
- Initiate response workflows for crisis management. For more information, see Initiate the response actions.

Additional information on Crisis map

- For information on the Crisis map view in BCM Configurable Workspace, see Crisis map view.
- For information on the threats, feeds, and alerts in Crisis map, see Crisis map interface.
- For information on the administrative tasks in Crisis map, see Setup for Crisis map.

Adopting UIB page for improved performance

Beginning with the Xanadu release, the Crisis map application is now built with a UI Builder (UIB) page. Previously, the single-use component limited the ability to customize the user interface

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

(UI), add filters, or modify the design in the Crisis map. By adopting the UIB page, you can gain full control over the implementation, enabling you to extend support for your specific use cases.

Limitations of a single-use component used in prior releases

The single-use component in the Crisis map application had several limitations.

- Lack of configuration flexibility: The component was not open for configuration, limiting options to customize the user interface (UI).
- Limited customization options: It restricted the ability to change the design of elements such as cards, add different filters or sorting options, or update other features on the page.
- Restricted tailoring: It limited the ability to tailor the application to meet specific needs.

Benefits of adopting the UIB page

Adopting the UIB page in the Crisis map application offers the following benefits.

Configuration flexibility

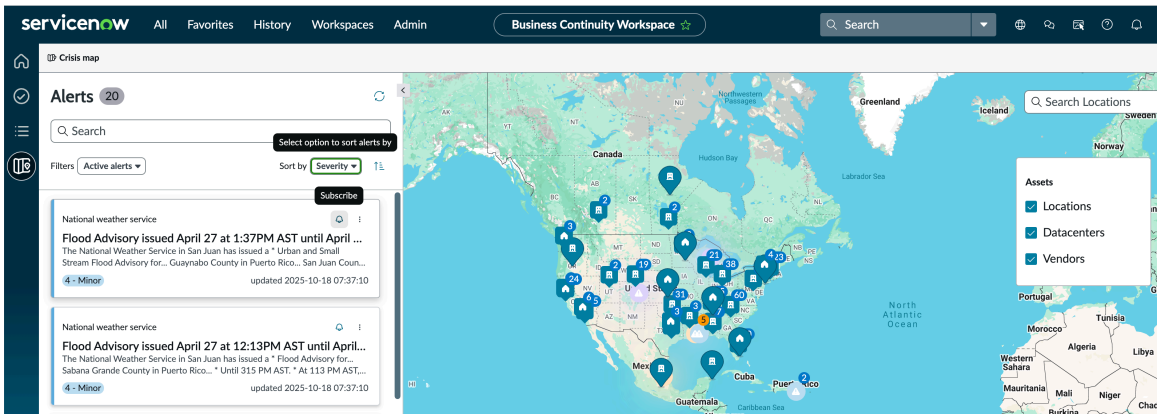
The UIB page provides full control over the implementation, and enables you to extend it for your own use case. It also helps you to minimize development efforts and offers more configuration options. You can filter alerts based on their state (active or inactive), severity level, location (regions), and source. This setup enables you to fine-tune details, perform searches, and edit actions on the alerts, making it easier to locate both alerts and assets on the map. Additionally, you can set secondary values for the alerts in the Details card.

Accessibility

The FAM Map [sn-fam-map] component used earlier for the map was outdated and no longer supported new updates or defect fixes. It also had various accessibility issues. Replace the FAM Map [sn-fam-map] component with the Geomap component addresses these accessibility issues and enables for the implementation of new features, as the old component has been deprecated.

Actions on the alerts

The Crisis map application now includes enhanced functionality such as listing alerts, sorting by severity, and displaying resources such as locations, vendors, datacenters, as shown in the illustration.



Actions on the alerts: You can perform the following actions on the alerts in the map:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Select the **Sort by** option to sort the alerts by their **Severity**, **Created**, and **Updated** options.

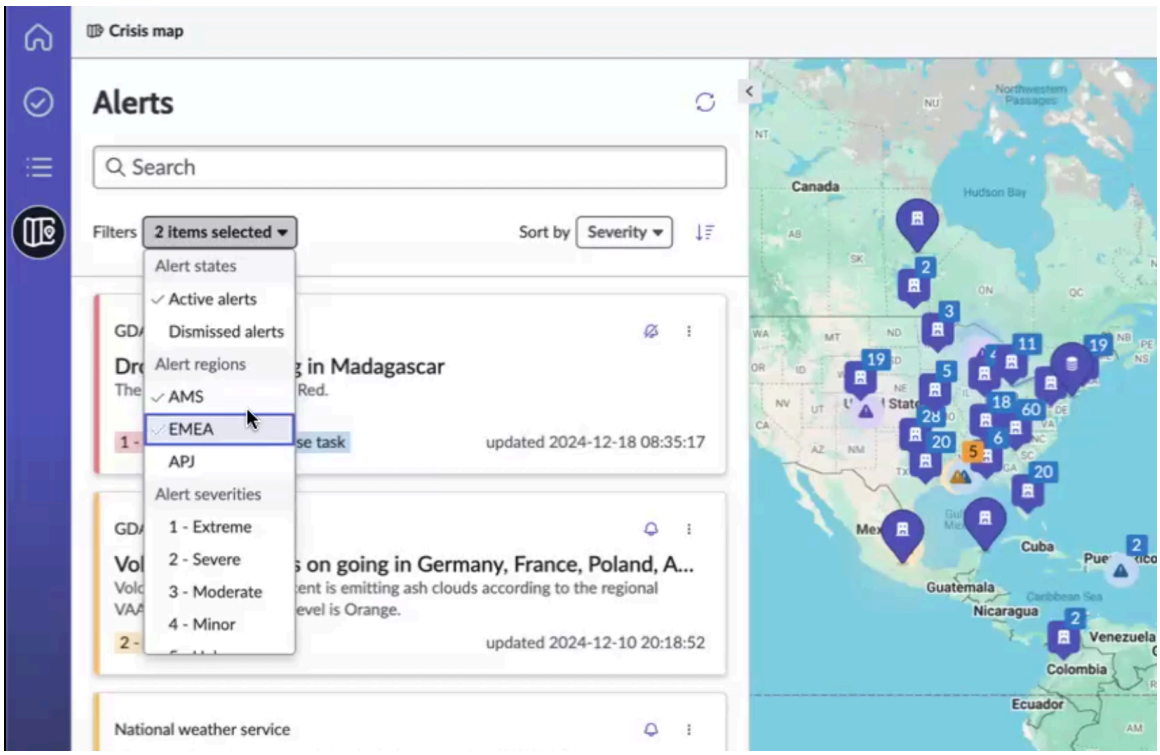
  You can also use the sorting icon to sort the alerts in an ascending or descending order.

- Select the icon to subscribe to an alert. A subscription notification, such as `Alert subscribed: Drought is ongoing in Madagascar` is displayed on the screen.

- Select the icon to open or dismiss an alert. Actions related to an alert are recorded and displayed in the Activity panel of the alert record.

Additional filters for the alerts

Additional filters on the map, such as region and severity, enhance alert visibility. Previously, you could only filter between active and dismissed alerts. Now, you have more options to filter the alerts as shown in the example.



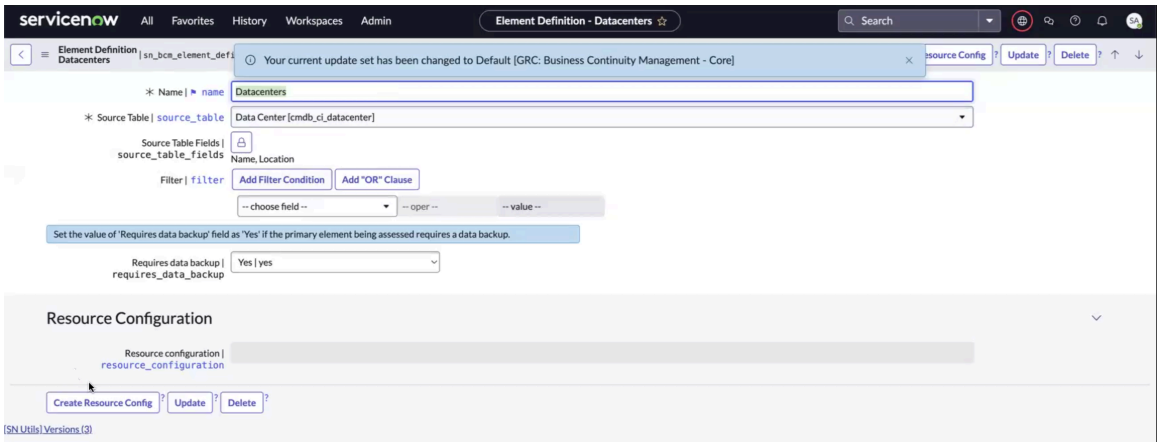
1. Alert states: Filter alerts by their states such as Active alerts or Dismissed alerts.
2. Alert regions: Filter alerts by region, for example, Americas or both Americas and EMEA.
3. Alert severities: Filter alerts by severity, for example, red or both red and yellow.
4. Search functionality: Filter alerts by searching multiple fields.
   - Source: Searching for the source such as GDAC shows all alerts from the GDAC feed.
   - Alert name: Search for specific alert names, for example, Madagascar Star.
   - Severity: Search alerts by their severity level such as Extreme, Severe, Moderate, Minor, or Unknown alerts.
   - Description: Search an alert by its specific description or by using a phrase from the description. For example, searching for Level of strength shows you alerts that include this phrase in their description.

These new filters and search options provide more flexibility and control over the alerts that are displayed on the page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

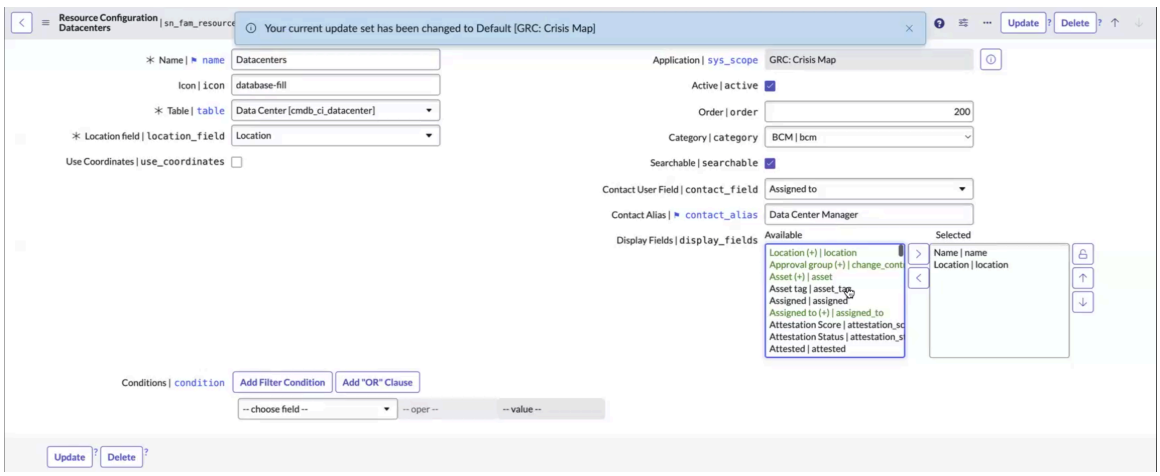
Resource configuration

Custom icons and fields: The resources on the map such as Locations or vendors are defined in the BCM element definition table, with options to specify icons, tables, and location fields. You can update the element definition record to add a resource as shown in the example, which adds the Datacenters resource to the map.



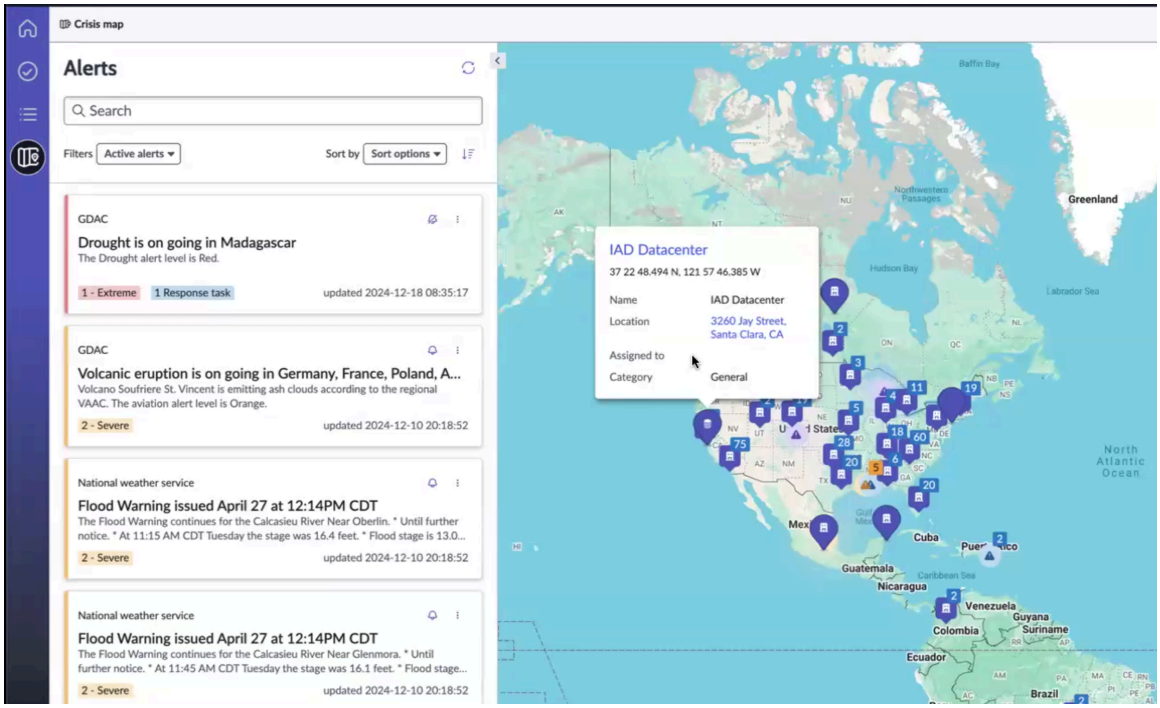
Only active resources within the BCM category are displayed. You can also configure which fields are displayed when a resource, such as the name, location, and additional information, is selected.

The **Display Fields** in the resource configuration are used to customize the information shown on the map. You can add fields such as **Assigned to** and **Category** to show the person assigned to the data center and the categories. You can also remove fields that are no longer needed. Additionally, you can add filter conditions to show only the records that match your specific criteria. For example, setting a filter for a specific name displays only the data centers that match that name as shown in the example.



This condition helps you to view relevant fields and analyze a focused view of the data in the map.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Starting with BCM release 9.0.x, the Crisis map application has been enhanced. You can now display more than 10,000 resources on the map. Similarly, the application handles more than 1,000 alerts without any performance issues.

For information on creating a Resource configuration in Crisis map, see Configure Resource Configuration records.

Alert details page

When you select an alert, the map zooms into a smaller area centered on the latitude and longitude of the alert, providing a focused view of the specific location.

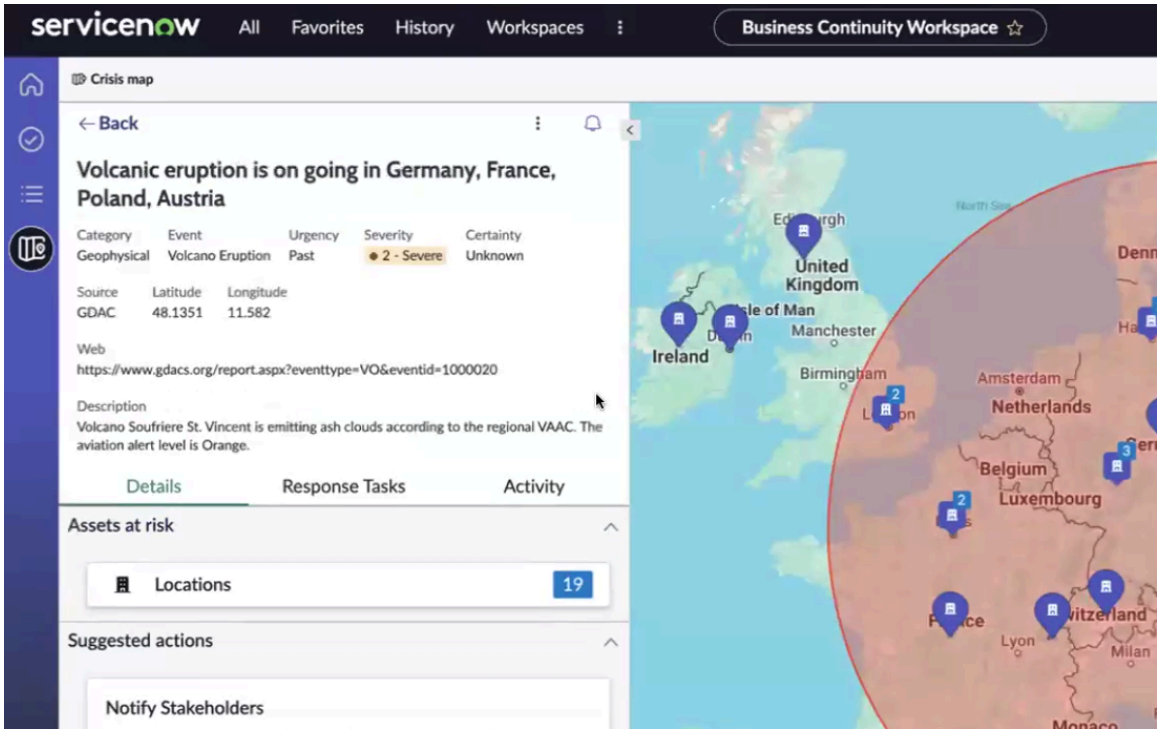
In the alert details, additional information on the alert is listed.

1. Alert name
2. Secondary values, similar to those in the Workspace.

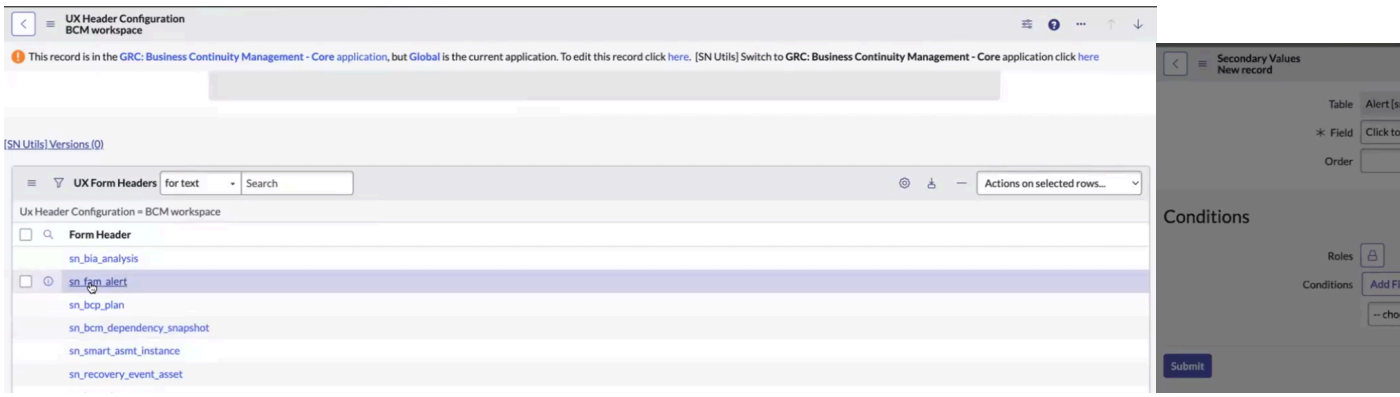
Starting with BCM release 9.0.x, pagination has been added for alerts, which improves readability for the users.

These secondary values are now configurable. Previously, they were fixed, but you can now customize them to better suit your needs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can configure these secondary values by navigating to **UX Header Configuration** > **BCM Workspace** > **UX Form Headers (sn_fam_alert)**. You can select the alert that you want to modify and choose which secondary values you want to display or remove as shown in the sample configuration.



For information on the form headers, see Set up a form header in Configurable Workspace.

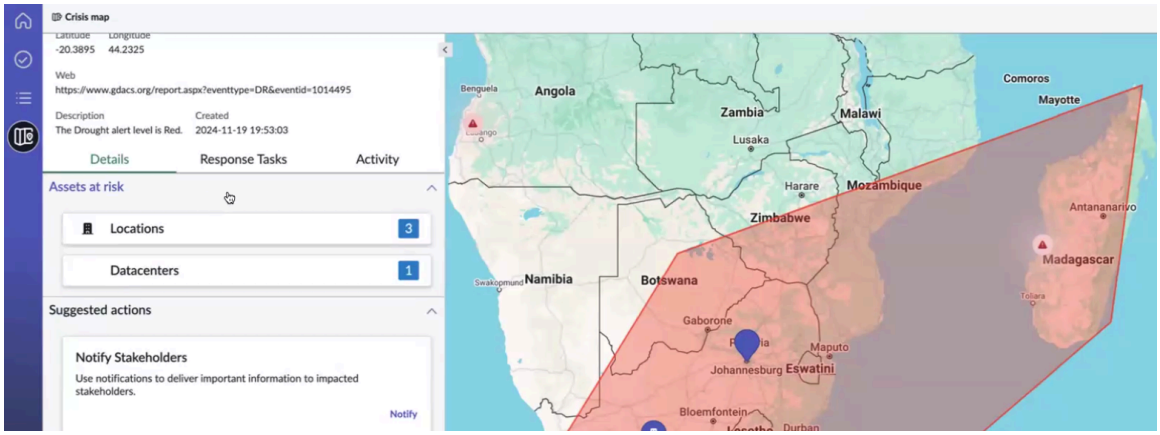
Zoom and focus: Selecting on an alert zooms the map to a smaller area centered on the alert's location.

Configurable secondary values: The alert details page now includes configurable secondary values, such as urgency, severity, category, enabling you to add more fields to the display. The secondary values are applied to all the alerts in the list.

The Assets at Risk section is displayed on the **Details** tab of an alert. The **Response Tasks** tab shows secondary values such as the Response task number, Title, State, Assigned to, Created.

The Assets at Risk section as shown in the example provides an overview of all assets associated with an alert. You can view the at-risk assets by selecting each element definition, to monitor which assets are at risk for a specific alert.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The suggested actions for an alert are displayed in the Alert panel. These actions include steps like notifying stakeholders (with a feature to send emails), creating response tasks, and clearing crisis events. Custom alert actions can also be implemented using scripts.

Custom alert actions

You can add custom alert actions by searching for them in the Alert Actions section. Two base system alert actions are provided, which include a model for user input. For custom alert actions, you can implement your own scripts, but currently, these scripts run without any input or custom model.

For example, if you select the **Test Script** action, it runs a script without any input. You can check the log to confirm that the script has been executed. The log shows a message indicating that the test script alert action has run.

You can add custom scripts for alert actions, and the system supports both base system and custom actions. This migration promotes better configuration, accessibility, and future support for the Crisis map application for the users. For information on alert actions, see Configure alert actions.

Enhanced user experience and accessibility

Various accessibility issues in previous Crisis map releases have been resolved with the implementation of the Geomap [sn_geo_map] component, which has replaced the FAM Map [sn-fam-map] component and the user experience has been enhanced.

Manage alerts from the map interface

Manage alerts from the Crisis map interface to identify threats and their geo-locations relative to your assets. You can open alerts for details, dismiss them when resolved, adjust the impacted area boundaries, or undo recent changes.

Before you begin

Role required: sn_bcm.admin or sn_bcm.program_manager

About this task

The Crisis map interface has been optimized to handle over 10,000 resources and more than 1,000 alerts without performance issues.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace** and select the **Crisis map** icon in the list view.
2. Select an alert record.

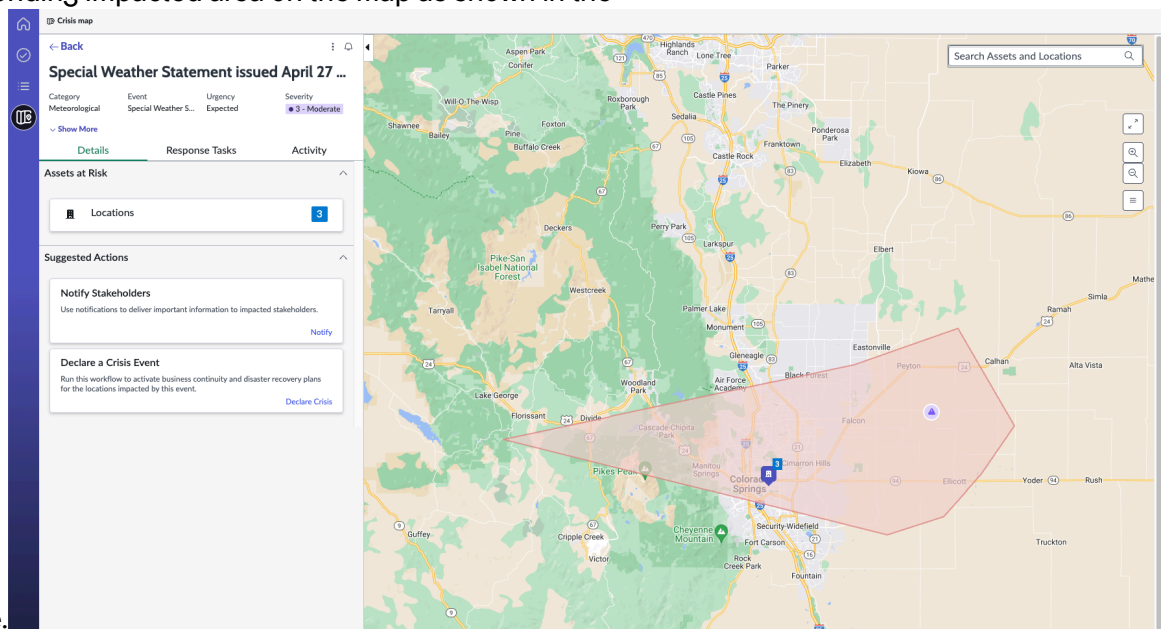
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Starting with BCM release 9.0.x and later, pagination has been added for alerts, which improves readability for the users.

This action opens the alert record in the **Alerts** panel. You can view the details of the record in the header of the record.

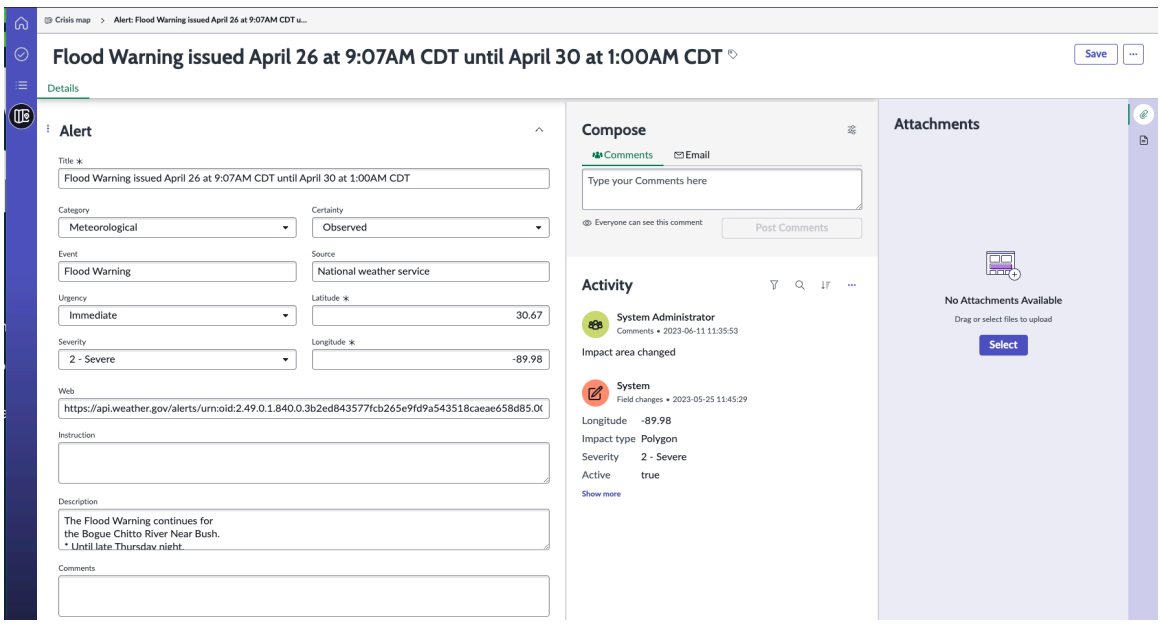
In the **Details** tab, you can view the assets at risk in the **Assets at Risk** section. You can view the suggested actions such as **Notify Stakeholders** or **Declare a Crisis Event** in the **Suggested Actions** section.

You can open the detailed view of an alert and view its corresponding impacted area on the map as shown in the example.



3. Open the alert details in the form view by selecting the **Open Alert** option in the **Alert menu** icon (⋮).

This action opens the record on a separate **Details** tab as shown in the example.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. View the response tasks associated with the alert in the **Response Tasks** tab.
5. Monitor the activity on the alert and add your comments in the **Compose** section of the **Activity** tab.
6. Sort the alerts with the **Sort by** option.
   You can sort the alerts by their **Severity**, **Created**, and **Updated** options. You can also use the sorting icon to sort the alerts in an ascending or descending order.
7. Subscribe to an alert using the icon.
   When an alert or its source feed item is updated, you receive the workspace notification, such as `Alert subscribed: Drought is ongoing in Madagascar`, which is displayed on the screen.
8. Open an alert with the **Open alert** option in the icon.
   The alert form is displayed. If you want to edit the alert, you can make necessary changes and select **Save**.
9. Dismiss an alert using the **Dismiss alert** option in the icon.

   If the alert doesn't pose a threat currently to your employee locations, datacenters, core companies, or any of your business establishments, you can dismiss the alert. If you know that the alert wouldn't hamper your business operations, you can dismiss it in the list view as well as in its detailed view.

   When you dismiss an alert in the list view, it's removed from the list. When you dismiss an alert from the detailed view, it's removed and you return to the list view to review the remaining alerts. In both cases, you can see a confirmation message about the dismissal of the alert.

   A message is displayed on the screen that the alert is dismissed.
10. Edit an impacted area using the **Alert menu** icon.

    a. Select the **Edit Impact Area** option.

    b. In the Edit Impacted Area pop over that opens on the map, select either **Custom Shape** or **Custom Radius** depending on the shape of the impacted area.
       - Select **Custom Shape** if the impacted area is polygonal shape.
       - Select **Custom Radius** if the impacted area is a circle.

    c. Select and drag the vertex on the boundary of the impacted area to include the asset location.

    d. Select **Save**.

    e. To revert the impacted area, select the **More options** icon and select **Revert impacted area**.

Set controls to customize the alerts

Set controls in the Crisis map interface in BCM UIB Workspace. You can then customize the alerts for assets, locations, and so on.

Before you begin

Role required: sn_bcm.admin or sn_bcm.program_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace**.
2. Select **Crisis map** in the list view.

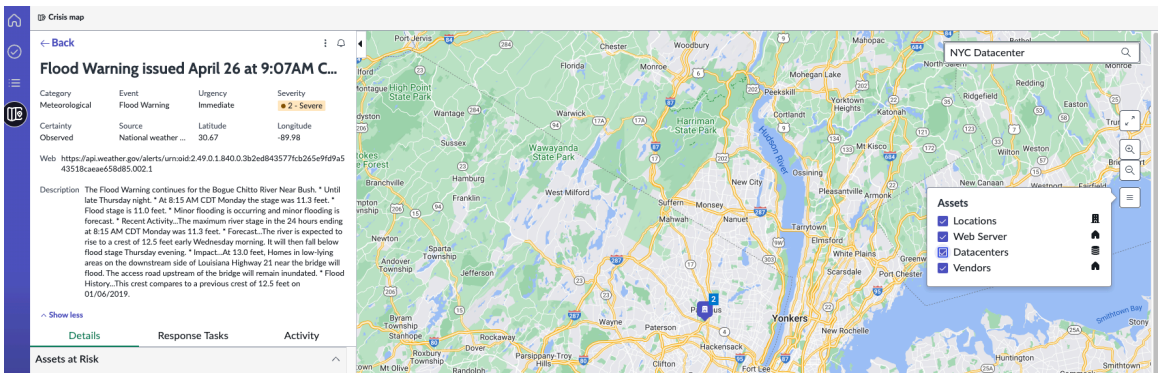
   The Workspace view is divided into two sections: the alerts list and the map view.

3. Select the **Search assets and locations** search field in the map view and enter the location or datacenter that is impacted by an alert.

   When you search for a location, the results display a combined list of your company records (showing their display values and icons) along with Google map pin icons. If you aren't sure of both the employee locations or datacenters, then use the Layers control.

4. Change the zoom level of the map and view specific areas with the **zoom-in** and **zoom-out** control buttons.
5. Select and display the assets on the map using the **Layers** icon.

   The assets such as **Locations**, **Web Servers**, **Datacenters**, or **Vendors** are displayed on the map as shown in the example.



6. Clear the map of all the search results with the **Reset** icon.

Select resource layer clustering

Select resource layer clustering in the Crisis map within the BCM Configurable Workspace to view assets or resources on the map.

Before you begin

Role required: sn_bcm.admin or sn_bcm.program_manager

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace** and select **Crisis map** in the list view.
2. Select the **Layers** icon.

   The layers on the map appear just as pins on a Google map and are configurable. All the layer details like the asset locations, assets, datacenters, and core companies are displayed on the map by their configured icons.

   Use the layers control to view only the selected or all assets that can be toggled on and off on the map. As a crisis manager, you can review active alerts and focus on individual assets that require immediate attention.

3. Display a selective resource or asset on the map by selecting the check box of that asset.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The icons of the selected asset are displayed on the map. Layer icons are displayed within black borders, whereas alert icons are within a white circle.

4. Select the **Asset** icon on the map to view its details.

   For example, when you select a datacenter icon without a count indicator, a popover displays the information configured in the Resource Configuration table [sn_fam_resource_config].

   If you configure the **Power** and **Power consumption** fields from the datacenter table [cmdb_co_datacenter] as display fields in the Resource Configuration form, the popover shows the datacenter's power consumption details and location coordinates.

5. Select the **Asset** icon with a number next to it.

   The map zooms in to show all the assets that match with the count in that cluster. You can further select each asset within the cluster and drill down to any asset to view its details on the popover.

   You can view only one popover at a time. When you select another node, the popover disappears.

6. Select the **Reset** icon in the map to clear the search results on the map.

Monitor assets within the impacted areas

Monitor at-risk assets in the Crisis map within the BCM Configurable Workspace when alert threats appear near your business locations. This functionality enables you to protect resources in impacted areas and help prevent significant losses to your organization.

Before you begin

Role required: sn_bcm.admin or sn_bcm.program_manager

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace** and select **Crisis map** in the list view.
2. Select an alert record to open the alert in its detailed view.

   You can see various details of the alert on the form header.

   - Alert title
   - Category
   - Urgency (Immediate or expected in the future)
   - Severity in terms of loss
   - Certainty as to how likely it can strike
   - Source of the alert feed
   - Coordinates of the impacted area
   - Source or website from where the feed alert was received
   - Description

3. Expand the **Assets at risk** section to view all the listed assets that are at risk.
   The **Assets at risk** lists locations, datacenters, and core companies that lie within the impacted area of the alert. It also displays the count as to how many of these assets are impacted. You can view the impacted area on the map and take any of the suggested actions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The boundary of the impacted area for the alert on the map is marked in mauve color. You can view the assets that are at risk within this impacted area on the map. If one of your location, datacenter, or a core company is impacted by the alert, you can edit the impacted zone to include the asset.

4. Save or bookmark the URL of the alert to open the detailed view of the alert directly anytime.
5. Select an asset card like a location or datacenter in the **Assets at risk** section.
   The list view of the records opens up in a new tab.
6. View asset details by selecting the record link in the **Name** column.
   You can view the complete details of the asset including its latitude and longitude.

Initiate the response actions

Initiate the response workflows for your recovery teams in BCM UIB Workspace. You can then notify the stakeholders and help them respond to the threat and take the necessary actions.

Before you begin

Role required: sn_bcm.admin or sn_bcm.program_manager

Procedure

1. Navigate to **Workspaces** > **Business Continuity Workspace** and select **Crisis map** in the list view.
2. Select an alert record.

   While viewing the alerts and their severity, you can initiate appropriate actions and trigger Crisis Management workflows for the respective stakeholders to respond and act on the crisis. The **Suggested Actions** section lists various responses that you can initiate.

   Notify Stakeholders

   Notify important stakeholders of the assets that are at risk because of the alert.

   Declare a Crisis Event

   Start an event to activate the recovery tasks to recover the assets with a recovery team.

3. Notify stakeholders of the impending crisis by email using the **Notify** button in the 'Notify Stakeholders' card.
   In the modal window that opens, identify the concerned person or persons and communicate the information to them. It's a two-step process, where you identify the audience and draft an email to send it to them.

   a. Select an audience from the list in the Notify Stakeholders pop-up.
      You can select an additional audience from the list whom you think must be notified too.

   b. Select **Next**.

   c. Verify the alert details as described in step 2 of the process and draft an appropriate email in the **Email Body** field.

   d. Select the **Send Notification** button.
      You get a message that the action is executed.

4. Activate a business continuity or disaster recovery plan for impacted locations by selecting **Declare Crisis** in the 'Declare a Crisis Event' card.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Enter a brief description of the crisis event in the Declare a Crisis Event form that opens and select **Next**.

b. Select the assets at risk that are within the radius of the threat alert.

c. Select the **Start Crisis Event** button.

When you trigger these actions, separate scripts run to trigger the alert notify action and the declaration of the crisis event. A message appears to confirm that your actions are executed. You can navigate to the **Response Tasks** tab to view the action and recovery event details.

All the assets at risk are copied over to the Event Assets table [sn_recovery_event_asset] that is related to the event [sn_recovery_event].

What to do next

1. If it's a recovery event, select anywhere on the **Response Tasks** card to take you to the event details.
2. In the **Details** tab of the event, update the details if necessary.
3. Select the **Start Event** button. The event for the crisis is then activated. All the associated plans for this recovery event and the tasks associated with it are set into action. The Crisis Management workflow begins to recover the impacted assets. For more information, see Crisis events.

   All the assets at risk are copied over to the Event Assets table [sn_recovery_event_asset] that is related to the event [sn_recovery_event].

Sending notifications with Everbridge

You can send an emergency notification with Everbridge in BCM Configurable Workspace and inform the stakeholders about a crisis event.

Typically, the BCM program manager sends out the emergency notifications to the stakeholders. For more information on creating an emergency notification, see Create emergency notifications.

Additional information on Everbridge

- For information on the emergency notifications in Everbridge, see Emergency notifications in Everbridge.
- For information on the setup tasks for Everbridge, see Setup for Everbridge notifications.

Status of emergency notifications

When you send an emergency notification for a crisis event with Everbridge, it creates a corresponding incident along with a notification. You can track the notification delivery and monitor its status in the Business Continuity Workspace until it's successfully delivered to the contacts from Everbridge.

Status flow for an emergency notification

The status flow for an emergency notification lists different states of an emergency notification in Everbridge. The short description of the event in the Business Continuity Workspace is created as an incident with a notification in Everbridge.

Notification state

The emergency notification that is created and sent from the ServiceNow Business Continuity Management Workspace is tracked in the **Notification state** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Communication status

The emergency notification that is received in Everbridge and the different stages to which it moves until it's delivered are tracked in the **Communication status** field.

Emergency notification workflow status

Notification state	Communication status
Draft: The draft of the notification is stored in Business Continuity Workspace.	**None**
Attempting to send: The notification is being sent from Business Continuity Workspace.	**None**
Error: An error occurs in creating the notification in Everbridge.	**None**
In Progress: The notification is successfully created in Everbridge.	**Active**: A notification is created and is active. An incident and a notification for the incident are created. The notification remains active for the duration set in Everbridge.
Stopped	**Stopped**: Notification is stopped from being sent.
Sent	**Sent**: After the set duration has elapsed, the state moves to Sent.
Completed: The notification is sent.	**Completed**: The state moves to Completed.

Create emergency notifications

Create an emergency notification in BCM UIB Workspace. You can then use Everbridge to notify the stakeholders.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager, or sn_bcm.admin

Procedure

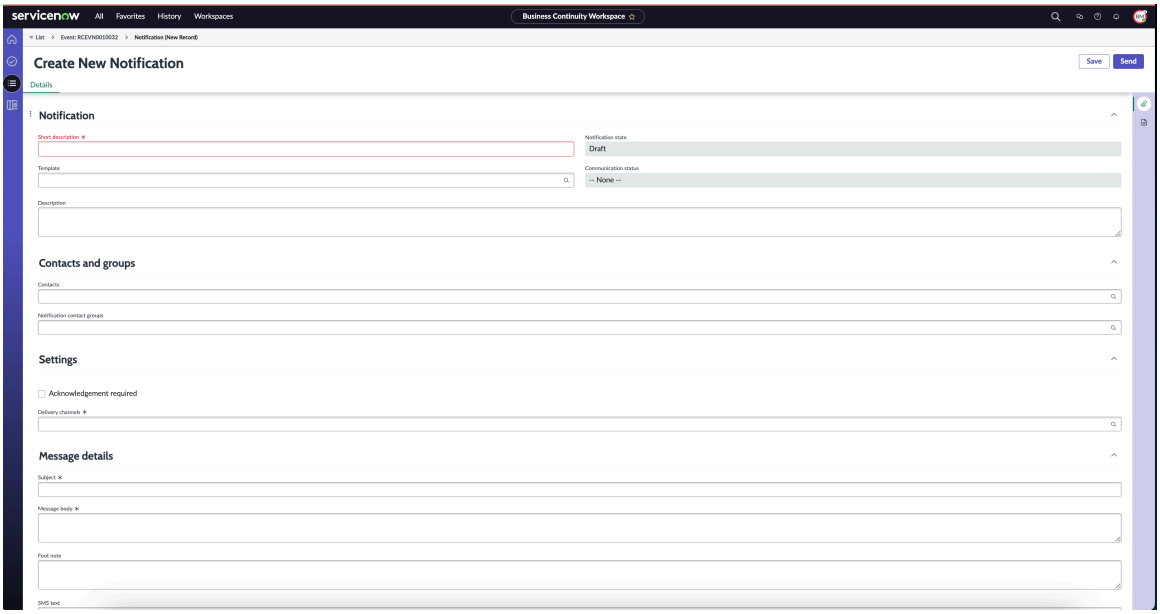
1. Navigate to **Workspaces** > **Business Continuity Workspace** and select **Crisis events** in the list view.
2. Select the record in the **Pending** state.

> **Note:**
> If the **Exercise Method** is **Functional**, then you can create an emergency notification for an exercise event.

3. Open the event record link from the **Number** column.
4. Select the **Emergency Notifications** tab and choose **New**.

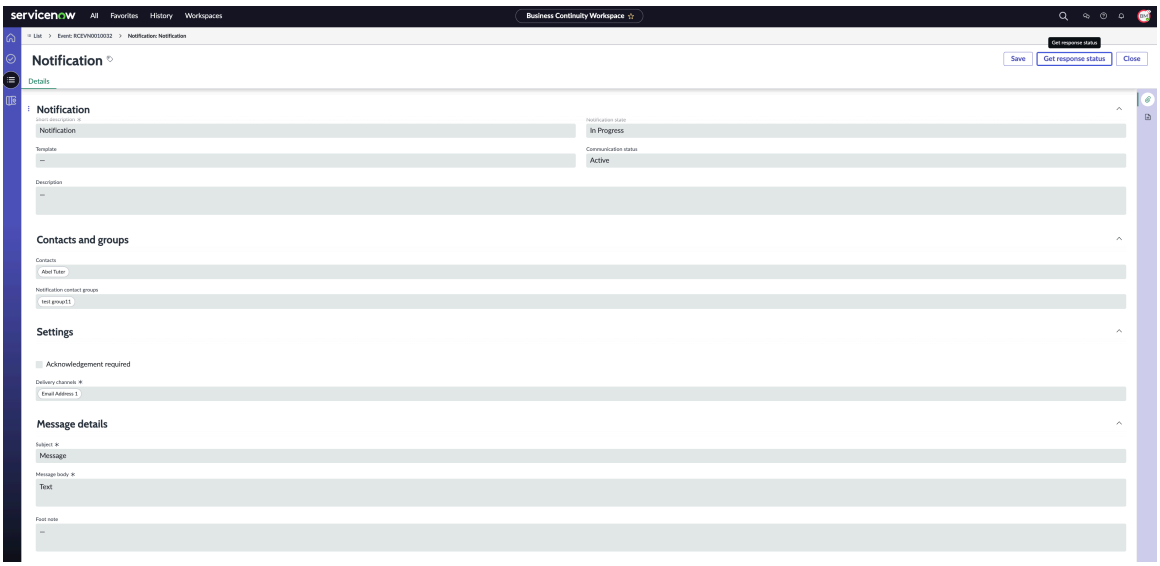
The New Notification form is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. On the form, fill in the fields.
   For more information on the fields in the form, see Create New Notification form.
6. To save the notification and send it later, select **Save**.
7. Select **Send**.

   It creates a notification in Everbridge as shown in the example.



   When you create and send a notification for a crisis event in Business Continuity Workspace, a corresponding incident is created along with a notification in Everbridge.

8. Refresh the page and verify that the notification was sent without any errors.
   If the notification isn't sent due to an error, the Notification state moves to **Error**.
9. Select **Get response status** to retrieve the notification status from Everbridge for contacts in the **Communication status** field.

   Before you submit an event for approval, all the notifications that are **In Progress** must be closed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Select the link to the emergency notification record in the Number column to delete a notification that is in **Draft** or **Error** state.

> **Note:**
> You can't delete a notification that is in the **Attempting to send**, **In Progress**, or **Completed** state.

b. Select **Delete** in the **More** actions icon.

10. Select **Save**.

> **Note:**
> Now that the event is closed and the corresponding incident in Everbridge is also closed, you can't create any more notifications for this event.

Create New Notification form

Use the Create New Notification form in BCM UIB Workspace to add details about an emergency notification.

Create New Notification form

Field	Description
Short description	Title of the emergency notification.
Template	Preconfigured template that has the subject of the mail and the delivery channels for the contacts.
Notification state	State of the notification in the ServiceNow workspace.
Communication status	State of the notification in Everbridge.
Description	Description of the notification.
Contacts and Groups	
Contacts	Persons to whom the notification is sent. Contacts that are successfully synced with Everbridge are listed.
Notification contact groups	Groups of contact to whom the notification is sent. Successfully synced contact groups are listed.
Settings	
Acknowledgement required	Option for requiring acknowledgement from contacts for received notifications.
Delivery channels	Communication channels that are used for sending the notification.
Message Details	
Subject	Title of the notification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Notification form (continued)

Field	Description
Message body	Introductory text message for the notification. If a template is selected, then the message details are auto-populated from the template.
Foot note	Closing message for the notification.
SMS text	Text message sent through short message service (SMS).

Using BCM Classic Workspace

This section provides information on managing the business continuity tasks in Business Continuity Management classic Workspace.

Support for BCM Classic Workspace

Starting with the Vancouver release, the BCM Configurable Workspace provides the latest user experience. Using the BCM Configurable Workspace will ensure a smooth transition post Xanadu release.

The BCM Classic Workspace is an obsolete user interface that will not be compatible with the new features and enhancements introduced with the Xanadu release. If you continue to use the BCM Classic Workspace after the upgrade, you may encounter issues and errors that will not be supported by ServiceNow®.

To avoid any disruptions, transitioning to the BCM Configurable Workspace before or immediately following the Xanadu release will offer the latest functionality and the best user experience.

For information on managing your business continuity tasks in BCM Configurable Workspace, see Managing BCM workflow tasks.

Customizing the Business Continuity Management classic Workspace

You can set up the basic settings and features in the Business Continuity Management classic Workspace for your specific requirements.

For information on how to configure commonly used custom components in BCM classic Workspace, see the KB1442692 article.

Note:
You must log in to Now Support to view the Knowledge Base articles.

Migrating reports and custom changes to BCM UIB Workspace

If you are an existing customer of the Business Continuity Management application and you have customized UI actions, you must migrate those actions to BCM UIB Workspace.

The UI actions that were shipped with the Business Continuity Management application have been migrated to the BCM UIB Workspace as part of the Business Continuity Management application software.

If you have customized few UI actions for your specific requirements, you must migrate them manually to the Business Continuity Management UI Builder Workspace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For information on how to migrate reports and custom changes to BCM UIB Workspace, see the KB1444397 article.

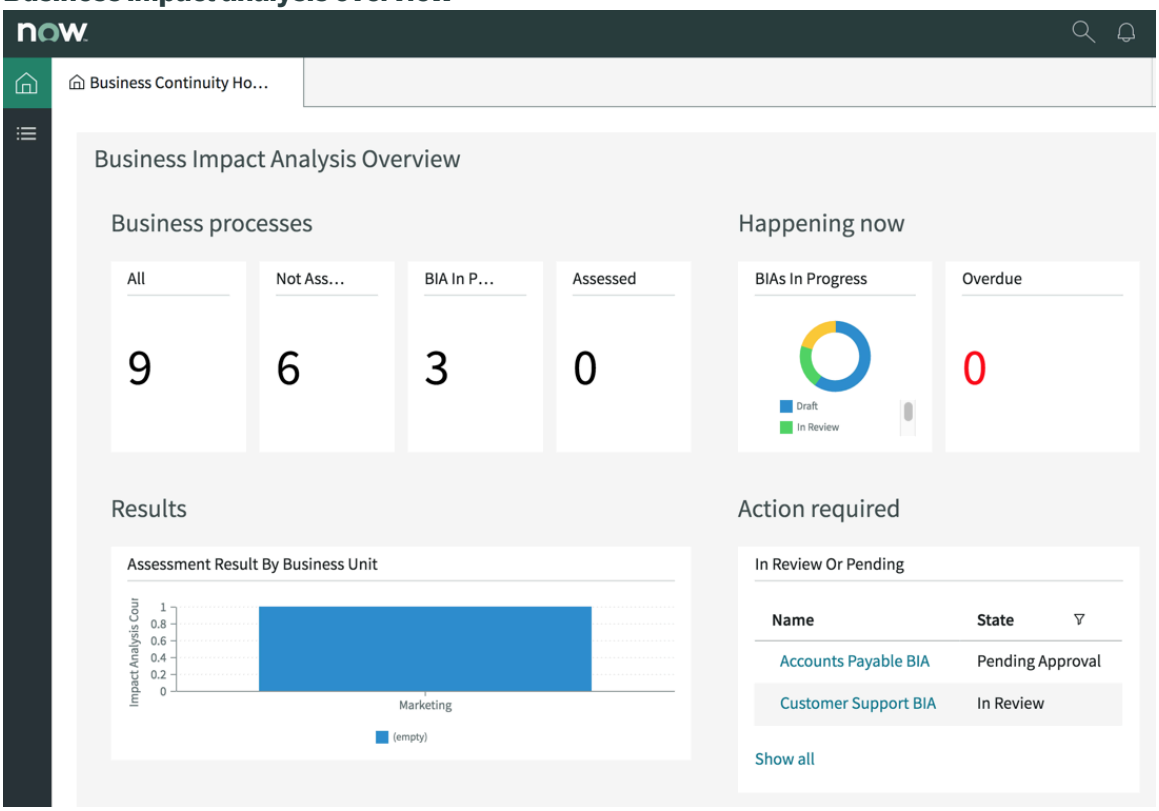
Structured workflows for Business Impact Analysis

Business impact analysis helps you to predict the consequences of a disruption on a business process or business function.

A business process is a set of tasks done by a business organization to deliver a business service or product to customers. When a business process in disrupted, the impact to the organization can be huge in terms of revenue and reputation. Business impact analysis (BIA) is performed to identify and prioritize critical processes, quantify or qualify the impacts, and identify recovery dependencies. Ideally, business impact analysis on critical processes must be performed annually.

The assessment of a business critical process disruption helps you to estimate the consequential impact on your business revenue, legal issues, workforce disruption, or business reputation. It also enables you to identify the dependencies of your business process on business applications, technology, or vendors that might be affected. This analysis gathers the information needed to develop recovery strategies.

Business impact analysis overview



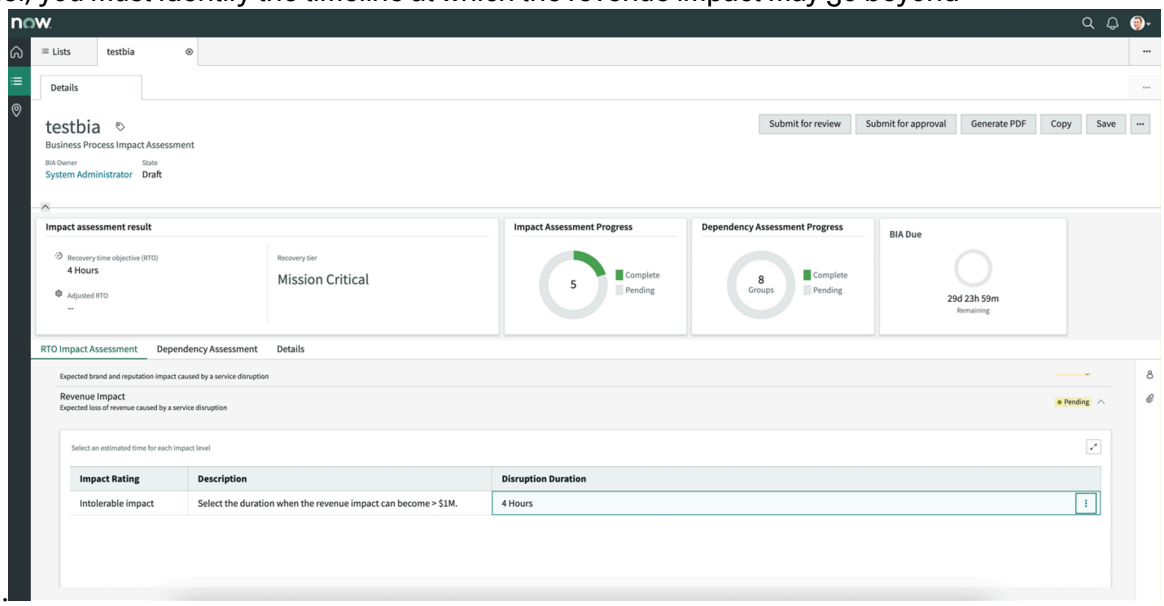
Impact ratings for your business impact analysis

The Business Continuity Management (BCM) administrator of your organization defines the impact ratings for your business impact analysis (BIA) and decides if the impact is tolerable for your business process. For more information on the impact ratings, see Configure an impact rating to assess an impact category. According to the configuration set up by the BCM administrator, the questions are displayed in the **RTO Impact Assessment** tab.

Consider the following example where the BCM administrator has configured an intolerable impact rating for the Revenue impact category. The BCM administrator has defined what qualifies to be an intolerable impact. As a BIA

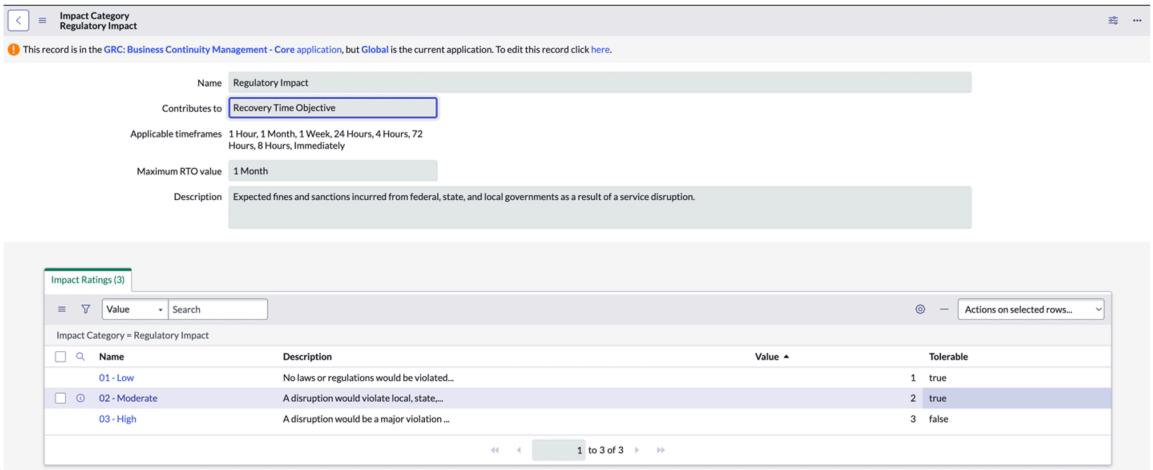
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

owner, you must identify the timeline at which the revenue impact may go beyond $1M.



Multiple impact ratings for an impact category

If your BCM administrator has configured the assessment questionnaire to include multiple impact ratings for an impact category, the impact category ratings are displayed in the Impact Category view as shown in the following example.



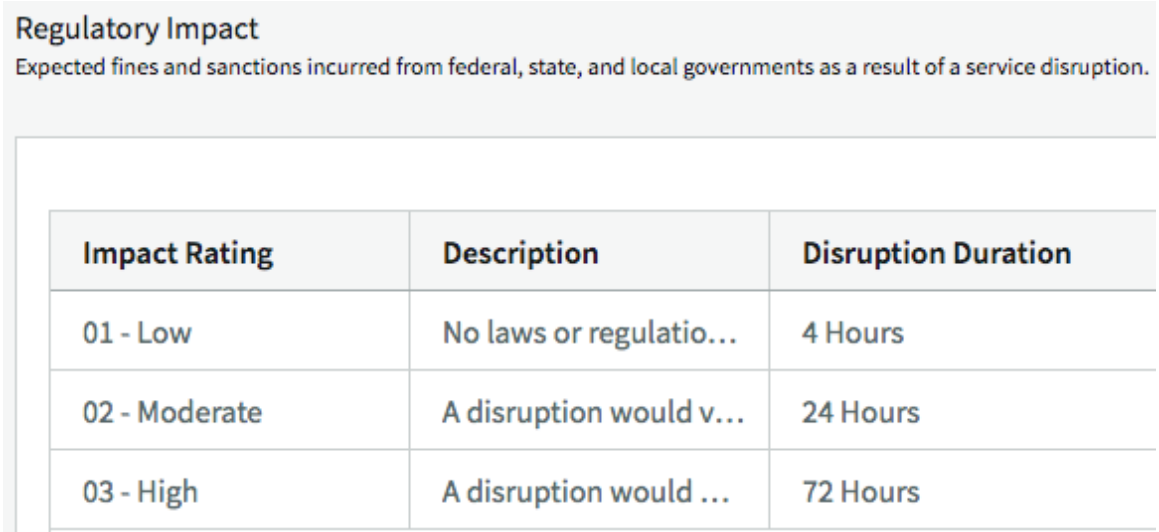
The BCM administrator can specify a threshold of non-tolerance for the impact ratings, per impact category. The disruption duration for the first non-tolerable impact category is selected for the recovery time objective (RTO). The impact ratings have the following specified values:

- Low = 1
- Moderate = 2
- High = 3

See the following example for the sample RTO calculation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example to show the calculation of impact category

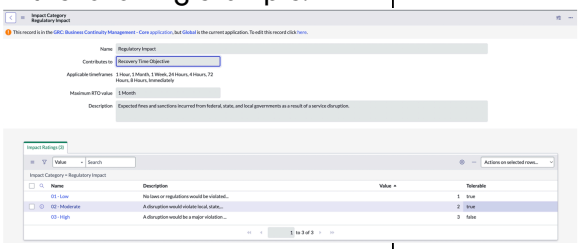
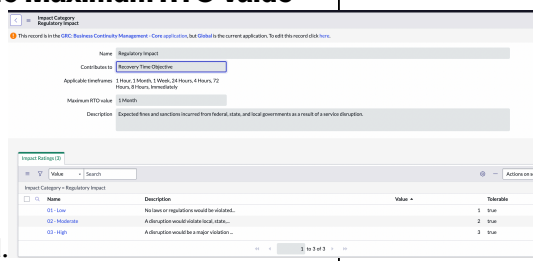


Sample RTO calculation

Scenario	Non-tolerable impact	Description
Scenario 1	In the Impact Ratings table, the **Tolerable** field is set to **false**.	If the administrator has specified that Low regulatory impact is non-tolerable, its corresponding disruption duration is set as the recovery time objective (RTO). In this example, the disruption duration for the **01 - Low** impact rating is set to 4 hours. Therefore, the recovery time objective (RTO) for the impact category is above 4 hours. Even if the moderate impact disruption duration is shorter, the calculation will select the value from the first alphanumerically sorted impact rating that has the **Tolerable** field set to **false**.
Scenario 2	In the Impact Ratings table, the **Tolerable** field is set to **false**.	If the administrator has specified that Moderate regulatory impact is non-tolerable, its corresponding disruption duration is set as the recovery time objective (RTO). In this example, the disruption duration for **02 - Moderate** impact is set to 24 hours. Therefore, the recovery time

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sample RTO calculation (continued)

Scenario	Non-tolerable impact	Description
		objective (RTO) for the impact category is above 24 hours.
Scenario 3	In the Impact Ratings table, the **Tolerable** field is set to **false**.	If the administrator has specified that High regulatory impact is non-tolerable, its corresponding disruption duration is set as the recovery time objective (RTO) as shown in the following example.  In the tabular example, the disruption duration for **03 - High** impact is set to 72 hours. Therefore, the recovery time objective for the impact category is above 72 hours.
Scenario 4	The **Tolerable** field for the Low, Moderate, and High impact ratings is set to **true**.	If the administrator has set all the impact ratings as tolerable, the value specified in the **Maximum RTO value** field in the template is selected as the recovery time objective (RTO). In the following example, the administrator has set all the impact ratings as tolerable. Therefore, the recovery time objective (RTO) is one month as per the value specified in the **Maximum RTO value** field. 

Calculation of category score from impact analysis questions for an impact category that contributes to Recovery Point Objective (RPO)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If the impact category contributes to **RPO**, then evaluate each impact analysis question in that RPO category based on the value of your data like business critical, operation critical, business essential, or operation essential. The maximum value among all the questions of that RPO is considered as the Category Score of that Impact Category and stored in the Impact Category Results table [sn_bia_category_result].

Calculation of overall impact assessment result for a BIA

When you update the **Disruption Duration** of an impact category, the RTO of the BIA is automatically updated. The RTO of the BIA is set as the lowest tolerable downtime from each impact category.

For example, consider a BIA having four impact categories – Legal, Reputation, Workforce, and Regulatory. When you update the disruption duration value of the legal impact category, then the RTO value of the BIA is recalculated based on the lowest tolerable disruption duration from each impact category. The Recovery Tier varies from organization to organization and is set based on the recalculated RTO value.

RTO value	Recovery Tier
Immediate	Mission Critical
1 Hour	Mission Critical
4 Hours	Mission Critical
8 Hours	Business Critical
24 Hours	Business Critical
72 Hours	Essential
1 Week	Essential
2 Weeks	Non-Essential
1 Month	Non-Essential

Create a business impact analysis

Create a business impact analysis (BIA) to get the necessary information for a plan. Use the BIA to identify the recovery time objective for an item and prioritize assets that have most and least critical dependencies. Use the information to establish their recovery strategies during the planning phase.

Before you begin

Role required: sn_bcm.program_manager or sn_bcm.planner

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click **Start a BIA** in the **Actions** section.
3. On the form, fill in the fields.

Start a BIA form

Field	Description
Name	Name of the business impact analysis.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Describe the BIA within 255 characters length.
Template	Template that you can use as a model to create the BIA. The template BIA has the primary elements (applications, business processes, and locations), impact categories, and the dependent assets identified for the type of assessment.
Applies to table	Table that stores the template's primary element data.
Applies to	Business process, business application, or any other asset that is assessed in the BIA.
Business Unit	Business unit that uses the business process and for which the BIA is assessed.
Department	Department which uses the business process.
BIA Owner	Person who owns and is responsible for completing the BIA. BCM lead can review the BIA.

4. Click **Submit**.

   A BIA is created in **In Draft** state.

   State transitions for a BIA:

   In Draft

   It is the state where your BIA is under edit. Add RTO, RPO, and dependency assessments. Either you can submit the BIA for review, in which case confirm that a BCM Lead is assigned to the BIA. Or, as a BIA owner you can submit the BIA for approval.

   In Review

   Review the BIA and submit it for approval. In this state, the BCM admin can modify the BIA owner and BCM lead.

   Pending Approval

   When you click **Submit for Approval**, the BIA is set to **Pending Approval** state. The approval configurations, approval levels, and approval rules are evaluated against the BIA to determine the approvers. If there are no approval records in the requested state for the BIA, then as a BCM program manager you can either **Reject** or **Approve**. You must add RTO, RPO, and dependency assessments before you submit for approval. In pending approval state, the BIA is read only and the RTO, RPO, and dependency assessment details cannot be modified. The state of the plan and its related tables becomes read only.

   Returned

   BIA is editable. BCM admin can change the BIA owner in this state. When the BIA is rejected, it is set to **Returned** state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Approved

When a BIA is in an approved state, it becomes read only and the RTO, RPO, and dependency assessment details cannot be modified. Your only option to change the status is to move it to **Archived** state.

Archived

When the BIA is archived, it becomes read only. All the underlying tables like impact dependency groups, impact category results, and dependencies from where the BIA retrieves data to populate in the impact assessment and dependency assessment tabs become read only. You can no longer edit the information in these tabs. In this state, you can also generate a PDF of the BIA.

Note:
A scheduled job runs weekly to move the BIAs that have expired to **Archived** state.

Assess impact categories and dependencies of a process

Assess the different components of a business impact analysis (BIA). First by assessing and determining the impact categories of a business process. Second, by identifying any underlying dependencies that the business process requires across different dependency types.

Before you begin

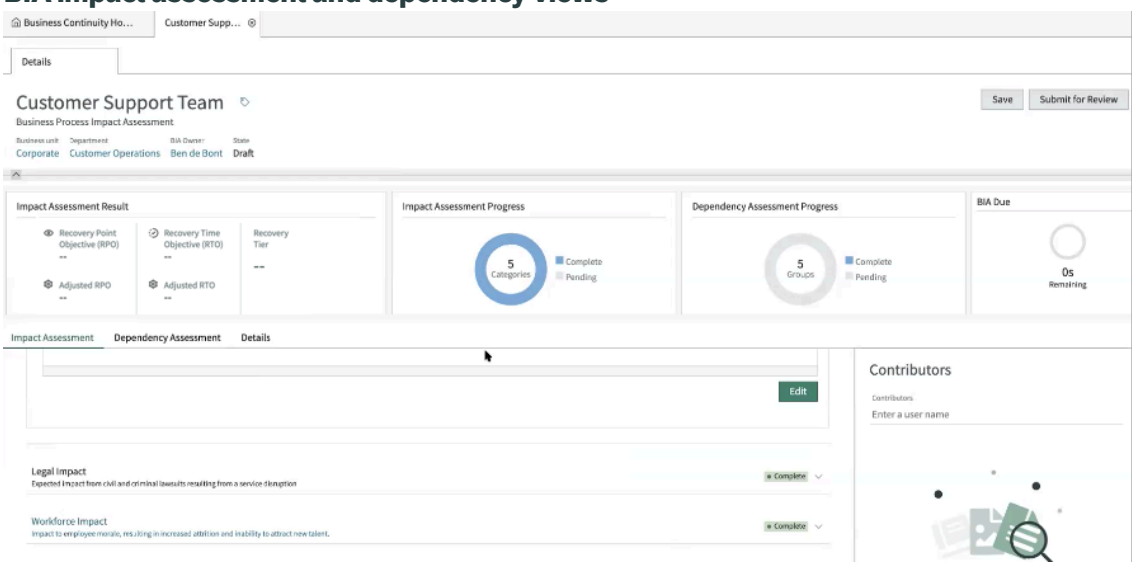
Role required: sn_bcm.program_manager or sn_bcm.planner

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
   By default the records in the **In Draft** state of the Business Impact Analysis list opens.
3. To create a business impact analysis (BIA) record, click **New**.
4. To update an existing BIA, click the link to the record in the **Name** column.

   You can view different cards that give the information on the impact assessment result, its progress, and the dependencies of the business process on business application, hardware, software, or vendors.

BIA impact assessment and dependency views



Impact Assessment Result

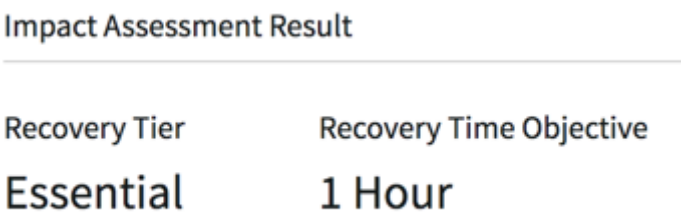
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This card provides the assessment results of the recovery tier level and the recovery time objective for the item that is assessed.

- **Recovery Point Objective** (RPO): Metric that evaluates the data loss during the business disruption duration that can exceed the tolerance level. RPO results appear in the Impact Assessment Result card only when the primary element assessed in the BIA requires data backup. Otherwise the card shows only the Recovery Time Objective (RTO) and recovery tier results.
- **Recovery Time Objective**: Metric that calculates how quickly the business must recover an element or an item after a disruption. RTO is measured in terms of how long your business can survive following a disaster before operations are restored to normalcy. If the RTO is four hours and the item recovered is beyond four hours, then your business could suffer quite some loss.
- **Recovery Tier**: Organizations differ in defining recovery tiers depending on the item and the time by which it should be recovered on the state of a crisis. A recovery time objective of **Immediately**, **1 hour**, or **4 hours** is impending and falls within the **Mission Critical** recovery tier level. On the other hand, an RTO of two weeks to one month can be graded as a **Non-Essential** recovery tier, which may not incur considerable loss to the business.

Note:
You can configure the mapping of recovery tiers to RTOs as per your requirement.

Impact assessment result



Impact Assessment Progress

This component indicates the categories of impact that you have assessed and completed in relation to the categories that are assessment pending. As you complete the assessment for each category of impact, you can see the progress of the **Impact Assessment Progress** ribbon component. The color-coded ribbon component prompts you to complete the assessment for the pending impact categories.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

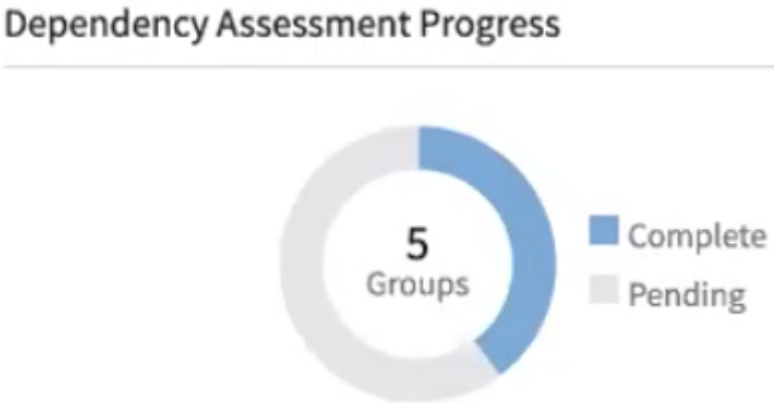
Impact assessment progress component



Dependent Assessment Progress

Identifies the dependency of the business process on different asset classes or types for its functioning. The assessment identifies the relationship between the business process and the business application, software, workplaces, or vendors. Or, the asset types that the process uses. The progress of the dependency assessment pie chart advances as you complete assessing the business applications, software or hardware, and vendors that the business process depends on.

Dependency assessment progress pie chart



BIA SLA

The business impact analysis also requires a specific time by which the assessment of a business process must be completed. By default, the SLA timer is set to 30 days and it marks the time since the BIA is drafted, which is **In Draft** state, until the time it is complete, which is **Approved** state.

5. To assess the different types of business impact categories on the business process, click the **RTO Impact Assessment** tab.
   All impact categories are configurable. A business process draws a set of impact categories, by default, from the template that you have used for the business impact analysis. For more information, see: Review an impact category and assess its downtime.
6. To answer questions on the data value of the asset in terms of its impact on the business and its data change frequency, click **RPO Impact Assessment** tab.
   For more information, see Assess RPO impact of technology assets on the business.
7. To review the dependency groups and identify the items within each group that your business process depends on, click the **Dependency Assessment** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can prioritize your business continuity and recovery plans based on the criticality of the assets that your business process utilizes. For more information, see: Identify dependent items to prioritize recovery plans.

Order of impact categories

The order in which the impact categories appear in the **RTO Impact Assessment**, **RPO Impact Assessment**, and **Dependency Assessment** tabs depend on the order in which the impact categories are created in the template that is used in the BIA.

The order of impact rating in the RTO impact assessment grid and the order of the questions in the RPO impact assessment grid are defined by the impact rating scale and the impact analysis questions in the BIA, respectively.

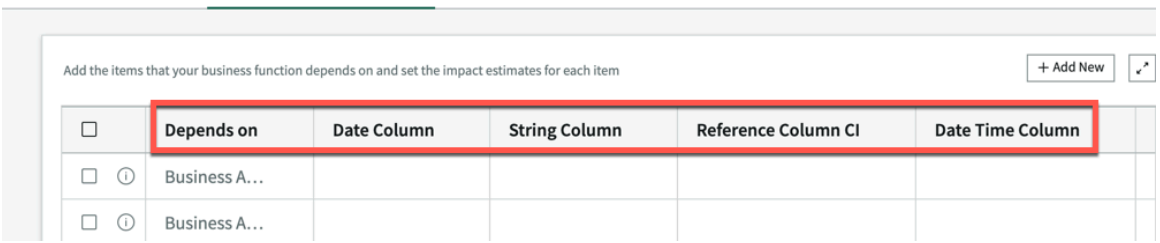
However, any user who can access the BIA can change the order of the RPO impact grid, RTO impact categories, and dependency groups.

Columns in dependency group grid

If you had set up column configurations for an element of a dependency group and enabled your grid configuration as active, then you can view those columns in the dependency grid for the corresponding dependency group in which element definition matches with the grid configuration element definition.

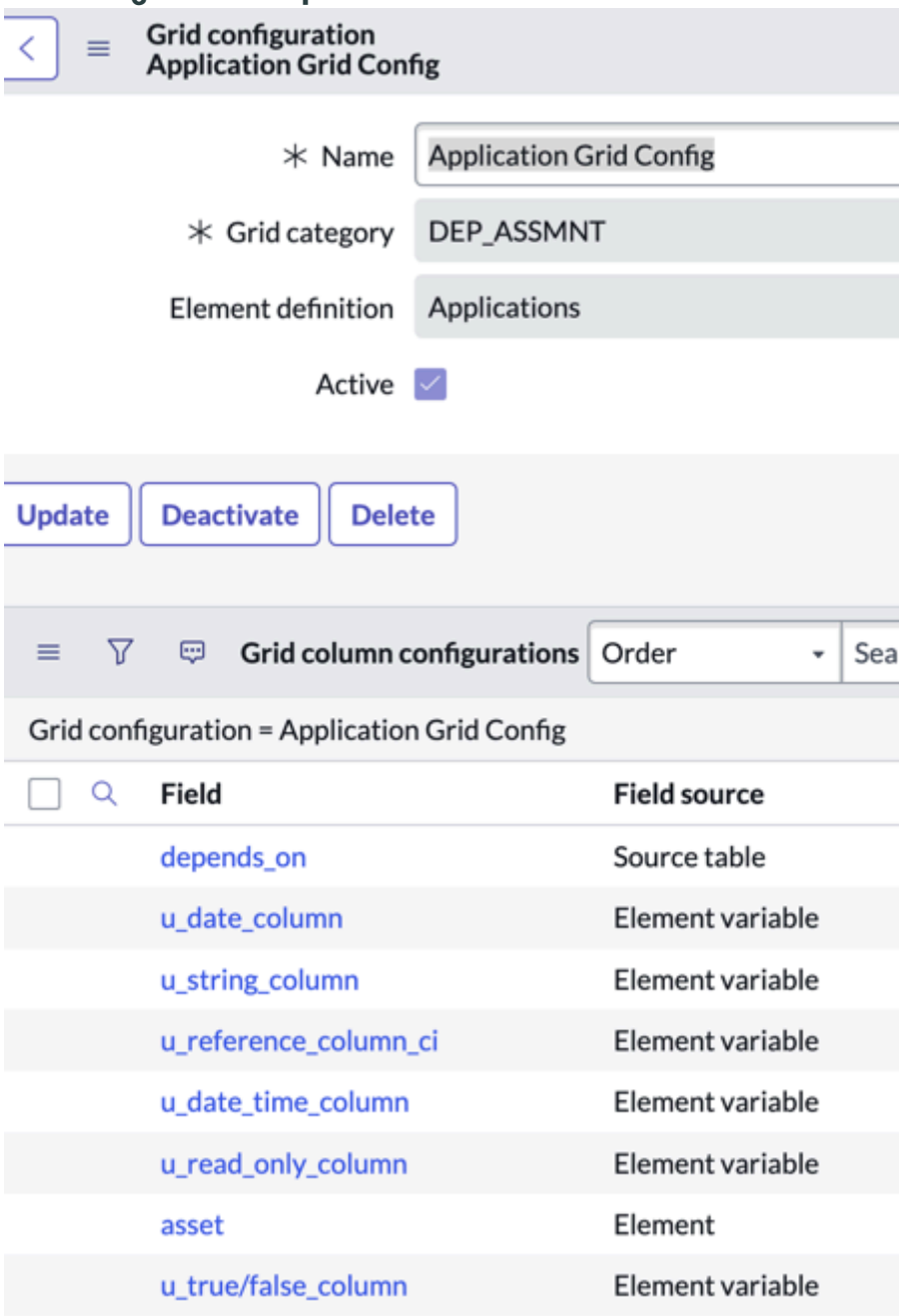
Otherwise, you can view the grid that is rendered based on the configured view; that is either IT asset or non-IT asset view based on the required data backup value of the dependency group.

Grid columns for dependency assessment



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Grid configuration setup



For ad hoc reporting of variables created for dependency: Add the columns in Dependency report source [sn_bia_dependency_report_source] table to match the variables that you defined in Element variable where the **Enable reporting** option is set to **true**. A scheduled job that runs weekly:

- retrieves the
  - dependencies (sn_bia_dependency), where the impact analysis is in approved state, updated in the last seven days, and has not expired, and the
  - corresponding element
- and updates the data in the reporting table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To display the columns that you require you must set up the element variable and grid configuration. For more information, see, Grid configuration for column display.

8. To change the order of appearance of the impact categories in RTO, RPO, and dependency groups in dependency assessment, navigate to **Business Continuity** > **Business Impact Analysis** > **Impact Category Results**.
   a. Click the impact analysis record.
   b. To change the order of the impact categories for RTO and RPO, click the Impact Category Results related list and change the order in the **Order** column.
   c. To change the order of dependency groups, click the Impact Dependency Groups related list and change the order.

Review an impact category and assess its recovery time

Review the impact categories and define the timeframe during which the organization would experience the downtime of its business processes. Analyze the downtime or disruption duration, which helps to determine the recovery time objective for the asset that is assessed.

Before you begin

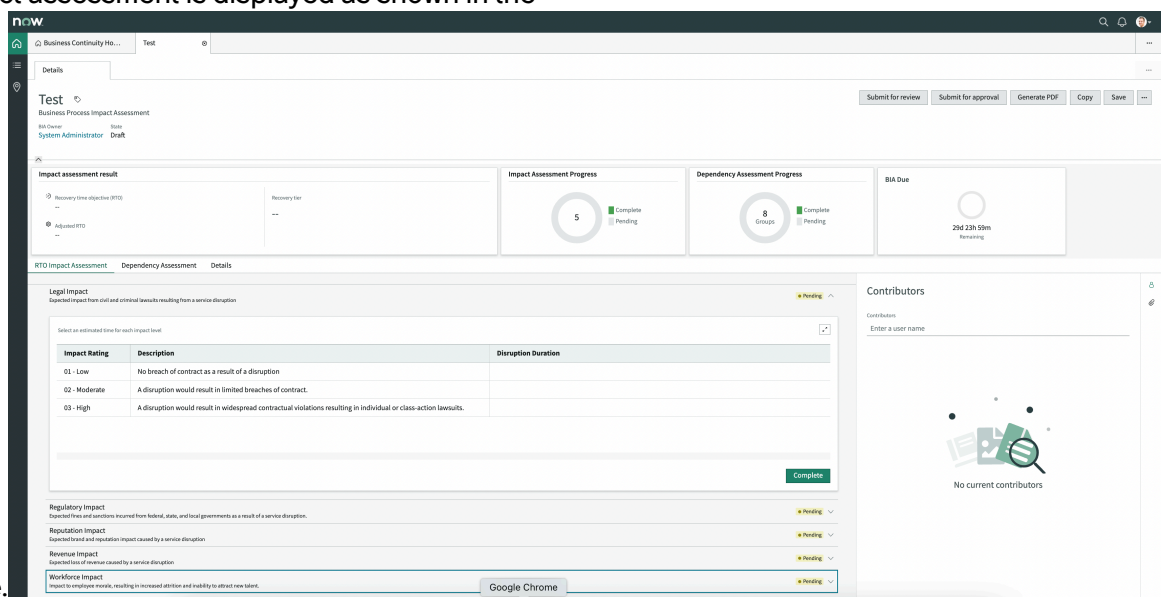
Role required: sn_bcm.planner, sn_bcm.program_manager

About this task

BCM administrators configure the impact categories that are relevant to your business. For more information on configuring an impact category in the classic BCM workspace, see Configure an impact rating to assess an impact category and Structured workflows for Business Impact Analysis.

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Select the lists icon ( ).
3. In the **Name** column, select the link to the BIA record that is in the **In Draft** state.
   An impact assessment is displayed as shown in the example.



4. To update a business impact category with its recovery time, select the **RTO Impact Assessment** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The state of the impact category changes to **Pending** and the grid is editable.

5. Double-click the **Disruption Duration** cell for each Impact rating.

   Disruption duration is an estimated duration of the disruption that is based on your responses to the assessment questions and your subject matter expertise. If you're the BIA owner, you have to select the right disruption duration based on your responses to the assessment questions and your subject matter expertise. The disruption duration is used for calculating the recovery time objective (RTO).

6. Select the duration from the list that pops up depending on the criticality of the impact.

   The system prompts you to complete entering the disruption duration for all impact ratings of an impact category.

   The list of values displays only those durations that are configured as applicable timeframes for the recovery time objective (RTO) type impact category.

7. Select the **Disruption Duration** cell of the next Impact Rating to enter its value and save similarly.
8. Select the **Complete** button after you've assessed the duration for all impact ratings of an impact category.
   The state changes to **Complete** and is closed for editing unless you select the **Edit** button again.

Assess RPO impact of technology assets on the business

Use the RPO impact assessment tab to enter asset information. The information can be critical from the objective of its recovery, the data value of the asset, and the frequency at which the data changes in the asset.

Before you begin

Role required: sn_bcm.program_manager or sn_bcm.planner

About this task

Not all elements require data backup, however technology assets like IT hardware and software require data backup due to the critical information content.

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
   By default the records in the **In Draft** state of the Business Impact Analysis list opens.
3. To create a business impact analysis (BIA) record, click **New**.
4. To update an existing BIA, click the link to the record in the **Name** column.
5. To assess a BIA of its recovery point objective, click the **RPO Impact Assessment** tab.
   The **RPO Impact Assessment** tab appears only if you, as a BCM administrator, had set the **Requires data backup** field as **Yes** in the Configure element definitions for Business Continuity Management.
6. Enter the data value of the asset in terms of its RPO impact on the business in the **Response** cell of the Data Value grid.
7. Click **Complete**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. To mention the frequency at which the data changes in the asset, enter your response to the questions in the Data Change Frequency grid.
9. Click **Complete** after you answer all the RPO related questions.

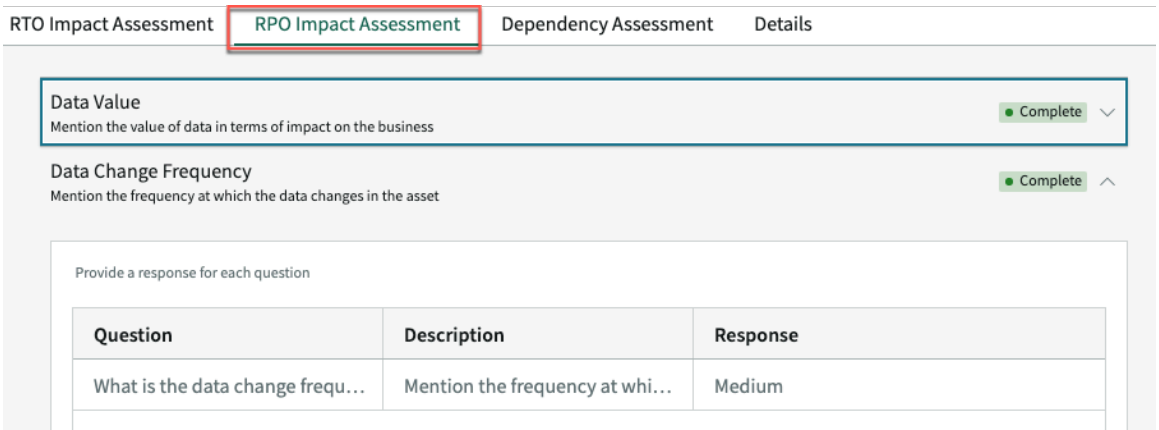
Result

Calculation of **Recovery Point Objective (RPO)** for **Impact Assessment Result**

If the impact category contributes to RPO, then the RPO calculation is as follows:

RPO depends on the rating or the response that you give for each question in the impact category of RPO Impact Assessment.

RPO assessment result

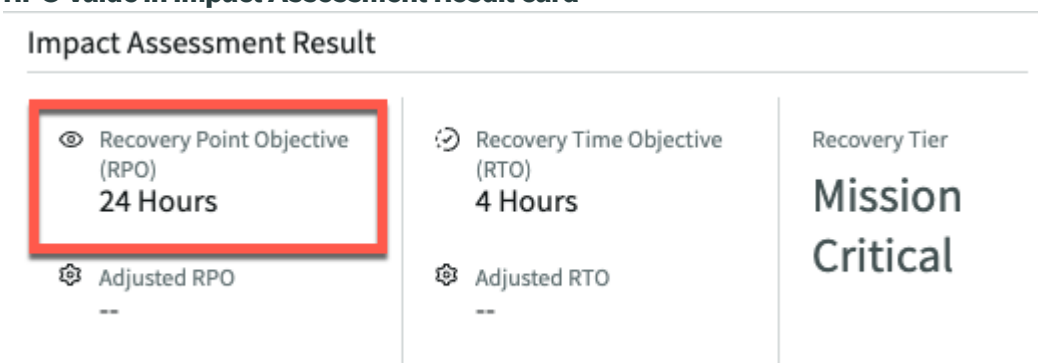


Based on your response that you have selected for each Impact analysis question of an impact category, the system calculates the RPO.

For example, if two questions have a Medium (value is 20) response and one question has High (value is 30) as response, then the system considers the response whose value is maximum. Hence, in this case the impact rating is considered as High and the value is 30.

The impact rating has an integer value preconfigured in the Impact Rating table [sn_bcm_impact_rating]. This value is updated as the **Category score** for the corresponding impact category in the Impact Category Results table [sn_bia_category_result]. The system picks up the maximum category score across all impact categories. This score falls within a range of lower and upper threshold values. The threshold range within which the maximum score falls corresponds to a timeframe, which is stamped as **Recovery Point Objective (RPO)** in the **Impact Assessment Result** card of the BIA.

RPO value in Impact Assessment Result card



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The mapping results of the threshold score and the timeframe are stored in the Score timeframe mapping table [sn_bia_score_timeframe_mapping].

Identify critical dependencies to prioritize recovery plans

Use the **Dependency Assessment** tab to identify items or assets that belong to a definite object type or a dependency group.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

About this task

Add a description of use and a timeframe to recover the item and provide data backup for the item. Assessing dependencies for a group helps you to know the underlying dependent items or assets of your business process. This assessment helps to prioritize critical dependencies that require recovery strategies to be established during the planning phase.

The BIA template that you use to create a business impact analysis has dependency groups associated to it. When you do an assessment, the dependency groups are automatically populated in the BIA. You can view them as Applications, Hardware, Software, Vendors, Workplaces, and others, each in its own container depending on how many of these groups are associated to the template. Each of them is a dependency group and you can add or remove items that belong to each group within its container.

Note:
You can add or remove dependent items only if you are a user with appropriate access.

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon).
3. Click the link to the record in the **Name** column in the **In Draft** state.
4. To review a group and identify the items within each group, click the **Dependency Assessment** tab.
   You can click the container to know the group and the items that belong to the group. For example, if the group is Application, you can select an item related to the business process that is assessed like Enterprise Resource Planning or Customer Relationship Management.
5. To add an item to a dependency group, click the **Add New** button of that container.
   - If it is the Application, Hardware, or Software dependency group that uses class extensions to populate configuration items and discover technologies or software, see Add dependencies based on CI relationships in CMDB.
   - If it is Vendors or Locations group, add assets accordingly. You can add multiple items in the modal form. The grid in the container becomes editable and you can enter data in each cell for an item.

   The state of the dependency group changes to **Pending**.

   a. Select an item from the list in the **Depends on** cell.

   b. Double-click the **Description of Use** cell and enter the function or role of the item.

   c. Select the time period in the **Required Recovery Timeframe** cell by which the item is to be recovered.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

d. In the **Required Data Backup** cell, select the time period by which a data backup for the asset can be provided.
While configuring an element in the Element Definition form, you can set the **Requires data backup** field as **Yes**. However, at the time when a BIA is created, the application copies the required data backup information from the element definition over to the dependency group of the BIA. If at this point, the required data backup is true for the dependency group, then the **Required Data Backup** column appears in the grid.

6. To expand the dependency grid to full screen and edit the grid values, click the full screen icon ( ).
You can use the collapse screen icon ( ) to collapse the grid back to the normal screen size.
7. To update a group with dependent items, click the **Edit** button.
The state of the dependency group changes to **Pending**.
8. To remove a previously identified dependency item, select the item in the check box and click the **Remove** button.
When you click **Remove**, the record is deleted from the Dependency table [sn_bia_dependency].
9. Click **Complete** to complete the assessment of a group.
Confirm that you have entered data in all the cells for the items before clicking complete. Otherwise, the system prompts you to fill in the incomplete cells. The container closes, the state is set to **Complete**, and you are directed to the next container. You cannot edit it unless you click the **Edit** button again.
10. Click **Save** to save the BIA and its dependency details.
11. Click **Submit for Review** to submit the BIA for a BCM program manager's review.
12. Click **Add Dependencies** to add dependent CIs collectively for all the dependency sections of the BIA.
If the dependency groups depend on configuration items (CIs) in CMDB, then those CIs are linked as dependent items for the corresponding group in each section.

Note:
Dependency mapping of the dependency groups to their CIs is tracked up to five levels. Items within these five layers are added as dependent items to those Dependency Assessments that are only defined in the BIA template. For example, if Applications, Hardware, and Software are defined as Dependency Assessments in the Business Process BIA template, then only those CIs mapped up to five levels of the Dependency Assessments are added.

To select and add CI as dependent item to each dependency group individually, see Add dependencies based on CI relationships in CMDB.

The filter condition in the Element definition is used to add specific configuration items (CIs) via the pop-up. The **Update dependencies** UI action also considers the element definition's filter and retrieves the related CIs of the configuration item listed in the **Applies to** field of the BIA. These relationships are retrieved from the CI Relationships table.

Add dependencies based on CI relationships in CMDB

Add an item by referencing its CI relationship to drill down to the item that is related directly to the dependency group. You can map the item's relationship with the dependency group while assessing the business impact analysis of an asset that is at risk.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_bcm.planner, sn_bcm.program_manager

About this task
If it is an Application, Hardware, or Software dependency group that uses class extensions to populate configuration items and discover technologies or software, you can add items by filtering records based on the item's relationship with the BIA dependency group. Or, you can add items to the group by simply selecting items from all the records.

For example, your business function, Accounts Receivable, may depend on the business application, Acrobat, to complete a business process. Therefore, the relationship is captured as Depends on::Used by. The Accounts Receivable business function depends on the Acrobat application item, and the Acrobat application is used by Accounts Receivable. Similarly, your business function may depend on other dependency groups like software technology or hardware to accomplish a business process.

Procedure
1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ().
3. Click the link to the record in the **Name** column in the **In Draft** state.
4. To review a group and identify the items within each group, click the **Dependency Assessment** tab.
5. To add an item to a dependency group, click the **Add New** button of that container.
6. To filter items from all the records, click the **From all records** button.
   a. Click **Next**.
   b. Select items from the Add items pop-up.
   c. Click **Add**.
7. To filter an item based on its relationship with the dependency group, click **Based on CMDB dependencies (Level 1)**.
   a. Click **Next**.
   b. Select items based on the relationship.
   c. Click **Next**.
   d. Select the item.
   e. Click **Add**.
   The dependency group grid lists items that depend on the BIA. If you add an item from all the records, then the **Relationship source** is **BCM**. If it is based on CMDB dependencies, then it is **CMDB**.

> **Note:**
> If you select an item **Based on CMDB dependencies (Level 1)**, only those items that are directly related or in the level 1 of dependency based on the relationship types identified in CMDB are listed in the Add items pop-up. On the other hand, if you select **From all records**, then all items from the respective table, irrespective of its relationship in CMDB, are displayed and are tracked up to a maximum of five levels.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. To view the details of the dependent item, click .
   The dependency details of the item that your business function depends on opens in a new tab. You can update the required recovery timeframe, required data backup, and the description of its use in the business function, and save the details.

View business impact analysis details

Use the **Details** tab to view the general information of the business impact analysis. You can also adjust the recovery time objective and recovery point objective results of the primary element as per your requirement.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
3. Click the link to the record in the **Name** column in the **In Draft** state.
4. To view the details of the business impact analysis, click the **Details** tab.

General Information

View the general details of an assessment for the Business Impact Analysis such as the name of the BIA, its description, and the business unit and department that it pertains to. You can also view the template that you have used to create the BIA.

Results

You can track the results at the asset level. Hence, the primary scope is to recover the primary element or the asset. Defining recovery requirements depends on the type of disaster and the time by which each asset must be recovered.

- **Recovery tier**: The level of criticality at which the primary element is in terms of its recovery.
- **Recovery time objective** (RTO): The maximum time by which the business should recover the primary element or asset after the business disruption.
- **Adjusted RTO**: If you want to adjust the calculated RTO, then edit this field to add your value.
- **Reason for adjusted RTO**: Enter the reason for adjusting the RTO value.
- **Recovery point objective** (RPO): Point in time at which the primary element must be restored following a disaster. It also indicates the maximum amount of data loss that a business can sustain during a disruptive event.
- **Adjusted RPO**: Edit this field to enter your RPO for the primary element.

  Note:
  Recovery point objective and **Adjusted RPO** fields appear only if the primary element requires data backup and is flagged as **Yes** in the Element Definition form.

- **Reason for adjusted RPO**: This field appears when you enter a value in the **Adjusted RPO** field. Enter the reason for adjusting the RPO value.
- **Confidentiality**, **Integrity**, and **Availability**: If the primary element includes critical data, then add Confidentiality, Integrity, and Availability (CIA) details. CIA details are basic security goals that the BIA must be compliant with.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Non-compliance to these standards may lead not only to huge business and productivity loss but also credibility loss.

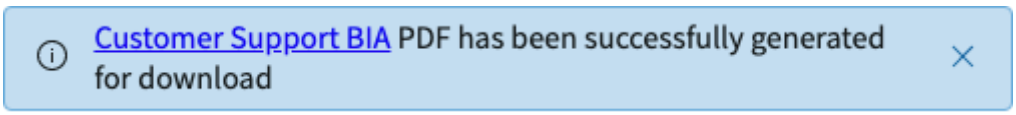
Note:
The **Confidentiality**, **Integrity**, and **Availability** fields appear only if you have already set the **Include CIA** field as **Yes** in the Configure a business impact analysis template that you have used.

If you have not adjusted the RTO and RPO values, you can still view the system-calculated RTO and RPO values in their respective fields.

Activity

Additional comments about the BIA.

5. Click **Save**.
6. Click the **Generate PDF** button to generate the BIA in a PDF format.
   A message appears that the PDF has been generated.



Click the link in the message to download the PDF.

- If you have view-only access to the BIA, the option to generate a PDF helps you to download the document to your local hard drive.
- You can download the BIA before its **Approval** state.
- By default, the PDF is generated and attached after the BIA is approved.

7. To move a BIA from **Approved** to **Draft** state, click the **Edit** button.
8. To create a copy of the BIA, click **Copy** button.
   If you have the permission to read and create a BIA, then you can also copy the BIA.

   a. Enter the name of the new BIA in the Copy impact analysis pop-up.
   The copy action creates an exact replica of the BIA with the name that you enter in the Copy impact analysis pop-up. It also copies all its dependencies and dependency groups on to the new BIA.

   b. Click **Confirm**.

   - The new BIA that is copied from the original BIA has all the RTO, RPO impact, dependency assessment structural details similar to the original BIA.
   - However, the impact category details for each of these assessments are editable for you to assess the dependency details exclusively for the copied BIA.
   - If the impact categories of the RTO and RPO impact assessments in the original BIA are in the **Complete** state, then the impact categories in the copied BIA are in the **Complete** state.
   - Therefore, you must assess and enter the disruption duration, response, and required recovery timeframe relevant to the copied BIA.
   - You can assess the details in the **Results** section. The RTO and RPO values are recalculated after you complete the assessments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Activities and Work notes are not copied to the new BIA. Enter this information relevant to the new BIA.
- Any attachments attached to the original BIA in any format are copied to the new BIA. However, the PDF generated for the original BIA using the **Generate PDF** button will not be copied over to the new BIA as the assessment data pertain to the original BIA. Since you have the flexibility to modify the assessment details in the copied BIA and generate a PDF, copying the PDF generated for the original BIA has no relevance.

Note:
You can delete a BIA and its related tables in the **Draft** state. The BCM planner and program manager can delete a BIA that is in the **In Review** and **Returned** states whereas, a BCM admin can delete a BIA irrespective of its state.

View approval state flows for a business impact analysis

View the approval state transitions sent at each level of the approval process, and the details of the approvers as you direct the business impact analysis through multiple levels of approvals.

Before you begin
Role required: sn_bcm.planner, sn_bcm.program_manager, sn_bcm.viewer

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
   You can view approval records for a business impact analysis (BIA) that is any state except **Draft** and **In Review** states.
3. Click the link to the business impact analysis record in the **Name** column.
4. To view the approval details of the BIA, click the Approvals related list.
   If there are no approval records in the requested state for the BIA, then you can either **Reject** or **Approve** the BIA.

   Note:
   If you are a BCM Program Manager, then you can see the **Approve** and **Reject** buttons.

5. Click the link to the approval record in the **Name** column.
   You can view the name of the approval, approval level, its current state, and the details of approvers such as users and groups.
6. To view the approval history of the impact analysis, click the **Details** tab.

   a. Click the Approval History related item.
   You can view the complete approval history of the approvers and the details as to when it was created.

   State transitions for multiple levels of BIA approvals:

   Not Yet Requested

   State where an approval is not yet sent to the approvers at a respective level.

   Requested

   Approvals are sent to the approvers of that level. Correspondingly, the state of all successive levels of approvals turns to Not Yet Requested.

   Approved

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

One or more approvers have approved the BIA at the respective level. Correspondingly, the state of the succeeding level of approval moves to Requested.

Rejected

One or more approvers have rejected the BIA at a particular level. Even if one approver rejects the BIA, then it moves to **Rejected** state. Correspondingly, the state of all succeeding levels of approvals moves to No Longer Required.

No Longer Required

If the approvers at a level have approved or rejected the BIA, then the state moves to No Longer Required for all succeeding levels of approvals.

Update dependency details of a BIA in Self Service

Use contributor role to update the disruption duration of the impact category result, RPO Impact analysis responses, state of the impact dependency group, and the work notes in the Activity related item.

Before you begin

Role required: sn_bcm.contributor

If you are a BCM contributor and is part of the Contributors list, then you can update the dependency details of a business impact analysis (BIA).

Procedure

1. Navigate to **All** > **Self-Service** > **My Impact Analysis**.
2. View the list of business impact analysis assigned to you and the BIAs that you can contribute to.
3. Click a impact analysis record.
4. Click the Impact Category Results related list.
5. Select any RTO impact assessment record to update its disruption duration details.
6. To update the impact analysis response, click the RPO impact category record.
7. To update the state of the impact dependency group, click the Impact Dependency Group related list.
   You can also add, update, and delete dependencies under the dependency group.
8. To add work notes to the BIA, click the **Activity** tab.
9. Click **Update** after your changes.

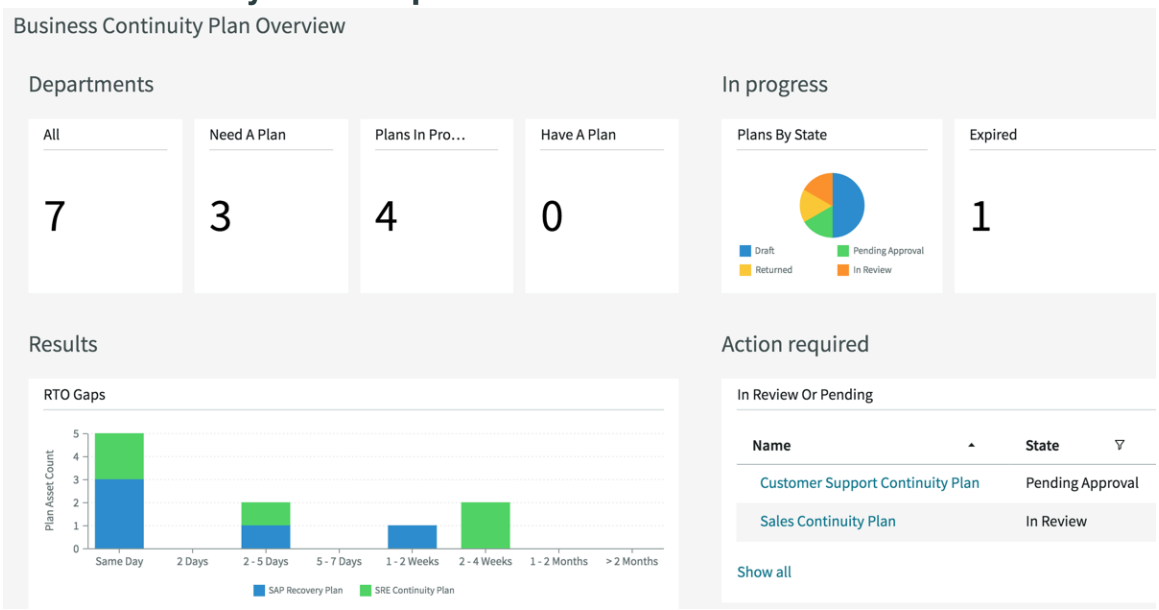
Structured workflows for Business Continuity Planning

Business Continuity Planning (BCP) helps you enact and mitigate risk at the time of an event by addressing action items such as plan assets, activities, recovery teams, documentation, policies, and procedures.

BCP consolidates all the data needed for managing business continuity and disaster recovery plans in ServiceNow AI Platform®. It organizes a catalog of enterprise data into a single system of records. Instead of creating records, you can simply select the required data. Creating plans then becomes simple and effortless by taking advantage of the existing information and arranging it in a logical association of data for recovery.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

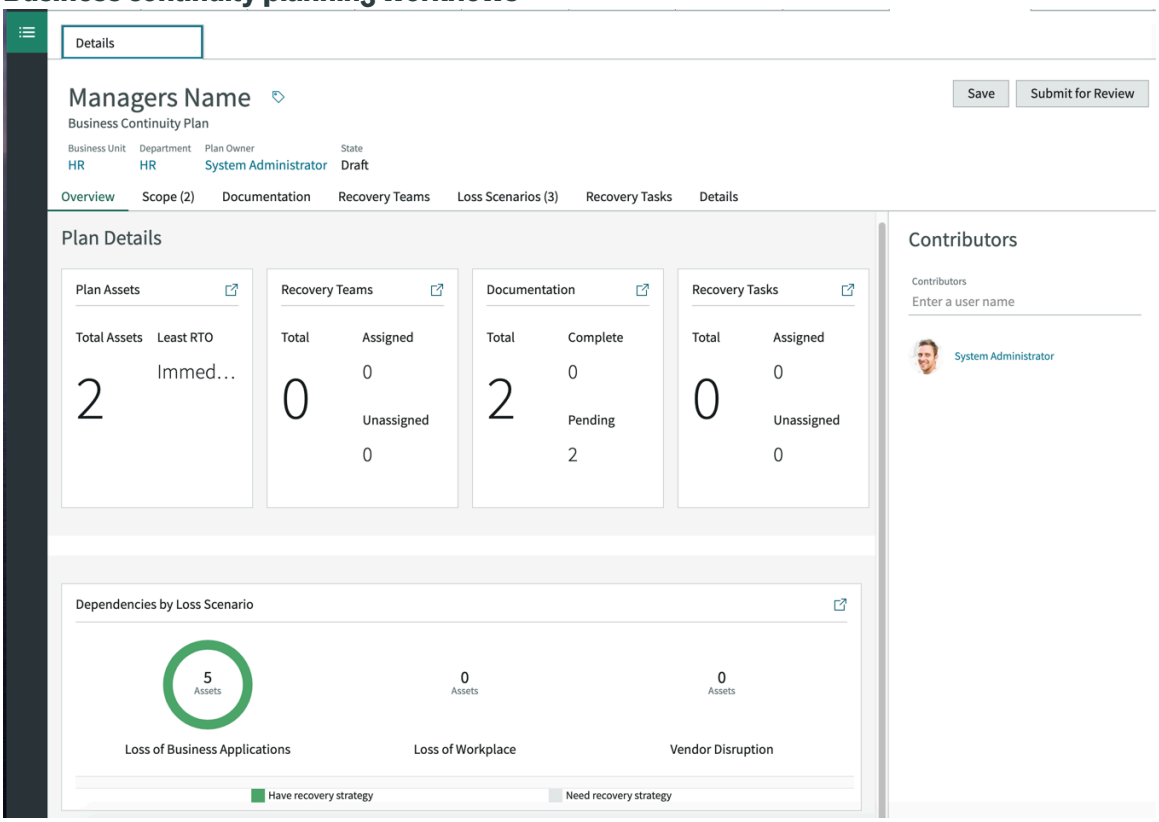
Business Continuity Plan workspace overview



The program manager, planner, and viewer get a custom workspace to work on, which presents them with the current status of plan-related activities. The workspace is a secure portal to open the plans that are available for access to the user with a particular role.

You can build your plan within a single user interface with the ability to open a plan tab to complete a task. You can move on to the next plan task to add, delete, or update the details of the plan.

Business continuity planning workflows



With comprehensive action plans in place for different possible disruptive scenarios, and a dedicated team with responsibility to act quickly at the time of a loss scenario, your organization is equipped to face a crisis or any adverse situation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a business continuity plan from a plan template

As a program manager you can create a plan for the respective business units that can be used in times of business disruption. You can use a specific plan template for each plan type to streamline the process of a plan creation.

Before you begin

Role required: sn_bcm.program_manager, sn_bcm.planner

About this task

You can create a plan using a pre-configured plan template that suits your requirement. Using the plan template gives you a standard plan layout automatically adding document sections, loss scenarios, and identifying primary elements that are to be recovered. Plan templates help you to focus on the plan content, its tasks, and the effective implementation of the plan.

Creating a plan helps an organization to identify processes, locations, and assets that must be recovered as a priority when there is a disruption. Selecting a plan type helps to identify the elements for recovery and the time by which it should be done.

As a BCM program manager you can create a plan by clicking the **New** button. When you select a template for the plan, all the related information in the template is copied over to the plan after you submit.

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. To create a plan from the Business Continuity Home page, click **Create a Plan**.
3. To view the list of existing plans in different states and to create a plan record, click the lists icon ( ).
   a. Click **In Draft** state in the Planning list.
   b. Click **New**.
4. Enter plan details in the Create Plan modal form.
5. Enter a name for the plan and select a plan template.

   Describe the plan name within 255 characters following a naming convention exclusively for your business teams.

   The details of the referenced template are copied over to the plan. Select the business unit, department, and the plan owner applicable to the plan.
6. Click **Submit**.

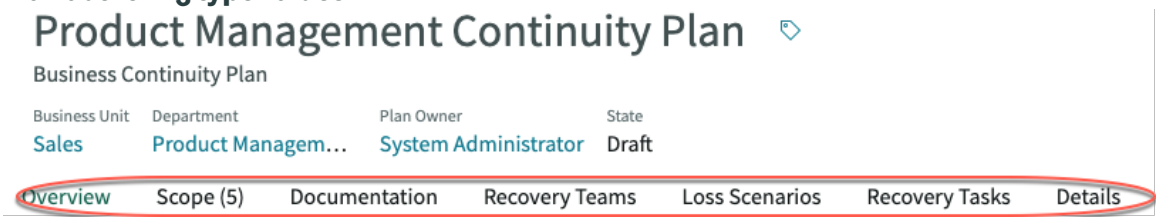
   The plan that you created opens up in the record view. This view displays the details of the plan under the headers **Business Unit**, **Department**, **Plan Owner**, and **State**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:

The tabs that are available in the Plan view depends on the value that you have selected in the **Plan authoring type** field of the Configure a business continuity plan template that is used in this plan.

Plan authoring type values



When you create a plan using a template, the plan documentations associated to the plan template are copied over to the documentation section of the plan that you created.

7. Review the plan details in the **Overview** tab.
8. Click the **Details** tab to update the plan details.
9. To save the plan and update its details later, click **Save**.
10. To save and submit it for review, click **Submit for Review**.

Note:
You can submit the plan for review only when it is **In Draft** stage.

When you submit the plan for review, the plan moves to **In Review** state.

As a plan owner, you can add details to the plan and move it across different states to get it approved finally.

Note:
The **State** field is read only. It indicates the status of the plan. Hence, your action on the plan in the UI takes it through to its approved state.

In Draft

It is the state when your plan is under edit. Add documentation sections to the plan, identify recovery teams and set up recovery tasks for the owners, and submit the plan for review.

To submit for review, confirm that a BCM Lead is assigned to the plan. Otherwise, you can submit the plan for approval.

After the plan owner submits the plan for review, the state changes to **In Review**. The state of the plan changes to **Submit for Approval** for the plan owner.

In Review

The plan owner can review, edit, and submit the plan for approval.

Pending Approval

When you click **Submit for Approval**, the plan is set to **Pending Approval** state. The approval configurations, approval levels, and approval rules are evaluated against the plan to determine the approvers. If there are no approval records in the requested state for the plan, then as a BCM program manager you can either **Reject** or **Approve** the plan. The state of the plan and its related tables is read only.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returned

When the plan is rejected, the state is set to **Returned** state.

Approved

When the plan is approved, it moves to **Approved** state.

The plan and all its related tabs are read only. Your only option to change the status at this state is to move it to **Archived** state.

Archived

When you archive the plan, it becomes read only. All underlying tables from where the plan retrieves its data to populate in the plan assets, related asset dependencies, recovery strategy, documentation, recovery teams, loss scenarios, and recovery tasks tabs become read only. You cannot edit the information in these tabs anymore.

Note:
A scheduled job runs weekly to move the plans that have expired to **Archived** state.

11. To export the plan to different locations and make it available for people to execute the plan in a crisis situation, click **Generate PDF**.

Note:
You can generate a PDF if you are a plan contributor (sn_bcp.plan_contributor) or plan manager (sn_bcp.plan_manager).

You can generate a PDF of the plan in all states except **Approved** and **Archived** states. If the plan is approved, then by default a PDF is generated and attached to the plan.

The plan is exported in its entirety with its summary, recovery teams, loss scenarios, recovery tasks, and an appendix table listing the contact number of every member who is part of the recovery team.

View plan details in scorecards

Use the **Overview** tab to gain a quick understanding of how robust your business continuity and emergency plans are. This tab gives an overview of the scores of important plan elements, each as a scorecard.

Before you begin
Role required: sn_bcm.program_manager, sn_bcm.planner

About this task
Your emergency action plan must be customized to your workplace and include information about all potential sources of emergencies. The plan must be comprehensive with details of:

- the assets that have to be recovered
- the teams that are responsible for the recovery of each type of asset
- a designated group to which the plan is assigned
- an owner identified to the assignment group
- documentation detailing how the plan must be executed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

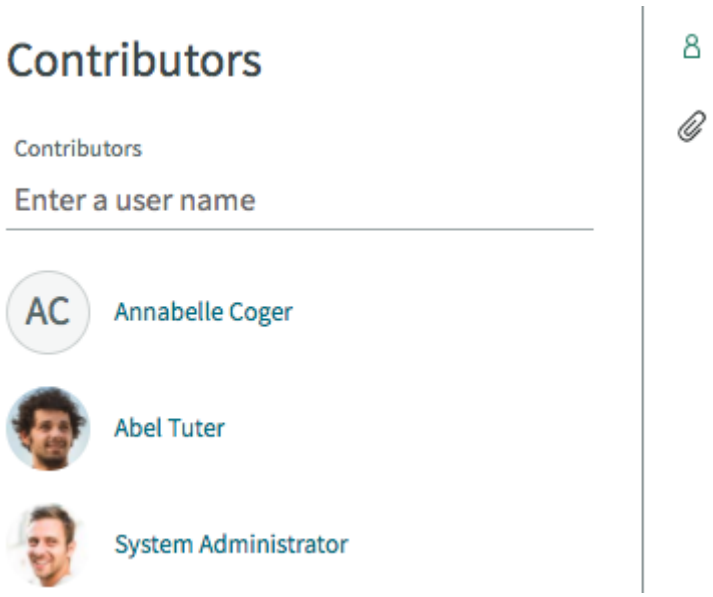
1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
3. Click **In Draft** state in the Planning list.
4. Click the link to the plan record in the **Name** column.
   In the **Overview** tab, you can see the scorecards that are graphical representations of the progress of the plan for making it complete towards its goal.

   The different scorecards that are available to view in the **Overview** tab depends on the value that has been selected in the **Plan authoring type** field of the Configure a business continuity plan template used in this plan.

   Note:
   If your plan is in **Approved** state, then you can view the **Plan Usage and Results** section. However, you can view all the details of a plan in the **Plan Details** section irrespective of the plan being in any state. For more information, see Plan overview scorecards for plan usage details.

5. To complete the documentation sections that are in **Pending** state, identify teams and individuals for the unassigned recovery teams, or assign groups to carry out specific plan activities, click go to section icon ( ) in the respective scorecard widget to add the required information and set the plan to complete.
6. To add contributors to the plan, click the **Contributors** field to select the users.

Contributors card in the Overview tab



   To make a business continuity plan complete and robust, you need inputs from people who can assist and contribute information on the plan. These contributors can also be users to whom you can assign specific tasks. You can add as many contributors as the plan requires.

7. To remove a contributor from the plan if no longer required, click the **Remove** button next to the name of the contributor.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Plan overview scorecards for plan usage details

The **Overview** tab gives you the details of the plan and the exercise and actual events that use the plan. It also indicates how successful the plan was in recovering the assets in a loss scenario.

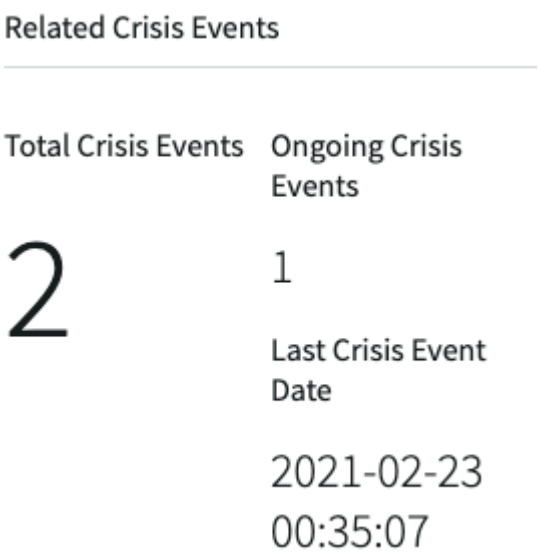
Plan usage and results

The Plan Usage and Results section shows the details of the crisis and exercise events that use the current plan that you are viewing.

Related Crisis Events

- Total Crisis Events: The total number of crisis events that use the current plan.
- Ongoing Crisis Events: The number of crisis events that are currently in progress.
- Last Crisis Event Date: The actual end date and time of the last crisis event that happened.

Related crisis events

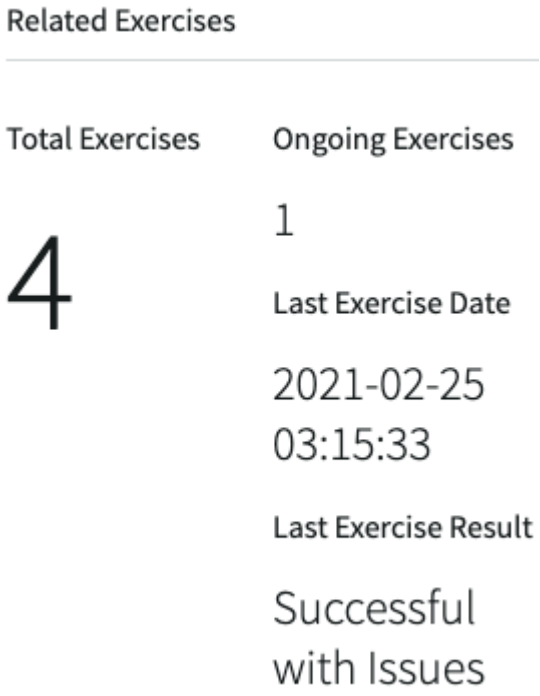


Related Exercises

- Total Exercises: The total number of exercises that use the current plan.
- Ongoing Exercises: The number of exercise events that are currently in progress.
- Last Exercise Date: The actual end date and time of the last completed exercise event.
- Last Exercise Result: Indicates whether the last completed exercise event was successful or not.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related exercises



Exercise Results

The color-coded donut indicates the number of completed exercise events that were successful, unsuccessful, and successful with issues.

Exercise results



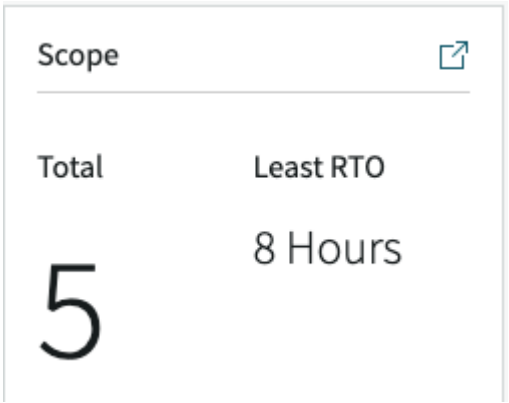
Plan details

Scope

Displays all the assets identified in the plan as **Total**. Out of all the RPO and RTO that a primary element supports, the minimum value of RPO and RTO is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Plan assets scorecard



Recovery Teams

The scorecard helps you to identify teams and individuals with clear guidelines of responsibilities to act at the time of a crisis.

The assigned score indicates that a recovery role of a plan has been assigned to a group or a user. The unassigned score indicates that the recovery role is not assigned to any group or user.

Recovery teams scorecard

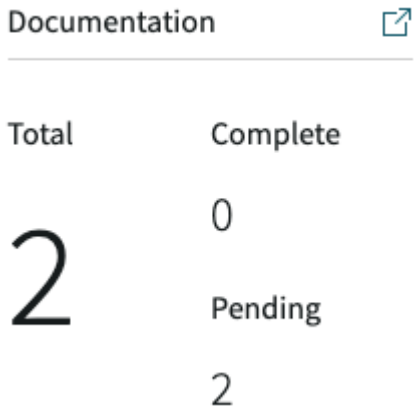


Documentation

Displays the total number of documentation sections that are attached to the plan. The breakdown shows the status of the documentation sections that are updated according to the plan and in **Complete** state. The **Pending** state indicates the documentation sections that are still under edit.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

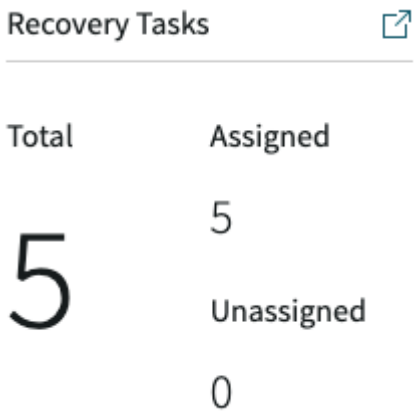
Documentation scorecard



Recovery Tasks

The recovery tasks scorecard indicates a group and an owner for the group, identified to carry out the activities of the plan during the recovery process.

Recovery Tasks scorecard



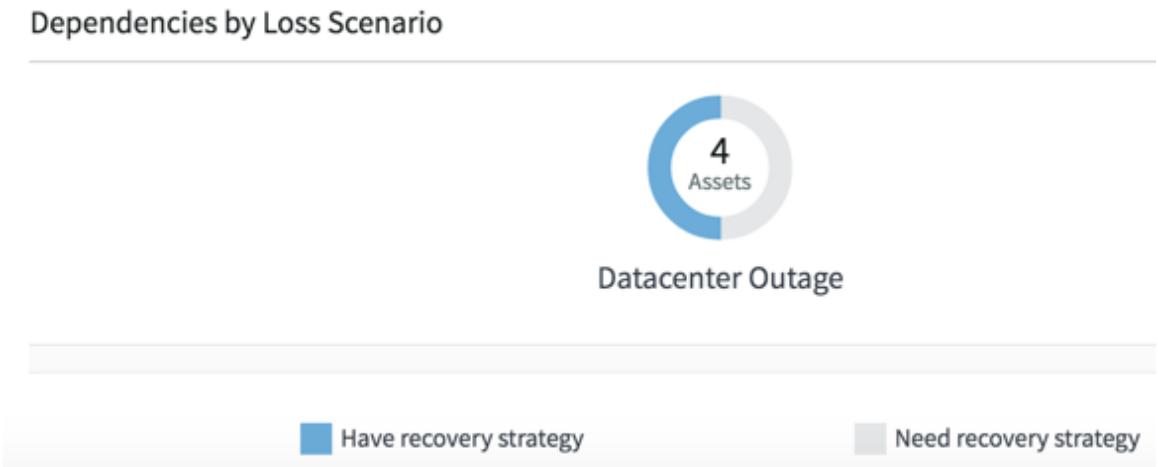
Out of the total number of activities identified for the plan, the assigned score indicates the number of activities for which groups have been assigned. Unassigned score indicates plan activities for which groups have not been assigned.

Dependencies by Loss scenario

The donut chart shows the assets covered by a strategy, and uses colors to indicate whether the asset has a strategy or not. A loss scenario plan must have at least one strategy for an asset. However, you can also have a single strategy covering multiple assets.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Dependencies by loss scenarios



Add an asset to the scope of a business continuity plan

Use the **Scope** tab to add an asset to the scope of the plan. If the business impact analysis (BIA) application is installed, you can view the primary elements defined in the plan template, its recovery time objective (RTO) and recovery point objective (RPO) details, and the business impact analysis.

Before you begin

Role required: sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
3. Click **In Draft** state in the Planning list.
4. Click the link to the plan record in the **Name** column.
5. Click the **Scope** tab.
   If the plan is created from a plan template, you can view the primary elements defined in the plan template.
6. To add new scope to the plan, click **Add**.
7. On the Add Items modal, select the plan asset.
8. Click **Add**.
   Assets that are displayed in the Add Items modal belong to the element definition type identified in the **Primary element recovered** field of the plan template.

   If an asset has an approved BIA attached to it while adding the plan asset, then the approved BIA is automatically added in the **BIA** column of the asset.

   If the BIA is attached to the plan scope, then you cannot edit the RTO and RPO as they are values populated from the BIA.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:

- If the BIA application is installed, then **RTO** and **RPO** fields are visible and non-editable. **BIA** field is visible and editable. You can attach a BIA by clicking the link BIA icon ( ).
- If BIA is not installed, then **RTO** and **RPO** fields are visible and editable.
- If an approved BIA is attached to the plan, then **RTO**, **RPO**, and **BIA** fields are populated with values and they are read only and non-editable.

9. To update a plan asset or to link a BIA to it, click the asset in the **Name** column.

   a. Click the link BIA icon ( ).
   If there is an approved BIA for the asset, then the BIA is automatically attached to the asset when you click the link. If you have adjusted the RTO and RPO values based on the criticality of an asset, then the Adjusted RTO and Adjusted RPO values take precedence over the system-calculated RTO and RPO values. The adjusted RTO and RPO values are displayed in the **Recovery Time Objective** and **Recovery Point Objective** fields when you click .

   b. Click **Save**.

10. To remove an asset from the plan list, select the item and click **Remove**.

Add related assets and related plans

Identify related assets and their referred plans to recover the assets in your planning stage. Reuse the configuration item relationship data that flow from CMDB to business impact analysis (BIA) during dependency assessment to identify the assets in your plan.

Before you begin

Role required: sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

About this task

With this feature enhancement, the relationship data of the configuration items in CMDB flow in to the business impact analysis (BIA) when you Add dependencies based on CI relationships in CMDB. If you have done the BIA, then the related assets data flow to the planning phase. In the planning phase, you can identify these BIA-dependent items as related assets. Additionally, if you have done the BIA and if your related assets has a plan, then you also have the capability to add the plan existing for the related assets as related plans in the planning phase, and as sub-plans in the execution phase of the event recovery process.

Therefore, instead of identifying new assets and creating plans to recover the assets you can use the BIA-dependent items that are added as configuration items from CMDB based on their CI relationship and reuse these items as related assets in the planning stage.

This feature gives you the ability to:

- Identify the related assets based on dependencies established in the CMDB and BIA during planning.
- Create a main plan and set a task that refers to another related plan.

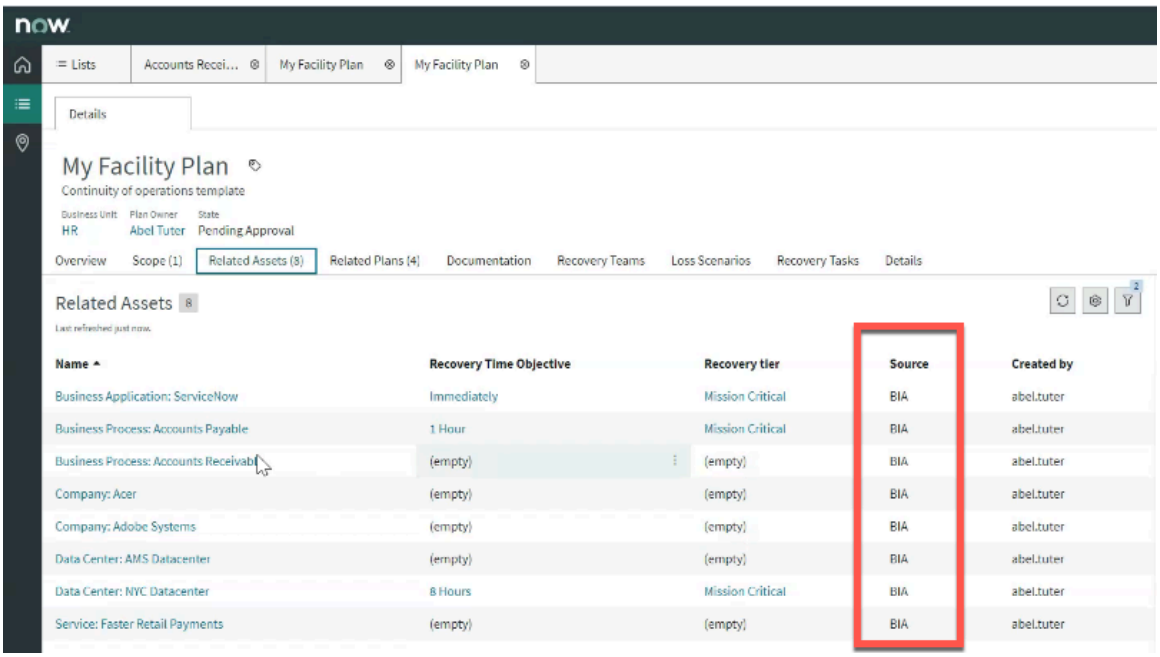
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
3. Click **In Draft** state in the Planning list.
4. Click the link to the plan record in the **Name** column.
5. Click the **Related Assets** tab to view the assets that are pulled from the BIA to the plan.
   If you have added a business process or a location as an item in the **Scope** tab, and if the scoped item is related to the BIA, then all the related assets of the BIA are lined in to the **Related Assets** tab of the plan. In other words, the CMDB configuration item added as a dependency in BIA is pulled into the plan as related assets. The source of these related assets is displayed as BIA.

   When you create a plan, you also select a primary element that the plan covers. Based on the scope that you selected in the business continuity plan or the primary element of the plan, the application adds the related assets and related plans during the planning phase. These items could be business processes, critical business applications, data centers, or resources working from a location. All these dependencies if stored in the BIA are copied over to the plan in the **Related Assets** tab in addition to other dependencies that are added while creating the BIA.

   Related assets tab



> **Note:**
> Unless you do the business impact analysis, the related items of the configured item data will not flow to the plan, although you have the option to manually add the related assets and related plans in the planning phase.

6. To add an asset manually, click the **Add** button.
   a. Select a type of the impacted item in the Add Items pop-up.
   b. Click **Next** and select the items that belong to the impacted item type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

c. Click **Add**.

> **Note:**
> If the item did not come from the BIA but added during the planning phase, then the source of the impacted item that you added is **Manual**.

7. To remove a related asset, select the related asset and click **Remove**.
8. Click the **Related Plans** tab to view the plans that are related to the items in the **Related Assets** tab.
   After the assets are copied over to the plan, if there are plans attached to any of the related assets, then these plans are automatically pulled and listed in the **Related Plans** tab. Assets in the plan are those that are to be recovered by the plan during the event.

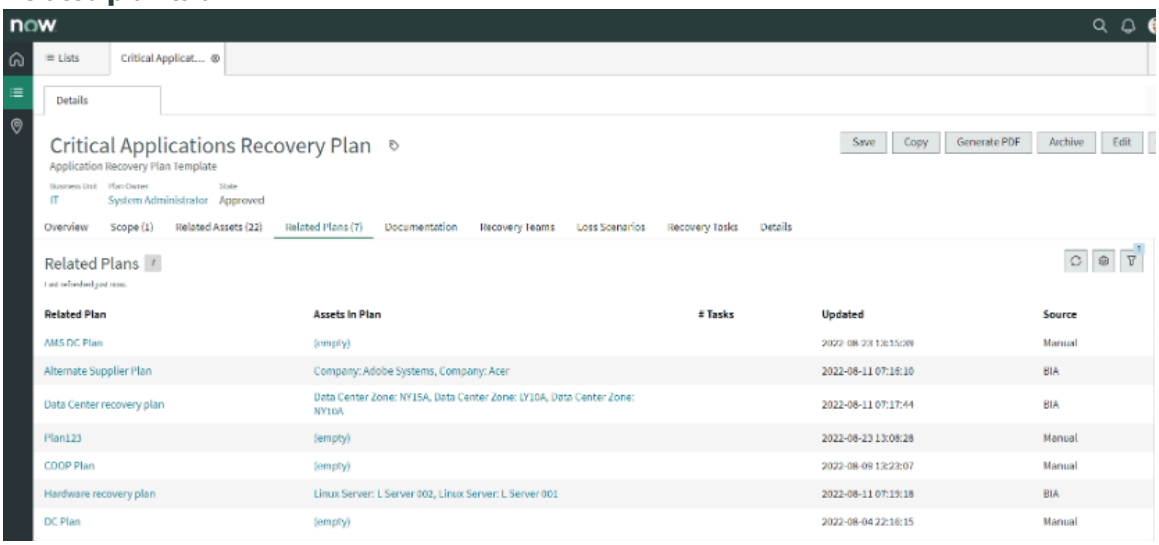
   When the related plans are pulled into the planning phase, you can also create the recovery tasks. As a planner you can set a sequence to the execution of the recovery tasks of the main plan and its dependent sub-plans.

   If you have not done the BIA or scoped the plan to a BIA, you can manually add plans at this stage.
9. To add a plan manually, click the **Add** button.

   a. Select a plan in the Add pop-up.

   b. Click **Add**.

Related plan tab



> **Note:**
> The source of the related plan that you added is **Manual**, as the plan did not come from the BIA but added during the planning phase.

10. To remove a related plan, select the related plan and click **Remove**.

What to do next

You can refer one of the related plans in a recovery task of the main plan and sequence the order of execution in the event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create and manage plan documentation sections

Use the documentation section to document the recovery capabilities of the plan.

Before you begin

Role required: sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

About this task

Document all additional information such as the goals, objectives, and scope that are required in the context of your plan as separate sections within the document.

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
3. Click **In Draft** state in the Planning list.
4. Click the link to the plan record in the **Name** column.
5. Click the **Documentation** related list of the plan.
   You can view each section of the documentation in a separate text box. The documentation sections that are part of the plan template, which you used to create the plan, default to this plan. You can create new sections to the documentation and edit existing sections as well.
6. To edit a documentation section, click the edit icon ( ).
   Use this icon to edit the title as well as the text in the description of the documentation section.
7. To edit the text in a section, click the **Edit** button in the text box.
8. To undo all your updates and revert to the original text of the documentation section, click **Reset to template** and click **Reset** to confirm your action.

   Note:
   Reset to template button is enabled only when the document section is in Pending state and not in Complete state.

   When you reset, both the title and description along with the text in the documentation section are reset to the title, description, and documentation content in the plan template.

9. To delete a documentation section, click the delete icon ( ).
   This action deletes the documentation section.
10. To create a section in the documentation tab, click **New section**.
    a. In the New section pop-up, enter a title and a description for the section.
    b. Click **Create**.
    c. Click the **Edit** button to enter the contents in the text box for the section.
11. To save the updates and continue to edit the content, click **Save**.
12. To save and exit the edit mode, click **Complete**.
    After you click **Complete**, both the and icons are disabled. To enable the icons, click the **Edit** button in the documentation section text box.
13. To view the subsequent section and scroll through all the sections, collapse the section after you complete editing.

Change section order at the plan level

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can change the order in which the sections appear in the **Documentation** related list to help the user review the sections in a logical sequence. However, you must set the order preference for the sections by entering an integer value in the **Order** field of the Plan Documentation form for each documentation section in the plan. This customization overrides the order preference set at the plan template level.

Change section order at the plan template level

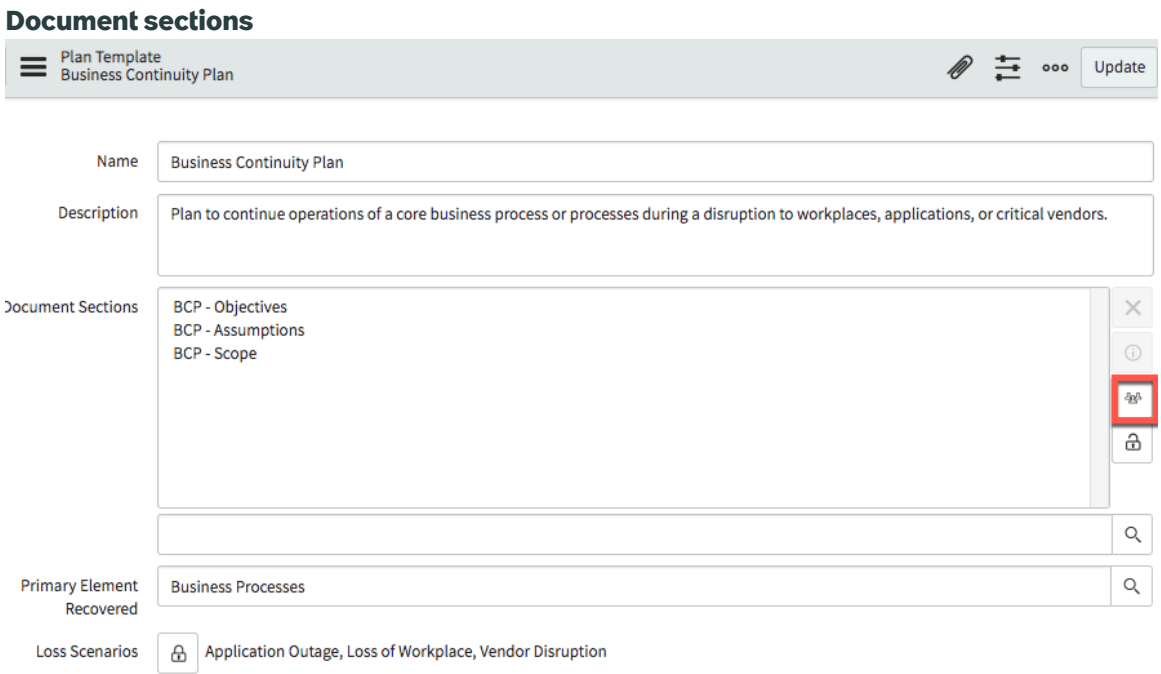
You can define the order of document sections in the Plan template as well. This order is applied to all the plans that use the template. However, only a BCM administrator can change the order of the sections in the Plan Template form, when the template is created.

a. To rearrange the section order, navigate to **Business Continuity** > **Plan Configuration** > **Plan Templates**

b. Click the plan template in the **Name** link.

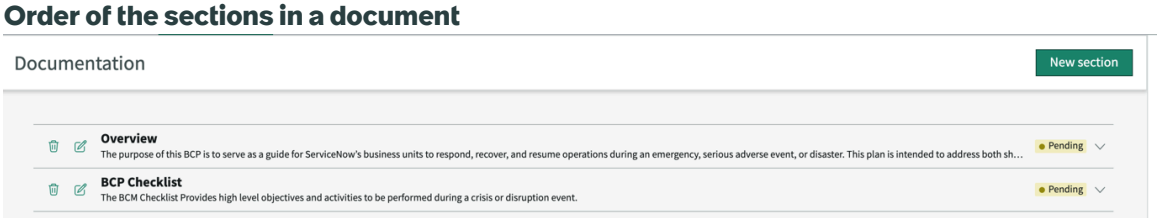
c. Click unlock document sections icon ( )

d. Click the add/remove multiple icon ( ) and move the items in a preferred order in the **Document Sections** field.



e. Click **Update**.

As a program manager, planner, viewer, or BCM administrator, you can only view the rearranged order of the sections in the workspace when your plan uses that template.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assign roles and responsibilities to recovery teams

Identify individuals and groups and assign them to the recovery team so that they are aware of their roles and the responsibilities of the role to act in a crisis situation.

Before you begin
Role required: sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

About this task
Business continuity planning workspace guides you step by step to complete your plan by creating a recovery team, defining roles and responsibilities for users, assigning the users and groups appropriately to the recovery team, and directing the team to execute the plan.

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
3. Click **In Draft** state in the Planning list.
4. Click the link to the plan record in the **Name** column.
5. Click the **Recovery Teams** tab of the plan.
6. To create a recovery team and assign users and groups to the team, click **New**.
   You can create a recovery team by entering a name and description or update an existing one. Select one or more users and groups from the respective lists. The description for the recovery team also indicates the responsibilities of the users and groups who are assigned to the recovery team. You can also create a recovery team and leave the user and group assignment for later.
7. Click **Submit**.

Identify loss scenarios and align them to the plan

When you create a continuity plan or a recovery plan for a department or a business unit, it is necessary to identify and align loss scenarios to the plan.

Before you begin
Role required: sn_bcm.program_manager

About this task
As a plan owner identification of loss scenarios helps you to be prepared for any sudden disruptive event and continue with business functions as usual.

When you create a plan using a plan template, the loss scenarios that are identified in the plan template automatically get associated to the plan that you created. Your plan has a basic set of loss scenarios attached to it. You can then add additional loss scenarios to the plan as per your requirement.

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
3. Click **In Draft** state in the Planning list.
4. Click the link to the plan record in the **Name** column.
5. Click the **Loss Scenarios** tab of the plan that opens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use this tab to plan for every disruptive scenario that you can predict, and to manage response and recovery in such a situation.

6. Click **Add** to add additional loss scenarios to the plan.
7. Select the scenario names from the Add Loss Scenarios modal form.
8. Click **Add**.

   The loss scenario is associated to the plan. The Plan Loss Scenario table [sn_bcp_plan_loss_scenario] stores the relationship between the plan and the loss scenario.
9. To add related asset dependencies to the loss scenario of the plan, click the link to the loss scenario record in the **Name** column.
10. Click **Add** in the Related Asset Dependencies related list to add dependent items.

    a. To filter items from all the records of the underlying element definition, click the **From all records** button.
    If the loss scenario is loss of business applications, then all impacted applications are filtered and listed.

    b. Click **Next**.

    c. Select items from the Add items pop-up.

    d. Click **Add**.

    a. To filter items that depend on the plan scope, which is attached to the BIA, click **Based on plan scope**.
    b. Select the plan scope from the list.
    c. Click **Next**.
    d. Select the dependencies of the selected plan scope item attached to the BIA.
    e. Click **Add**.

Establish recovery strategies for asset dependencies

Use the **Loss Scenarios** tab to add asset dependencies and identify recovery strategies to deal with various loss scenarios. A plan, complete with recovery strategies for the identified loss scenarios, helps to address gaps that exist.

Before you begin

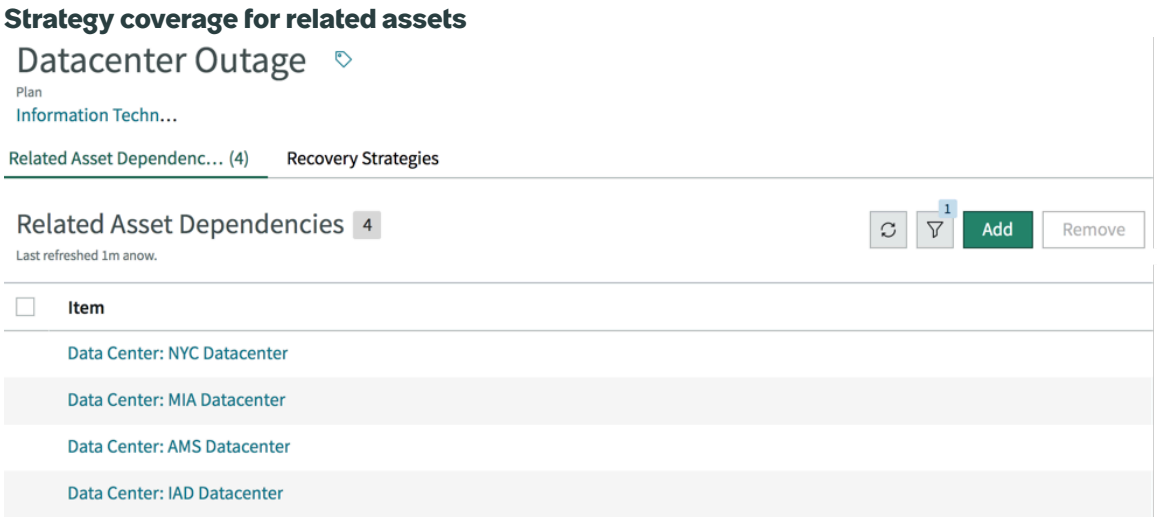
Role required: sn_bcm.program_manager or sn_bcm.planner

About this task

As a program manager, you can check if there are recovery strategies for various loss scenarios of the plans owned by the planners. Such assessments enable you to be prepared for those scenarios.

When you see the details of a loss scenario associated to a plan, you can also view the assets that are attached to the plan, and the recovery strategies for each of these assets. For example, NYC datacenter can be a related asset for a datacenter outage loss scenario of a customer support plan. You can create a recovery strategy by estimating the time to implement the strategy to get the NYC datacenter up and running.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
3. Click the **In Draft** state in the Planning list.
4. Click the link to the plan record in the **Name** column.
5. Click the **Loss Scenarios** tab of the plan.
6. Click the link to the loss scenario record in the **Name** column.
7. To add a related asset to the existing list of assets that can be impacted and dependent on the plan loss scenario, click the **Related Asset Dependencies** tab.
   For more information, see Identify loss scenarios and align them to a business continuity plan.
8. To remove an asset from the plan, select the item and click **Remove**.

   Note:
   You can add or remove an asset, dependent on the plan, only if you are a program manager or owner of the plan.

9. To establish a strategy and recover a critical asset, click the **Recovery Strategies** tab.
   a. Click the **New** button.
   b. Enter a name and description for the recovery strategy and determine the implementation details to recover the asset.
   c. Click **Save**.
10. To add a recovery task to the recovery strategy of a plan's loss scenario, click the **Recovery Tasks** tab.

    You can create a recovery task at the recovery strategy level and also at the plan level. See: Create, update, and group recovery tasks.

Create, update, and group recovery tasks

Create tasks in a plan to recover your business from various disaster situations. Prioritize the tasks by determining the critical assets that have to be recovered and estimate the time by which the task must be completed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

About this task
Assign the task to a group, identifying an owner, to execute the processes and procedures of a recovery. The task has details of the item to be recovered and the time by which it should be accomplished.

Procedure
1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ().
3. Click **In Draft** state in the Planning list.
4. Click the link to the plan record in the **Name** column.
5. Click the **Recovery Tasks** tab of the plan.
   The **Recovery Tasks** tab displays all the data in editable lists. You can prioritize the tasks by sorting, grouping, and filtering each column of data the way you want.
6. To create a recovery task, click **New**.

   a. On the form, fill in the fields.

Create Recovery Task form

Field	Description
Task ID	Number assigned to each task. Indicates the position of the task with respect to other tasks in the grid. Enables you to view the tasks in a particular sequence especially in a printed PDF.
Scope	Asset that the task recovers. If field is empty, the task recovers asset at the plan level. Otherwise, it recovers the recovery task scope.
Recovery team	Team to which the recovery task is assigned.
Assignment group	Group to which the task is assigned.
Refer a different plan	Option to indicate that the recovery task is not an individual task, but refers to a separate plan with its own set of tasks. If the check box is clear then the recovery task is executed normally as per the task ID sequence at the time of exercise.
Select plan	Plan from the list in the **Related Plans** tab. If the task has a referred related plan within, then the tasks of the referred plan are executed before the execution continues sequentially with the rest of the recovery tasks in the main plan.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Field appears only if the **Refer a different plan** check box is enabled.
Assignment group	Group to which the task is assigned.
Dependencies	Tasks dependent on the asset and plan, ruling out cyclic dependency.
Documentation	Details about the execution of the plan.
Recovery strategy	Objective to recover an asset identified in a plan.
Completion deadline	Time by which the recovery task must be completed.
Configuration item	Item or asset that is recovered in this task.
Description	Brief note about the recovery task.

Note:
You can create a recovery task at the recovery strategy level and also at the plan level.

b. Click **Create**.

Recovery task grid

All recovery tasks that you have created for the plan appear in a grid. You can group the recovery tasks based on the fields in the recovery task table. Grouping helps you to group the recovery tasks the way you want, focus, and manage the task groups.

Note:
To group by a field, you must set up the group criteria value as a BCM admin by selecting the **Group recovery tasks** option and a value in the **Group by** field of the plan template before creating the plan.

Dependencies

The dependencies column displays recovery tasks that match the asset scope level and the plan level. However, If it is at scope level, then it displays recovery tasks that match the scope level and also tasks that do not have a scope.

If it is at the Plan level, then the recovery tasks that match only at the plan level are displayed. Considering that the plan level recovery task does not have any scope.

If there is a cyclic dependency between tasks, then those recovery tasks are not displayed in the **Dependencies** column.

Task group

Groups the tasks based on the **Group by** field in the plan template.

7. To edit the data in a cell, double-click and click again in the cell.

8. To apply grouping and filter, click the vertical ellipsis icon.

Sort

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

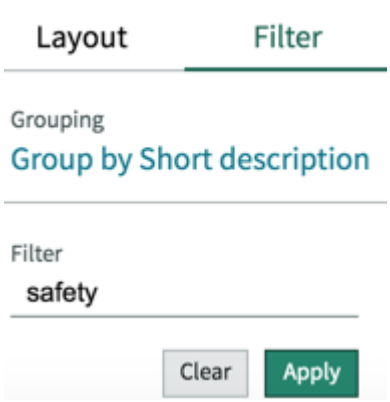
You can sort the data at each column level. The first click in the column header sorts the data of the column in ascending order ( ). The next click makes the sort descending ( ). Another click removes the sort.

Filter

Apply column filter to filter data that have simple text. For example, you can filter tasks with short descriptions that talk about safety.

Use the simple number filter to filter time critical data. For example, you can apply the filter to the **Completion deadline** column to filter the tasks that have to be completed within an hour of a business disruption.

Group and filter tasks



9. To remove the filter, click the **Clear** button.
10. To delete one or more recovery tasks, select the record or records and click the **Remove** button.

View the general details of a business continuity plan

Use the **Details** tab of the plan to view the general information about the template that is used for the plan, its type, and other details.

Before you begin

Role required: sn_bcm.admin, sn_bcm.program_manager, or sn_bcm.planner

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
3. Click **In Draft** state in the Planning list.
4. Click the link to the plan record in the **Name** column.
5. Click the **Details** tab of the business continuity plan (BCP).
   This tab gives you a summary of the plan details. You can edit the information if required.
6. Click **Save** after updating the plan details.
7. To generate a PDF and download a copy of the BCP to your local hard drive, click **Generate PDF**.
   A message appears with a downloadable link to the BCP PDF.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
After the plan is approved, the PDF is generated and attached to the plan.

8. To move a plan from **Approved** to **Draft** state, select the **Edit** button.
9. To create a copy of the plan, click the **Copy** button.
   If you have the permission to edit a BIA, then you can also copy the BIA. A BCM planner and program manager can delete a plan and its related table records when the plan is in Draft, In Review, and Returned states. BCM admin can delete a plan irrespective of its state.

   a. Enter the name of the new plan in the Copy plan pop-up.

   b. Click **Confirm**.

   - The copy action creates an exact replica of the plan with the name that you enter in the Copy plan pop-up. The copied plan is moved to **Draft** state.
   - The action copies the plan assets, plan documentation sections, recovery teams, loss scenarios, its related asset dependencies and recovery strategies, and recovery tasks of the original plan to the copied plan.
   - The documentation sections of the copied plan are in **Pending** state. Edit each section, if required, and move it to **Complete** state.
   - Dependencies are populated when the plan is copied.

View approval state flows for a business plan

View the approval state transitions sent at each level of the approval process, and the details of the approvers as you direct the business plan through multiple levels of approvals.

Before you begin
Role required: sn_bcm.planner, sn_bcm.program_manager, sn_bcm.viewer

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
   You can view approval records for a business plan that is any state except **Draft** and **In Review** states.
3. Click the link to the business plan record in the **Name** column.
4. To view the approval details of the plan, click the Approvals related list.
   If there are no approval records in requested state for the plan, then you can either **Reject** or **Approve** the plan.
5. Click the link to the approval record in the **Name** column.
   You can view the name of the approval, approval level, its current state, and the details of approvers such as users and groups.
6. To view the approval history of the plan, click the **Details** tab.

   a. Click the Approval History related list.
   You can view the complete approval history with details of the approvers and the date and time of its creation.

   State transitions for multiple levels of plan approvals:

   Not Yet Requested

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

State where an approval is not yet sent to the approvers at a respective level.

Requested

Approvals are sent to the approvers of that level. Correspondingly, the state of all successive levels of approvals turns to Not Yet Requested.

Approved

One or more approvers have approved the plan at the respective level. Correspondingly, the state of the succeeding level of approval moves to Requested.

Rejected

One or more approvers have rejected the plan at a particular level. Correspondingly, the state of all succeeding levels of approvals moves to No Longer Required.

No Longer Required

If the approvers at a level have rejected the plan, then the state moves to No Longer Required for all succeeding levels of approvals.

Structured workflows for Exercise and Crisis Management

Business Continuity is an ongoing set of activities aimed at reducing the risk of an organization and improving its ability to respond to and recover from disruptions. To this effect, recovery and exercise management helps in continuous testing and improving of your continuity plans, and minimize business disruptions when a crisis strikes.

The objectives of Recovery and Exercise Management are:

Plan Exercising Recovery Management

- Provide continuous testing and improving of continuity plans.
- Improve effectiveness and usability of plans during simulated and actual crisis events.

Crisis Management

- Minimize unavailability of critical business functions and processes across the organization.
- Minimize financial, reputation, legal, and regulatory impacts during a crisis event.

Start an exercise event

Create an exercise event to test your business continuity and recovery plans on a planned date and monitor the completion of the event tasks.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the **Start an Exercise** link in the **Actions** section of the workspace.
3. On the modal form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create Exercise form

Field	Description
Short description	Name of the exercise event.
Assigned to	Auto-populates the name of the user who created the exercise event. As a BCM program manager you can update the field.
Exercise Method	Method to implement the event. The methods can be Simulation, Tabletop, or Walkthrough. ○ Simulation: An environment that simulates an actual disaster with necessary equipment, supplies, and personnel. ○ Tabletop: An exercise done in a room with a team analyzing over the plan, looking for gaps. ○ Walkthrough: Each member of the team walks through a component of the plan in detail to identify weaknesses. ○ Functional: Option to include ad hoc tasks that are not part of a plan.
Planned Start	Planned start date of the exercise event.
Description	Detailed description of the exercise event.

4. Click **Submit**.
   The exercise event is created and is in **Pending** state.

Start a crisis event

Unlike an exercise event, a crisis event strikes suddenly. Your business must be equipped to face the challenge and must be able to recover the critical business functions quickly to save you from business loss.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

About this task

You may not have a plan ready for a crisis as it strikes suddenly without prior notice. However, you can have an event ready and add tasks to the crisis event depending on the requirement.

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the **Start a Crisis Event** link in the **Actions** section.
3. On the modal form, fill in the fields.

Report Crisis Event form

Field	Description
Short description	Name of the crisis event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Assigned to	Auto-populates the name of the user who created the crisis event. As a BCM program manager you can update the field.
Description	Detailed description of the crisis event.

4. Click **Submit**.
   The crisis event is created and is in **Pending** state.

Review event details and start an exercise event

Review the details of an event in the **Details** tab, start an event to test your business continuity or recovery plan, and monitor completion of the event.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ().
3. Click the **Pending** state in the Exercises list.
4. Click the link to the event record in the **Number** column.
5. Review the exercise event details in the **Details** tab and update if required.

Details for an exercise event

Field	Description
Event	
Short description	Brief description about the event.
Event Type	Auto-populates the event type
State	Current status of the event.
Assigned to	Event coordinator to manage and complete the event.
Description	Detailed description of the event.
Planning	
Planned Start	Planned start date of the event.
Plan Approvers	Approvers of the event exercise.
Result Approvers	Person who approves the result of the plan.
Scope	
Exercise Method	Method to implement the event. Autopopulates the exercise method previously selected.
Goals	Goals to achieve from the exercise event.
Objectives	Objective of the event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Results	
Actual start	Actual start date of the exercise.
Actual end	Date on which the exercise was completed.
Closed on	Date on which the exercise event was closed. The field appears when the event is moved to closed state.
Result	Outcome of the exercise.
Result Summary	Summary of the exercise event.
Recommended Improvements	Recommendations on how to improve the exercise event.
Activity	
Work notes	Additional information about the exercise event.

Note:
You cannot view the **Results** section in **Pending** state. However, you can view the section in all other states.

6. Click **Save**.
   The event is in **Pending** state.
7. Click **Start event** for the exercise after you have updated the details.
   When you start an exercise, the **State** field moves to **Work in Progress** state. As a result approver, you can update the actual start and end dates of the exercise if the exercise was not conducted on the planned date. Update the outcome or the result of the exercise. The result can be Successful, Successful with Issues, or Unsuccessful. Enter the result summary and recommended improvements that can be followed for future exercises.
8. If all the activated plans of the event tasks for the exercise event are completed, click the **Submit for Approval** button.

   You must enter the **Actual start** and **Actual end** dates before submitting the exercise event for approval. Update the details in the **Results** section. Save the form after you make the changes and before submitting it for approval.

   Pending Approval

   When you click **Submit for Approval**, the event is set to **Pending Approval** state. In this state, you can only update the **Work notes** field.

   If there are any approval rules configured for the event, then approvals are generated and sent to the approvers. If there are no approval records in the requested state for the event, then you can either **Reject** or **Approve** the event.

   You can view the approval details in the Approvals related list with its name, level of approval, and the state of the approval.

   Select the Approval History related list to view the approval state, name of the approver, event number, the date on which the approval was requested, and comments if any.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
If you are a BCM Program Manager, then you can see the **Approve** and **Reject** buttons.

Returned

When the event is rejected, the state is set to **Returned** state. It can be moved to **Submit for Approval**, **Closed Complete** or **Closed Incomplete** states. Since this is related to an event, only certain sections like description, results, and work notes can be updated in the form.

When the event is in **Returned** state, you can edit the state of the event asset.

From the **Returned** state onwards, you can only add comments and attachments to the event task.

Closed Complete and Closed Incomplete

You can set the event state to either **Closed Complete** or **Closed Incomplete** by clicking the **Close Event** button.

Approved

When the event is approved, the state is set to **Approved** state. You can set the event state to either **Closed Complete** or **Closed Incomplete**.

9. To generate a PDF, click **Generate PDF** button and download the PDF.
If you have edit access to the exercise event, you can save a copy of the event in PDF format to your local hard drive.

Note:
By default, the PDF is generated and attached after the event is closed.

Manage a crisis event

Review and update the details of a crisis event in the **Details** tab. Get the event ready for a crisis that may strike and disrupt your business.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ().
3. Click **Pending** state in the Crisis Events list.
4. Click the link to the event record in the **Number** column.
5. Review the crisis event details and update if required.

Details for a crisis event

Field	Description
Event	
Short description	Name or description of the event.
Event Type	Autopopulates the event type

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
State	Current status of the event.
Assigned to	Event coordinator who manages the crisis.
Description	Detailed description of the event.
Additional Information	
Actual start	Actual start date of the crisis event.
Actual end	Date on which the crisis event ended.
Closed on	Date on which the event was closed. The field appears when the event is moved to closed state.
Activity	
Work notes	Additional information about the crisis event.
Compose	
Work notes (Private)	Additional information about the crisis event.

6. Click the **Browse** button to add any document as an attachment.
7. Click **Save**.
   The event is in **Pending** state.
8. To start the crisis event, click **Start Event** button.
   After you start the event, it moves to **Work in Progress** state.
9. If all the activated plans of the event tasks for the crisis event are completed, click **Submit for Approval** button.

   You must enter the **Actual end** date and save the form before submitting the event for approval.

   Pending Approval

   When you click **Submit for Approval**, the event is set to **Pending Approval** state. In this state, you can only update the **Work notes** field.

   If there are any approval rules configured for the event, then approvals are generated and sent to the approvers. If there are no approval records in the requested state for the event, then you can either **Reject** or **Approve** the event.

   You can view the approval details in the Approvals related list with its name, level of approval, and the state of the approval.

   Select the Approval History related list to view the approval state, name of the approver, event number, the date on which the approval was requested, and comments if any.

   Note:
   If you are a BCM Program Manager, then you can see the **Approve** and **Reject** buttons.

   Returned

   When the event is rejected, the state is set to **Returned** state. It can be moved to **Submit for Approval**, **Closed Complete** or **Closed Incomplete** states. Since this is

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

related to an event only certain sections like description, results, and work notes can be updated in the form.

When the event is in **Returned** state, you can edit the state of the event asset.

From the **Returned** state onwards, you can only add comments and attachments to the event task.

Closed Complete and Closed Incomplete

When the event is approved, the only option available is to close the event. You can set the event state to either **Closed Complete** or **Closed Incomplete** by clicking the **Close Event** button.

Approved

When the event is approved, the state is set to **Approved** state. You can set the event state to either **Closed Complete** or **Closed Incomplete**.

10. To generate a PDF, click **Generate PDF** button and download the PDF.
If you have edit access to the crisis event, you can save a copy of the event in PDF format to your local hard drive.

Note:
By default, the PDF is generated and attached after the event is closed.

View event details and monitor event task completion

View the event details and add impacted items to start an event.

Before you begin
Role required: sn_bcm.planner, sn_bcm.program_manager

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. To update an active exercise or crisis event from the Home page of the Business continuity workspace, click the link to the event record in the **Event** column of the **My exercises** section.
3. To update the event from the lists view of the workspace, click the lists icon ( ).
4. If the record is an exercise event and is in pending state, Click **Pending** link in the Exercises list.
5. Click the link to the event record in the **Number** column.
6. Review the event details in the **Details** tab.

   You can view and update all the details of an event. However, you cannot edit the event type.

   A crisis manager should be able to report a crisis event with the information provided in the details tab. For more information, see Manage a crisis event.

7. Click the **Impacts** tab to add impacted items.
   To add a list of impacted items and activated plans to the event, see Add impacted assets and plans to an event.
8. Click **Event Tasks** tab.
   This tab appears for all crisis events but exercises that are of **Functional** type events only.

   The Plans section, which appears as a side panel, displays all the activated plans that are added to the event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When a plan is activated, all the recovery tasks where the scope is empty and tasks where the scope match with the impacted asset of the plan that is activated are added as event tasks for that activated plan.

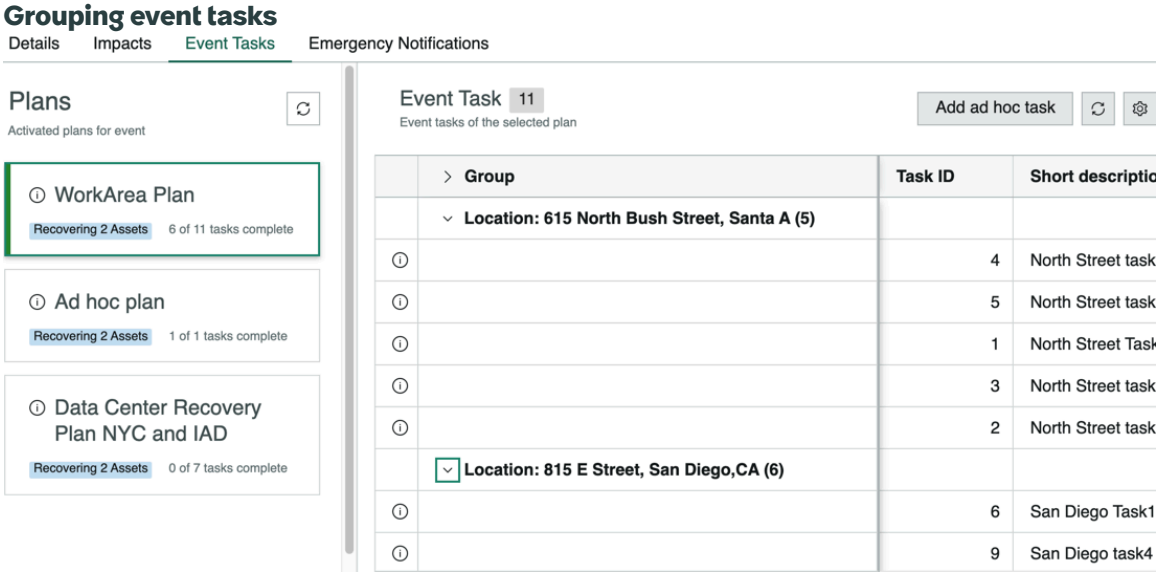
Each activated plan is an interactive card that shows you the number of assets that are in the process of being recovered and the number of event tasks that are completed for that activated plan. When you add an activated plan to the event task, all the recovery tasks of the plan are added as event tasks to the event.

You can also create a task for the event that is not covered in any of the existing plans for the event as an ad hoc task.

a. Click an activated plan card to view the associated event tasks.
The selected activated plan card is highlighted in green and displays all the event tasks for that plan in a grid on the right pane.

If the plan is pre-grouped, then the event task is also pre-grouped. Use the first column of the grid, which is the task Group column, to view the pre-grouped event tasks.

Grouping event tasks



Note:
If the activated plan refers to a different plan to recover a related asset, then all those related plans are listed below the main activated plan as **Related plans** in the left pane.

For more information on the planning and execution of a recovery event, see Data flow, planning, execution, and recovery of related plan assets in event.

b. To add an ad hoc task to the event, click the **Add ad hoc task** button.

Create New Event Task form

Field	Description
Short description	Brief note about the event task.
Task ID	Defaults to the next number of existing event tasks for the plan.
Assignment group	Group to which the event task is assigned.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Assigned to	User or users from the Assignment group. If **Assignment group** field is empty, then select any user.
Additional assignee list	Additional users.
Impacted assets	Assets that are impacted for the event task.
State	Defaults to **Pending** state.
Dependencies	For tasks copied from plan level, dependencies are copied from plan recovery task. Dependencies cannot be added for ad hoc tasks.
Description	Information about the event task.
Activity	
Work notes	Information about the event task shared internally.

c. Click **Save**.

> **Note:**
> You cannot create an ad hoc task for activated plans that are in **Closed Complete** or **Closed Incomplete** state.

d. To update an existing event task, click the ⓘ of the task in the grid.

e. Update the **Actual start** and **Actual end** dates for the event task.

f. Update the assignment fields, if required.

g. Enter any event task related information in the **Work notes** field of the **Activity** section.

h. Click **Save**.

Calculation of actual duration and total effort to recover an event asset:

Actual duration to recover an event asset is calculated by `Actual end - Actual start of an event asset`

- the actual start of an event asset is the minimum start time of the event task executed for the event asset that is, event task that has the event asset as impacted asset. And the minimum start time of the activated plan without a task.
- the actual end of an event asset is the maximum end time of the event task executed for the event asset that is, event task that has the event asset as impacted asset. And the maximum end time of the activated plan without a task.

Total effort of an event asset is calculated by rolling up the actual time taken by all the event tasks that are executed for the event asset that is, the impacted asset in event task that contains the event asset. And the total effort of all activated plans associated with the asset without a task.

Actual duration of an event task

The difference in time between the actual start and actual end time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Actual duration of an activated plan with a task

The difference between the actual start and actual end of the activated plan, where

- the actual start of an activated plan is the minimum start time of the event task for that plan
- the actual end of an activated plan is the maximum end time of the event task for the plan

Actual duration of an activated plan without a task

The difference between the actual start and actual end of the activated plan.

Total effort of an activated plan with a task

Sum of the actual durations of all event tasks that belong to the plan.

Total effort of an activated plan without a task

The difference between the actual start and actual end of the activated plan.

State transitions of an event task:

Open

When an event is started, its event tasks that do not have a dependent recovery task move to the **Open** state.

Pending

The event tasks that are dependent on other recovery tasks are in **Pending** state when the event is started. After the dependent tasks are closed, the parent event task moves to **Open** state.

Skip Task

This button is available only if you have logged in as a BCM program manager. **Skip** button appears when the task is in **Pending** or **Open** state and the event must be in Work in Progress state. Clicking **Skip Task** moves the task to **Closed Skipped** state. The actual start and actual end time at this state are blank.

Trigger

This button is available only if you have logged in as a BCM program manager. The task is in **Pending** state. Clicking **Trigger** moves the task to **Open** state irrespective of its dependencies.

Work In Progress

The task is in **Open** state. Clicking **Work In Progress** button moves the task to **Work in Progress** state. You can update the actual start time of the task in the **Actual start** field in this state. If you do not update the actual start, the current date and time is recorded as the actual start time. The next available options are **Closed Complete** or **Closed Incomplete** state.

Closed Complete

The task is closed and complete. Actual end time of the task is recorded in the **Actual end** field. If you do not update the actual end, the current date and time is recorded as the actual end time.

Closed Incomplete

Actual end time of the task is recorded in the **Actual end** field. If you do not update the actual end, the current date and time is recorded as the actual end time. Update necessary information in the **Work notes** field and save the task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Add impacted assets and plans to an event

Quantify the performance of your continuity and recovery plans through event-based testing. Measure success by tracking the completion of tasks associated with each plan.

Before you begin

Role required: sn_bcm.planner, sn_bcm.program_manager

About this task

A good business continuity plan is a result of thoughtful assessment of business impact analysis and the risks involved in a disruptive situation. However, the plan becomes viable only after it is tested in an event.

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. To update an active exercise or crisis event from the Home page of the Business continuity workspace, click the link to the event record in the **Event** column of the **My exercises** section.
3. To update the event from the lists view of the workspace, click the lists icon ( ).
4. If the record is an exercise event and is in pending state, Click **Pending** link in the Exercises list.
5. Click the link to the event record in the **Number** column.
6. Click the **Impacts** tab to view the list of impacted items.
   You can add assets, activated plans for the recovery of the assets, and an ad hoc plan for an event asset.
7. Click the **Impacts** tab to view the list of impacted items.

   Impacts grid displays impacted assets and activated plans. You can:

   - add the assets that are impacted and the plans that are related to the assets
   - view the plans related to the assets under the respective assets in the grid
   - add an ad hoc plan that does not have a plan reference
   - view the details of asset recovery and the activated plan by clicking the information icon ( )

   For information on the logic behind the calculation of recovery task entities, see Calculation of actual duration and total effort to recover an event asset.

   If the impacted assets are CMDB CI data that came into the BIA automatically based on CMDB dependencies and when these assets are scoped in the plan, then at the time of recovery of the asset, the related assets and the related plans are automatically pulled into the exercise event as impacted assets and activated plans in the **Impacts** tab.

   For more information on the planning and execution of a recovery event, see Data flow, planning, execution, and recovery of related plan assets in event.
8. Click the **Add assets** button to recover assets in the event.

   a. Select the impacted item type or the primary element to recover in the Add Assets pop-up.

   b. Click **Next**.

   c. Select the impacted items or assets in the Add Assets pop-up.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

d. Click **Save**.
The grid displays the assets in the **Short description** column. As these assets are added to the event, they are now event assets. The grid also displays the state of assets whether they are recovered or not, and the actual time taken for recovery.

9. Click **Add plans** button.
The assets can be part of an approved plan or without a plan.

Use the grouped button to add as many plans as you need to an event. However, you can add only one ad hoc plan to the event. **Add ad hoc plan** button appears when an ad hoc plan is created for an event. This ad hoc plan is the one that appears in the Ad hoc plan pop-up when you select assets.

Add ad hoc plan button is shown after an adhoc plan is created for an event. The same is mapped to the selected assets in the ad hoc plan modal.

- To select a plan that the impacted asset is part of, select **Show plan for impacted assets**.
  a. Select the asset that is impacted in the **Select Impacted Asset** field.
  b. Click **Next**.
  c. Select the plans for the impacted asset in the Select Plans to Add pop-up.

  This action creates the activated plan if it does not already exist and then maps the impacted asset with the activated plan in the Impacted Asset to Activated Plan [sn_recovery_impacted_asset_to_activated_plan] table.

- To display all plans and select assets from the plans, select **Show all plans**.
  a. Click **Next**.
  b. Select plans from the list in the Select Plans to Add modal.
  c. Click **Next**.
  d. Select impacted assets for the selected plans from the Choose Assets of Selected Plans modal.

  This action adds impacted assets, activated plans, and maps the impacted assets with the activated plans in the Impacted Asset to Activated Plan [sn_recovery_impacted_asset_to_activated_plan] table.

  As the plan is being activated for the event that is active, the plans or the assets cannot be removed once the event is **In Progress** state.

  e. Click **Confirm** to proceed with the activation of the selected plans. This message pops up for the events that are **In Progress** state.

Note:
The impacted items or event assets, the activated plans, and their status are displayed in the grid.

10. Click the **Add ad hoc plan** button.
After you add assets to the event, you can click the **Add ad hoc plan** button to add an ad hoc plan for the selected assets of the event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

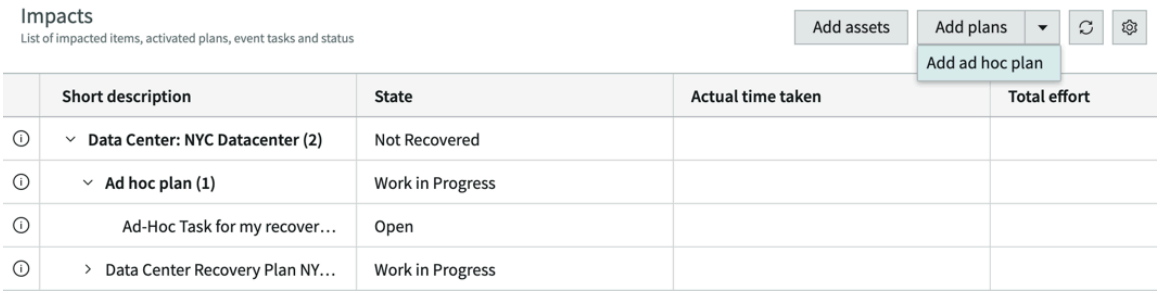
Note:
This action adds an ad hoc plan if it does not already exist for the event. After an ad hoc plan is added to the event, subsequently whenever you click the add ad hoc plan button, all the impacted assets that you select are added to this existing ad hoc plan.

There can be only one ad hoc plan per event.

- You can delete the impact of an event that is its assets, activated plans, and tasks until the event begins or is in **Pending** state.
- If the exercise or the crisis event is in **Work in Progress** state, then you cannot delete the associated impacts.
- You cannot add event assets, activated plans, or event tasks when the event is in **Closed Complete** or **Closed Incomplete** states.

You can view the selected assets and plans in a hierarchy on the grid in the **Short description** column.

Impacts grid

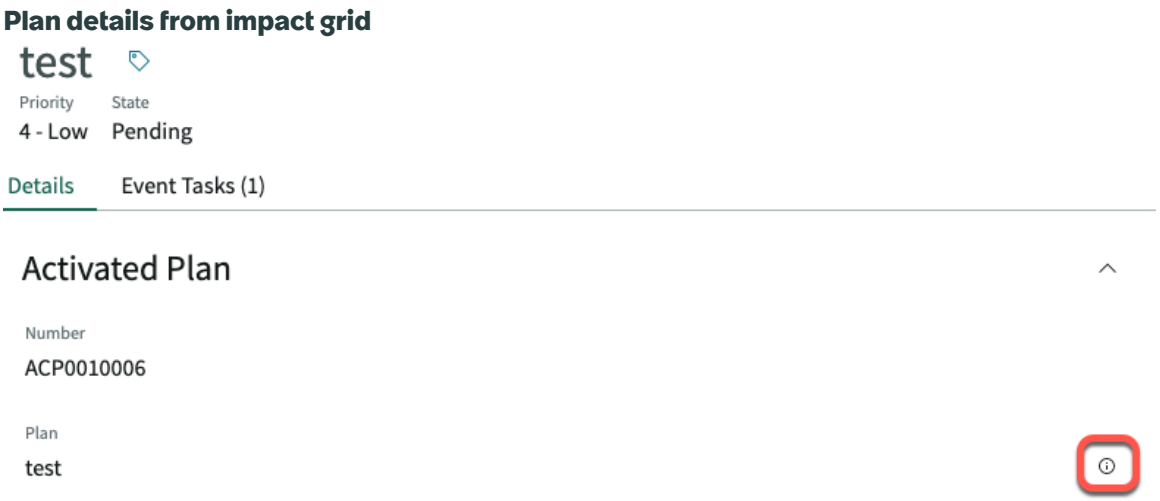


11. To update the impact details, click ⓘ of the respective record to launch the event asset and activated plan in the form view.

    a. To view the plan details of an activated plan, click ⓘ for the respective plan record in the impact grid.
    You can view the activated plan number, the plan name, its short description, state of the plan, priority, and description details.

    b. Click the **Open Record** link next to the plan name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The action opens the plan in a separate tab, where you can view its complete details.

Editable details in an Impacted Asset

In the impacted asset details, you can only edit the **State** of the asset if it has been recovered or not, and the **Actual time taken** to recover the asset. However, the rest of the impacted asset details are view only.

Editable details in an Activated Plan

You can edit the state of the plan, its priority, and description. However, you cannot edit the activated plan number or its short description.

Editable details in an impacted Event Task

You can only edit the **Assignment group**, **Assigned to**, and **Additional assignee list** fields. The rest of the fields are read only.

12. Click **Save**.
13. Click the refresh icon ( ) to display the updated state of the asset or plan, and the actual time taken to recover the asset.

Data flow, planning, and execution in an event

When the configuration item data is available on the ServiceNow AI Platform the same items can be used to assess dependencies in business impact analysis (BIA). The dependencies from the BIA can then be used in the planning and events. The configuration items (CIs) can be added manually to the plans and events as well.

You can also add new plans with assets to be recovered in a sequence.

The advantages of automatic data flow are:

- You can reuse the configuration item (CI) data that is created in CMDB in BIA, and from the BIA the dependencies are used in the plans and events.
- You have the capability to branch off to a related referred plan within the task of the main plan before executing the rest of the tasks in the main plan, especially when the referred plans are managed by planners of other departments or teams to recover their respective assets.
- The flow of execution is sequenced as per the Task ID and no event task is skipped in between.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Automatic data flow from CMDB to BIA and BIA to plans

When a record in created in ServiceNow AI Platform as a configuration item in CMDB, the record with all its related items are available for you to leverage as assets to assess dependencies in BIA.

CMDB

Data is created as a CI and the record is stored in CMDB. In CMDB, this CI is related to other items by a relationship either that depends on or used by the other related items. For example, if it's a Data Center NYC, then it can depend on SAP on-premise application and other web servers, business processes, locations, and others.

BIA

When you assess a BIA based on CMDB dependencies, the CMDB CI and its related items are automatically available as items for assessment in BIA. You can add these dependencies and the source of these items are tracked as CMDB. Therefore, the data created in CMDB is available as dependencies in BIA. In addition, you can also manually create other dependencies in BIA. For example, the Data Center NYC and its dependent SAP on-premise application are available in BIA to be added as dependencies. In addition, you can also add dependencies manually such as a Facility: New York.

Plan

When you are in the planning stage, if you have scoped the BIA-dependent item and added it as the scope, then the dependencies of the scoped item are available as Related Assets. Also, the plans existing for these assets are available as Related Plans. In addition, you can add new plans also. For example, a plan is created for Data Center: NYC, along with which the related plans of the related assets such as SAP on-premise application and Facility: New York (created in BIA) also move in to the planning phase automatically. In addition to the items that came from the BIA, you can also add new assets manually to the plan.

In the **Recovery Tasks** tab of a plan, you can also refer to a different plan and select the plan from the list of related plans.

Exercise

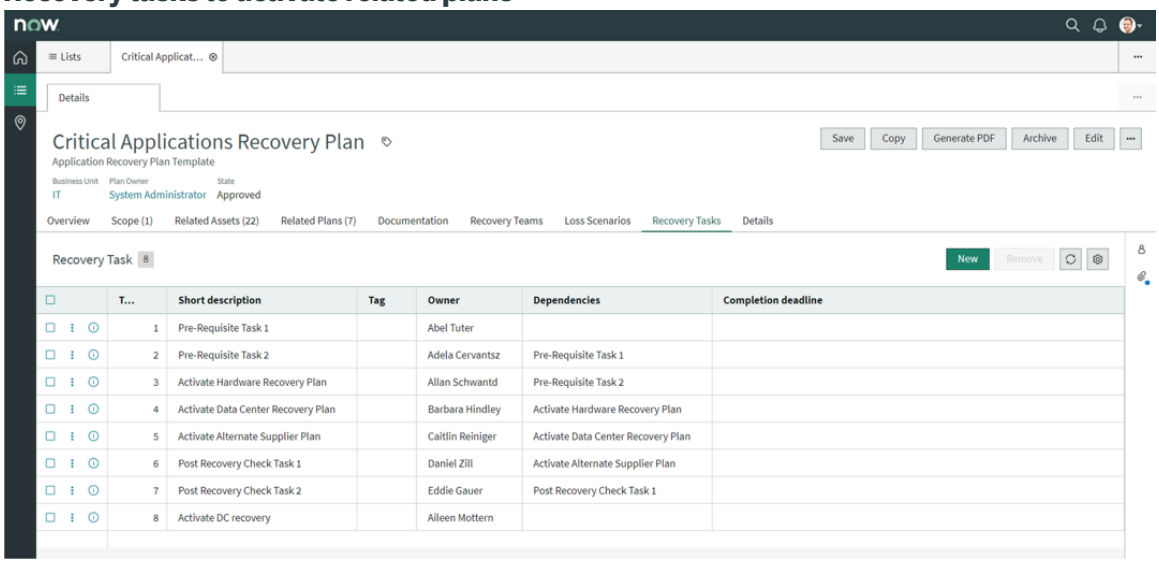
In the event, the impacted assets and the activated plans are pulled into the **Impacts** tab automatically based on the dependencies in the BIA. Along with the primary scope of exercise and related impacts, you can also add assets and plans manually, which are all pulled into the exercise for recovery.

Planning phase

In this planning phase, as a planner you can identify the related assets, add the related plans, and set a sequence and dependencies for execution of recovery.

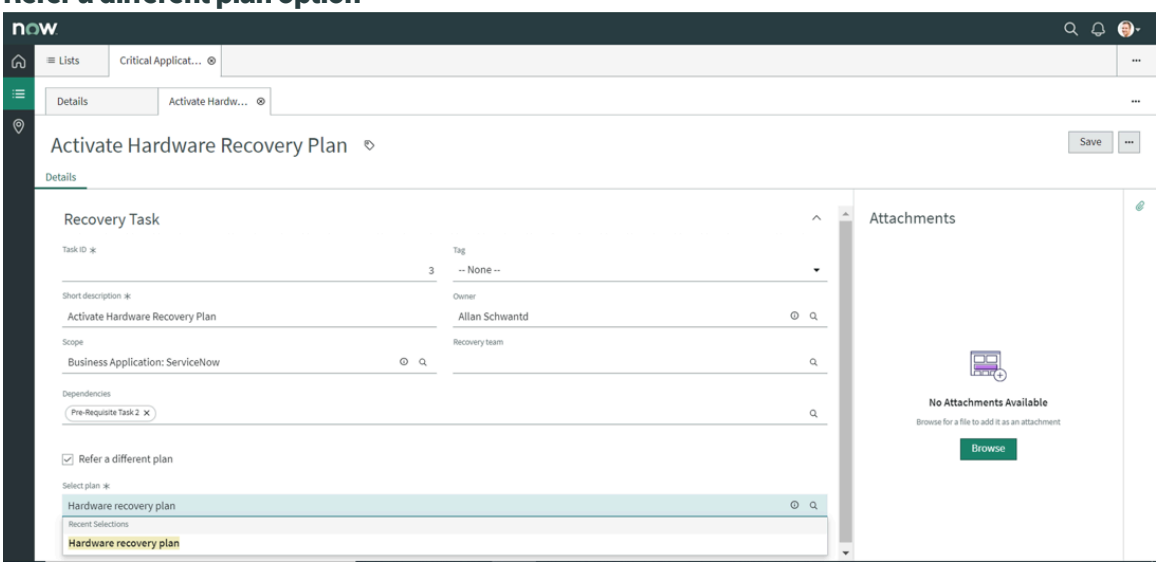
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Recovery tasks to activate related plans



If you must recover assets in Data center A before recovering assets in Data center B, then you can refer to a different plan that follows the recovery process of Data Center A. In this case, use the **Refer a different plan** option in the **Recovery Tasks** tab of the main plan, and select the relevant plan from the related plans to recover Data center A. The referred plan has its own set of tasks that the application executes when it comes to this particular task. You can also set a sequence for the execution of the referred plan within the event tasks of the main plan.

Refer a different plan option

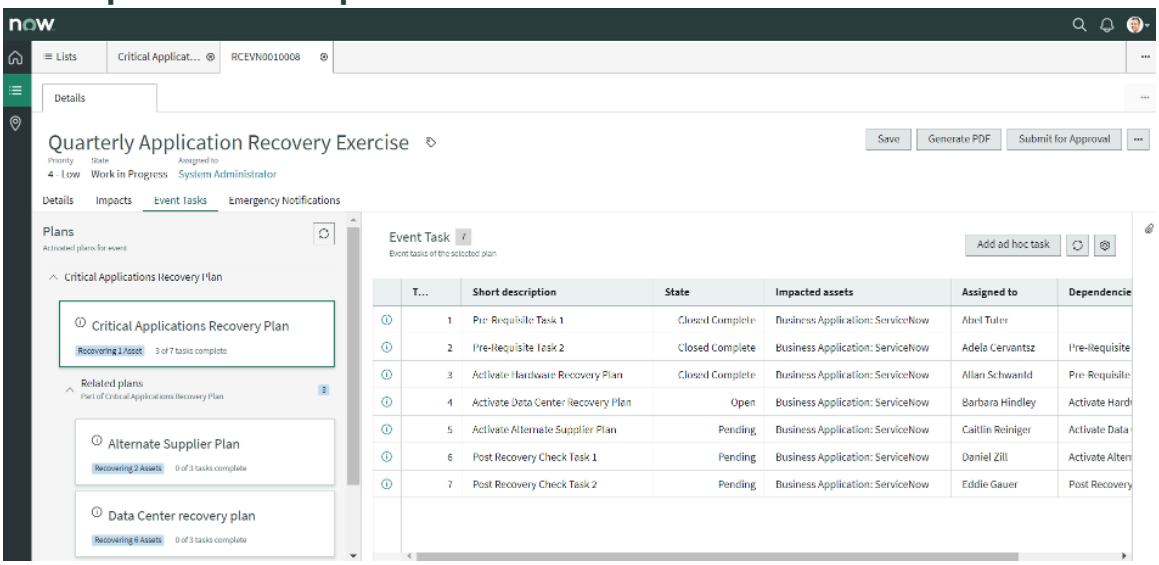


Tracking and execution phase

In the tracking and execution phase, you can activate relevant plans during an event recovery. When you add an impacted asset in the **Impacts** tab of an exercise, then all the related assets and related plans are pulled in. Similarly, if you add a plan, then all its sub-plans are also added.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related plan execution sequence



Navigate to the **Event Tasks** tab to track the execution of the event tasks of the selected main plan. When you click the **Start Event** button for an event, the tasks are triggered for execution. When you select the main activated plan in the **Plans** section of the left pane, you can view all the event tasks of the selected plan listed on the right pane as event tasks. In the **Plans** section on the left, below the main plan are the **Related plans**. The event tasks of the main plan are executed in the order of Task ID sequentially but when a particular task in the sequence has a referred or a related plan, then the application branches off to that plan and executes all the tasks listed in that plan thereof and completes the sequence before coming back to the original main plan from where it branched off to complete the rest of the tasks in the sequence. Therefore, there's a main list of recovery tasks under a main plan, within which there are sub-plans with their own set of recovery sub-tasks. The application executes all the tasks sequentially within the referred plan before it continues to execute the rest of the recovery tasks sequentially in the main plan.

Note:

For a primary main plan, if there are related referred plans within, then the application executes only the referred sub-plan but does not execute any other related plan that the sub-plan might have. The hierarchy of execution stops with the first level only if there are sub-plans.

View your recovery tasks from Self-service

View the tasks assigned to you or a recovery task team that you are a part of to recover assets from a crisis or exercise (Functional type) event. Your BCM Program Manager assigns the tasks to you and you can view them any time you want from the self-service application menu.

Before you begin

Role required: sn_bcm.recovery_team_member

Procedure

1. Navigate to **Self-Service** > **My Recovery Tasks**.
2. View the list of event tasks assigned to you, the assigned group that you are part of, or a recovery team that you belong to.
3. Sort the **Event Type** column to list the crisis-related tasks at the top.
4. View the **Event Task type** column to understand whether it is planned or an ad hoc event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Click the link to the **Task ID** of an event task that you want to update.
   You can update the **Actual start** and **Actual end** details.
6. To add any notes to the event task activity, click the Activity related list and add the information in the **Work notes** field.
7. To update the task to in progress **State** field, click the **Work in Progress** button.
8. To close the task, click either **Close Complete** or **Close Incomplete** button.
   For more information, see State transitions of an event task.
9. Click **Update** after your changes.

Crisis Management map

You can integrate the crisis management application with the Crisis Management map to receive alerts as the alert feeds on possible threats in continuing the business operations of your organization.

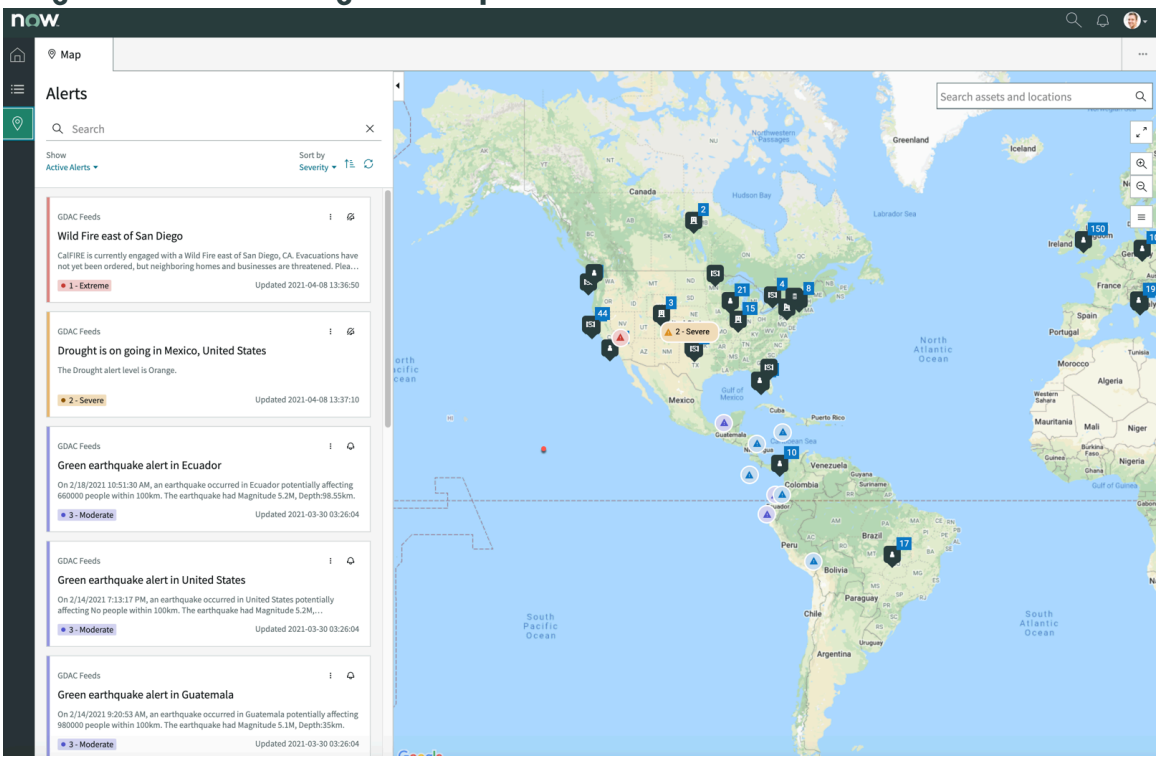
A threat feed is the data intelligence information of a potential or current threat that can pose a danger to an organization and stop its business routine or disable its business processes. Threat feeds can include but not limited to:

- Severe weather or tornado
- Hurricane
- Earthquake
- Wildfire or red flag warnings
- Flood
- Civil unrest or riots
- War or military conflict

As a BCM administrator, you can enable or disable threat feed integrations provided by the base system. You can also configure additional threat feeds in to the Crisis Management application. The integration and configurations that you set up alert the crisis manager of the threats and aid to take appropriate action on time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Integration of Crisis Management map



Setting up the crisis map

Before you integrate the crisis management map with the geographical locations of your assets, there are certain configurations that you must do to display the active alerts in the crisis map.

Understanding feed, alert, and event

Feed

A feed is news content updated frequently and provided on a world-wide website. You can subscribe to a news feed by manually entering the web address or URL of the feed channel in the **Web** field of the Feed form.

Alert

An alert is a notification that reports an incident happened at a particular place and time. First, an incident or an event reportedly happens. Then, the alert triggers a notification that reports or notifies the incident to the concerned people to take an action.

Event

Based on the severity of the alerts, you can take actions by just notifying the stakeholders of the incident that happened or declare a crisis event. An event can become a crisis event if it disrupts the business operations. In such a case, you can run the Crisis Management workflow to activate the business continuity and disaster recovery plans for the locations impacted by the event.

Setup steps to integrate crisis map

You require the following steps of configurations for the threat and alert feeds to show up in the crisis map visualization.

- To search locations on the crisis map, set up the system property.
- To manage your threat feed subscriptions sourced internally and externally, configure scheduled data imports.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- To plot your organization's assets or resources on the crisis map, configure the resources.
- To specify the conditions under which a feed should bubble up as an alert on the crisis map, configure alert rules.
- Finally, to act on a critical alert from the crisis map dashboard, configure an alert action.

Configure search for places in crisis map

Set the system property to manage searching places on the crisis map.

Before you begin

Role required: Administrator

About this task

To enable crisis map functionality in the GRC: Crisis Map application, you must set up Google maps. For more information, see Set up Google Maps API.

Note:
Prior to enabling the Crisis Map feature, confirm that you have purchased and set up Google Maps API.

Procedure

1. To open the System Properties table [sys_properties], enter sys_properties.list in the left pane of the application navigation filter.
2. Search for sn_bcm_map.use_google_places_lib in the **Name** column.
3. To search places in the Google map, set the value to **True** in the **Value** column for the sn_bcm_map.use_google_places_lib system property.

Configure scheduled data imports for crisis map

Manage your subscriptions to threat feeds from internal or external sources by configuring scheduled data imports.

Before you begin

Role required: System administrator

You must set up the Google maps for enabling the crisis map functionality. For more information, see Set up Google Maps API.

About this task

Threat feeds provide a situational awareness of potential or current threats to an organization's security. Threat alerts can be weather alerts, pandemic alerts, geopolitical situations, or internal events like security incidents and system outages.

Procedure

1. Navigate to **Threat and Alert Data Feeds** > **Administration** > **Scheduled Imports**.
   Following two scheduled data imports exist within the base system.

Name	Data source
GDAC Feed Source	GDAC Feeds
Weather.gov Severe Alerts Scheduled Import	Weather Gov Alerts

2. To add a new scheduled data import, click **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. On the form, fill in the fields.

Scheduled Data Import form

Field	Description
Name	Name of the scheduled import. Normally the source is the name.
Data source	Internal or external source of the threat and alert data used for import.
Run as	User who has the permission to import the threat alerts.
Active	Option for enabling the alert as active.
Application	Read-only field. The field helps distinguish items relevant to the crisis map.
Run	Frequency at which the data is imported.
Conditional	Option to indicate if a conditional script is required for the threat alert import.
Concurrent Import	Option for allowing concurrent imports.
Execute pre-import script	Option for enabling the execution of a pre-import script.
Execute post-import script	Option for enabling the execution of a post-import script.

4. Click **Submit**.

Configure a resource for crisis map

Configure resources to plot the organization's assets on the crisis map. The assets can be locations, employees, data centers, suppliers, and others. Configuring resources is also required as an input to set up alert rules.

Before you begin

Role required: System administrator

Set up the Google maps for enabling the crisis map functionality. For more information, see Set up Google Maps API.

Procedure

1. Navigate to **Threat and Alert Data Feeds** > **Administration** > **Resource Configurations**.
2. To add a new scheduled data import, click **New**.
3. On the form, fill in the fields.

Resource Configuration form

Field	Description
Name	Name of the resource configuration used in the map visualization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Icon	Image representing a resource item on the map.
Table	Table for resources to plot on the map.
Location field	Location column of the table used as location on the map.
Use Coordinates	Option for enabling coordinates to plot the resources on the geo-map.
Application	Read-only field. The field helps distinguish items relevant to the crisis map.
Active	Option to indicate that the resource configuration is active.
Category	Value is BCM application. Helps to identify the BCM-related resources when multiple applications use the component.
Searchable	Option to indicate if the resource is searchable in the map visualization.
Contact User Field	Contact for communication for the resource in focus.
Contact Alias	Contacts for identification.
Display Fields	Fields selected for display as the contacts.
Conditions	Conditions for filtering records from the table.

4. Click **Submit**.

Configure alert rules to display alerts in crisis map

Set alert rules to specify conditions under which a feed has to be bubbled up and displayed in the dashboard as an alert. You can also specify the conditions under which an alert is no longer valid and dismiss it from the dashboard.

Before you begin

Role required: Administrator

About this task

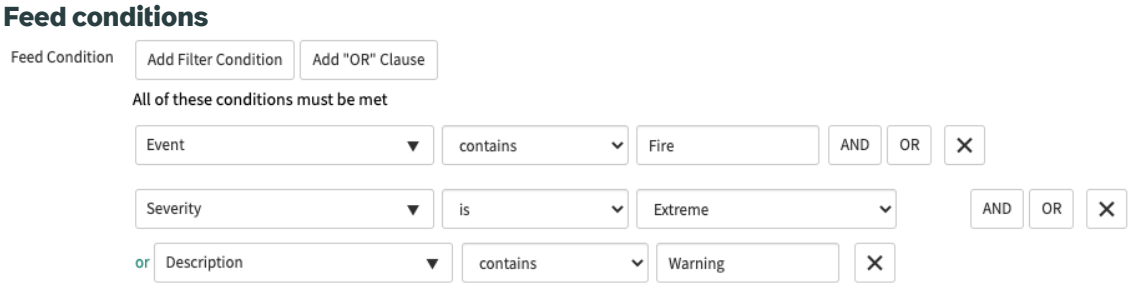
Configure an alert to notify the crisis manager of an impending danger, potential harm, or risk that can cause business disruption. Set up filter conditions to notify events or feeds that can happen within a boundary from the location of your assets.

Configuring an alert rule: Define simple conditions to evaluate an alert rule and determine the feed items that generate an alert. These alerts are displayed on the Crisis Management map.

Feed condition filters

Use these filter conditions to set your rules for a feed alert. Setting filter conditions help you to filter those alerts that are critical to your business locations from the thousands of feeds that come from the feed resources you have subscribed. Business locations can be corporate offices, employee locations, data centers, suppliers, and others.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Advanced condition script filters

Use the advanced rules option to set a filter rule with a condition script. For example, you can set a condition based on the proximity of the crisis to your asset locations. You can also make the rule active.

Procedure

1. Navigate to **Threat and Alert Data Feeds** > **Administration** > **Alert Rules**.
2. Click **New**.
3. On the form, fill in the fields.

Alert Rule form

Field	Description
Name	Name of the alert rule.
Active	Option to set the rule active.
Application	Read-only field. The field helps distinguish items relevant to the crisis map.
Order	Display order of the alert rule. By default it is 100.
Description	Details about the alert.
Create Condition	
If Resource Impacted	Option for enabling an alert rule if a resource is impacted.
Advanced	Option for enabling advanced filter rules with a condition script for the alert rule.
Optimize Impact Area	Option to indicate if the map area is to be optimized. Select the check box for optimal performance.
Feed Condition	Conditions to filter alerts based on the set rule.
Advanced Condition Script	This field appears if the **Advanced** option is selected. Enter a script to filter feeds based on a criteria, for example, active alerts.
Dismiss Condition	
When Feed Deleted	Option to indicate that the alert must be dismissed from the dashboard, if the feed is deleted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
When Resources Not Impacted	Option to indicate that the alert must be dismissed from the dashboard, if there are no resources impacted.

4. Click **Submit**.

Configure an alert action

The alert actions are the follow-up actions that you can perform from the crisis map dashboard.

Before you begin

Role required: System administrator

Procedure

1. Navigate to **Threat and Alert Data Feeds** > **Administration** > **Alert Actions**.
   These actions are available within the base system.

Name	Description
Notify	Used to send email notifications to stakeholders and the asset managers that are within the impact radius.
Declare Crisis	Used to declare a combination of alert and critical assets as a crisis event.

2. To add a new alert action, click **New**.
3. On the form, fill in the fields.

Alert Action form

Field	Description
Title	Title of the alert action.
Description	Detailed description of the alert action.
Name	Name of the action in the crisis map dashboard.
Action name	Unique name for the alert action.
Run once	Option to indicate the execution of the action one or more times from the dashboard.
Type	Type of action to be executed. It can be a task, script, or flow.
Task type	Task type used for the action.
Application	Read-only field. The field is used as a flag to filter the items relevant to crisis management from a common list of actions.
Active	Option to indicate that the alert action is active.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Order	Display order to be followed on the dashboard.
Run automatically	Option for enabling the action to be executed automatically based on a condition.
Roles	User roles who can execute the task successfully.
Display Fields	Fields to be displayed in the response actions after the actions are executed.
Condition	Conditions to execute the actions.
Task script	Task script to be executed when the user clicks the action control on the dashboard.

4. Click **Submit**.

View and manage alerts in the crisis map interface

Business Continuity Management integrates with the Crisis Map to provide you the capability of identifying a threat and its geolocation from your asset locations.

Before you begin

It not only helps you to identify a threat as a business crisis but also notify your stakeholders and declare it as a crisis event if it has the potency to disrupt your business.

Note:
Activate the Business Crisis Management Map (sn-crisis-map) application for the crisis map feature.

Role required: BCM admin or BCM Program Manager

About this task

Use the crisis map to manage feeds, prioritize alerts based on their severity, and create events. Thereafter, you can run the Crisis Management workflow and activate the business continuity and recovery plans for the locations impacted by the event.

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the map icon ( ).

   The alerts section is on the left of the workspace and the map view is on the right.

Alert control feature	Description
Search Alerts	Key word to search and filter alerts from the list.
Select active or dismissed alerts	List to select either active or dismissed alerts. When an alert is dismissed, it becomes inactive.
Select column to sort by	List to select and display alerts based on their severity, created, or updated date.

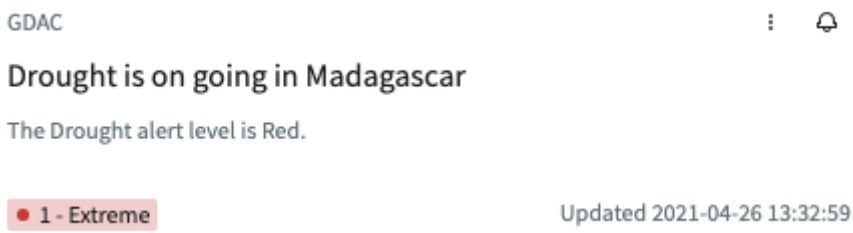
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alert control feature	Description
Change sort order ( )	Sorting order of the alerts, either in ascending or descending order.
Refresh Alerts ( )	Option to refresh the alert list and the map components after an update.

Threat alerts, based on severity or in any sorting order that you have set, are displayed in a list view. As you point to an alert in the list of alerts, you can view additional details about the impact of the threat.

Each alert record in the list has these details:

Alert record in the alert list



Title

Name of the alert.

Description

Brief note about the impact of the alert.

Severity

Intensity of the threat impact. It can be extreme, severe, moderate, minor, or unknown.

Updated details

The alert's last updated date and timestamp.

3. Click an alert record to open the alert in its detailed view and view its corresponding impacted area on the map.
4. To go back to the list view of alerts, click the **Back** button.
5. To open the alert details in the form view, click the **Open Alert** option in the alert menu icon ( ).
   This action opens the record in a separate **Details** tab.
6. To go back to the alert list, click the **Map** tab.
7. If the alert does not pose a threat currently to your employee locations, datacenters, core companies, or any of your business establishments, click the **Dismiss Alert** option in the alert menu.
   If you know that the alert would not hamper your business operations, you can dismiss it in the list view as well as in its detailed view. When you dismiss an alert in the list view, it is removed from the list. If you dismiss an alert from the detailed view, the alert is removed and brings you back to the list view so that you can review the other alerts in the list. In both cases, you can see a confirmation message about the dismissal of the alert.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. To subscribe to the alert notifications, click the subscribe icon ( ).
   You receive an email and workspace notifications every time the alert or its source feed item is updated.

Set controls to customize alerts on the map dynamically

Use a set of controls on the crisis map to display the alerts that are critical to your asset locations.

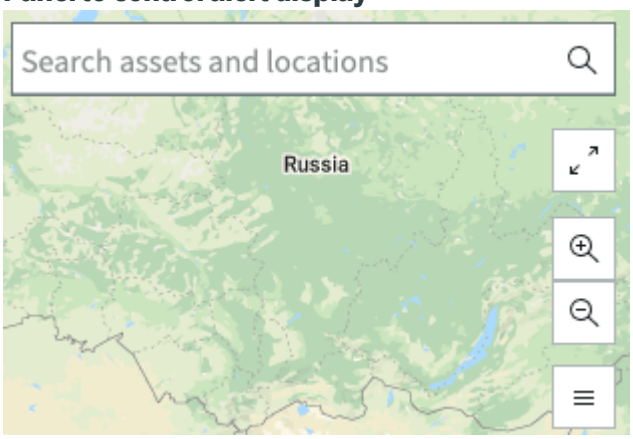
Before you begin

Role required: BCM admin or BCM Program Manager

About this task

You can customize the crisis map to display the layers that you would like to see on the map. Use the controls to view locations, employee locations, or core companies.

Panel to control alert display



The search bar helps you to search the assets and locations. A set of zoom controls helps you to zoom in and zoom out to focus on the area that has the information shown in that layer. The layers help you to get additional details on the map. Use the reset button to clear your control settings.

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the map icon ( ).

   The alerts section is on the left of the workspace and the map view is on the right.
3. Click the **Search assets and locations** field and enter a location or a datacenter that is impacted by an alert.
   When you search for a location, a mixed list of your company results with the display value of the records along with their icons, and the Google map pin icons appears.

   If you are not sure of both the employee locations or datacenters, then use the Layers control.
4. To change the zoom level of the map and view specific areas, use the zoom control buttons, zoom-in ( ) and zoom-out ( ).
5. To select and display the assets such as asset locations, datacenters, or core companies on the map, click the layers icon ( ).
6. To clear the map of all the search results, click the reset icon ( ).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

View resource layer clustering

View your assets or resources on the map.

Before you begin

Role required: BCM admin or BCM Program Manager

About this task

The layers that you see in the map like the assets, datacenters, and core companies are the resources that you have configured. Each of these layers fetches data from the respective resource tables. The assets, datacenters, and core companies resources retrieve data from the location, datacenter, and company tables, respectively.

Asset locations that are nearby to each other are clustered and a cumulative count of the assets is displayed next to the asset icon.

Procedure

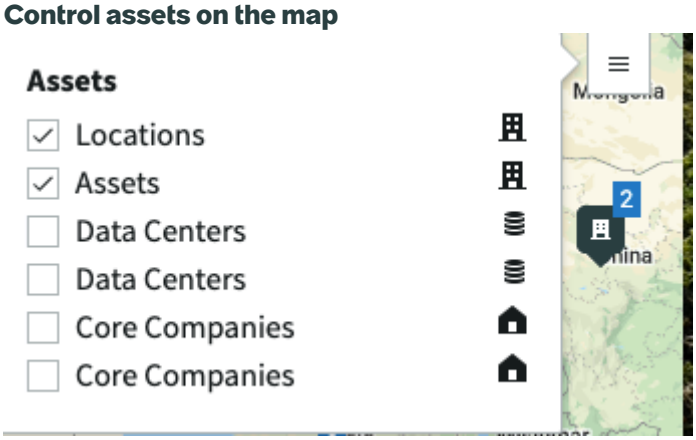
1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the map icon ( ).
3. Click the layers icon ( ).

   The layers on the map appear just as pins on a Google map and are configurable. All the layer details like the asset locations, assets, datacenters, and core companies are displayed on the map by their configured icons.

   Use the layers control to view only the selected or all assets that can be toggled on and off on the map. As a crisis manager, when viewing the active alerts you can make an informed decision by concentrating on a single asset that can be critical at that moment from the rest.

4. To display a selective resource or asset on the map, select the check box of that asset.

   Control assets on the map

   The icons of the selected asset are displayed on the map. Layer icons are displayed within black borders, whereas alert icons are within a white circle.

5. Click an asset icon on the map to view its details.

   For example, if you click a datacenter icon ( ) that has no number or a count next to it, a pop over appears with the display information that you have configured in the Resource Configuration table [sn_fam_resource_config].

   If you have configured **Power** and **Power consumption** fields of the datacenter table [cmdb_co_datacenter] as the display fields in the Resource Configuration form, then the power

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

consumption details of that datacenter are displayed on the pop over along with its location coordinates.

6. Click an asset icon with a number next to it.

   The map zooms in to show all the assets that match with the count in that cluster. You can further click each asset within the cluster and drill down to any asset to view its details on the pop over.

   You can view only one pop over at a time. The pop over disappears on clicking another node.

7. Click the reset icon ( ) to clear the search results on the map.

View assets at risk within the impacted area

View the list of resources that are at stake because of an alert threat that is near your business locations. Take actions to protect your resources and prevent major loss.

Before you begin

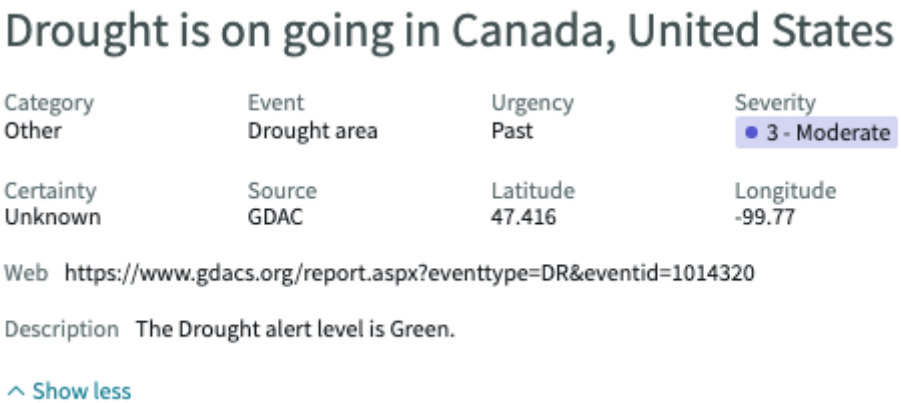
Role required: BCM admin or BCM Program Manager

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the map icon ( ).
3. Click an alert record to open the alert in its detailed view.

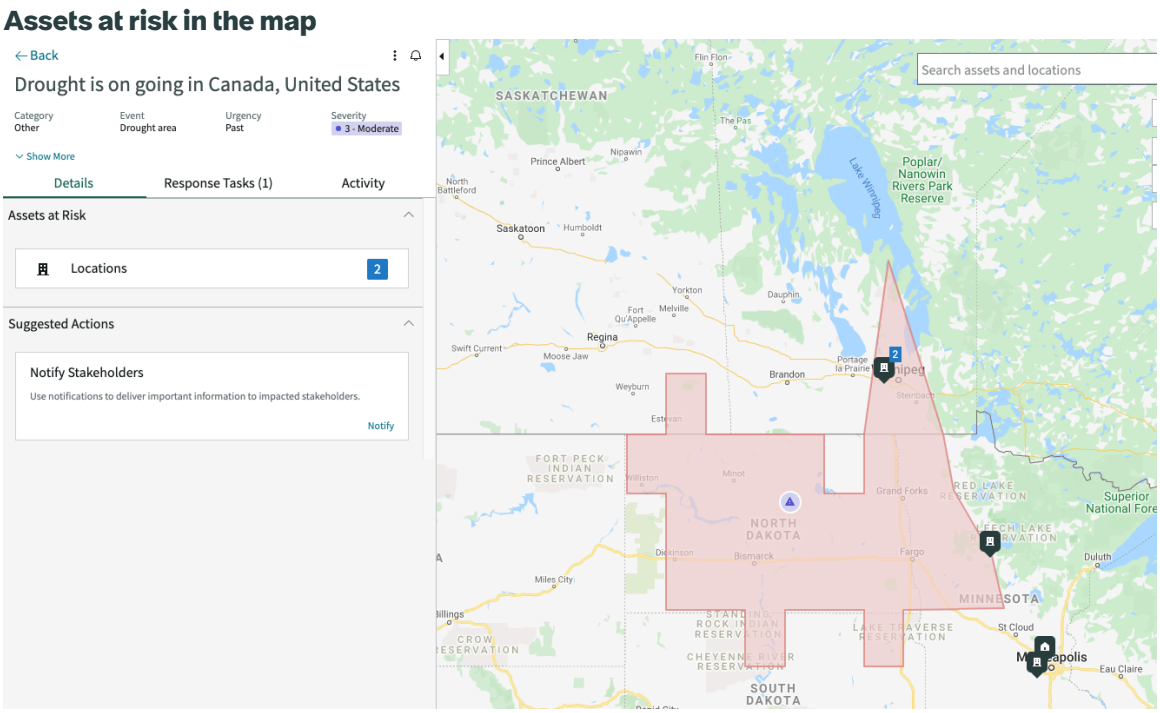
   You can see various details of the alert on the form header.

Assets at risk form header



   - The title of the alert
   - The category of the alert
   - Urgency of the alert whether it is going to strike immediately or expected in future
   - Its severity in terms of loss
   - Its certainty as to how likely it can strike
   - Source of the alert feed
   - The coordinates of the impacted area
   - The source or the website from where the feed alert was received
   - Its description

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Expand **Assets at Risk** section to view all the listed assets that are at risk.
   The **Assets at Risk** lists locations, datacenters, and core companies that lie within the impacted area of the alert. It also displays the count as to how many of these assets are impacted. You can view the impacted area on the map and take any of the suggested actions.

   The boundary of the alert's impacted area on the map is marked in mauve color. You can view the assets that are at risk within this impacted area on the map. If one of your location, datacenter, or a core company is impacted by the alert, you can edit the impacted zone to include the asset.

5. To edit an impacted area, click the alert menu icon (⋮).

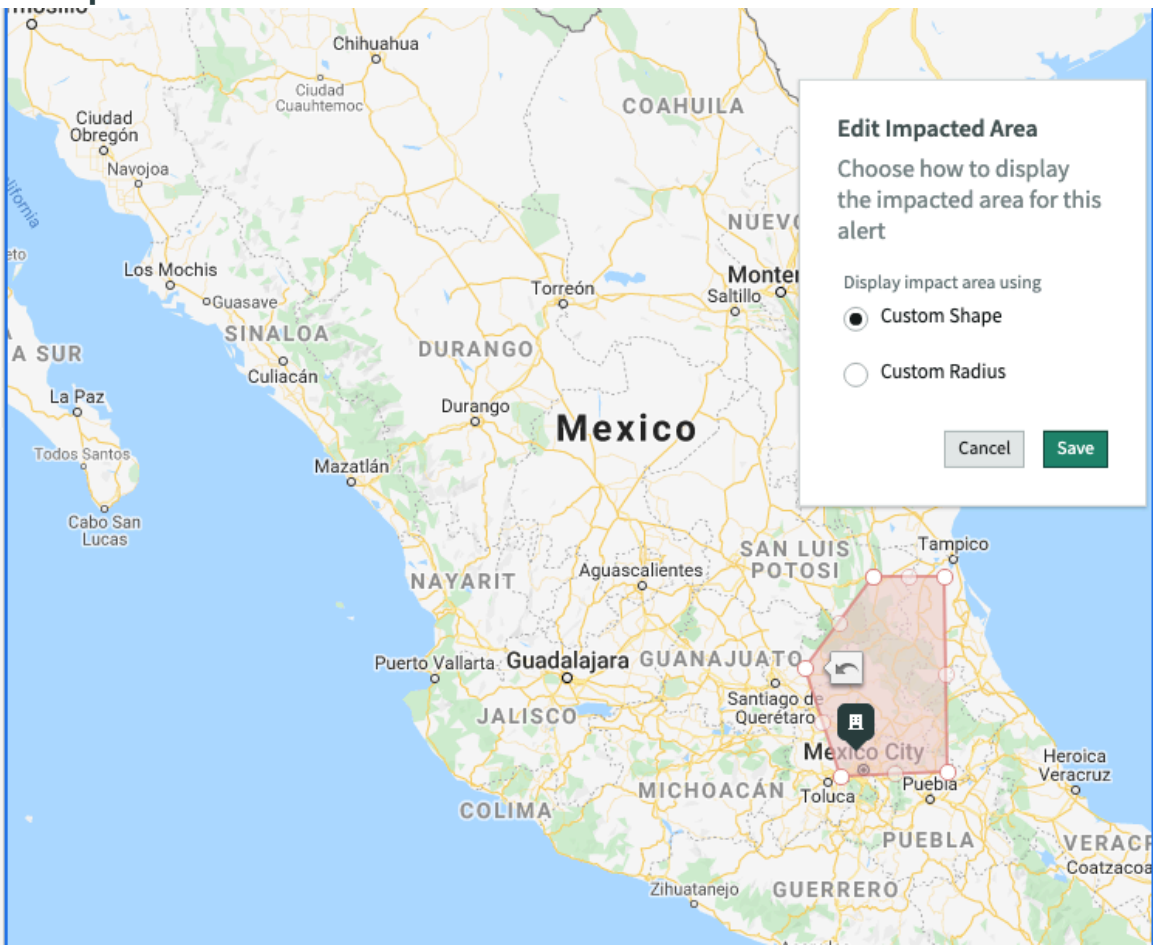
   a. Click the **Edit Impact Area** option.

   b. In the Edit Impacted Area pop over that opens on the map, select either Custom Shape or Custom Radius depending on the shape of the impacted area.
      - Custom Shape: Select Custom Shape if the impacted area is polygonal shape.
      - Custom Radius: If the impacted area is a circle.

   c. Click and drag the vertex on the boundary of the impacted area to include the asset location.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Edit impacted area



d. Click **Save**.

6. Save or bookmark the URL of the alert to open the detailed view of the alert directly anytime.
7. Click an asset card like a location or datacenter in the **Assets at Risk** section.
   The list view of the records opens up in a new tab.
8. To view the details of the asset, click the link to the record in the **Name** column.
   You can view the complete details of the asset including its latitude and longitude.

Notify stakeholders and initiate response workflows

Notify the stakeholders and initiate multiple workflows for the recovery teams across your organization and help them respond to the threat and take necessary actions.

Before you begin

Role required: BCM admin or BCM Program Manager

Procedure

1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the map icon ( ).
3. Click an alert record.

   As a crisis manager, while viewing the alerts and their severity, you can initiate appropriate actions and trigger Crisis Management workflows for the respective stakeholders to respond

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

and act on the crisis. The **Suggested Actions** section lists various responses that you can initiate.

Notify Stakeholders

Notify important stakeholders of the assets that are at risk because of the alert.

Declare a Crisis Event

Start an event to activate the recovery tasks to recover the assets with a recovery team.

4. To notify a stakeholder of the impending crisis by an email, click the **Notify** button in the Notify Stakeholders card.
   In the modal window that opens, identify the concerned person or persons and communicate the information to them. It is a two-step process, where you identify the audience and draft an email to send it to them.

   a. Select an audience from the list in the Notify Stakeholders pop-up.
      You can select an additional audience from the list whom you think must be notified too.

   b. Click **Next**.

   c. In the Step 2 of the process, verify the alert details and draft an email appropriately in the **Email Body** field.

   d. Click the **Send Notification** button.
      You get a message that the action is executed.

5. To activate a business continuity or disaster recovery plan for the locations that are impacted, click **Declare Crisis** in the Declare a Crisis Event card.

   a. Enter a brief description of the crisis event in the Declare a Crisis Event modal window that opens.

   b. Click **Next**.

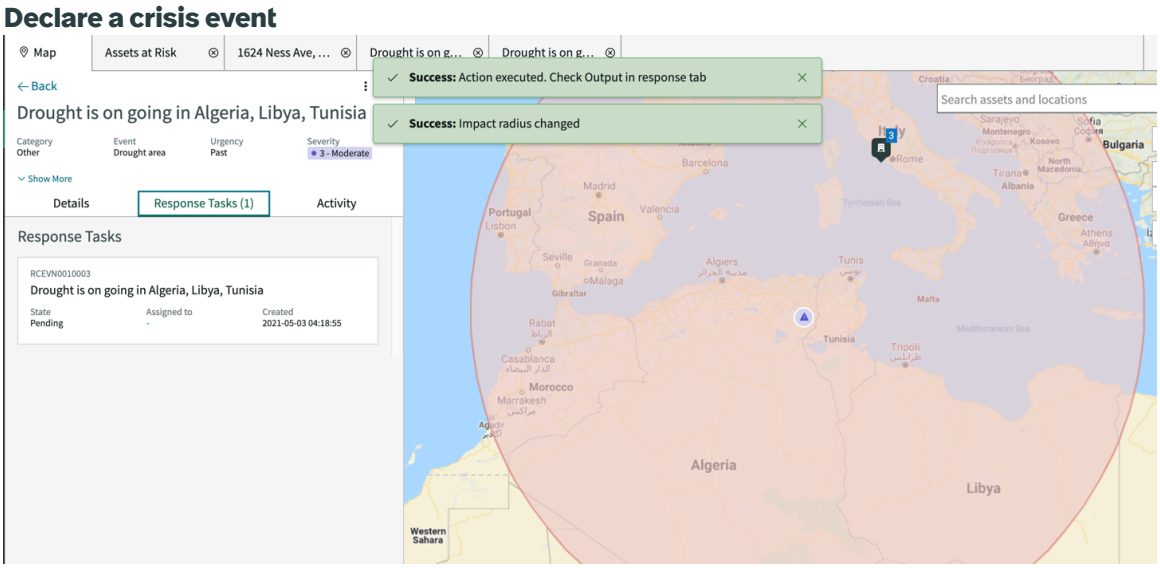
   c. Select the assets at risk that are within the radius of the threat alert.

   d. Click **Start Crisis Event** button.

   When you trigger these actions, separate scripts run to trigger the alert notify action and the declaration of the crisis event. A message appears to confirm that your actions are executed. You can navigate to the **Response Tasks** tab to view the action and recovery event details.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

All the assets at risk are copied over to the Event Assets table [sn_recovery_event_asset] related to the event [sn_recovery_event].



What to do next

1. If it is a recovery event, click anywhere on the Response Tasks card to take you to the event details.
2. In the **Details** tab of the event, update the details if required.
3. Click the **Start Event** button. The event for the crisis is then activated. All the associated plans for this recovery event and the tasks associated with it are set into action. The Crisis Management workflow begins to recover the impacted assets. For more information, see Manage a crisis event.

   All the assets at risk are copied over to the Event Assets table [sn_recovery_event_asset] related to the event [sn_recovery_event].

Integrating Crisis Management with Everbridge

You can integrate Crisis Management in Business Continuity Management application with Everbridge notifications system. Everbridge system enables you to send emergency notification to individuals or group of people alerting them of an impending emergency. It provides a one-way notification and two-way communication through properly established delivery channels.

Crisis Management in Business Continuity Management application uses Everbridge to direct certain crisis response activities. This integration helps to send notifications about critical events to stakeholders and coordinates responses from them in an effective two-way delivery channel.

To send a notification, you need correct contacts, groups, and delivery channels. Delivery channels are created and stored in Everbridge and you have to import those delivery channels for your particular organization ID. These delivery channels are used for sending notifications and contact creation.

Setup steps for emergency notification

Setting up the Emergency Notification feature requires you, as a BCM admin, to configure certain pre-requisite data. The setup steps help you to establish a consistent connection with Everbridge and a successful notification delivery workflow on the Everbridge side.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following configurations are required to be set up for different users to use the Crisis Management workspace for sending an emergency notification and monitoring the notification workflow:

- To create a connection and authenticate your credentials with Everbridge, see Create connection and authenticate credential with Everbridge.
- To get the delivery details of the contacts from Everbridge and use them to send notification, see Import delivery channels from Everbridge.
- To get the details about the type of contacts from Everbridge, see Import record types from Everbridge.
- To pre-configure a notification template to send an email or SMS to your contacts, see Define a template for emergency notification.
- To create contacts for sending the notification, see Create contacts for emergency notifications.
- To set up rules in filtering the contacts from the user table, see Create contact import rules.
- To create a group of contacts, see Create a notification contact group.

Here is a flow diagram that shows how the different setup steps are connected for the integration:

Emergency notification setup flow



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create connection and authenticate credential with Everbridge

As a first step, establish a connection and authenticate your login credentials with an Everbridge instance to send out a notification using a delivery channel. This connection not only helps you to send but also receive communications.

Before you begin

Role required: BCM admin (sn_bcm.admin)

Procedure

1. Navigate to **Business Continuity** > **Everbridge Notification Configuration** > **Connection & Credential Alias**.
2. Click the **Create New Connection & Credential** related link.
3. On the form, fill in the fields.

Create Connection and Credential form

Field	Description
Connection Name	Name of the connection. Enter Everbridge Connection.
Connection URL	Everbridge API base address.
Organization ID	Organization ID of Everbridge. **Note:** You can get the organization ID from the Everbridge instance.
Incident Template ID	Unique ID of Everbridge incident template. **Note:** You can get the ID from the Everbridge instance.
Credential Name	Name of Everbridge credential.
Username	User name of API user in Everbridge.
Password	Password to validate and establish connection.

4. Click **Create**.

Import delivery channels from Everbridge

After setting up the connection and credentials with Everbridge, you must import the delivery channels from Everbridge. Sending notifications is made easier through these delivery channels.

Before you begin

Role required: BCM admin (sn_bcm.admin)

About this task

Finding out how to reach or connect with your stakeholders at the time of crisis may have many challenges. Your notifications may not reach them as they may no longer use those delivery

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

methods through which you are trying. Having imported delivery channels to reach your contacts and selected groups make your notification service much more certain and manageable.

Procedure

1. Navigate to **Business Continuity** > **Everbridge Notification Configuration** > **Delivery Channels**.
2. Click **Import**.
   All delivery channels are imported from Everbridge successfully. You get a message of confirmation if successful, otherwise an error message.

Import record types from Everbridge

Import the record types for your organization ID from Everbridge and use them to create contacts.

Before you begin
Role required: BCM admin (sn_bcm.admin)

About this task
Record types are information stored in Everbridge which are required to create contacts.

Procedure

1. Navigate to **Business Continuity** > **Everbridge notification Configuration** > **Record Types**.
2. Click **Import**.
   Record types for your organization ID with the category are imported from Everbridge. If successfully imported you get a message of confirmation, otherwise an error message.

Define a template for emergency notification

Create a template with pre-defined information that you can use to send notification quickly to your users in an emergency.

Before you begin
Role required: BCM admin (sn_bcm.admin)

About this task
For example, you can define a template drafting an email information for a particular emergency crisis that might strike a business location or facility specifically.

Procedure

1. Navigate to **Business Continuity** > **Everbridge Notification Configuration** > **Notification Templates**.
2. Click **New**.
3. On the form, fill in the fields.

Notification Template form

Field	Description
Name	Name of the notification template.
Description	Short note about the purpose of the template.
Delivery channels	Communication channels used for sending the notification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Subject	Title of the notification.
Message body	Introductory text message for the notification.
Foot note	Closing message for the notification.
SMS text	Message sent through SMS.

4. Click **Submit**.

Create contacts for emergency notifications

Use the ServiceNow users list to create contacts manually and synchronize the contacts with Everbridge to send emergency notifications.

Before you begin

Role required: BCM admin (sn_bcm.admin)

About this task

After creating the contact from the user list, you can update the contacts and synchronize them with Everbridge.

Delivery channels are imported from Everbridge to the delivery channels table. Using the imported delivery channels, you can manually create contact delivery details or the system administrator can do an easy import.

Procedure

1. Navigate to **Business Continuity** > **Everbridge Contact Configuration** > **Contacts**.
2. Click **New**.
3. On the form, fill in the fields.

Contact form

Field	Description
Source	○ If you created the contact manually from the users list, then it is Manual. ○ If you had used the sync rule to create contact, then it is Sync rule.
Last sync on	Auto-populates the date on which the contact was last synchronized with Everbridge.
Contact ID	Unique ID of the contact.
Sync status	Defaults to **New** when the contact is created. The status can also be: ○ **Success**: When the contact is successfully synced with Everbridge. ○ **Error**: If there is an error in syncing. ○ **Updated**: If the contact or the delivery details were modified.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
User	User reference from the Users table [sys_user].
External contact ID	Contact ID in Everbridge.
Sync error	Error in syncing the contact with Everbridge.

You can delete a contact that you created manually from the User table. However, the contact must be in **New** state. If the referenced user record is deleted, then a scheduled job that runs weekly deletes the contact from the Contacts table.

4. Click **Submit**.
5. To create delivery details for the contact you created, click **New** in the **Delivery details** related list.
   a. Select the Delivery channel from the list that you imported.
   b. Enter a value.
   If the delivery channel is email, then enter an email ID.
   c. Enter the order of preference in which the delivery channels are prioritized to send notifications.
   d. Click **Submit**.
6. To import contacts using a sync rule, you must first create a contact import rule.
7. To import contacts based on contact sync rules, click **Import users** button.
   Refresh the form page to get the imported list of users.

   Import users action reads the Users table [sys_user] based on the contact sync rules and creates a record in the Contacts table.
8. To synchronize your list of contacts with that of Everbridge, click the **Sync with Everbridge** button.
   After the contacts are synchronized with Everbridge, the status of the sync action is recorded in the **Sync status** field. The unique ID of the contacts that are synced successfully in Everbridge are recorded as the **External contact ID** of the Contacts table.

Create contact import rules

Create a contact import rule to apply on the User table and filter out users as contacts for emergency notifications.

Before you begin

Role required: BCM admin (sn_bcm.admin)

About this task

The contact import rule is applied on the default table that is the User table [sys_user]. The unique user reference that is the sys_id of the user table and the unique contact ID of the Contacts table that is synced with Everbridge are mapped.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Business Continuity** > **Everbridge Contact Configuration** > **Contact Import Rules**.
2. Click **New**.
3. On the form, fill in the fields.

Contact Import Rules form

Field	Description
Name	Name of the import rule.
Table	Defaults to the User table [sys_user]
Filter condition	Condition applied on the User table to filter records.
Record type	Default category of the record type.
User mapping	Unique user reference from the Users table.
Contact ID mapping	Unique ID of each contact used to sync with Everbridge.

4. Click **Submit**.

Create a notification contact group

Create a notification contact group using the ServiceNow AI Platform groups. Use the group members as contacts for emergency notification. Synchronize the group members as contacts with Everbridge and track the non-synchronized members as exceptions.

Before you begin

Role required: BCM admin (sn_bcm.admin)

Procedure

1. Navigate to **Business Continuity** > **Everbridge Contact Configuration** > **Notification Contact Groups**.
2. Click **New**.
3. On the form, fill in the fields.

Notification Contact Group form

Field	Description
Group	Reference to the User Group table.
Sync status	Defaults to **New** when the group is created. ○ **Success**: The contact group is successfully synchronized with Everbridge. ○ **Error**: If there is an error in syncing. ○ **Updated**: If the contact group is modified.
Last sync on	Auto-populates the date on which the group was last synchronized with Everbridge.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Click **Submit**.
5. To synchronize the group with the groups in Everbridge, click **Sync Groups to Everbridge**. Refresh the page to get the synchronized status of the group.

   If a group did not synchronize with Everbridge, then you get an error message.
6. To view the names of the group members that did not synchronize with Everbridge, click **Group User Exceptions** related list.

Example:
There are five members in a group, out of which four members are already synced with Everbridge and existing as contacts. When you synchronize the group, a group is created in Everbridge with the four synced group members. However, the unsynchronized single member is logged as an exception displaying a message as to why the syncing failed.

You can synchronize this particular contact first and then the group with Everbridge.

Create an emergency notification and monitor its workflow

Use the **Emergency notification** tab in the event workspace to create a notification for a crisis event or an exercise event where the exercise method is Functional.

Before you begin
Role required: sn_bcm.planner, sn_bcm.program_manager, or sn_bcm.admin

About this task
Send an event notification from the workspace that triggers a complete workflow of activities from the **Draft** to **Complete** state in Everbridge, where all the activities can be monitored from the workspace.

When you send an emergency notification from the workspace, the action creates an incident and a notification for the incident in Everbridge to be sent to the right contacts and groups.

Procedure
1. Navigate to **Business Continuity** > **Business Continuity Workspace**.
2. Click the lists icon ( ).
3. Click **Pending** state in the Crisis Events list.

   Note:
   If the **Exercise Method** is **Functional**, then you can create an emergency notification for an exercise event.
4. Click the link to the event record in the **Number** column.
5. Click the **Emergency Notifications** related list.
6. Click **New**.
   New Notification form opens in a separate tab.
7. On the form, fill in the fields.

Create New Notification form

Field	Description
Short description	Title of the emergency notification

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Template	Pre-configured template that has the subject of the mail and the delivery channels for the contacts.
Notification state	State of notification in the ServiceNow workspace.
Communication status	State of notification in Everbridge.
Description	Description of the notification.
Contacts and Groups	
Contacts	Persons to whom the notification is sent. Contacts that are successfully synced with Everbridge are listed.
Notification contact groups	Groups of contact to whom the notification is sent. Successfully synced contact groups are listed.
Settings	
Acknowledgement required	Option if an acknowledgement is required from the contact for the notification received.
Delivery channels	Communication channels used for sending the notification.
Message Details	
Subject	Title of the notification.
Message body	Introductory text message for the notification. If a template is selected, then the message details are auto-populated from the template.
Foot note	Closing message for the notification.
SMS text	Message sent through SMS.

The notification that you create is in **Draft** stage.

8. To save the notification and send it later, click **Save**.
9. To delete the notification that is in **Draft** stage, click **Delete**.
10. Click **Send**.

    The send action creates a notification in Everbridge.

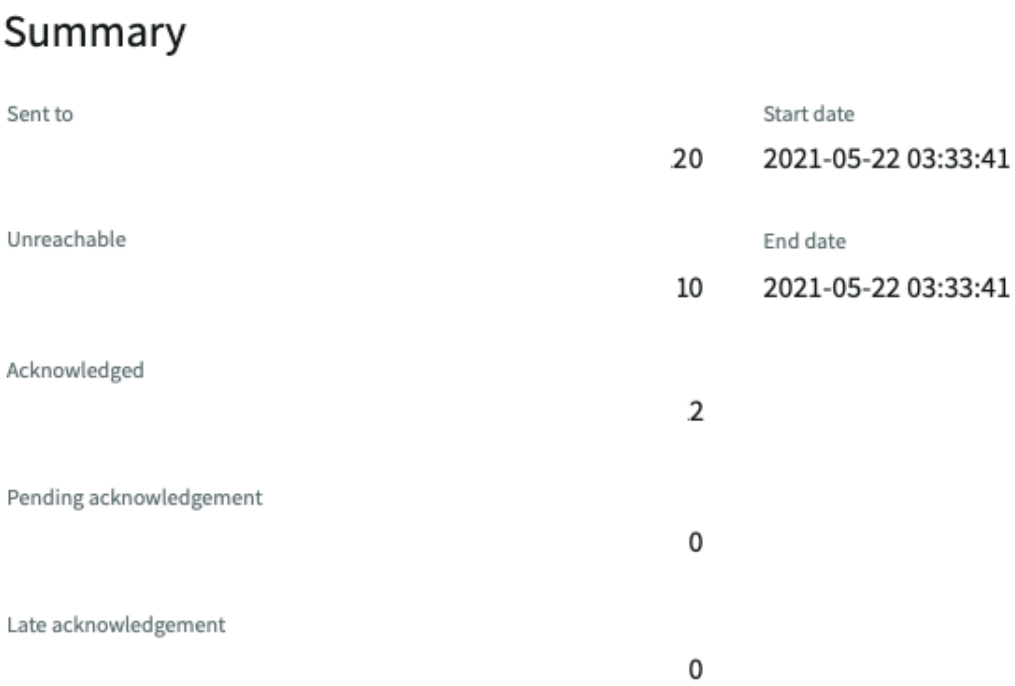
    When you create and send a notification for a crisis event in the workspace, a corresponding incident is created along with a notification in Everbridge.

11. To know if there are any errors in sending the notification, refresh the page.
    If there is an error in sending, the **Notification state** moves to **Error**.
12. To get the state from Everbridge for the notification sent to the contacts in the **Communication status** field, click the **Get response status** button.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The **Summary** section displays the list of contacts and groups to whom the notification was sent and their responses. It also displays the number of contacts who could not be reached, the number of contacts who acknowledged the notification, and the number of pending acknowledgements. This information is retrieved from Everbridge and displayed on your workspace.

Summary of the notification sent to contacts



Sent to

Number of contacts to whom the notification was sent.

Unreachable

Number of contacts to whom notification was not sent.

Acknowledged

Number of contacts who acknowledged the receipt of notification.

Pending acknowledgement

Number of contacts who did not acknowledge the receipt of notification.

Late acknowledgement

Number of contacts who confirmed the receipt of notification after the notification duration had elapsed.

If there are many contacts to whom the notification could not be delivered, then create another notification for the same crisis event. This time, you can send to a team of managers, as the previous notification did not reach many contacts.

Before you submit an event for approval, all the notifications that are In Progress must be closed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. To delete a notification that is in **Draft** or **Error** state, click the link to the emergency notification record in the **Number** column.

> **Note:**
> You cannot delete a notification that is in **Attempting to send**, **In Progress** or **Completed** state.

b. Click **Delete** in the more actions icon ( ).

> **Note:**
> Now that the event is closed and the corresponding incident in Everbridge is also closed, you cannot create any more notifications for this event.

Workflow status of the emergency notification

The table lists the different states to which the emergency notification proceeds in the Everbridge side. You can track the notification delivery and monitor its status in the workspace until it is successfully delivered to the contacts from the Everbridge side.

Status flow of emergency notification

An emergency notification that you create for a crisis event, when sent to Everbridge creates a corresponding incident along with a notification. The short description of the event in the workspace is created as an incident with a notification in Everbridge.

Notification state

The emergency notification that is created and sent from ServiceNow Business Continuity Management workspace is tracked in the **Notification state** field.

Communication status

The emergency notification that is received in Everbridge and the different stages to which it moves until it is delivered are tracked in the **Communication status** field.

Emergency notification workflow status

Notification state	Communication status
Draft: Draft is stored in the workspace.	
Attempting to send: Notification is being sent from the workspace.	
Error: Error in creating the notification in Everbridge.	
In Progress: Notification is successfully created in Everbridge.	**Active**: A notification is created and is active. An incident and a notification for the incident are created. The notification remains active for the duration set in Everbridge.
	Sent: After the set duration has elapsed, the state moves to Sent.
Completed: The notification is sent.	
	Stopped: Notification is stopped from being sent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

BCM reference

Reference topics provide additional information such as tables, roles, and properties that are installed with the Business Continuity Management application.

Components installed with Business Continuity Management

Several types of components are installed with activation of the Business Continuity Management application.

Roles installed

Role title [name]	Description	Contains roles	Availa scope
BCM administrator (sn_bcm.admin)	Create, read, write, and delete access to all tables including the core data. Has create, read, and write access to the phase records.	• sn_bcp.plan_admin • sn_grc_workspace.admin • sn_crisis_ebn.admin • sn_grc_workspace.task_admin • sn_data_registry.admin • sn_grc_doc_design.admin • sn_bcm.core_manager	Busir Conti Mana – Cor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role title [name]	Description	Contains roles	Availa scope
	Note: Starting with Release 9.x.x, BCM administrator (sn_bcm.admin) role is now used for ACLs, replacing the System Administrator role.	• sn_irm_shared_cmn.word_template_creator • dependency_views • sn_smart_asmt.template_manager: Provides access to create a Smart Assessment template. • sn_bia.bia_admin • sn_bcm.program_manager • sn_grc_appr.admin **Note:** The BCM admin contains the Approver Configurator admin role, but it doesn't contain the Approver Configurator developer role. For security reasons, the Approver Configurator admin has read access to the **Script** field on the Approval Rule form. If you have the Approver Configurator developer role in the GRC: Approver Configurator application, you've create and write access to the **Script** field on the Approval Rule form. For more information on the roles in the GRC: Approver Configurator application, see Roles installed with GRC: Approver Configurator.	
BCM Program Manager (sn_bcm.program_manager)	Create, read, write, and delete access to all BCM application tables.	• sn_bia.bia_manager • sn_bcp.plan_manager • sn_recovery.event_manager : Has read access to the phase records. • sn_bcm.core_viewer • workspace_user • service_viewer • sn_bcp.plan_contributor • sn_smart_asmt.actor: Contains a Smart Assessment actor role to give update access to Smart Assessment instance. • sn_smart_asmt.reassign: Contains the Smart assessment reassign role.	Busir Conti Mana – Cor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role title [name]	Description	Contains roles	Availa scope
BCM Planner (sn_bcm.planner)	Read access **Note:** If you have the BCM planner role and you are not the owner of the exercise, you cannot remove the assets from an exercise or remove a plan from the exercise, but you can add the assets or a plan. Additionally, if you are not the plan owner, you can only add the approved plans in an exercise or crisis event.	• sn_smart_asmt.actor: Contains a Smart Assessment actor role to give update access to Smart Assessment instance. • canvas_user • sn_bia.bia_planner • sn_bcm.core_viewer • sn_crisis_ebn.user • service_viewer • sn_recovery.event_user : Has read access to the phase records. • sn_bia.bia_viewer • sn_smart_asmt.reassign: Contains the Smart assessment reassign role. • workspace_user • sn_bcp.plan_contributor	Busir Conti Mana – Cor
BCM Contributor (sn_bcm.contributor)	• Read access to all BIAs, exercises, and crisis events tables. • Read access to BCP tables if the contributor is included in the contributor list. • Create and delete existing dependencies when the group is in pending state. • Write access to the RTO, RPO, and dependency category state fields, disruptive duration of RTO and RPO editable fields, and dependency assessment editable fields.	• sn_bia.bia_contributor • service_viewer • sn_smart_asmt.reassign: Contains the Smart assessment reassign role. • sn_bcm.core_viewer • sn_smart_asmt.actor: Contains a Smart assessment actor role to give update access to Smart assessment instance. **Note:** To access records where you are added as a contributor, add the BCM Viewer (sn_bcm.viewer) role to the BCM Contributor (sn_bcm.contributor) role.	Busir Conti Mana – Cor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role title [name]	Description	Contains roles	Availa scope
	• Update RTO, RPO, and dependency assessment state. • Note that the contributor field is not a regular field on the form. You cannot use the asterisk (*) to perform a search on the contributors.		
BCM Viewer (sn_bcm.viewer)	View all data of the BCM applications. Has read access to the phase records.	• sn_fam.user • canvas_user • service_viewer • sn_crisis_ebn.viewer • workspace_user • sn_bcp.plan_viewer • sn_bia.bia_viewer • sn_bcm.core_viewer • sn_recovery.event_viewer	Busir Conti Mana – Cor
BCM core_viewer (sn_bcm.core_viewer)	BCM core viewer role that can read the Smart assessment template.	• sn_grc_workspace.task_reader • sn_smart_asmt.assessment_reader: Contains a Smart assessment reader role to give read access to Smart assessment instance. • sn_smart_asmt.template_reader: Contains a Smart assessment template reader role. • sn_data_registry.reader • sn_grc_workspace.user • sn_grc_rel_config.reader	
BCM Recovery Team member (sn_bcm.recovery_team_member)	View the list of recovery tasks for crisis events and exercises assigned by the BCM Program Manager.	• sn_recovery.event_member • sn_recovery.event_viewer • sn_bcp.plan_viewer • sn_bcm.core_viewer	Busir Conti Mana – Cor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role title [name]	Description	Contains roles	Availa scope
BCP Plan Manager (sn_bcp.plan_manager)	Create, read, write, and delete access on all the plans.	• sn_doc.writer • fd_read_flows	
BIA Manager (sn_bcp.plan_manager)	Create, read, write, and delete access on all the BIAs.	sn_doc.writer	
Doc writer (sn_doc.writer)	Read and write permissions to the document templates.	• sn_doc.reader • doc_page_number_config_writer • doc_toc_config_writer • localization_editor	
Approval configuration admin (sn_grc_appr.admin)	Create, read, write, and delete access to all approver configurator setup tables.	**Note:** To approve an approval configuration record in the BCM application, you must have a BCM role. If you add a user with a non- BCM role to the approval process of an approval configuration record, the record may become inaccessible due to being in an inaccessible state.	Busir Conti Mana – App Confi
Approver (sn_grc_appr.approver)	Create, read, write, and delete access to the Approval table.		Busir Conti Mana – App Confi

Crisis management roles

Name	Type	Contains roles	Description
sn_recovery.event_manager	Operator	• sn_doc.writer • fd_read_flows	Allows read, write, create, and delete access to all the recovery events.
sn_recovery.event_member	Lite Operator	fd_read_flows	Allows read, write, and create access on recovery events.
sn_recovery.event_user	Operator	fd_read_flows	Allows read, write, and create access on recovery events.
sn_recovery.event_viewer	Lite Operator	fd_read_flows	Allows read access on all recovery events.

BCM lite operator role

For information on the BCM lite operator role, see BCM lite operators.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed

Table	Description	Installed with scope
BCM Choice [sn_bcm_choice]	For the BCM admin to configure choice options in BCM applications.	Business Continuity Management – Core
Documentation Section [sn_bcm_document]	Stores sections of a document for a plan.	Business Continuity Management – Core
Element Definition [sn_bcm_element_definition]	Stores all data for activity definitions.	Business Continuity Management – Core
Element variable [sn_bcm_element_variable]	Stores custom columns configured for an element definition.	Business Continuity Management – Core
Grid configuration [sn_bcm_grid_configuration]	Stores configuration for a particular grid. For example, the dependency assessment grid. Grid configuration can have multiple grid column configurations.	Business Continuity Management – Core
Grid column configuration [sn_bcm_grid_column_configuration]	Stores data for columns that should be displayed for a grid configuration.	Business Continuity Management – Core
Impact analysis question [sn_bcm_impact_analysis_question]	Stores impact analysis questions for an impact category.	Business Continuity Management – Core
Impact Category [sn_bcm_impact_category]	Stores the applicable timeframes and the maximum RTO value of a BIA.	Business Continuity Management – Core
Impact Rating [sn_bcm_impact_rating]	Stores the impact ratings for an impact category.	Business Continuity Management – Core
Loss Scenario [sn_bcm_loss_scenario]	Stores the elements impacted in a loss scenario.	Business Continuity Management – Core

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table	Description	Installed with scope
Recovery Tier [sn_bcm_recovery_tier]	Stores recovery timeframes applicable for a recovery tier level.	Business Continuity Management – Core
Recovery Timeframe [sn_bcm_timeframe]	Stores the time duration at which a recovery timeframe starts.	Business Continuity Management – Core
Recovery Tasks [sn_bcp_recovery_task]	Stores the activity tasks of all business continuity and recovery plans.	Business Continuity Management – Planning
Related Plan [sn_bcp_plan_plan]	Stores related plans for the primary plan in BCP.	Business Continuity Management – Planning
Plan Documentation [sn_bcp_document]	Stores the contents of a documentation section that is a part of a plan template.	Business Continuity Management – Planning
Plan [sn_bcp_plan]	Stores the status of business continuity and recovery plans.	Business Continuity Management – Planning
Plan Assets [sn_bcp_plan_asset]	Stores the RPO, RTO, RTA, and RTO gap of the plan assets of all plans.	Business Continuity Management – Planning
Related Asset Dependency [sn_bcp_plan_asset_dependency]	Stores the assets as configuration items that are dependent on a plan loss scenario.	Business Continuity Management – Planning
Plan Loss Scenario [sn_bcp_plan_loss_scenario]	Stores the relationship between a plan and a loss scenario.	Business Continuity Management – Planning
Plan Task [sn_bcp_plan_task]	Stores the configuration items identified for a plan task.	Business Continuity Management – Planning
Recovery Strategy [sn_bcp_recovery_strategy]	Stores the recovery strategy associated with an asset identified in a plan loss scenario.	Business Continuity Management – Planning
Recovery Team [sn_bcp_recovery_team]	Stores the users and groups assigned to the recovery team of a plan.	Business Continuity

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table	Description	Installed with scope
		Management – Planning
Plan Template [sn_bcp_template]	Stores the document sections, element definitions, and loss scenarios identified for each plan template.	Business Continuity Management – Planning
Dependency report source [sn_bia_dependency_report_source]	Stores columns that are tracked in a report. Used while creating an ad-hoc report on the dependency table.	Business Continuity Management – Impact Analysis
Impact Analysis [sn_bia_analysis]	Stores all data related to BIA and the template it uses.	Business Continuity Management – Impact Analysis
Impact Category Result [sn_bia_category_result]	Stores the impact category results of all BIAs.	Business Continuity Management – Impact Analysis
Dependency [sn_bia_dependency]	Stores the dependency groups and their item details.	Business Continuity Management – Impact Analysis
Impact Dependency Group [sn_bia_dependency_group]	Stores element definitions or the dependency groups associated with a BIA.	Business Continuity Management – Impact Analysis
Result [sn_bia_result]	Stores the category result, disruption duration, and the impact rating data.	Business Continuity Management – Impact Analysis
BIA Template [sn_bia_template]	Stores the impact categories and dependency groups that a business process depends on.	Business Continuity Management – Impact Analysis
Score timeframe mapping [sn_bia_score_timeframe_mapping]	Stores the mapping results of the threshold score and the timeframe.	Business Continuity Management – Impact Analysis

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table	Description	Installed with scope
Activated Plan [sn_recovery_activated_plan]	Stores the list of recovery plans activated in an exercise or actual event.	Business Continuity Management – Recovery Exercise Management
Event [sn_recovery_event]	Stores the status and owner details of events.	Business Continuity Management – Recovery Exercise Management
Event Assets [sn_recovery_event_asset]	Stores the asset name and the state whether the asset is recovered or not in an actual or exercise event.	Business Continuity Management – Recovery Exercise Management
Event Task [sn_recovery_event_task]	Stores the status details and assignees of event tasks.	Business Continuity Management – Recovery Exercise Management
Impacted Asset to Activated Plan [sn_recovery_impacted_asset_to_activated_plan]	Maps impacted assets with the activated plans.	Business Continuity Management – Recovery Exercise Management
Approval [sn_recovery_approval]	Store approval details of the event.	Business Continuity Management – Recovery Exercise Management
Approval Configuration [sn_grc_appr_approval_configuration]	Stores approval configuration information that applies to any business document like BIA, BCP, events, or any table.	Business Continuity Management – Approver Configurator
Approval Level [sn_grc_appr_approval_level]	Stores approval level information for an approval configuration of a business document.	Business Continuity Management – Approver Configurator
Approval Rule [sn_grc_appr_approval_rule]	Stores information of the approval rule applied to the business document.	Business Continuity Management

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table	Description	Installed with scope
		– Approver Configurator
Approval [sn_grc_appr_approval]	Stores information of the approvers for each approval level.	Business Continuity Management – Approver Configurator
Approval [sn_bia_approval]	Stores information of the BIA approvers for each approval level.	Business Continuity Management – Impact Analysis
Approval [sn_bcp_approval]	Stores information of the BCP approvers for each approval level.	Business Continuity Management – Planning

Properties installed

For properties installed with the Business Continuity Management application, see Properties installed with BCM.

Script includes in Business Continuity Management

When you download the Business Continuity Management application, several scripts includes are added to your instance.

Script includes updated for the Xanadu release

Script includes updated for the Xanadu release

Script-includes	Description
ActivePlanCandidateFilter	Contains the utility functions that are used in the BCP active plan filter.
AssessmentTemplateBIAFieldsUtilBase	Functions used in creating AssessmentTemplateBIAFields record from selected assessment templates.
AssessmentTemplateBIAFieldsUtil	Script include to override BIA creation functions in AssessmentTemplateBIAFieldsUtilBase.
BCPConstants	Contains the utility functions that are used in the BCP constants.
BCPDataVisualizationUtilsBase	Contains the utility functions that are used in the BCP data visualization.
BCPDependencySnapshotUpdateStrategyBase	Contains the API for updating the dependencies in plans.
BCPDocumentationRecordAPIBase	Contains the utility functions that are used in the BCP documentation record API base.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script includes updated for the Xanadu release (continued)

Script-includes	Description
BCPDocumentationRecordAPI	Contains the utility functions that are used in the BCP documentation record APIs.
BCPRecordUI	Contains the utility functions that are used in the BCP record UI pages.
BCPRecordUIBase	Contains the utility functions that are used in the BCP record UI base.
BCPRecordAPI	Contains the utility functions that are used in the BCP record API.
BCPTemplateUtilsBase	Contains the utility functions that are used in the BCP template utilities base.
BIAAjaxProcessor	Helper class to handle Ajax requests from client scripts. Implementing methods:1. To determine visibility of "Include CIA" field on BIA Template form.2. To set "Applies to table" field with source table name of primary element assessed.
BIARecordAPIBase	An API built to interact with BIA records. The goal of this API is to hide the implementation details about BIA records, and provide the consumers with a structured API to retrieve and update data for BIA records.
BIAAssessmentUIBase	Utility class to support Business Impact Analysis Assessment UI pages.
BIAUtil	Script to handle insert and updates on BIA table, including validationsSetting depends on table field based on dependency group element definition.
BIASmartAssessmentBase	Utility class to support all Smart Assessment functionality.
BIASmartAssessment	Script include to override Smart Assessment related functions in BIASmartAssessmentBase
BIAConstants	Generic class for BIA constants
BIACopyUtilBase	Utility to copy existing BIA and generate a new BIA in draft state.
BIARecordCreationUtilBase	Functions used in creating BIAs from templates
BIAFilterUtilBase	Script which contains functions to provide reference qualifiers on BIA tables.
BIADependencySnapshotUpdateStrategyBase	Contains the API for updating the dependencies in the BIAs.
DependencySnapshotUpdateStrategyBase	Contains the API for the Update dependencies action and scheduled job.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script includes updated for the Xanadu release (continued)

Script-includes	Description
EventDependencyUpdateStrategyBase	Contains the API for updating the dependencies in the events.
PlanRestAPIResourceUtil	Contains the utility functions that are used in the BCP Plan Rest API resource utility.
PlanRestAPIResourceUtil	Contains the utility functions that are used in the BCP plan Rest API resource utility.
PopulateBIAForPlanAsset	Contains the utility functions that are used to populate the BIA for the plan and asset.
PlanCopyUtilBase	Contains the utility functions that are used in the BCP plan copy utility base.
PlanUtil	Contains the utility functions that are used in the BCP plan utility.
PlanCommonUtils	Contains the utility functions that are used in the plan common utility.
RecoveryTasksUtil	Contains the utility functions that are used in the BCP recovery tasks utility.

Scripts used for Nested events

Scripts used

Name	Description
EventTaskGanttUIBase	Utility class to support event task hierarchical view.
EventTaskGanttUI	Script include to override event task hierarchical view functions in EventTaskGanttUIBase.
EventSandboxCallableUtilsBase	Utility class containing sandbox callable functions.
EventSandboxCallableUtils	Script include to override event related functions in EventSandboxCallableUtilsBase.
EventRecordProgressTrackerBase	Utility class to support progress tracker functionality for event.
EventRecordProgressTracker	Script include to override progress tracker related functions in EventRecordProgressTrackerBase.
BCMRecoveryConstants	Generic class for recovery constants.
EventRecordAPIBase	An API to interact with event record.
EventTaskUtil	Utility class for event tasks.
ActivatedPlanRecordAPIBase	An API to interact with activated plan record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data Relationships Framework

The Data Relationships Framework application (sn_grc_rel_config) supports the BCM application with the underlying framework to fetch the dependencies in the BIAs, plans, and events from different sources such as CMDB, BIA, and BCP. Beginning with the Xanadu release, the Data Relationships Framework (sn_grc_rel_config) application is installed with the BCM application by default.

Framework for fetching the dependencies

The Data Relationships Framework (sn_grc_rel_config) stores the configurations for how a main object type can relate to other object types. It enables the users to configure the source (main node) for the dependency updates, configure its relationship with the child nodes, and fetch the dependencies for the selected object.

A scheduled job scans the object configuration data at regular intervals and checks if any dependencies have been updated. If any changes are observed in the dependencies, the scheduled job fetches the dependencies of the selected object from one of the configured sources such as BIA, BCP, or CMDB.

Benefits of the Data Relationships Framework

The Data Relationships Framework provides the following benefits for the BCM application users:

- Provides a single API to fetch the dependencies from different sources.
- Supports the configuration of the main node (source) and maintains its relationships with its child nodes such as assets, risks, and so on.
- Enables the users to control the performance by selecting different sources.

Roles associated with the Data Relationships Framework

The following roles are associated with the Data Relationships Framework application.

Roles associated with the Data Relationships Framework

Roles	Description
Data Relationships Framework administrator [sn_grc_rel_config.admin]	Configures the relationship of the object types such as the relationship of the main node to the child nodes.
Data Relationships Framework reader [sn_grc_rel_config.reader]	Views the data for the object types as defined in the Data Relationships Framework. **Note:** All BCM application users have the Data Relationships Framework reader role.

Tables for the framework

To support the Data Relationships Framework, the following new tables have been added and existing tables have been revised.

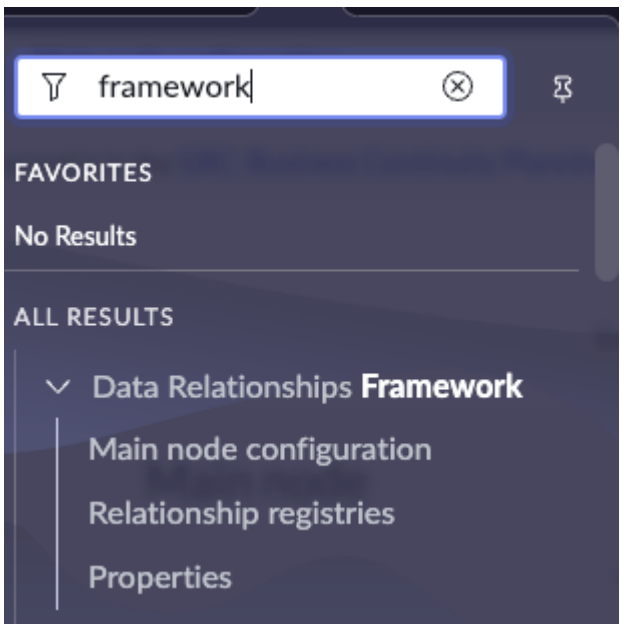
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables used for the Data Relationships Framework

New and existing tables	Table	Description
New table	Main node configuration [sn_grc_rel_config_main_node_config]	Table to store the configuration of the main node from where the dependencies are fetched.
New table	Node relationship configuration [sn_grc_rel_config_node_rel_config]	Table to store the configuration that determines the dependencies of the main node and child nodes. It also maintains a reference to the main node configuration.
Existing table	Relationship registries [sn_data_registry_relationship]	Table to determine the relationship of an object with other objects.

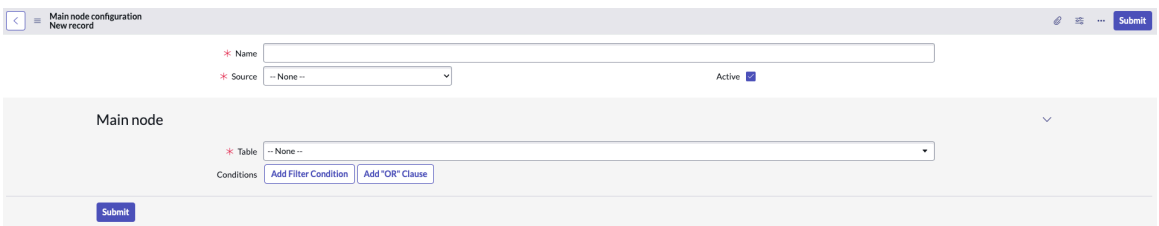
Modules for configuring the relationships

The BCM application users can navigate to **Data Relationship Framework** in the application navigator and access its modules for configuring the relationships.



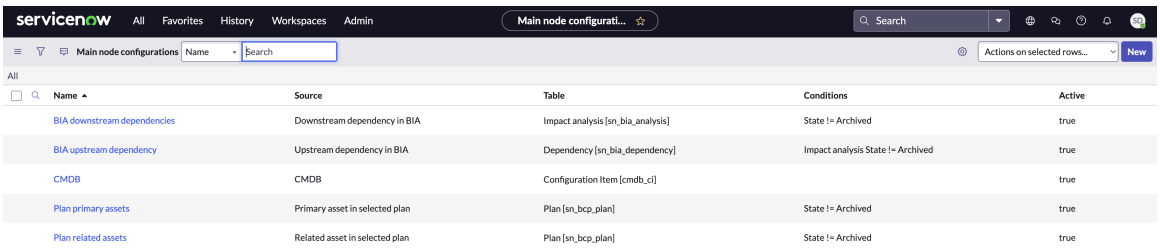
The Data Relationships Framework application consists of the following modules:

1. Main node configuration: Configure the details of the main node such as its name, source, table name, filer conditions, and so on as shown in the following examples.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

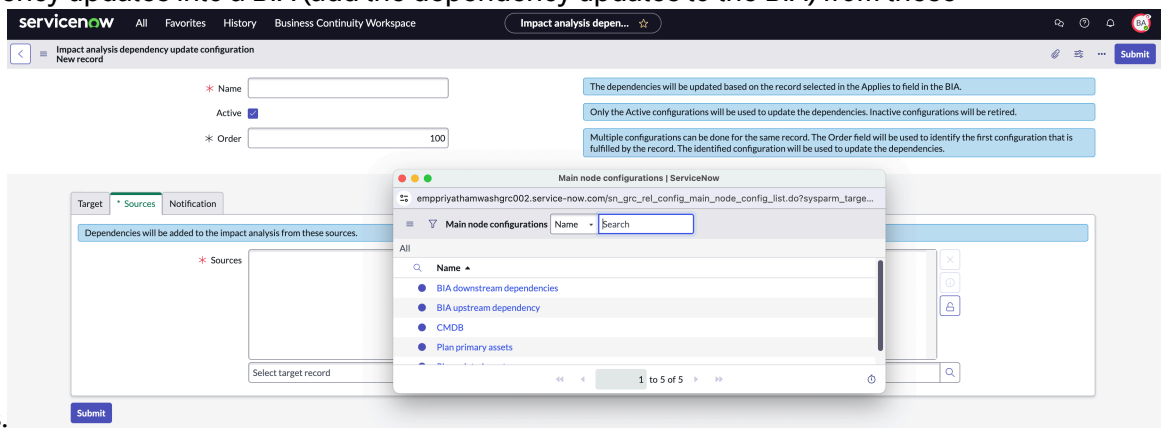
The following main node configurations are provided as sources with the base system as shown in the following example:



- BIA upstream dependency
- BIA downstream dependencies
- CMDB
- Plan primary assets
- Plan related assets

The BCM administrators use the main node configuration to perform the following tasks:

- Configure the Impact analysis dependency update configuration module and fetch the dependency updates into a BIA (add the dependency updates to the BIA) from these sources.

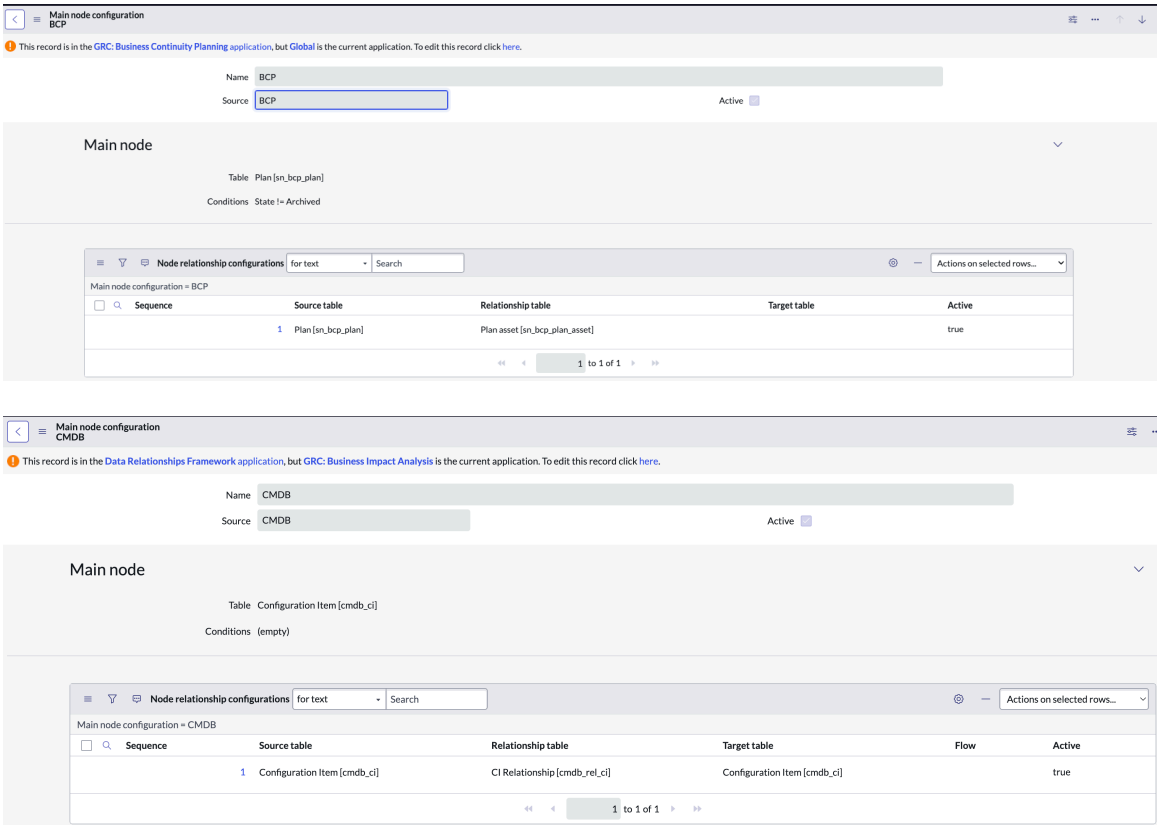


- Configure the Planning dependency update configuration module and fetch the planning dependency updates into a plan (add the updated related assets to the plan) from these sources.
- Configure the Event dependency source configuration module and configure the sources for the event dependency updates (add the updated impacted assets to a recovery event).

Note:
All the information on how data should be pulled is stored in the Main node configuration, which is attached to the records. This configuration determines the order in which the data is pulled. To reduce the amount of data pulled and how it is pulled, you need to configure the conditions in both the Main node configuration and the records. This ensures that only the necessary data is retrieved.

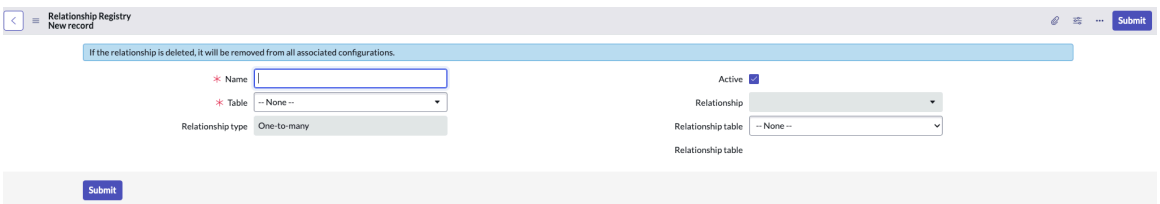
The main node configuration records for plans and CMDB are shown in the following examples.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

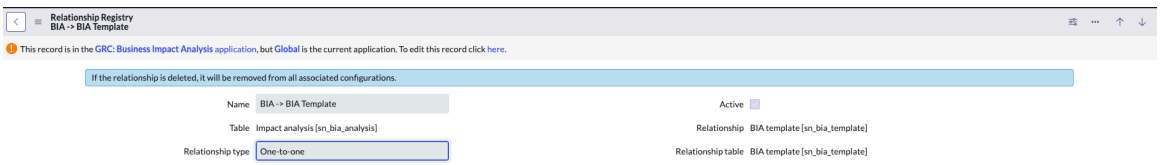


For information on creating a main node configuration record, see Create a main node configuration record.

2. Relationship registries: Configure the relationship registries for the main node. Relationship registries are part of the 360-degree configuration in GRC where a user can define how one object has a related object. The configuration details of a relationship registry record such as its name, table, relationship type, relationship table, and so on are shown in the form.



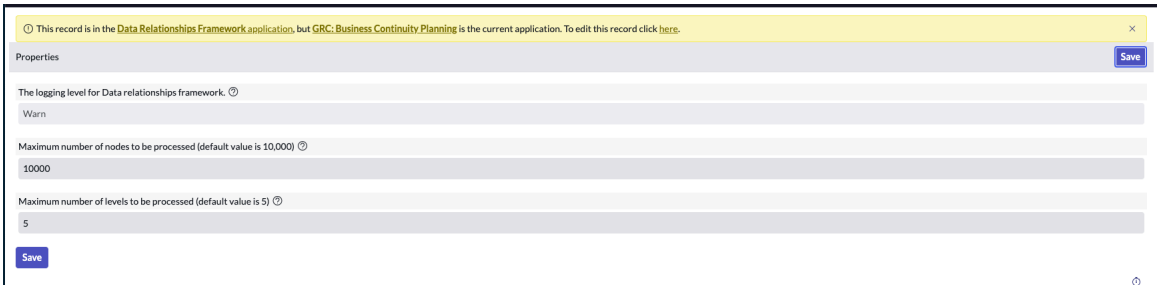
A sample relationship registry record for a BIA and BIA template is shown in the following example.



For information on creating a relationship registry record, see Create a relationship registry record.

3. Properties: Configure the properties of the Data Relationships Framework as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

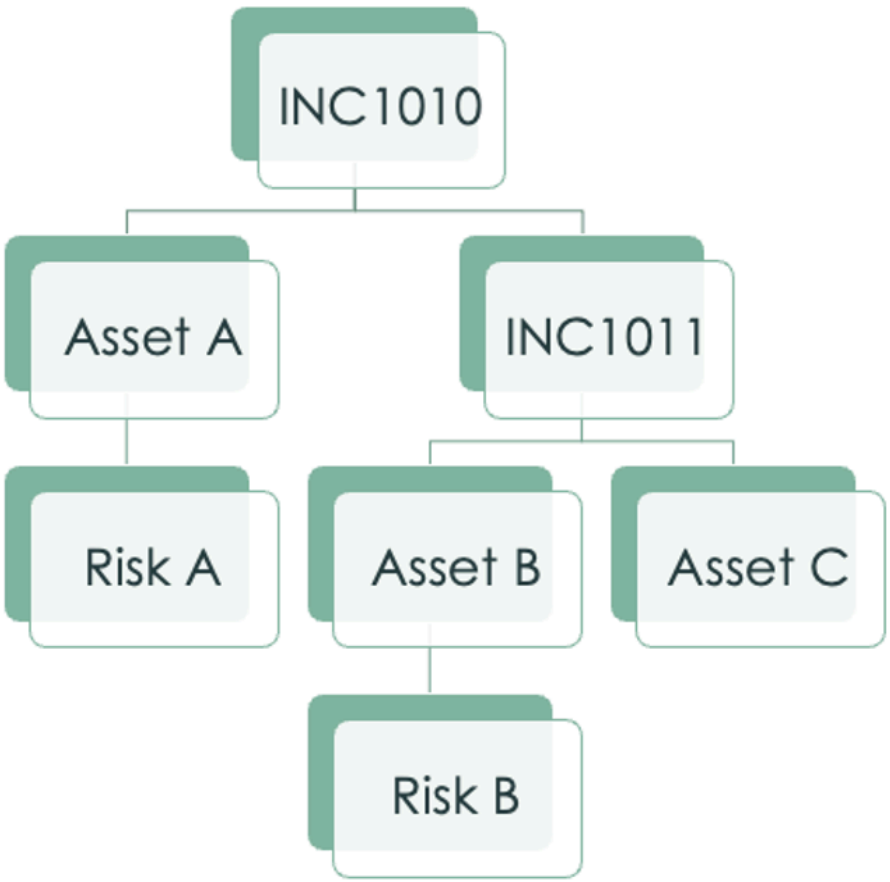


For information on configuring the properties, see Configure the properties for the Data Relationships Framework.

Use cases for the Data Relationships Framework

The Data Relationships Framework is used to configure the node and asset relationships such as mapping a main node to its child node or mapping an asset to a risk.

Consider the following use case that shows the main node configuration and its relationships.



In this example, INC1010 is the main node where the source is an Incident. INC1010 has two child nodes:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. Asset A: The affected configuration item for Asset A is Risk A.
2. INC1011: The affected configuration items (CIs) for INC1011 are Asset B and Asset C. For Asset B, the affected configuration item is Risk B.

With the underlying Data Relationships Framework, the following relationships are configured:

- Main nodes:
  - INC1010 -> Asset A
  - INC1010 -> INC1011
- Node relationships:
  - Asset A -> Risk A
  - INC1011 -> Asset B
  - INC1011 -> Asset C
  - Asset B -> Risk B
- Input nodes:
  - Source = Incident
  - Record = INC1010
  - Max Levels = 5
  - Max Nodes = 1000
- Output nodes:
  - INC1010
  - Asset A
  - INC1011
  - Risk A
  - Asset B
  - Asset C
  - Risk B
- Edges:
  - INC1010 -> Asset A
  - INC1010 -> INC1011
  - Asset A -> Risk A
  - INC1011 -> Asset B
  - INC1011 -> Asset C
  - Asset B -> Risk B

Limitations of using the Data Relationships Framework

The Data Relationships Framework has the following limitations:

- The data fetched for an object cannot be reused for another purpose.
- The sources provided in the framework must be used for fetching the dependency updates into an object. It is not possible to configure your own sources for fetching the data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information on the administrative setup for the configuration records, see Dependency Configuration records.

Create a main node configuration record

Create a main node configuration record to configure the source for fetching the dependencies. You can configure the details of the main node such as its name, source, table name, filer conditions, and so on.

Before you begin

Role required: sn_grc_rel_config.admin

Procedure

1. Navigate to **All** > **Data Relationships Framework** > **Main node configuration**.
2. Select **New**.
3. On the form, fill in the fields.
   For information on the fields in the form, see Main node configuration new record form.
4. Select **Submit**.
   The main node configuration record is displayed in the Main node configurations list.

Main node configuration new record form

Use the Main node configuration new record form to create a main node configuration record in the Data Relationships Framework.

Main node configuration new record form

Main node configuration new record form

Field	Description
Name	Name of the main node configuration record. For example, BCP.
Source	Source for the main node configuration record. Available options are: • **BIA upstream dependency** • **BIA downstream dependencies** • **CMDB** • **Plan primary assets** • **Plan related assets**
Active	Option to indicate that the record is active.
Table	Table used to set up the relationship. For example, Plan [sn_bcp_plan].
Condition	Filter condition used to set up the relationship for the configuration record. For example, you can set the condition as `"Status in source" "is" "Valid"`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a relationship registry record

Create a relationship registry record to set up relationship between the record and object defined in the table. You can configure the details of the main node such as its name, source, table name, filer conditions, and so on.

Before you begin

Role required: sn_grc_rel_config.admin

Procedure

1. Navigate to **All** > **Data Relationships Framework** > **Relationship registries**.
2. Select **New**.
3. On the form, fill in the fields.
   For information on the fields in the form, see Relationship registry new record form.
4. Select **Submit**.
   The relationship registry record is displayed in the Relationship Registries list.

Relationship registry new record form

Use the Relationship registry record form to create a relationship registry record.

Relationship registry new record form

Relationship registry new record form

Field	Description
Name	Name of the relationship registry record. For example, BIA analysis –> Issue.
Table	Table used to set up the relationship registry record. For example, Impact analysis [sn_bia_analysis].
Relationship type	Relationship type for the relationship registry record. Available options are: • **One-to-one**: One record has a relationship to one record in another table. • **One-to-many**: One record has a relationship to one or more records in another table. • **Many-to-many**: One or more records have a relationship to one or more records in another table. • **Scripted relationship**: Use scripts to define the relationship between the tables.
Active	Option to indicate that the relationship registry record is active.
Relationship	Table used to set up the relationship with the object that is defined in the **Table** field. For example, Issue [sn_grc_issue].
Relationship table	Read-only field. The table selected in the **Relationship** field is displayed as a

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Relationship registry new record form (continued)

Field	Description
	relationship table by default. For example, Issue [sn_grc_issue].

Configure the properties for the Data Relationships Framework

Configure the properties for the Data Relationships Framework application.

Before you begin

Role required: sn_grc_rel_config.admin

Procedure

1. Navigate to **All** > **Data Relationships Framework** > **Properties**.
2. Update the properties in the form.
   For information on the properties in the form, see Data Relationships Framework properties form.
3. Select **Save**.

Data Relationships Framework properties form

Use the Data Relationships Framework properties form to configure the relationship properties for Data Relationships Framework APIs.

Data Relationships Framework properties form

Data Relationships Framework properties form

Field	Description
The logging level for Data Relationships Framework	Logging level for the Data Relationships Framework. Available options are: • **Debug** • **Info** • **Warn** • **Error** The default value is Warn.
Maximum number of nodes to be processed	Maximum number of nodes to be processed when the Data Relationships Framework API is called. The default value is 10,000. For example, when the API is called, it displays the results for a maximum 10,000 nodes.
Maximum number of levels to be processed	Maximum number of levels to be processed when the Data Relationships Framework API is called.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data Relationships Framework properties form (continued)

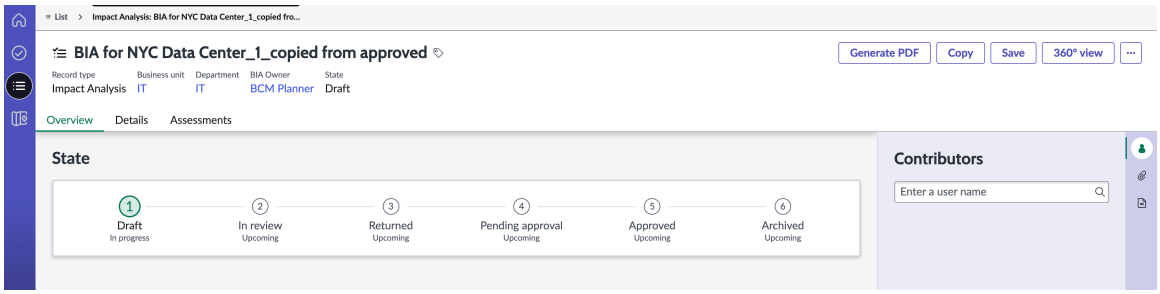
Field	Description
	The default value is 5. For example, when the API is called, it processes maximum 5 levels of the relationships and does not go deeper than 5 levels.

GRC record page template for BCM records

Beginning with the Xanadu release, the GRC records use the common GRC record page template. You can leverage the new variant of record pages to streamline page creation, simplify maintenance, and minimize the cost of page ownership.

With standard record page migration, you can configure consistent styling and a uniform look for all BCM records. You can also configure the header of the record to display additional information such as priority, due date, issue source, issue type, and so on.

A record in the BCM application with the GRC record template is shown in the following example.



Note:
If you are upgrading to the version 17.x apps, you can also revert to the previous record page.

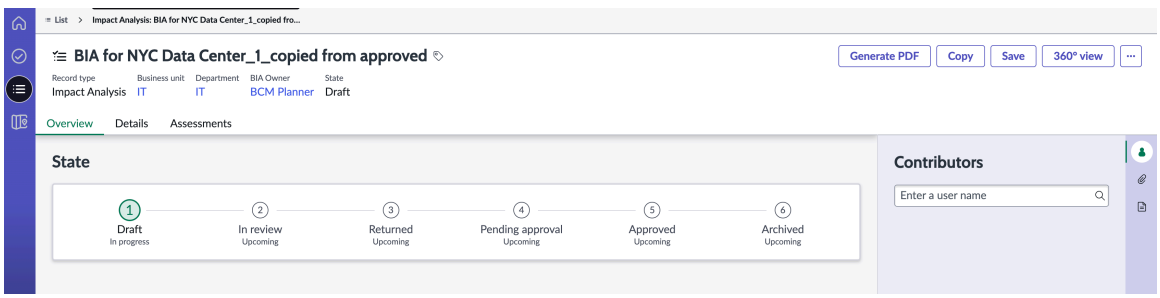
Stepper component in the Overview tab of the records

The stepper component on the **Overview** tab shows the progression of the states for the record.

Stepper component in the Overview tab of the records

The stepper component on the **Overview** tab shows the progression of the states for the record.

The numerical value of the current state of the record is highlighted in the stepper component for reference as shown in the following example.



A typical record moves through the following progression of the states:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **Draft**
- **In review**
- **Returned**
- **Pending approval**
- **Approved**
- **Archived**

If a record requires further updates and it is rejected by the approver of the record, it is set to the **Returned** state by the application software. When the record owner updates the details of the record, it follows the approval workflow again.

Compliance Case Management

Report, investigate, analyze, and resolve a compliance case or raise a compliance request by using the ServiceNow® GRC: Compliance Case Management application.

The Compliance Case Management application helps you to report, investigate, and resolve compliance cases, such as complaints and breaches. The Compliance Case Management application provides a highly configurable workflow that is based on a compliance case or request.

Explore	Configure	Use
 Explore and learn how compliance team uses the Compliance Case Management application.	 Configure your Compliance Case Management application.	 Create a compliance case, request, case tasks, and so on.
Reference		
 Get details about components like tables and roles.		

Exploring Compliance Case Management

Learn how you can use the GRC: Compliance Case Management application to report, investigate, analyze, and resolve a compliance case, or raise a compliance request for your organization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Benefits of Compliance Case Management

The Compliance Case Management application offers the following benefits for your organization:

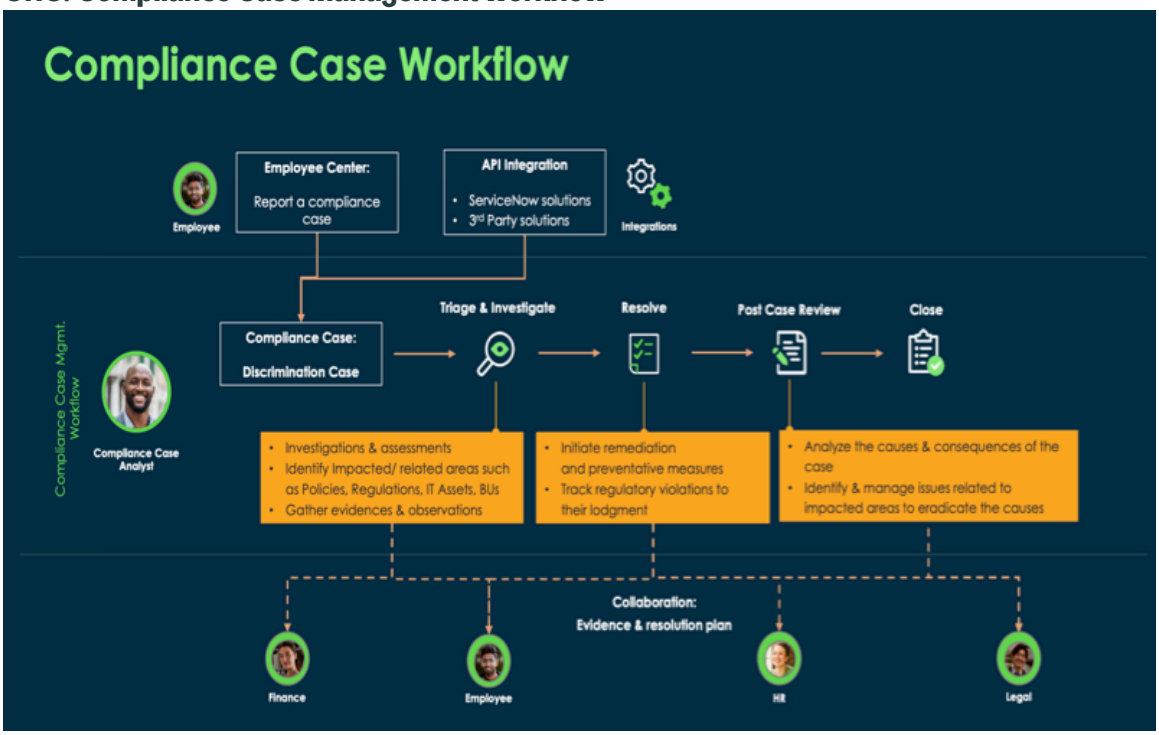
- Reporting, investigating, and resolving compliance cases or events, such as requests, complaints, and breaches.
- Raise a compliance request, such as policy modifications, clarifications, and inquiries.
- Recording the regulations that were violated by the event impact, with the event lodgement date.
- Collaborate effortlessly with multiple teams to investigate and manage compliance cases and requests.
- Providing a highly configurable workflow that is based on a compliance case or request.
- Gain a comprehensive risk view to tie policy violations or control failures to risks.
- Share data and communicate across functional groups.
- Analyze cases and perform investigations and assessments –including collaborating with various teams and creating and assigning case tasks.

Compliance case workflow

The workflow in the Compliance Case Management application is a process that enables you to report and manage cases that need the compliance team's attention.

The following diagram shows the workflow of the GRC: Compliance Case Management application.

GRC: Compliance Case Management workflow



The different stages of the workflow are described as follows:

- Report a compliance case
- Triage the compliance case

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Investigate and evaluate the compliance case
- Resolve the compliance case
- Post case review and closure

Report a compliance case

A business user or a compliance team can report a compliance violation in the Employee Center application. Compliance case team can report cases in the Compliance Workspace application. For more information, see Reporting a compliance case in GRC: Compliance Case Management.

Triage the compliance case

After a compliance case is reported, the compliance team triages the case from a validity standpoint. The team then assigns a case analyst to work on the case.

Investigate and evaluate the compliance case

The compliance case analyst collaborates with multiple teams to investigate, gather evidence, and capture the details and responses about the case. Then, the case analyst creates the case tasks to initiate an investigation and assessment of a reported case and assigns them to a case task owner.

The case task owner adds the requested details and submits them to the case analyst for review. Based on the investigation and assessment responses, the case analyst performs the following tasks:

- Add the areas that are impacted by a compliance case. For example, the impacted areas or records that could be impacted are the entities, controls, locations, or users that are affected by the compliance case. For more information, see Add an impacted area to a compliance case.
- Add the areas that are related to the compliance case. For example, the related areas include the policies, citations, control objectives, or risk events. For more information, see Add a related area to a compliance case.
- Add the compliance regulations that might be impacted by the compliance case. For more information, see Add compliance regulations to a compliance case.
- Add the causes and consequences of this compliance case such as the root cause for the reported compliance case or event and its consequences to the organization. For more information, see Add a cause and consequence to a compliance case.

Resolve the compliance case

After all the analysis for the reported case is completed, the case analyst initiates the remediation actions and preventive measures to resolve the case. The case analyst also tracks the reportable regulatory violations to ensure their lodgement to the regulators.

Post case review and closure

The case analyst analyzes the causes and consequences of the case. Then, the case analyst conducts a root-cause analysis to remove the cause of the case. The case analyst can review the case to identify and manage the issues that are related to the impacted areas. For more information, see Add or create an issue for a compliance case. Finally, the compliance analyst works closely with the various teams to review and close the compliance case.

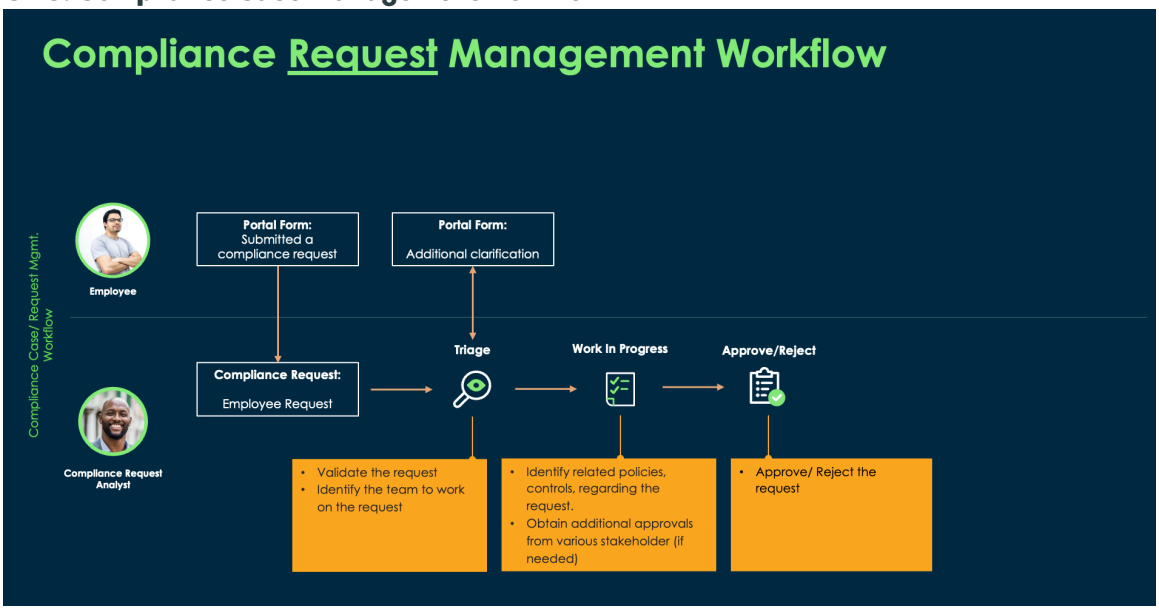
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Compliance request workflow

Use the request workflow in the Compliance Case Management application to raise and manage compliance requests within an organization. By using this workflow, your compliance requests are addressed effectively and efficiently by your compliance team.

The following diagram shows the workflow of a compliance request in the GRC: Compliance Case Management application.

GRC: Compliance Case Management workflow



The different stages of a compliance request are described as follows:

- Raise a compliance request
- Triage the compliance request
- Working on a compliance request
- Awaiting request approval
- Cancel a compliance request
- Close a compliance request

Raise a compliance request

A business user or a compliance team can raise a compliance request in the Employee Center application. Compliance case team can raise requests in the Compliance Workspace application. For more information, see Raising a compliance request in GRC: Compliance Case Management.

Triage the compliance request

After a compliance request is raised, the compliance team assigns a request analyst to work on the case. The request analyst then triages the case from a validity standpoint. By conducting this evaluation, the request analyst ensures that only the valid and relevant requests proceed further in the compliance process. After the request analyst verifies the request as valid, the request moves to the In progress state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Working on a compliance request

In the In progress stage, the request analyst determines all the requirements for the raised request. The request analyst verifies the eligibility of the request and identifies any supporting documents, such as the policies, controls, citations, and control objectives that are related to the request. The case analyst can approve or reject the compliance request. If necessary, the analyst can seek approvals from the various stakeholders.

Awaiting request approval

After the request has been reviewed, it reaches this stage where a decision is made regarding its approval or rejection. This stage involves evaluating the raised request. If the request meets the necessary criteria, it's approved. Otherwise, it may be rejected with the justifications provided to the requester. Requests can be sent for approval to multiple users and can be approved or rejected by any one of them. The **Any Approvers** option enables the request to be closed as soon as it receives an approval or rejection from any of the assigned approvers. For more information, see Create an approval workflow.

Cancel a compliance request

In this stage, a request may need to be canceled if it isn't a compliance request. A request can be canceled with the justifications provided to the requester. A request can be canceled at any stage, including Triage, In Progress, and Awaiting Approval states.

Close a compliance request

After a compliance request is fully processed and approved or rejected, it enters the Closed stage. This stage indicates that all the necessary actions that are related to the request have been taken. The request is considered resolved, and no further actions are required.

Compliance Case Management landing page

See an overview of all your compliance case-related information on your GRC: Compliance Case Management landing page. You can also create the cases, requests, and issues from this GRC: Compliance Case Management landing page.

Roles required: sn-compliance-case-manager or sn-compliance-case-analyst

Overview of compliance case management landing page

You can launch the compliance case management landing page by using the launcher ( ) icon.

The GRC: Compliance Case Management landing page consists of the following sections:

- Cases
- Requests
- My tasks

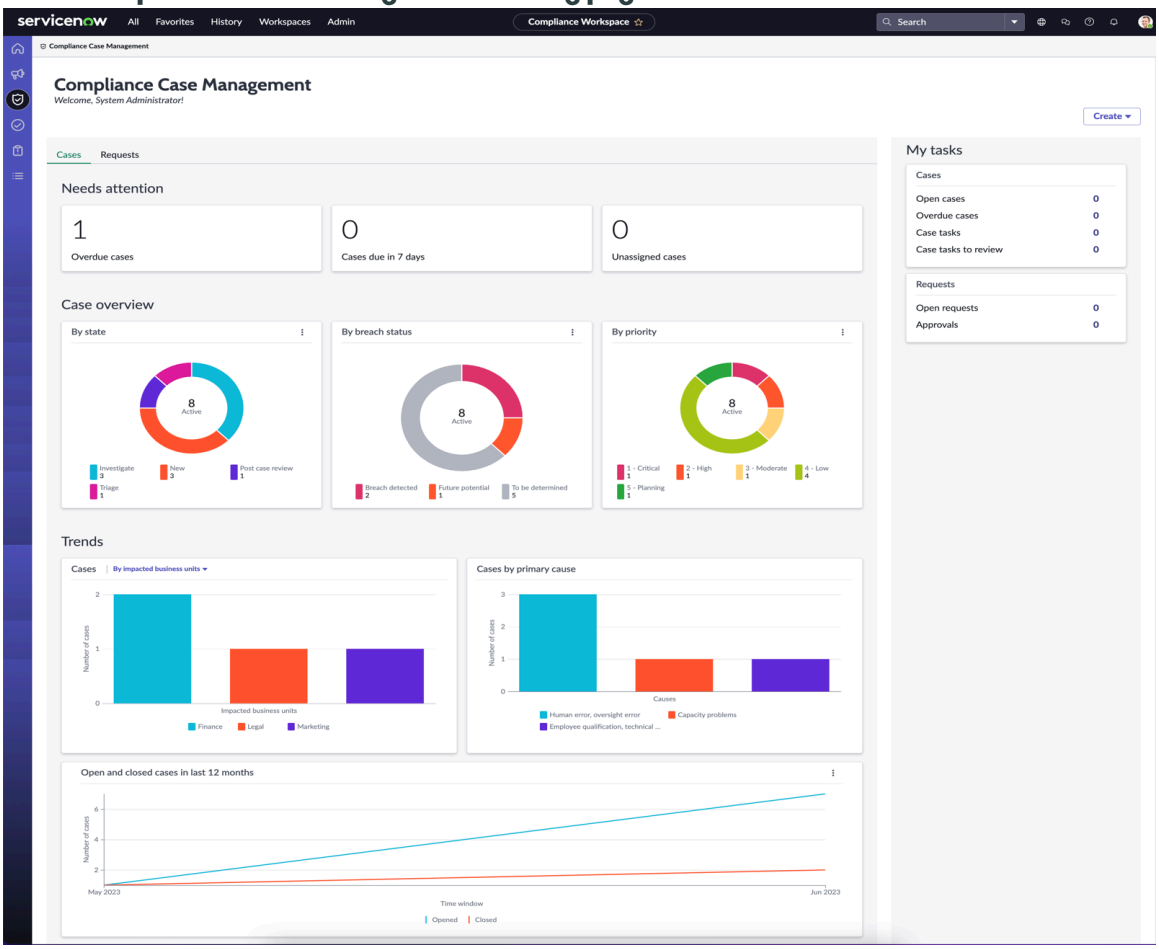
Cases section

The Cases section includes the cards that offer information on compliance cases. You can see the cases that require attention, an overview, trends, and monitoring information.

The following example shows the cards that are available for the cases on the GRC: Compliance Case Management landing page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC: Compliance Case Management landing page



The following table describes the cards that are available for the cases on the GRC: Compliance Case Management landing page.

Cases section

Card	Description
Needs attention	Overview of the events or cases that need immediate attention: **Overdue cases** Cases where the closure date has been passed. **Cases due in 7 days** Cases where the closure date is in the next seven days. **Unassigned cases** Cases not assigned to a case analyst yet. There are drill-down capabilities. When you click the individual sector you are navigated to a list view to get more rich and contextual information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cases section (continued)

Card	Description
Case overview	Graphical representation of all the active cases by their state, breach status, and priority: **By state** Shows the number of active cases by the workflow states that they're in. For example, as a compliance case manager, you can view the number of active cases that are under the investigation state. **By breach status** Shows the number of active cases only when a breach is detected, a chance of a breach is in the future, or the breach status is determined yet. **By priority** Shows the number of active cases by the priority that is defined at the case level. There are drill-down capabilities. When you click the individual sector you are navigated to a list view to get more rich and contextual information.
Trends	Trends about your cases: • Reported cases by the affected business units and geographical locations. • Cases by Syb-type. • Number of reported cases for each primary cause. • Number of open and closed cases in the last 365 days.
Tracking	Items to track: • Number of open issues for a compliance case • Number of overdue issues • Number of issues due in the next seven days There are drill-down capabilities. When you click the individual sector you are navigated

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cases section (continued)

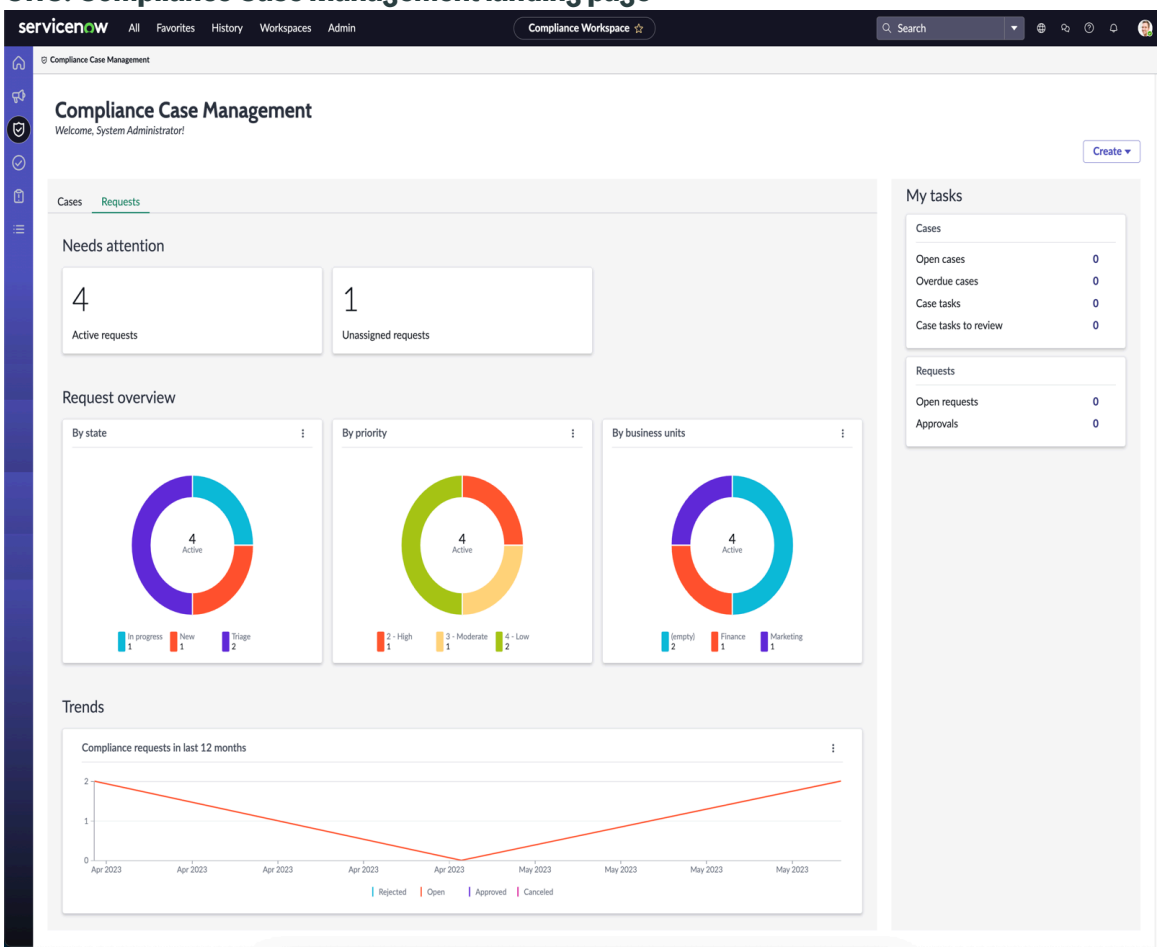
Card	Description
	to a list view to get more rich and contextual information.

Requests section

The Requests section includes the cards that offer information on compliance requests. You can see the requests that require attention, an overview, and trends.

The following example shows the cards that are available for the requests on the GRC: Compliance Case Management landing page.

GRC: Compliance Case Management landing page



The following table describes the cards that are available for the requests on the GRC: Compliance Case Management landing page.

Card	Description
Needs attention	Overview of the requests that need immediate attention: **Active requests** All open requests. **Unassigned request**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Card	Description
	Requests that aren't assigned yet. There are drill-down capabilities. When you click the individual sector you are navigated to a list view to get more rich and contextual information.
Request overview	Graphical representation of all the active requests by their state, priority, and business units: **By state** Shows the number of active requests by the workflow states that they're in. For example, as a compliance case manager, you can view the number of active cases that are under the in progress state. **By priority** Shows the number of active requests by the priority that is defined at the request level. **By business units** Shows the number of active requests categorized by the business units. There are drill-down capabilities. When you click the individual sector you are navigated to a list view to get more rich and contextual information.
Trends	Number of compliance requests that are open, approved, rejected, and canceled in the last 12 months, and requests by sub-types. There are drill-down capabilities. When you click the individual sector you are navigated to a list view to get more rich and contextual information.

My tasks section

My tasks section consists of the individual sections for cases and requests.

In the Cases section, you can access all the cases and tasks that are assigned to you:

Open cases

All the cases that are assigned to you.

Overdue cases

Any overdue cases that are assigned to you.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Case tasks

All the case tasks that are assigned to you to work on.

Case tasks to review

Pending case tasks that you need to review. For example, let's say that as a case analyst, you've created a case task and assigned it to a case task owner to work on it. The case task owner completed the case task and submitted it to you for review. Now, you need to review and complete these case tasks.

In the Requests section, you can access all the requests that are assigned to you:

Open requests

All the requests that are assigned to you.

Approvals

All the requests that are awaiting your approval.

Smart assessments in Compliance Case Management

Use the Smart Assessment Engine to perform smart assessments on compliance case action tasks.

Using the abilities of the Smart Assessment Engine, you can empower the compliance case teams to initiate compliance case assessments. These assessments assist compliance case analysts in identifying the impacted and related areas during a compliance case investigation. They also help determine whether the employees in your organization adhere to the required regulations. The analyst can then collect observations and evidence from the stakeholders and arrive at a resolution. The Smart Assessment Engine provides numerous benefits some of which are listed as follows:

- Automate repetitive tasks
- Configure the assessment templates
- View progress indicators and automatically save responses
- Identify the assessment responders
- Define the due date for responding to the assessment

In the Assessment Workspace, you can view the templates available for Compliance Case Management. You must ensure that the assessment template category is set to Compliance Case Management and the assessment targets are set to **Action task** and **Compliance case**. Only the assessment templates that are published are available for performing the assessments. The ability to tailor templates designed for various types of assessments, for example, financial breach assessments, empowers compliance teams to conduct more focused and targeted analysis of the breaches.

For more information about Smart Assessment Engine, refer to Exploring Smart Assessment Engine.

Pre-requisites to enable smart assessment in Compliance Case Management

Smart assessment scoped applications

The base system ships the GRC smart assessment template to the users when the Compliance Case Management plugin is installed. However, the following scoped applications are required:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. Smart Assessment core (sn_smart_asmt)
2. Smart assessment Migration tools (sn_smart_asmt_mig). For more information, see Migrate a legacy metric type to an assessment template
3. Smart Assessment Connected (sn_smart_asmt_conn)
4. Smart Assessment Designer (sn_smart_asmt_desg). For more information, see Using the template designer

Enable smart assessments system property

The administrator sets the *sn_grc_case_mgmt.enable_smart_assessments* system property to **true** for the compliance case manager to assess the action tasks using the smart assessment method.

Migrate the template

Create a new template in Smart Assessment Engine. For more information, see Creating an assessment template from legacy assessment metric types.

To get started with smart assessments, the compliance case administrator (sn_comp_case.compliance_case_admin), configures the assessment questionnaire. When an action task moves from the **Draft** state to the **Assigned** state, the assessment is sent. Based on the assessment results, appropriate remediation measures are identified and implemented. To learn more about how to configure a questionnaire in the Exploring Smart Assessment Engine, refer to Configuring Smart Assessment Engine. To learn how to perform smart assessment on action tasks, refer to Perform smart assessment on action tasks.

Related topics

Perform smart assessment on action tasks

Using the compliance case overview related list

The compliance case overview related list shows the details about a case. For example, you can see the description, state, schedule and milestones, case tasks, and issues that are related to a case in the GRC: Compliance Case Management application.

The Compliance Case Management overview related list includes the following sections:

- Description
- State
- Case schedules and milestones
- Case tasks overview
- Tracking
- Attachments

Description section

The Description section includes the detailed information that you can fill in when you're creating a compliance case. For example, you can add the purpose, action being taken, time line, applicable rules and regulations, and any relevant evidence or documents. By using this section, you can understand the context of the case and take the necessary steps to resolve it.

State section

The State section includes the workflow states of a compliance case. For example in this section, you see various stages of the compliance case, such as New, Triage, Investigate, Resolve, Post

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

case review, and Close. These states determine the status of the case. A compliance case administrator can configure these states in the GRC: Compliance Case Management application. For more information, see Create a state model to define the workflow states and transitions.

Case schedules and milestones section

The Case schedules and milestones section includes the details on all the milestones or events during the case life cycle in a time-line range. In this section, you can see an outline of the key events, such as the date when the case was reported, occurred, discovered, or closed. You can also filter the events to view the following options on the time-line range after you select the **Show events** option:

Case creation date

Date when the case was created.

Date of discovery

Date when the case was discovered.

Date of occurrence

Date when the case occurred.

Milestone

Dates related to the investigation remediation milestones.

Breach

Dates related to the breach analysis.

Today

Current date on the time line.

Case closure

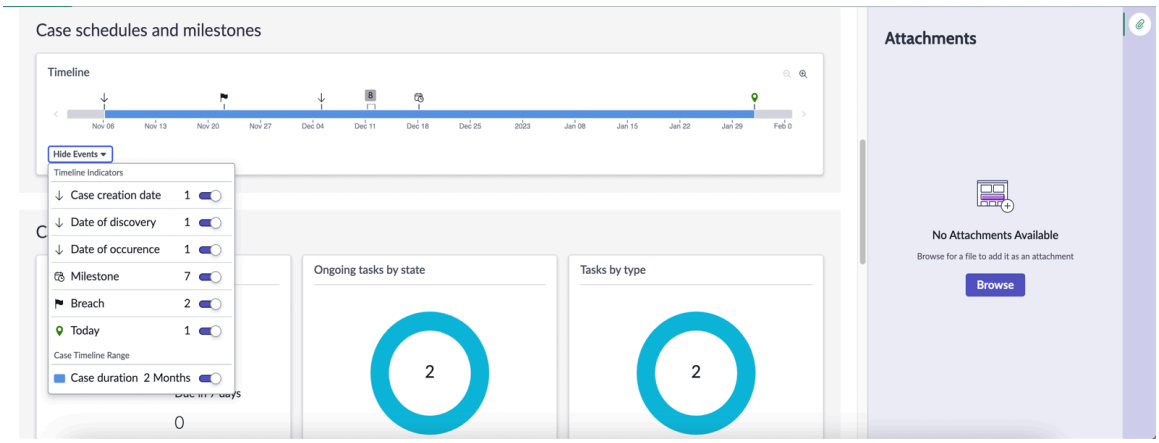
Date when the case was closed or met the case closure service level agreement (SLA).

Case duration

Date when the case was created to the last milestone date.

The following example shows the options available after you select the **Show events** option.

Case schedules milestones



Note:
The options that are displayed after you select the **Show events** option are limited to the events and milestones that are available for the case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Case tasks overview section

The case task overview section includes the following subsections:

Tasks

Total number of case tasks, any overdue case tasks, and case tasks that are due in seven days.

Ongoing tasks by state

Number of active case tasks by the states.

Tasks by type

Number of active case tasks by the case type.

Tracking section

The Tracking section displays the following information:

- Number of open issues for a compliance case
- Number of overdue issues
- Number of issues due in the next seven days

Attachments section

The Attachment section enables you to upload a file as an attachment to a case. In this section you can find all the attachments that have been added.

360° Relationship Visualization of a compliance case

Use the 360° compliance case view to explore the relationship between your compliance case and all its associated records in a distinctive visualization. To use this feature, you must integrate Compliance Case Management with the 360° Relationship Visualization application.

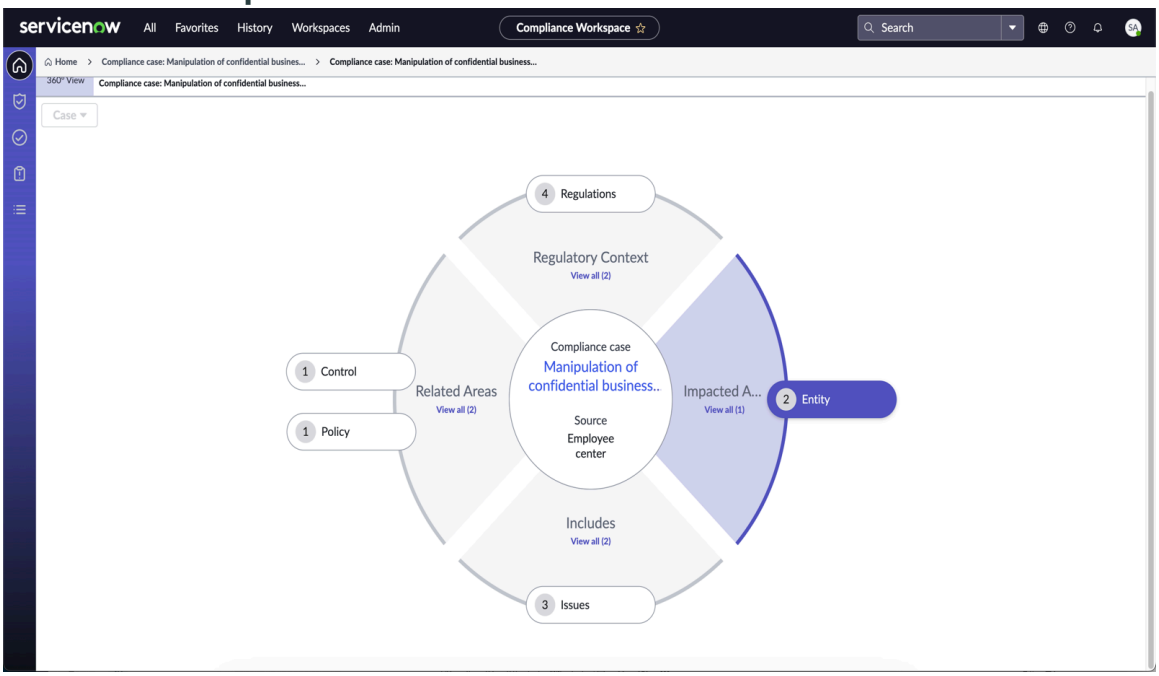
360° view of a compliance case

When you launch the 360° view from a compliance case record, you can visualize the relationships between the selected record and all its associated records. This visualization provides valuable insights into how these objects interact and relate to each other within the compliance case. You can take actions on the displayed records. For example, you can dive deeper to explore more information or create records.

The following example shows the 360° view of a compliance case:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

360° view of a compliance case



To explore the 360° view and to learn how to launch the view, see Exploring the 360° view.

To learn more about the users who could use 360° Relationship Visualization, their roles, and responsibilities, see 360° Relationship Visualization.

360° view of compliance inventories integrated with compliance case

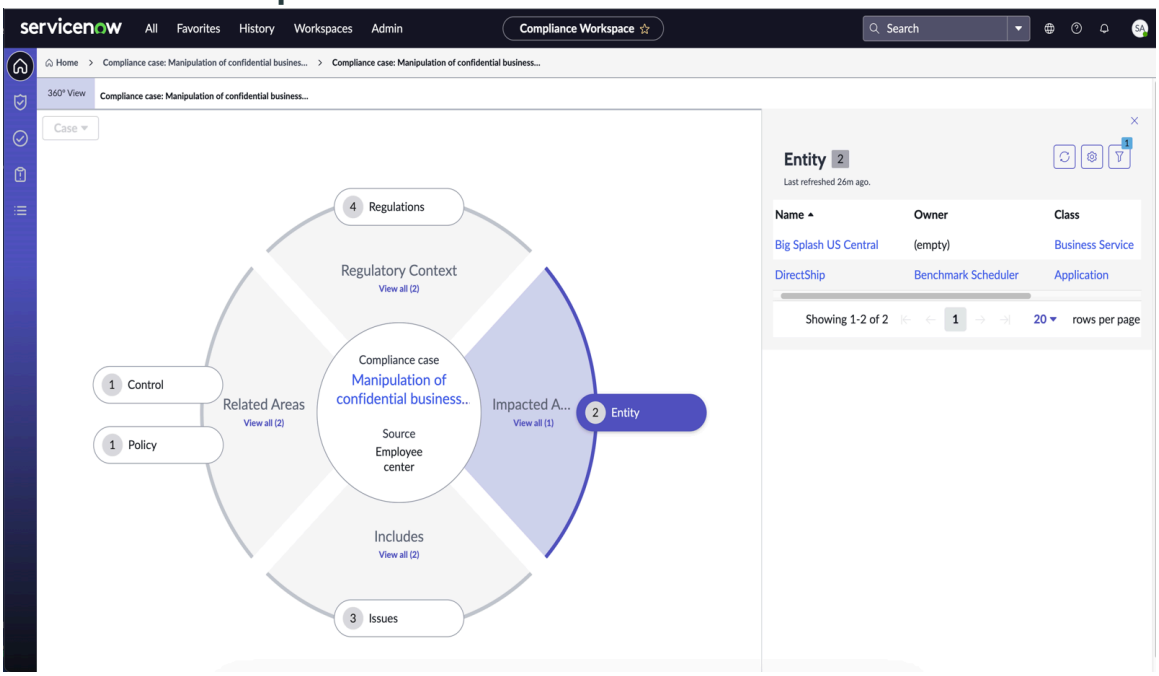
The 360° view of a compliance case record offers a comprehensive and detailed perspective on the various records that are associated with the case. The associated objects are entities, citations, regulations, case tasks, issues, controls, and policies. For example, when you select the Entity option, it enables you to explore the list of entities that are related to the compliance case. You can also view the source from where the compliance case has been raised.

The 360° view enables you to access information about the source from which the compliance case has been raised.

The following example shows the entities linked to a compliance case:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Entities linked to compliance case



Configuring Compliance Case Management

You can configure the Compliance Case Management application to report, investigate, analyze, and resolve a compliance case or requests.

Follow the order of the tasks here to configure the GRC: Compliance Case Management application. These tasks help you to manage the compliance cases and requests effectively.

Download Compliance Case Management

Before you run the Compliance Case Management application in your instance, you must download it from the ServiceNow Store.

Before you begin

Role required: admin

About this task

The ServiceNow Store application enables you to download the core products and applications. A product contains one or more applications that are licensed as a group. For example, the GRC application is a product.

Procedure

1. In the ServiceNow Store application, you must ensure that you have entitlements, or licenses, to the application and its dependent applications.

   Note:
   This process applies only to the applications that are downloaded to the production instances. If you're downloading the applications to your non-production or development instances, it isn't necessary to get entitlements. Proceed to Activate a ServiceNow Store application.

2. Activate the application and run it on your instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Install Compliance Case Management

You can install the GRC: Compliance Case Management application (sn_comp_case) if you have the admin role.The application includes the demo data and related ServiceNow® Store applications and plugins if they aren't already installed.

Before you begin

Role required: admin

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

About this task

The following items are installed with Compliance Case Management:

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

For more information, see Tables installed with Compliance Case Management and Roles installed with Compliance Case Management.

Procedure

1. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
2. Find the Compliance Case Management application (sn_comp_case) by using the filter criteria and search bar.

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

   In the list next to the **Install** button, the versions that are available are displayed.
3. Select a version from the list and select **Install**.

   In the Review Installation Details dialog box, any dependencies installed with your application are listed.
4. If you're prompted, follow the links to the ServiceNow Store to get any additional entitlements for dependencies.
5. **Optional:** If demo data is available and you want to install it, select the **Load demo data** check box.
   Demo data comprises the sample records that describe application features for the common use cases. Load the demo data when you first install the application on a development or test instance.
6. Select **Install**.

Create a case type

Create a case type in the GRC: Compliance Case Management application to categorize the compliance cases by the type of occurrence. For example, you can create a case type, such as a financial case, code of conduct, or HR case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_compliance_case_admin

About this task
You can set up a case type to categorize the compliance cases by the type of occurrence. After you define the case type, the compliance analyst and compliance manager can select the case type on the case form. A case type is mapped with a state model that specifies the workflow states and transition conditions for the compliance case. To define the workflow states and transitions, see Create a state model to define the workflow states and transitions.

Procedure
1. Navigate to **All** > **Compliance Case Management** > **Case types**.
2. Select **New**.
3. On the form, fill in the fields.

   For a description of the field values on the case type form, see Case Type form.
4. Open the form context menu and select **Save**.
   The Case subtypes related list appears.
5. On the Case subtypes related list, select **New** to define a case subtype.
6. On the form, fill in the fields.

Case Subtype form

Field	Description
Label	Label to be displayed for the case subtype.
Name	Name of the case subtype. For example, Conflict of interest.
Parent	Parent case type. This field is automatically set to the parent case type.
Active	Option to select the case subtype as active or inactive.
Description	Description of the purpose of the case subtype. This description is for the administrator to understand the case subtype.

7. Select **Submit**.
8. **Optional:** To create a view rule instead of using the default one, see Create a view rule.
9. **Optional:** To create an assignment rule instead of using the default one, see Create an assignment rule.

Case Type form

Use the Case Type form in the Compliance Case Management application to categorize the compliance cases by their type.

See the following table for a description of the field values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Case Type form

Field	Description
Label	Label to be displayed for the case type.
Name	Name of the case type. For example, Code of conduct.
Case category	Category of the case type. This field is automatically set to **Compliance case [sn_comp_case_compliance_case]**.
Active	Option to select the case type as active or inactive.
Description	Description about this case type. This description is for the administrator to understand the case subtype.
State Model	
State Model	Workflow states for the case type. For more information, see Create a state model to define the workflow states and transitions.
Assessment Configuration	
Assessment templates	Assessment template for the case type. For more information, see Create an assessment template.
Template Configuration	
Document templates	Template to generate Portable Document Format (PDF) reports for compliance cases associated with this case type.

Create a view rule

Define the view rules for the workspace and default view in the GRC: Compliance Case Management application. By defining the rules, you can control how the compliance case or request form appears.

Before you begin

Role required: sn_compliance_case_admin

Procedure

1. Navigate to **All** > **Compliance Case Management** > **Case types**.
2. Open a case type from the list.
3. On the case type form, select **View Rules**.
4. Select **New**.
5. On the form, fill in the fields.
   For a description of the field values on the View Rule form, see View Rule form.
6. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

View Rule form

Use the View Rule form to define the workspace and default view rules in the GRC: Compliance Case Management application.

See the following table for a description of the field values.

View Rule form

Field	Description
Name	Name to identify the rule.
Table	Table that this view rule applies to. This field is automatically set to **Compliance case [sn_comp_case_compliance_case]**.
View	View option that you're creating a rule for: • **Default view**: Define the form view on the Classic environment. • **Workspace**: Define the form view on Workspace.
Experience Restricted	Option to enable this view rule to one or multiple workspaces.
Application	Name of the application that this view rule applies to. This field is automatically set to **GRC: Compliance Case Management**.
Execution Order	Order in which this view rule executes.
Active	Option to enable the view rule.
Conditions	
Roles	Roles that this view rule applies to.
Conditions	Condition builder to set conditions for the view rule.
Form Settings	
Hide details & UI actions	Option to hide the **Details** tab in the related list.
Hide Journal Input Fields	Option to disable the journal fields on the Workspace forms.
Hide section navigation	Option to disable the jump-to section navigation on the Workspace forms.
Disable section collapsing	Option to disable the default form section collapse.
Form Tabs	
Default Tab Order	Option to select the default tab order on the Workspace form.
Tab Order	Option to define the tab order on the Workspace form. This field appears only when you deselect the **Default Tab Order** option.
Default Tab Focus	Item that should be in focus when you open a record in the table that is specified in this rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create an assignment rule

Create an assignment rule and apply it to a compliance case type or request type by using the Compliance Case Management application. By using an assignment rule, you can determine the appropriate person or group to handle a compliance case.

Before you begin

Role required: sn_compliance_case_admin

About this task

You can create an assignment rule to assign the case or request to a user or group by the pre-defined conditions.

Procedure

1. To define assignment rule for a case type, navigate to **All** > **Compliance Case Management** > **Case types**.
2. To define assignment rule for a request type, navigate to **All** > **Compliance Case Management** > **Request types**.
3. Open a case or request type from the list.
4. On the case type or request type form, select **Assignment Rules**.
5. Select **New**.
6. On the form, fill in the fields.
   For a description of the field values on the Assignment Rule form, see Assignment Rule form.
7. Select **Submit**.

Assignment Rule form

Use the Assignment Rule form to define the case assignment rules in the Compliance Case Management application.

See the following table for a description of the field values.

Assignment Rule form

Field	Description
Name	Name of the assignment rule.
Application	Name of the application that this assignment rule applies to. This field is automatically set to **GRC: Compliance Case Management**.
Active	Option to enable the assignment rule.
Applies to	
Table	Table that this assignment rule applies to. This field is automatically set to **Compliance case [sn_comp_case_compliance_case]**.
Conditions	Condition builder to set conditions for the assignment rule.
Assign to	
User	User that the case or request is assigned to.
Group	Group that the case or request is assigned to.
Script	
Script	Script to define the advanced assignment rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a request type

Create a request type in the GRC: Compliance Case Management application to categorize and manage the compliance requests. After you create a request type, the compliance analysts and managers can select the required request type on the request form.

Before you begin

Role required: sn_compliance_case_admin

Procedure

1. Navigate to **All** > **Compliance Case Management** > **Request types**.
2. Select **New**.
3. On the form, fill in the fields.

   For a description of the field values on the request type form, see Request type form.
4. Open the form context menu and select **Save**.
   The Subtypes related list appears.
5. On the Subtypes related list, select **New** to define a request subtype.
6. On the form, fill in the fields.

Subtype form

Field	Description
Label	Label to be displayed for the subtype.
Name	Name of the subtype. For example, Policy update.
Parent	Parent request type. This field is automatically set to the parent request type.
Active	Option to select the subtype as active or inactive.
Case category	Category of the subtype. This field is automatically set to **Compliance case [sn_comp_case_compliance_request]**.
Description	Description of the purpose of the subtype. This description is for the administrator to understand the request subtype.

7. Select **Submit**.
8. **Optional:** To create a view rule instead of using the default rule, see Create a view rule.
9. **Optional:** To create an assignment rule instead of using the default rule, see Create an assignment rule.

Request type form

Use the Request Type form in the Compliance Case Management application to categorize the compliance requests by their type.

The following table lists the descriptions of the field values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request Type form

Field	Description
Label	Label to be displayed for the request type.
Name	Name of the request type. For example, Policy update/enquiry.
Category	Category of the request type. This field is automatically set to **Compliance case [sn_comp_case_compliance_request]**.
Active	Option to select the request type as active or inactive.
Description	Description about this request type. This description is for the administrator to understand the request type.
State Model	
State Model	Workflow states for the request type. For more information, see Create a state model to define the workflow states and transitions.
Template Configuration	
Document templates	Template to generate Portable Document Format (PDF) reports for compliance requests associated with this request type.

Create a state model to define the workflow states and transitions

Create a state model to define the workflow states and transition conditions for compliance case types and request types.

Before you begin

Role required: sn_compliance_case_admin

About this task

A state model is a list of states that describe the workflow of a record. With a state model, you can define the state transitions for a specific case or request type. The case type or request type follows the workflow states and transition conditions that are defined in the state model.

Procedure

1. Navigate to **All** > **Compliance Case Management** > **State Models**.
2. Select **New**.
3. On the form, fill in the fields.

   For a description of the field values on the GRC State Model form, see GRC State Model form.
4. Select **Submit**.

GRC State Model form

Use the GRC State Model form to define the workflow states and transition conditions in the Compliance Case Management application.

See the following table for a description of the field values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC State Model form

Field	Description
Name	Name of the state model. For example, Breach case.
Application	Name of the application that this state model applies to. This field is automatically set to **GRC: Compliance Case Management**.
Active	Option to select the state model as active or inactive.
Table name	List of applications the State model has to be applied for the business configuration. This field is automatically set to **Compliance case [sn_comp_case_compliance_case]**.
State model	Field to hold the state model value in a table that this state model applies to. It is dependent on Table name and displays a list of corresponding state model values.
State field	Field to hold the state value in a table that this state model applies to. It is dependent on Table name. This field is automatically set to **State**. You can change the value to match your configuration.
Manage Attachments	Select this icon and choose the required files to attach.

Create a workflow state for a compliance case or request

Create a workflow state for a compliance case or request to define the life cycle of the case or request using the Compliance Case Management application. GRC State Model is to configure the states and the state transitions that are created as part of the table.

Before you begin

Role required: sn_compliance_case_admin

About this task

To create new states for the compliance case, the admin must create a new state in the State field of the compliance case table.

Procedure

1. Navigate to **All** > **Compliance Case Management** > **State Models**.
2. Open the state model that you want to add the workflow to.
3. Select **New** from the GRC workflow states related list.
4. Fill in the fields on the form.

   For a description of the field values on the Workflow state form, see Workflow State form.
5. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workflow State form

Use the Workflow State form to define the workflow states in the GRC: Compliance Case Management application.

See the following table for a description of the field values.

Workflow State form

Field	Description
State	Select an applicable state. Name of the workflow state for compliance case: • **New** • **Triage** • **Investigate** • **Resolve** • **Post case review** • **Close** • **Canceled** Name of the workflow state for compliance request: • **New** • **Triage** • **In progress** • **Canceled** • **Awaiting approval** • **Approved** • **Rejected** • **Closed**
Application	Name of the application that this view rule applies to. This field is automatically set to **GRC: Compliance Case Management**. You cannot update it.
Model	State model that uses this workflow state. This field is automatically set to the state model name. You cannot update it.
Display type	Display type option of the workflow state: • **As node**: Option to select as a parent state. • **As sub-level**: Option to select as a sub-state of the parent state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workflow State form (continued)

Field	Description
Is optional	Option to select the state as optional. This field appears only when **As node** is selected from **Display type**.
Stepper label	Label to be displayed on the stepper component for the state. This field appears only when **As sub-level** is selected from **Display type**. The label is updated on the Overview page and not on the State section.
Parent model state	Parent state for the sub-level state. This field appears only when **As sub-level** is selected from **Display type**.

Define the model state transitions for a compliance case or request

Define the transition conditions to control how a compliance case traverses through the different workflow states by using the GRC: Compliance Case Management application.

Before you begin

Role required: sn_compliance_case_admin

About this task

The state transitions are a list of conditions for entering or exiting each state that is defined for a table. In the State Transitions table, use the condition builder to build a list of required conditions for entering or exiting each state.

Procedure

1. Navigate to **All** > **Compliance Case Management** > **State Models**.
2. Open the state model that you want to define the model state transition for.
3. To define the model state transition, select the required workflow state.
4. On the Model State Transitions context menu, select **New**.
5. Select the state that you want to move to from the selected state.
6. **Optional:** To enable the automatic transition of the workflow state, select the **Automatic transition** option.
7. Open the form context menu and select **Save**.
   The GRC model state transition conditions related list appears.
8. On the GRC model state transition conditions context menu, select **New**.
9. On the form, fill in the fields.

   For a description of the field values on the GRC model state transition form, see GRC Model State Transition Condition form.
10. Select **Submit**.

GRC Model State Transition Condition form

Use the GRC Model State Transition Condition form to define the transition conditions to control how a compliance case or request traverses through the different workflow states by using the GRC: Compliance Case Management application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

See the following table for a description of the field values.

GRC Model State Transition Condition

Field	Description
Name	Name of the condition.
State transition	Transition of states. This field is automatically set to the model state transition value.
Application	Name of the application that this condition applies to. This field is automatically set to **GRC: Compliance Case Management**.
Active	Option to enable the model state transition condition.
Description	Description of this state transition. For example, in the **Description** field for the New state, you could enter `New state can move only to Analyze state`.
Error message	Error message to be displayed when the conditions aren't met.
Requires	Transition conditions: • **Task has been through Approval**: Condition passes if the related task has an approval that is either accepted or rejected. • **Task is Approved**: Condition passes when the task is approved. • **Task is Rejected**: Condition passes when the task is rejected. • **Transition Condition**: Conditions for this state transition. • **Transition Script**: Advanced conditions for this state transition.
Condition	Conditions to be defined for this state transition. This field appears only when **Transition Condition** is selected from **Requires**.
Script	Script to be defined for this state transition. This field appears only when **Transition Script** is selected from **Requires**.

Create an assessment template

Create an assessment template to request responses from the assessor or reviewer. You can create this template by using the assessment metric type form in the GRC: Compliance Case Management application.

Before you begin

Role required: sn_compliance_case_admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

You can create a questionnaire template instead of using the default template to assess your compliance cases. After you set up the assessment template, it's available in the case task section for that case type.

Procedure

1. Navigate to **All** > **Compliance Case Management** > **Assessment Templates**.
2. Select **New**.
3. On the form, fill in the fields.
   For a description of the field values on the Assessment Metric Type form, see Assessment Metric Type form.
4. Select **Submit**.

Assessment Metric Type form

Use the Assessment Metric Type form to create an assessment questionnaire template by using the GRC: Compliance Case Management application.

See the following table for a description of the field values.

Assessment Metric Type form

Field	Description
Name	Name of the assessment template.
Assessment duration	Length of time allowed for completing the assessment from the time that the assessment is generated.
Table	Table that contains the records. This field is automatically set to **GRC core case [sn_grc_case_mgmt_core_case]**.
State	State of the assessment. This field is automatically set to **Draft**.
Roles	Roles who can view the results and access records that are associated with this template.
Description	Purpose of the assessment template and the reason for its creation.
Introduction	Guidance text for business users who respond to the assessment.

Using Compliance Case Management

Report compliance cases and manage the lifecycle of a case by using the GRC: Compliance Case Management application.

Next Experience Discuss and Chat Collaboration

On a compliance case, select **Discuss** from other options. Collaborate with virtual agents by using **Next Experience Chat Collaboration** and Discuss.

- Using Next Experience Chat and Discuss streamline communication and enhance collaboration among distributed risk and compliance teams working on compliance cases/requests.
- Fill out preliminary information and context for the discussion. Identify subject matter experts to help and collaborate within the discussion. Managers can access multiple discussions at once using the docked windows feature.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Identify subject matter experts to help and collaborate with the discussion.
- Managers can access multiple discussions at once using the docked windows feature.

Reporting a compliance case in GRC: Compliance Case Management

You can report a compliance case or an event that needs the attention of the compliance team by using the GRC: Compliance Case Management application.

As a business user, you can report a case by using one the following options:

- Report a compliance case from the Employee Center
- Create a compliance case in the Compliance Workspace

Report a compliance case from the Employee Center

Report any violation of the organization's policies or guidelines by using the Employee Center application. By reporting a case, you reduce and avert the adverse regulatory actions that could impact the company's financials, reputation, and growth.

Before you begin

Role required: sn_grc_emp_user.grc_employee or sn_comp_case.compliance_case_business_user

Procedure

1. Navigate to **All** > **Self-Service** > **Employee Center**.
2. On the Employee Center landing page, select the **Risk & Compliance** tab.
3. In the Browse Risk & Compliance section, select **Report a compliance case**.
4. On the form, fill in the fields.

   For a description of the field values on the Report a compliance case form, see Report a Compliance Case form.

5. **Optional:** On the Report a compliance case form, select **Add attachments** to attach supporting material or evidence.
6. Select **Submit**.

Report a Compliance Case form

Use the Report a Compliance Case form in the Employee Center to report a compliance case.

See the following table for a description of the field values.

Report a Compliance Case form

Field	Description
Name	Name of the case. For example, Verdict of a lawsuit leaked.
Description	Brief description of the case.
Case type	Type of the reported case. This field is automatically set to **Compliance case**.
Case sub-type	Subtype of the reported case. For example, Data theft/Loss.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Report a Compliance Case form (continued)

Field	Description
Date of occurrence	Date when the case occurred. For example, the case may have occurred on 18-02-2024.
Date of discovery	Date when the case was discovered. For example, the case may have occurred on 18-02-2024, but is discovered by you on 12-03-2024.
Case origin	
Impacted business unit	Business unit that is impacted by the reported case or event.
Impacted department	Department that is affected by the case. For example, Customer support.
Location of occurrence	Location of the case occurrence. For example, the location is Japan.
Sub-location of occurrence	Sub-location of the case occurrence. For example, the sub-location is Tokyo.
Add attachments	
Add attachments	Choose a reference file or copy and paste clipboard files

Create a compliance case in the Compliance Workspace

Report any violation of the organization's policies or guidelines by using the Compliance Case Management application. By reporting a case, you reduce and avert the adverse regulatory actions that could impact the company's financials, reputation, and growth.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst and sn_compliance_ws.corporate_compliance_manager

About this task

Your users can report a case to the compliance teams through phone calls or emails. The compliance teams can then create these cases in the Compliance Workspace and attach the relevant details to the case.

Procedure

1. Navigate to **All** > **Compliance Workspace**.
2. Select the Compliance case management icon ( ).
3. From the options available in **Create**, select **Case**.
4. On the form, fill in the fields.
   For a description of the field values on the Create a Compliance Case form, see Compliance Case form.
5. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Compliance Case form

Use the Create Compliance Case form in the GRC: Compliance Case Management application to report a compliance case.

See the following table for a description of the field values.

Create Compliance Case form

Field	Description
Number	Number of the case. This field is automatically set to a case number.
Name	Name of the case. For example, Verdict of a lawsuit leaked.
Type	Type of the case. This field is automatically set to **Compliance case**.
Sub-type	Sub-type of the case. For example, Fraud and Embezzlement.
State	Workflow state of the case. This field is automatically set to **New**.
Priority	Priority of the case: • **1 - Critical** • **2- High** • **3 - Moderate** • **4 - Low** • **5 - Planning**
Requester	Person who reported the case.
Requested on behalf of	Name of the person you created the case for.
Primary entity	Entity that is affected by the case. This field is automatically set to the entity that is identified in the Impacted areas related list.
Entity owner	User who is the owner of the entity. This field is automatically set based on the entity that is selected in the Impacted areas related list.
Description	Brief description of the case.
Assignment	
Assignment group	Group that is assigned to the case. **Note:** The assignment group is preconfigured to the case type during the configuration setup.
Watch list	User who must be informed about the case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create Compliance Case form (continued)

Field	Description
Case analyst	Analyst who can analyze and work on the case. The case analyst is a part of the assignment group.
Accountable executive	Executive who is accountable for the case.
Primary origin	
Location	Location where the case occurred. For example, Japan.
Sub-location	Sub-location of the case occurrence. For example, the sub location is Tokyo.
Impacted business unit	Business unit that is affected by the reported cases or events. For example, Finance.
Impacted department	Department that is affected by the case. For example, Customer support.
Source	Source from which the case is reported: • **Manual**: When the case is created from the compliance workspace, the field displays the source as **Manual**. • **Employee Center**: When the case is reported from the Employee Center, the field displays the source as **Employee Center**.
Source record	Source record of the source object from where the case is created. For example, if the case is reported from risk events, then this field displays the name of the risk event from which the case is reported.
Additional source	Mode of how the case is reported when the case is created manually. This field is available only when **Manual** is selected from the **Source** field and the record is saved. The choices are as follows: • **Email**: When you create the case from the information that you received in an email. • **Phone**: When you create the case from the information that you received in a phone call.
Schedule	
Date of occurrence	Date when the case occurred. For example, the case may have occurred on 18-02-2024.
Date of discovery	Date when the case was discovered. For example, the case may have occurred on 18-02-2024, but was discovered on 12-03-2024.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create Compliance Case form (continued)

Field	Description
Case creation date	Date when the case was created. This field is automatically set to the current date and time.
Case closure SLA	Expected date of the case closure. This date is automatically calculated based on the case creation date.
Investigation planned start	Planned start date to investigate the case.
Investigation planned end	Planned end date to investigate the case.
Investigation actual start	Actual start date of the case investigation.
Investigation actual end	Actual end date of the case investigation.
Remediation planned start	Planned start date to remediate the case.
Remediation planned end	Planned end date of the case remediation.
Remediation actual start	Actual start date of the case remediation.
Remediation actual end	Actual end date of the case remediation.
Breach analysis	
Breach status	Status to indicate if a breach has occurred or not: • **To be determined**: When the breach isn't determined yet. • **Breach detected**: When the breach is confirmed. • **Future potential**: When the breach hasn't occurred but may occur in the future. • **Not a breach**: When no breach is detected.
Reporting status	Status of the case being reported to the regulators. This field is automatically set based on the reporting status of the regulations that are associated with the case. If a case has many regulations and even if one regulation is identified as **reportable**, then the reporting status of the case is set to reportable. The default value of this field is **To be determined**.
Breach start	Date that the breach started. This field only appears when **Breach detected** or **Future potential** is selected from **Breach status**.
Breach end	Date that the breach ended. This field only appears when **Breach detected** or **Future potential** is selected from **Breach status**.
Breach significance identified	Date when the user identifies that the breach is significant. This field only appears when **Breach detected** or **Future potential** is selected from **Breach status**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create Compliance Case form (continued)

Field	Description
Root cause analysis	
Primary cause	Primary cause of the case reported. This field is automatically set to the primary cause that is selected in the Cause and consequences related list.
Consequences	Consequences from the primary cause of the case reported. For example, damage to physical assets.
Overall observations	Observations made regarding the case.
Remediation taken	Option to indicate if the remediation measures have been taken to address the case: • **Yes** • **No**
Overall preventive measures	Preventive measures taken to re-mediate the case.
Activity	
Work notes (Private)	Notes or information about the case.
Additional comments (Customer visible)	Additional information about the case that you want to share with the customers.
Save	Save the details of the compliance case.

Raising a compliance request in GRC: Compliance Case Management

You can raise a compliance request to the compliance team by using the GRC: Compliance Case Management application. For example, you can submit a compliance request to seek advice or guidance on the organization's policies and guidelines.

You can raise a compliance request by using one of the following options:

- Raise a compliance request from the Employee Center
- Create a compliance request in the Compliance Workspace

Raise a compliance request from the Employee Center

Raise a compliance request regarding organization's policies, inquiries, and guidelines by using the Employee Center application. By seeking guidance, clarification, or approval, you contribute to maintaining a culture of compliance within your organization.

Before you begin

Role required: sn_grc_emp_user.grc_employee or sn_comp_case.compliance_case_business_user

Procedure

1. Navigate to **All** > **Self-Service** > **Employee Center**.
2. On the Employee Center landing page, select the **Risk & Compliance** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. In the Browse Risk & Compliance section, select **Report a Compliance Request**.
4. On the form, fill in the fields.

   For a description of the field values on the Report a Compliance Request form, see Raise a Compliance Request form.

5. **Optional:** On the Report a compliance request form, select **Add attachments** to attach supporting material or evidence.
6. Select **Submit**.

Raise a Compliance Request form

Use the Raise a Compliance Request form in the Employee Center to raise a compliance request.

The following table lists the descriptions of the field values.

Report a Compliance Request form

Field	Description
Name	Name of the request. For example, a request for the Policy Update - Annual medical examination is mandatory for all permanent employees.
Description	Brief description of the request.
Request type	Type of the request.
Priority	Priority of the request: • **1 - Critical** • **2- High** • **3 - Moderate** • **4 - Low** • **5 - Planning**
Requested by	Name of the person who raised the request.
Requested on behalf of	Name of the person that you created the request for.
Business Unit	Business unit that is affected by the request. For example, Legal.
Location	Location where the request was raised. For example, Japan.

Create a compliance request in the Compliance Workspace

Raise a compliance request regarding organization's policies, inquiries, and guidelines by using the Compliance Case Management application. By seeking guidance, clarification, or approval, you contribute to maintaining a culture of compliance within the organization.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst and sn_compliance_ws.corporate_compliance_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Compliance Workspace**.
2. Select the Compliance case management icon ( ).
3. On the Compliance Case Management landing page, select **Create**.
4. From the options available in the Create list, select **Request**.
5. On the form, fill in the fields.
   For a description of the field values on the Create a Compliance Case form, see Compliance request form.
6. Select **Save**.

Compliance request form

Use the Create new compliance request form in the GRC: Compliance Case Management application to raise a compliance request.

The following table lists the descriptions of the field values.

Create new compliance request form

Field	Description
Number	Number of the request. This field is automatically set to a request number.
Name	Name of the request. For example, a request for the Policy Update - Annual medical examination is mandatory for all permanent employees.
Description	Brief description of the request.
Type	Type to classify the nature of the compliance request.
State	Workflow state of the request. This field is automatically set to **New**.
Priority	Priority of the request: • **None** • **1 - Critical** • **2- High** • **3 - Moderate** • **4 - Low** • **5 - Planning**
Requested by	Name of the person who raised the request.
Requested on behalf of	Name of the person that you created the request for.
Assignment	
Assignment group	Group that is assigned to the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create new compliance request form (continued)

Field	Description
	Note: The assignment group is preconfigured to the request type during the configuration setup.
Approvers	Person who should approve the request.
Assigned to	Person who is assigned to this request.
Watch list	User who must be informed about the request.
Primary origin	
Business unit	Business unit that is affected by the request. For example, Legal.
Location	Location where the request was raised. For example, Japan.
Schedule	
Created	Date when the request was raised. This field is automatically set to the current date and time.
Approved on	Date when the request was approved.
Activity	
Work notes (Private)	Notes or information about the request.
Additional comments (Customer visible)	Additional information about the request that you want to share with your customers.
Save	Save the details of the compliance case.

Compliance case task workflow

You can collaborate with multiple teams to investigate, perform an impact assessment, and gather the evidence to capture the details and responses for review in the GRC: Compliance Case Management application.

After a compliance case is reported, the compliance analyst can create case tasks and assign those tasks to the various case task owners. The case task owners can then work on the tasks and submit them for the case analyst to review. There are three types of case tasks:

Assessment

An Assessment case task requires the case task owner to take an assessment and provide responses. A case task of this type can only be reassigned.

Investigation

An Investigation case task requires the case task owner to provide observations.

Others

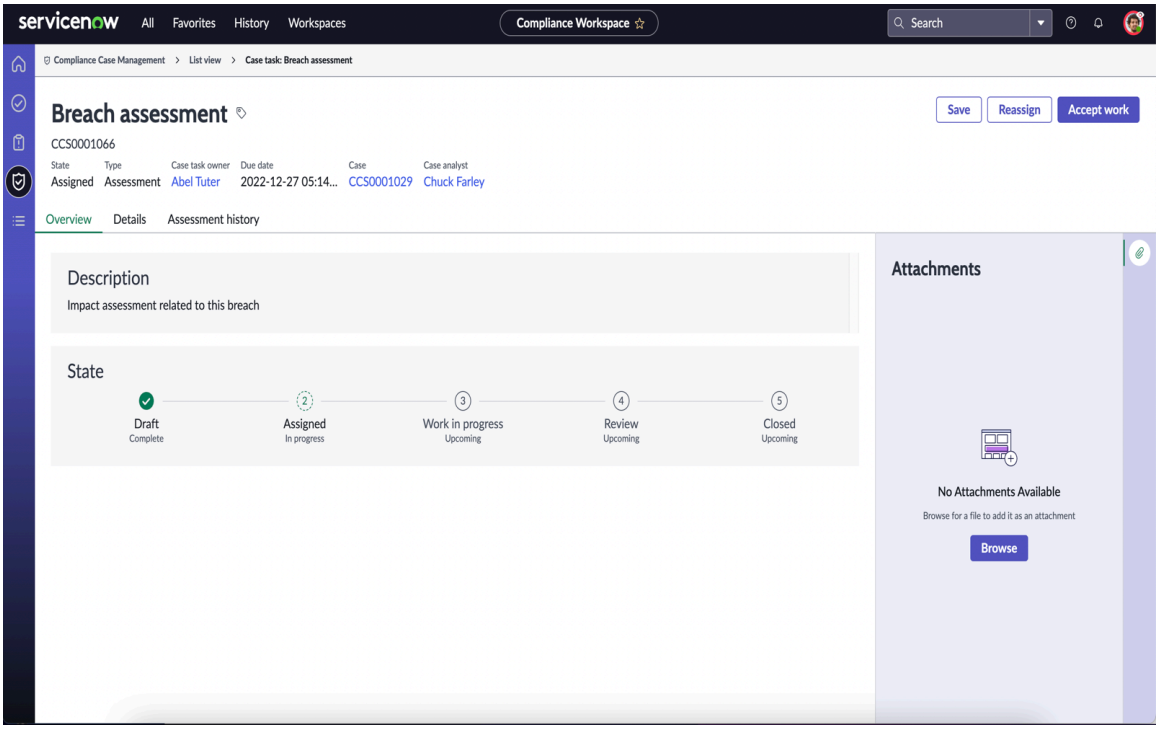
An Others case task also requires the case task owner to provide observations.

After the case task owners work on a task, they submit the task for the case analyst to review.

The following example displays the life cycle of a case task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Case task workflow



Create a case task

Create a case task to investigate, gather evidence, and perform an assessment so that you can analyze and assess a reported case in the GRC: Compliance Case Management application. Each case can have multiple case tasks that you can assign to different owners across multiple teams.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst

About this task

After a case is reported to the compliance team, a compliance case analyst can create case tasks and assign the tasks to the relevant task owners. This way, the compliance case analyst can collaborate with various teams to investigate, assess, and capture observations that are related to the case.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the list icon.
3. In the List section, select **All Cases**.
4. Open the case that you want to create a case task for.
5. Select the Case task related list.
6. Select **New**.
7. On the form, fill in the fields.

   For a description of the field values on the Case Task form, see Case task form.
8. Select **Save**.
9. To assign the task to the case task owner, select **Assign task**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

10. **Optional:** In the confirmation dialog box, provide your notes.
11. In the confirmation dialog box, select **Move to assigned**.
    The state of the record changes to **Assigned** and the case task is assigned to the case task owner.
12. **Optional:** To reassign the case task to another user before the case task is accepted by the case task owner that is specified by you, select **Reassign**.

    Note:
    You can only reassign the Assessment type of case tasks.

    a. In the **Assignment group** field, select the relevant group.
    b. In the **Case task owner** field, select a new owner.
    c. In the Reassign case task dialog box, select **Reassign**.

Case task form

Use the Case Task form in the GRC: Compliance Case Management application to create a case task for a reported compliance case.

See the following table for a description of the field values.

Case task form

Field	Description
Number	Number of the case task. This field is automatically set.
State	Workflow state of the case task. This field is automatically set to **Draft**.
Title	Name of the task that is being created for the case. For example, Investigation for wrongly charged late payment fees.
Type	Type of task: • **Assessment**: Collect the responses from the users about the case. **Note:** Only case tasks with the Assessment case task type can be reassigned to a different task owner if required. • **Investigation**: Create a case task to perform any investigation for the case reported. For example, you may want to determine the cause of wrongly charged late payment fees. • **Others**: Any other type of task that you configure.
Priority	Priority of the case task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Case task form (continued)

Field	Description
Assessment template	Assessment template available to assess the case recorded. This field appears only when **Assessment** is selected from **Type**. **Note:** Each case type can be mapped to specific assessment templates during the configuration. Only the templates that are mapped to the case are available for selection. For example, if the case type is **Financial fraud**, then the assessment templates that are specific to the financial fraud type are available for selection. You can't select the same assessment template if an open assessment with the selected assessment template is already being worked on.
Description	Brief description of the case task. This description is useful for the user who works on the case task.
Assignment	
Assignment group	Group that works on the case task. Any user who belongs to the selected group can work on the case task if a case task owner isn't specified.
Case task owner	Person who owns the case task. The user selected in this field must be a member from the assignment group.
Watch list	Users who must be informed about the case.
Schedule	
Due date	Date within which the case task must be completed. **Note:** The due date must be before the date specified in the **Case closure SLA** field on the case form.
Accepted date	Date when the case is accepted.
Created	Date when the case is created and assigned to the case task owner.
Task closure date	Date when the task is closed.
Summary	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Case task form (continued)

Field	Description
Observations	Observations that you make about the case while you're working on the case task.
Activity	
Additional comments	Additional information about the case task.

Work on a case task

Accept the case task, provide the details requested by the case analyst, and submit the case task for a review in the GRC: Compliance Case Management application. When a case task is assigned to an assignment group, any user from the assignment group can accept and work on the task.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst

About this task

If a case task is the Assessment type, the case task owner must take an assessment to determine the losses that were incurred from a case. In this case, the task owner can accept the work and then take the assessment. If the case task is the Investigation type or Others type, the case task owner can accept the task, provide observations, and submit the case for review to the case analyst.

Procedure

1. Navigate to **Self Service** > **Employee Center**.
2. Access your task from the My Tasks module.
3. Open the task that is assigned to you from **Action Tasks**.
4. In the Open section, select **Accept work**.
5. In the confirmation dialog box, select **Accept work**.
6. Depending on your case task type, select one of the following options.

What to do next

1. Add the areas that are impacted by a compliance case. For example, the impacted areas or objects that could be impacted are the entities, controls, locations, or users that are affected by the compliance case. For more information, see Add an impacted area to a compliance case.
2. Add the areas that are related to the compliance case. For example, the related areas include the policies, citations, control objectives, or risk events. For more information, see Add a related area to a compliance case.
3. Add the causes and consequences of this compliance case. For example, you can add the root cause for the reported compliance case or event and its consequences on the organization. For more information, see Add a cause and consequence to a compliance case.
4. Add the compliance regulations that might be impacted to the compliance case. For more information, see Add compliance regulations to a compliance case.
5. Add or create an issue related to a compliance case. For more information, see Add or create an issue for a compliance case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reassign an Assessment type case task

Reassign an Assessment type case task to another user in the GRC: Compliance Case Management application. For example, a case analyst or a case task owner can reassign a compliance case task to another case task owner if a case task is wrongly assigned or isn't accepted by the case task owner.

Before you begin
Role required: sn_compliance_ws.corporate_compliance_analyst

About this task
As a case analyst, after a task is assigned to a case task owner, you can reassign the task to another user.

As a case task owner, you can also accept the task, start working on it, and then reassign the partially completed task to another user. When you reassign a partially completed case task to another user, the data that you provide also gets copied and is available to the new case task owner. The newly assigned task owner can modify the case task based on that owner's requirements.

Note:
You can only reassign the case tasks that have the **Type** field set to **Assessment**.

Procedure
1. Navigate to **Self Service** > **Employee Center**.
2. Access your task from the My tasks module.
3. Open the task that you want to work on.
4. In the Open section, select **Reassign**.
   The Reassign case task dialog box appears.
5. In the **Assignment group** field, select the assignment group.
6. In the **Case task owner** field, select the owner.
7. In the Reassign case task dialog box, select **Reassign**.

Review and close a case task

Review and close a case task after a case task owner provides responses and observations for the case in the GRC: Compliance Case Management application.

Before you begin
Role required: sn_compliance_ws.corporate_compliance_analyst

Procedure
1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Tasks module, open the task to review.
3. Review the case task and then select one of the following options.

Add an impacted area to a compliance case

Add an impacted area or object that is affected by the compliance case or event in the GRC: Compliance Case Management application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_compliance_ws.corporate_compliance_analyst

About this task
You can specify the impacted areas or objects, such as the entities, controls, companies, and users that are affected by the compliance case.

Procedure
1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the list icon.
3. From the list, select **All Cases**.
4. Open the case that you want to add an impacted area in.
5. Select the Impacted areas related list.
6. Select **Add**.
7. Select the impacted area type from the drop-down list.
   This value is not configurable.
   Records related to the selected record type are available for your selection.
8. Select the records from the available list.
   Modifying the **Select type** field clears the current selection.
9. Select **Add**.
10. Select **Save**.

Add a related area to a compliance case

Add an area that is related to the compliance case or event that is reported in the GRC: Compliance Case Management application.

Before you begin
Role required: sn_compliance_ws.corporate_compliance_analyst

About this task
You can specify the related areas for a compliance case or reported event. Related areas include the policies, citations, control objectives, control, and risk events.

Procedure
1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the list icon.
3. From the list, select **All Cases**.
4. Open the case that you want to add a related area to.
5. Select the Related areas related list.
6. Select **Add**.
7. Select the related area type.
   Records related to the selected record type are available for your selection.
8. Select the records from the available list.
   Modifying the **Select type** field clears the current selection.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

9. Select **Add**.
10. Select **Save**.

Add a cause and consequence to a compliance case

Define the root cause for the reported compliance case or event and its consequences on the organization by using the GRC: Compliance Case Management application.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst

About this task

You can add multiple causes to a compliance case or event and define a primary cause. Any compliance case can have only one primary cause. You can also add a cause that is suspected but not confirmed. The Compliance Case Management application enables you to add the consequences based on the reported case and any action or remediation plan that is in place.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the list  icon.
3. From the list, select **All Cases**.
4. Open the case that you want to add a cause and consequence to.
5. Select **New**.
6. On the form, fill in the fields.
   For a description of the field values on the Cause and Consequence form, see Cause and Consequence form.
7. Select **Save**.

Cause and Consequence form

Use the Cause and Consequence form to define the cause and consequence that a case has on your organization in the GRC: Compliance Case Management application.

See the following table for a description of the field values.

Cause and Consequence form

Field	Description
Cause	Cause for the case or event.
Cause status	Status of the cause: • **Suspected**: When the cause isn't confirmed. • **Confirmed**: When the cause is confirmed.
Primary cause	Option to select the cause as the primary cause.
Cause description	Brief description of the cause.
Consequences and actions	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cause and Consequence form (continued)

Field	Description
Consequences	Consequences of the case or event. You can select multiple consequences for a reported case.
Actions taken	Any action or measures taken to address the case.
Summary	
Observations	Record overall observations, if any.

Add compliance regulations to a compliance case

Add the regulations that are or can be impacted by the reported compliance case. In the ServiceNow platform, regulations are captured as authority documents. Adding the regulations to the case enables you to identify which regulations are breached or violated and prevents your organization from getting penalties or fines for this case.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst

About this task

As a case analyst, you can choose and add the regulations that are related to the reported case. By default, all the regulations in the system are displayed. After you add the regulations, you must analyze which regulations have been violated and set their reporting status. The reporting status helps you to determine if the regulation must be reported or not.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the list  icon.
3. From the list, select **All Cases**.
4. Open the case that you want to add a regulation to.
5. Select the Regulations related list and do the following actions:
   a. Select **Add**.
   b. Select the regulations to add.
   c. Select **Add**.
6. To set the reporting status of a regulation, select and open the regulation.
7. On the form, fill in the fields.

Regulation form

Field	Description
Case	Case that you're adding the regulation to. This field is automatically set to the case name.
Reporting status	Status to determine if the regulation must be reported immediately, in the future, or doesn't

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	need to be reported at all. The options are as follows: ○ **To be determined**: When you're not sure if the violation must be reported. ○ **Reportable**: When the violation must be reported. ○ **Non-reportable**: When the violation doesn't need to be reported. ○ **Potentially reportable**: When the violation can be reported in the future based on the case investigation.
Authority document	Authority document that forms the regulation.
Lodgement date	Date that the regulation is reported to the regulators.
Description	Brief description of the regulation violation based on your analysis.

8. Select **Save**.

Add or create an issue for a compliance case

Identify and add an issue that is related to the impacted areas of a reported compliance case. You can also create an issue from the GRC: Compliance Case Management landing page.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the list  icon.
3. From the list, select **All Cases**.
4. Open the case that you want to add an issue to and then select one of the following options.

5. Select **Save**.

Create an Issue form

Use the Create an Issue form in GRC: Compliance Case Management to add an issue to a compliance case, report findings or observations or compliance deficiencies, or matters that require immediate attention from the respective owners.

For a description of the field values, see the following table.

Create an Issue form

Field	Description
Issue	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create an Issue form (continued)

Field	Description
Number	Number of the issue. This field is automatically filled in.
Name	Name of the issue.
Issue source	Source of the issue, such as Compliance Case analysis. This field is automatically filled in.
Issue type	Issue Type is a way of classifying the nature of issue being reported. This field is automatically filled with one of the following options based on how the issue was created: • Control design effectiveness failure • Control operative effectiveness failure • Control doesn't meet requirement • Control doesn't exist • Non-compliance to a regulation • Non-compliance to a policy • Improvement or suggestion to an existing policy • Recommendation for a new policy • Process optimization or improvement • Observation • Data breach • Fraud • Misstatement • Training • Documentation
Classification	Classification of the issue. This field is automatically filled in with one of the following options: • Audit • Compliance • Operational Resilience • Risk • Vendor
Location	Location of the issue.
State	State of the issue: • **New** • **Analyze** • **Respond** • **Review**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create an Issue form (continued)

Field	Description
	• **Closed Complete** • **Closed Incomplete**
Substate	Substate of the issue is the sub-type of the issue. This field is automatically filled in.
Priority	Priority of the issue: • **Critical** • **High** • **Moderate** • **Low** • **Planning**
Issue rating	Rating of the issue: • **Very High** • **High** • **Moderate** • **Low** • **Very Low**
Description	Approver of the issue.
Assignment	
Assignment group	Assignment group for the issue. For example, Compliance team or Ethics/ Compliance team.
Assigned to	User that the issue is assigned to.
Issue manager group	User assigned to work on the recorded issue: • **Compliance Managers** • **IT Risk Managers** • **Risk Managers**
Issue manager	Manager that the issue is assigned to.
Watchlist	Users who are on the watchlist for the issue.
Schedule	
Due date	Date when the issue is due.
Confirmed date	Confirmation date for the issue. This field is automatically filled in based on the auto-calculation of future dates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create an Issue form (continued)

Field	Description
Planned start date	Planned start date for the issue.
Planned end date	Planned end date for the issue.
Duration	Duration for the issue in days, hours, minutes, and seconds.
Created	Date on which the issue is created. This field is automatically filled in based on the current system date.
Closed	Date on which the issue is closed.
Actual start date	Actual start date for the issue.
Actual end date	Actual end date for the issue.
Actual duration	Actual duration for the issue in days, hours, minutes, and seconds.
Issue grouping	
Parent issue	Parent issue associated with this issue.
Issue group rule	Group rule for the issue. This field is auto-populated.
Action plan	
Recommendation	Recommendation for the issue.
Action plan	Action plan for the issue.
Activity	
Work notes	Work notes for the issue.
Additional comments	Additional comments for the issue.
Settings	
Functional domain	Functional domain for the issue.

Other actions

Apart from the from fields, there are a few actions that you can perform on a Compliance Case record.

- Attachment- select this icon in the side-bar to add any related attachments to the Compliance Case record.
- Compose email- compose an email.
- Discard draft- discard a draft version of the email.
- Send email- send the email with all the details in it.
- Create new email- Create a new email.
- View drafts - view the existing drafts in the system.
- Save- save the details of the compliance case.
- 360 view- view the compliance case in a 360 view with all the relationships.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Export PDF- export the compliance case as a PDF.
- Delete- delete the compliance case.

Export a report to PDF

Create Portable Document Format (PDF) reports for compliance cases or requests using predefined or customized templates in the GRC: Compliance Case Management application. This feature enables the stakeholders who may not have access to the application can still access the data.

Before you begin

Role required: sn_comp_case.compliance_case_analyst

About this task

You can export compliance data to PDF reports for easy sharing with audit teams, partners, or internal committees, eliminating the requirement for application access. A compliance administrator can select a predefined template or create a customized document template to generate reports. For more information, see Configure a PDF document template.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the list icon.
3. To generate a compliance case report, select **All cases**.
4. To generate a compliance request report, select **All requests**.
5. Open the compliance case or compliance request that you want to export as a PDF report.
6. Select the More actions icon.
7. Select **Export PDF**.
   The **Export PDF** button appears only when a document template is specified in the record type.
8. Select the template to generate a PDF report.
9. Select **Export**.
   A PDF report is generated and is available in the Attachments section of the record to download.
10. To download a local copy of the PDF report, select the More actions icon on the PDF report, and select **Download**.

Compose an email in GRC: Compliance Case Management

Compose and send an email for compliance cases and requests by using the GRC: Compliance Case Management application. This feature helps you to communicate with different stakeholders within or outside your organization.

Before you begin

Role required: sn_grc_case_mgmt.grc_case_analyst

About this task

You can compose and send emails regarding your cases and requests to multiple stakeholders. For example, you can consult the legal team for any obligatory opinions and suggestions on the recorded compliance case. You can manage the emails from the case or request record page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the list  icon.
3. To compose an email, use the following options.

4. Select the More actions icon.
5. Select **Compose Email**.
6. On the form, fill in the fields.

Email Draft form

Field	Description
To	Email ID of the recipient. You can add multiple email IDs separated by commas in this field to send email to more than one recipient.
Subject	Brief summary or title of your email.
Email message	Body of your message that includes any information, requests, or details you want to convey to the recipient. You can format the text, add attachments, and include links in this section. **Note:** You can send emails to both ServiceNow users and external stakeholders who don't have access to the ServiceNow instance. You must provide the basic record details in the subject line or body of the email to make them aware of the record that you're referring to.

7. **Optional:** To add attachments, select **Attach File**.
8. Select **Send Email**.

Configure due dates

Set up a pre-defined rule to automate due date calculations. Rules are designed to run and becomes effective when a new record is reported into the application.

Before you begin
Role required: admin

About this task
Apply rule-based conditions on a combination of agency, regulation or jurisdiction to manage timelines for due date auto-calculation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Compliance Case Management** > **Due Date Configurations** > **New**.
2. Enter a **Name** for the rule configuration.
3. Select a **Regulatory agency** from the lookup list.
4. Select a **Jurisdiction** from the lookup list.
5. Select a **Regulation** from the lookup list.
   Selecting all of **Regulatory agency**, **Jurisdiction**, and **Regulation** is not mandatory. You can select any one of them.
6. Define **Conditions**.
7. Select **Applies to**.
   The Applies to field refers to a record type for which the agency profile is applicable for. Currently, only Compliance case is applicable in the current release.
8. Set **Criteria** by selecting the required filter conditions and the logical operator.
9. Select **Submit**.
   The pre-defined rule to automate due date calculations is saved. This pre-defined rule gets applied to all the compliance cases created from now on.

Perform smart assessment on action tasks

Use the **Tasks** page on the Employee Center for a consolidated view of all your tasks, including all assessments, enabling you to access and complete them efficiently.

Before you begin

Ensure the following:

- the *sn_grc_case_mgmt.enable_smart_assessments* system property is enabled.
- the assessment templates are configured and published.

Role required: sn_comp_case.compliance_case_business_user

About this task

When a compliance case action task moves from **Draft** to **Assigned** state, an assessment is initiated. When you perform a smart assessment on an action task that is of type **Assessment**, and the smart assessment property is enabled, the assessments appear on the unified **Tasks** landing page. The tasks that appear on the **Tasks** page are unique to the logged-in user and therefore can help the user complete all tasks assigned to them. If you're not the rightful responder of the assessment, you can reassign the assessment to the correct responder. On the assessment landing page, you have various features such as the option to collaborate with the stakeholders using the **Discuss** feature. If you pause responding to an assessment, you can get back to it using the **Resume** action without losing your responses.

Procedure

1. Navigate to **All** > **Employee Center** > **GRC Tasks** > **My to-dos** > **Open** > **My pending tasks** > **Action tasks**.
2. Select the action task that you want to assess.
3. Select **Start**.
4. Respond to the questionnaire.
   You can view detailed guidance for each question on the side of the screen. The guidance helps you in responding to the questions.
5. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. On the success dialog box, select **OK**.
7. After you submit the assessment, to view the assessment, select **View**.

Result
After the assessment is submitted, the state of the assessment gets updated to **Review** and the status of the assessment is set to **Completed**. A compliance case analyst reviews the assessment and updates the state of the assessment to **Closed Complete**.

Compliance Case Management reference

Reference topics provide additional information such as the tables and roles that are installed with the GRC: Compliance Case Management application.

Tables installed with Compliance Case Management

Tables are added with the activation of the GRC: Compliance Case Management application.

See the following table for a description of the tables that were added with the GRC: Compliance Case Management application.

Tables installed

Table	Description
GRC case [sn_grc_case_mgmt_case]	Stores all the compliance case details.
Case classification [sn_grc_case_mgmt_case_classification]	Stores the compliance case classifications.
Case task [sn_grc_case_mgmt_case_task]	Stores all the case tasks that were created for the compliance case.
Case type [sn_grc_case_mgmt_case_type]	Stores the case type and case subtype details.
Cause [sn_grc_case_mgmt_cause]	Stores the causes that were added to the library and mapped to the case.
Cause and consequence [sn_grc_case_mgmt_cause_consequence]	Stores the causes and consequences that were mapped to the case.
Consequence [sn_grc_case_mgmt_consequence]	Stores the consequences that were added to the library and mapped to the case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed (continued)

Table	Description
GRC core case [sn_grc_case_mgmt_core_case]	Stores the core functionality details of the case.
Impacted area [sn_grc_case_mgmt_impacted_area]	Stores the impacted areas that were mapped to the case.
Case task to assessment instance [sn_grc_case_mgmt_m2m_case_task_asmt_instance]	Stores the assessment details on the case tasks of the type assessment.
Issue to case [sn_grc_case_mgmt_m2m_issue_case]	Stores the issues that were mapped to the case.
Regulation [sn_grc_case_mgmt_regulation]	Stores the regulations that were mapped to the case.
Regulated area [sn_grc_case_mgmt_related_area]	Stores the related areas that were mapped to the case.
Compliance case [sn_comp_case_compliance_case]	Stores the compliance case records.

Roles installed with Compliance Case Management

The GRC: Compliance Case Management installs the essential role to perform respective day-to-day operational tasks towards managing compliance cases for the enterprise to perform their respective tasks.

Roles and their descriptions

Role title [name]	Description	Contains roles
Compliance Case Business User [sn_comp_case.compliance_case_business_user]	The compliance case business user can perform the following tasks: • Create compliance cases and requests from the Employee Center • Work on the case tasks.	sn_grc_case_mgmt.grc_case_business_user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and their descriptions (continued)

Role title [name]	Description	Contains roles
	.	
Compliance Case Analyst [sn_comp_case.compliance_case_analyst]	Compliance case analyst can review the case. The compliance case analyst can perform the following tasks: • Review the key stakeholders, impacted areas, related areas, causes and consequences, regulations, and issues that are assigned to the case analyst. • Review any unassigned cases.	• sn_grc_case_mgmt.grc_case_analyst • sn_comp_case.compliance_case_business_user
Compliance Case Manager [sn_comp_case.compliance_case_manager]	Compliance case manager can review and work on the created cases. The compliance case manager can perform the following tasks: • Review the key stakeholders, impacted areas, related areas, causes and consequences, regulations, and issues that are assigned to the case analyst. • Review all cases.	• sn_comp_case.compliance_case_analyst • sn_grc_case_mgmt.grc_case_manager
Compliance Case Admin [sn_comp_case.compliance_case_admin]	Compliance case administrators can configure the Compliance Case Management application. They can perform the following tasks: • Create a case type. • Create a state model and transitions. • Create an assessment template. • Delete cases. • Review the key stakeholders, impacted areas, related areas, causes and consequences,	• sn_grc_case_mgmt.grc_case_admin • sn_comp_case.compliance_case_manager **Note:** If you use the Smart Assessment Engine for assessments of action tasks, then the following roles are granted to the Compliance case admin. • sn_risk_advanced.ara_assessor • sn_smart_asmt.assessment_admin • sn_grc.business_user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and their descriptions (continued)

Role title [name]	Description	Contains roles
	regulations, and issues that are assigned to the case analyst.	
GRC Employee User [sn_grc_emp_user.grc_employee]	GRC employee users can create compliance cases and requests from the Employee Center.	NA

For more information, see https://www.servicenow.com/products/employee-center.html.

Continuous Authorization and Monitoring

Continuous Authorization and Monitoring (CAM) employs the seven steps defined by the NIST Risk Management Framework (RMF) to allow you to make better-informed decisions about your security posture.

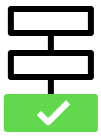
https://player.vimeo.com/video/1001739779?h=ff3de57991&badge=0&autopause=0&app_id=58479

The video gives you an overview of the seven steps of the Risk Management Framework mandated by the US government for federal agencies that help companies to identify and eliminate risks to their infrastructure.

Get started

Explore	Configure	RMF Step 1 - Prepare
		
The CAM application applies a standardized approach to automating NIST's Risk Management Framework (RMF).	Follow the steps in the checklist to download CAM from the ServiceNow Store and get it ready for operation.	In the Prepare step, you set up authorization boundaries, control overlays, and information types, as well as create the actual authorization package.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RMF step 2 - Categorize  In the Categorize step, you define the criticality or sensitivity of your information system according to potential worst-case scenarios.	RMF step 3 - Select controls  When the impact levels for the package have been approved, it is time to select baseline controls.	RMF step 4 - Implement controls  After you have selected controls for implementation and performed any of the possible actions on them, you can implement the controls.
RMF steps 5, 6, and 7  After you have implemented controls, you can assess internal and external controls, generate Plans of Action and Milestones (POA&M), and manage change requests and vulnerable items.	Implementing controls and assessment objectives  NIST 800-53A – assessment objectives are included in the base system with the CAM application. The assessment objectives are mapped to revision 5 control objectives.	Monitoring and managing  The CAM Workspace is a centralized hub where you can continuously monitor and manage compliance with the NIST Risk Management Framework to ensure adherence to your security policies and guidelines.
Reference  Reference topics provide the detailed descriptions of tables, properties, forms, and roles that are installed with the CAM application.		

Request apps on the Store

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Continuous Authorization and Monitoring (com.sn_irm_cont_auth_monitor) plugin is available as a separate subscription and requires activation.

Troubleshoot and get help

- Ask questions and explore other resources for Continuous Authorization and Monitoring in the ServiceNow Community
- Search the Known Error Portal for known error articles
- Contact Customer Service and Support

Exploring CAM

Learn about the CAM benefits and workflows for users.

CAM overview

The CAM application applies a standardized approach to automating NIST's Risk Management Framework (RMF).

CAM users

CAM roles that are required for particular tasks are listed in CAM user roles.

Roles and Responsibilities tab

Role	Responsibilities
System owner	The individual responsible for procuring, developing, integrating, modifying, operating, and maintaining an information system.
Authorizing Official (AO)	The individual responsible for accepting an information system into an operational environment at a known risk level. Typically, this person is at the CISO or deputy CISO level.
Authorizing Official Designated Representatives (AODR)	One or more AODRs.
Security Control Assessors (SCA)	The individuals responsible for conducting a thorough assessment of the controls of an information system.
Information System Security Managers (ISSM)	The individuals responsible for conducting information system security management activities as designated by the ISSO.
Information System Security Officers (ISSO)	The individuals responsible for ensuring that the appropriate operational security posture is maintained for an information system.
Information owners	The individuals responsible for statutory, management, and operational authority.
System users	The users responsible for performing the actual work on the system.

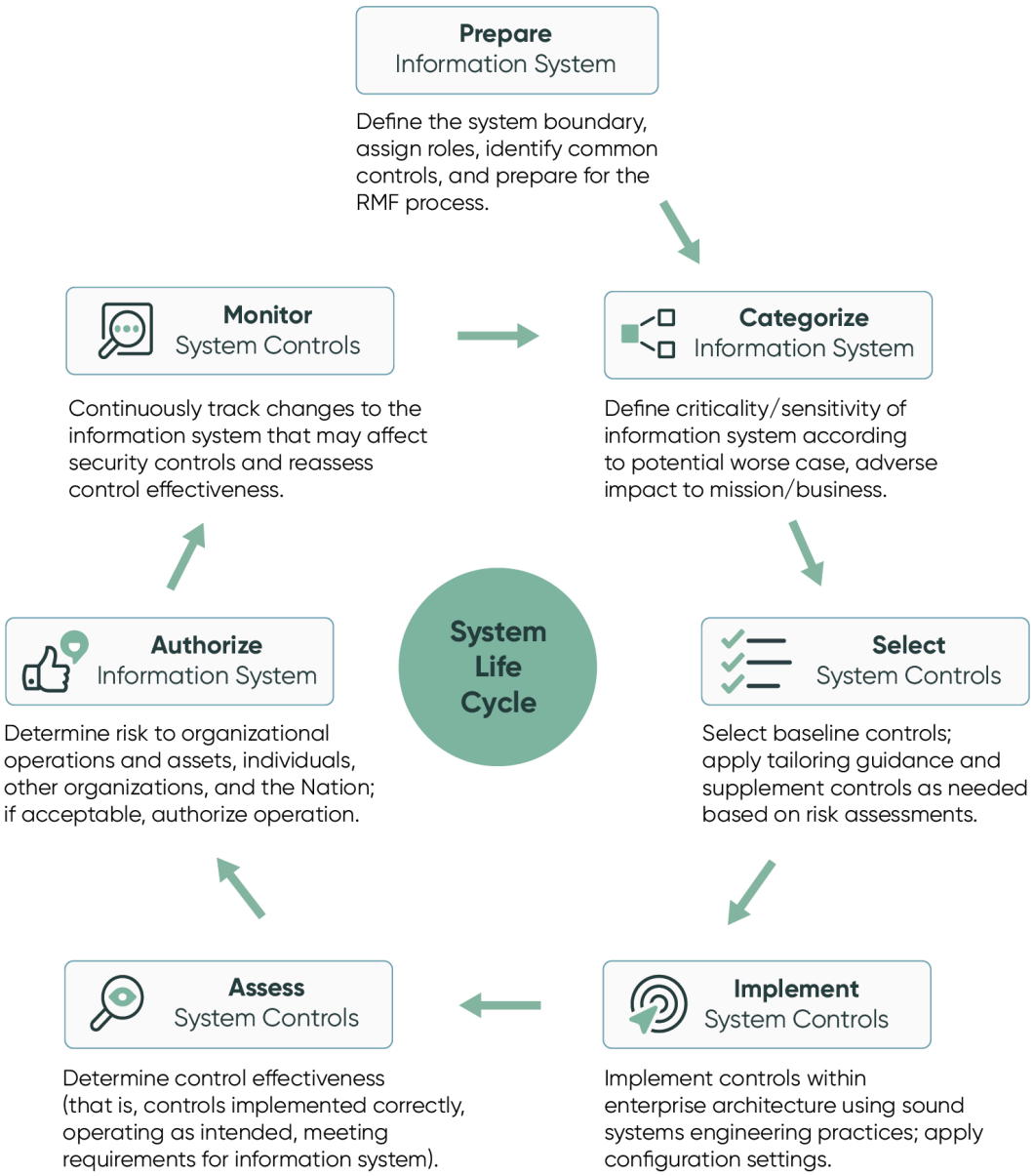
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RMF workflow supported by CAM

RMF was mandated by the U.S. Federal government to provide the necessary resiliency to support the economic and national security interests of the United States. CAM employs the seven steps defined by the RMF to allow you to make better-informed decisions about your security posture.

RMF consists of the seven steps illustrated here.

RMF security life cycle



What to explore next

To learn more about configuring and using CAM, see:

- Configuring CAM
- RMF step 0 - Prepare the authorization package
- RMF step 1 - Categorize the authorization package

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- RMF step 2 - Select controls for an authorization package
- RMF step 3 - Implement controls
- RMF steps 4, 5, and 6 - Assess, authorize, and monitor
- Implementing controls and assessment objectives in CAM
- Continuous authorization and monitoring tasks in the CAM Workspace
- CAM reference

Configuring CAM

Follow the steps in the checklist to download CAM from the ServiceNow Store and get it ready for operation.

Configuration overview

1. Setup checklist for Continuous Authorization and Monitoring

   The checklist includes the tasks that you must complete to prepare the base system.

2. Download Continuous Authorization and Monitoring

   You download CAM from the ServiceNow Store.

3. Assign Continuous Authorization and Monitoring roles to users and groups

   Assign roles to users and groups to prepare to use the CAM application.

Setup checklist for Continuous Authorization and Monitoring

The checklist includes the tasks that you must complete to prepare the base system.

Before you begin

Role required: admin, sn_irm_cont_auth.admin

Procedure

Create and print a PDF of the checklist topic and check off tasks as you complete them.

To generate a PDF, select the **Save As PDF** icon ( ) at the top of this topic and select **Selected topic**.

Set up checklist for CAM

Item	Description
☐	As a user with the System Administrator role, verify that you have the GRC core applications installed on a ServiceNow AI Platform instance. **Note:** The GRC applications and the ServiceNow AI Platform instance must be from the same family release. **a.** To verify that the GRC: GRC Profile application is installed on your instance, navigate to **Plugins** and search for GRC `Profile`. **b.** If the GRC Profile core application is not installed, select **Install**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Item	Description
	c. Also install the following applications as needed: ○ GRC: Policy and Compliance Management ○ GRC: Risk Management ○ GRC: Audit Management **d.** After the applications have been installed, install the Continuous Authorization and Monitoring core application. If any application is not visible in your instance, you can download it from the ServiceNow Store. For more information about getting entitlement, downloading, and installing the GRC core applications, see GRC and the ServiceNow Store.
☐	As a user with the CAM Administrator role, assigned users with the required roles as described in Assign Continuous Authorization and Monitoring roles to users and groups.

Result
Congratulations! You have successfully set up the CAM base system. Many of the elements included in the base system can be customized for your particular business needs. Refer to the links in the checklist for more information.

Download Continuous Authorization and Monitoring

You download CAM from the ServiceNow Store.

Before you begin
Role required: admin

Procedure

Follow the instructions in Download a GRC application from the ServiceNow Store for the first time.

Related topics

List of plugins

Assign Continuous Authorization and Monitoring roles to users and groups

Assign roles to users and groups to prepare to use the CAM application.

Before you begin
Role required: admin

Procedure

1. Navigate to **All** > **User Administration** > **Users**.
2. Select the name of a user.
3. Select the **Roles** tab and then select **Edit**.
4. Move the roles that you want to assign to the user from the Collection side to the Roles List, then select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles are describe in CAM user roles.

5. Repeat the process for each user or group.

Note:
If the Employee Operator plugin is installed, then each of these roles (such as Authorization Official, Executive Reader, and Reader) is classified as a lite role.

RMF step 0 - Prepare the authorization package

In the Prepare step, you set up authorization boundaries, control overlays, and information types, as well as create the actual authorization package.

Your actions in the Prepare step

- Define the authorization boundary
- Create an authorization package

Define the authorization boundary

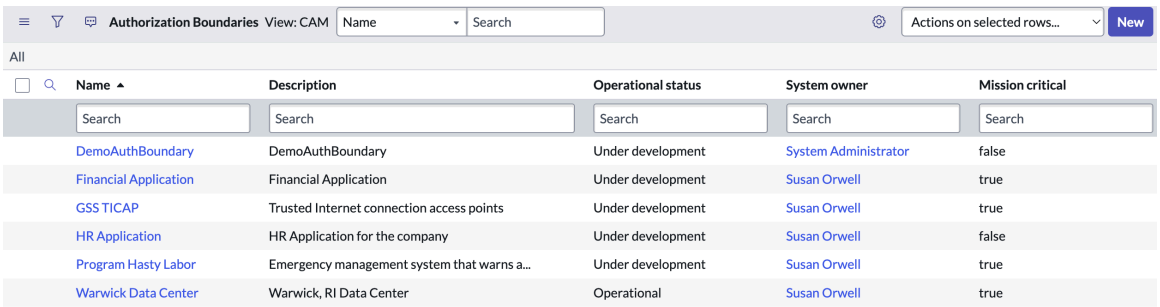
An authorization boundary defines the scope of a particular system that can be continuously managed and monitored using the CAM application.

Before you begin

Role required: sn_irm_cont_auth.system_owner or sn_irm_cont_auth.admin

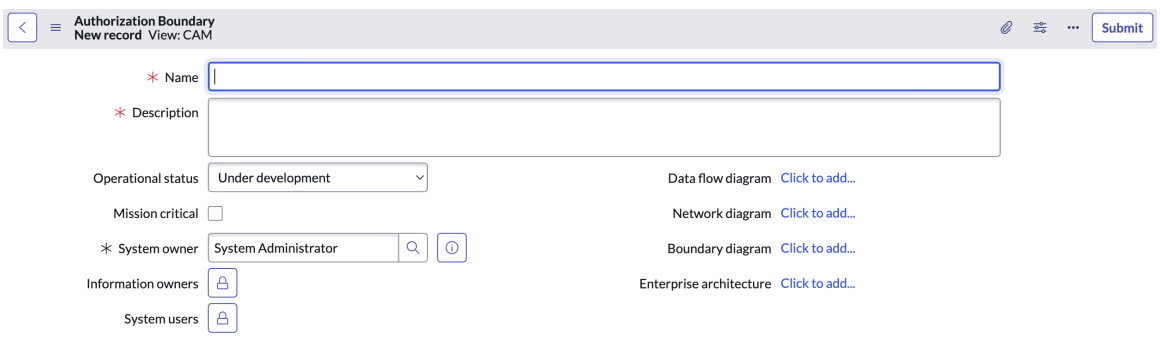
Procedure

1. Navigate to **All** > **Continuous Authorization & Monitoring** > **All Authorization Boundaries**.



2. Select **New** and then fill in the form.

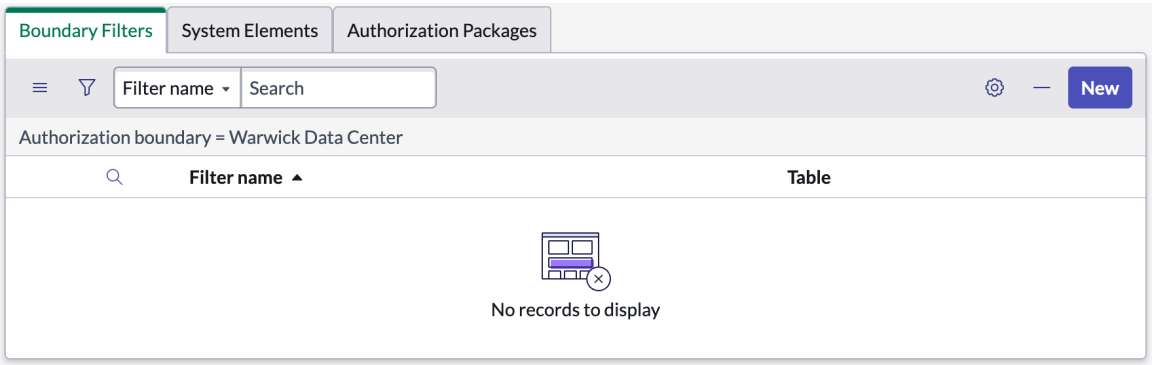
The settings are described in Fields on the Authorization Boundary form.



3. Save the record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use the tabs that appear to identify which systems and parts of systems you own and should go through the authorization process.



4. You can use the **Boundary Filters** tab to create filters for identifying all of your system elements.
   After running the filters, the results appear in the **System Elements** tab.
5. If elements appear that should not be included in the authorization process, you can select them, and select **Delete** from the **Actions on selected rows** list at the bottom of the screen.
6. You can select **Add** to include additional assets or systems to the list of system elements in the authorization boundary.

What to do next

This completes the procedure for defining the authorization boundary. The next step is to create the authorization package that will be processed through approvals. You can initiate the process by clicking the **Authorization Packages** tab or via the navigation pane. For details, see Create an authorization package.

Create an authorization package

After you have defined the authorization boundaries for the assets or systems to send through the Authorization to Operate process, you must create an authorization package for that purpose. The package is processed through the seven steps mandated by the RMF.

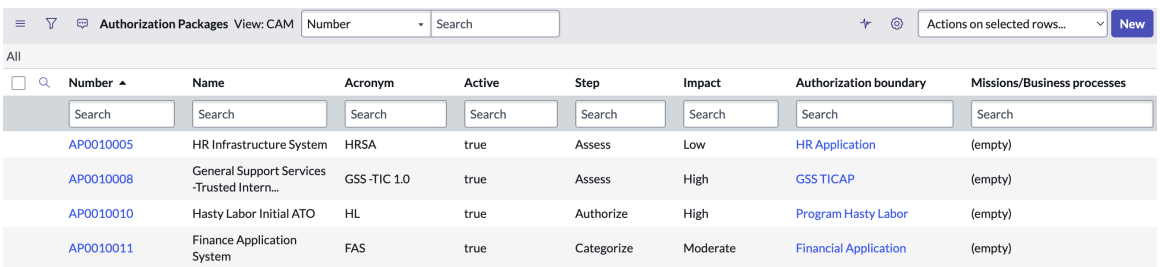
Before you begin

Role required: sn_irm_cont_auth.system_owner or sn_irm_cont_auth.admin

Note:
The roles are required for accessing the authorization package only after it has transitioned beyond the Prepare state.

Procedure

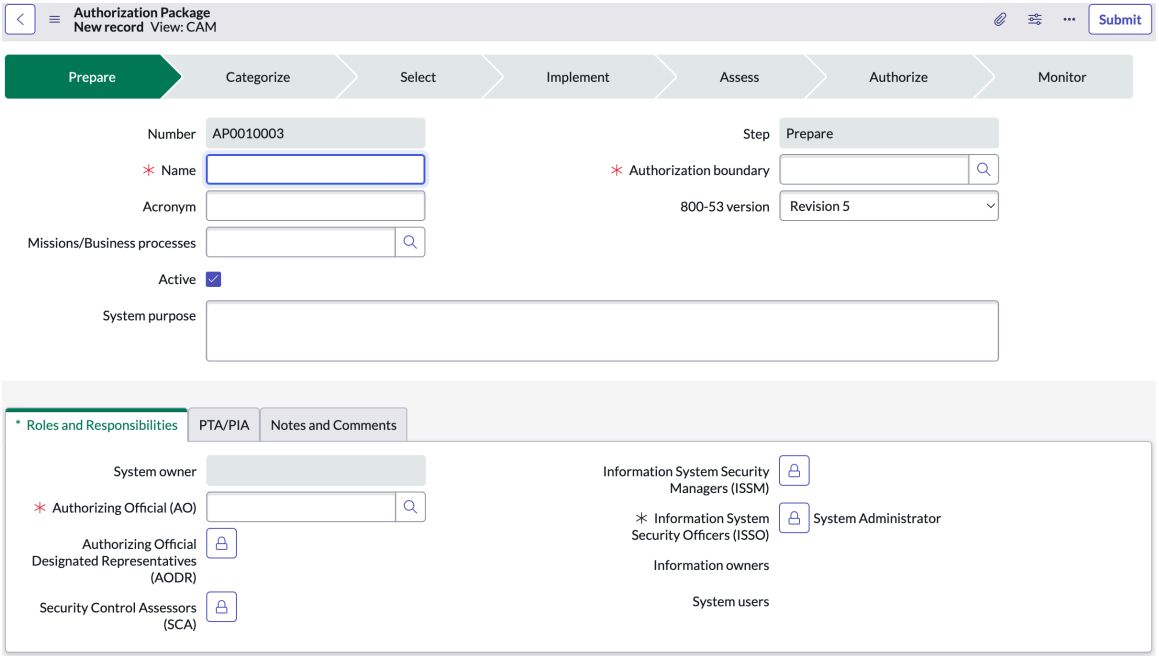
1. Navigate to **All** > **Continuous Authorization & Monitoring** > **All Authorization Packages**.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. Select **New** and then fill in the form.

   The settings are described in Fields on the Authorization Package form.

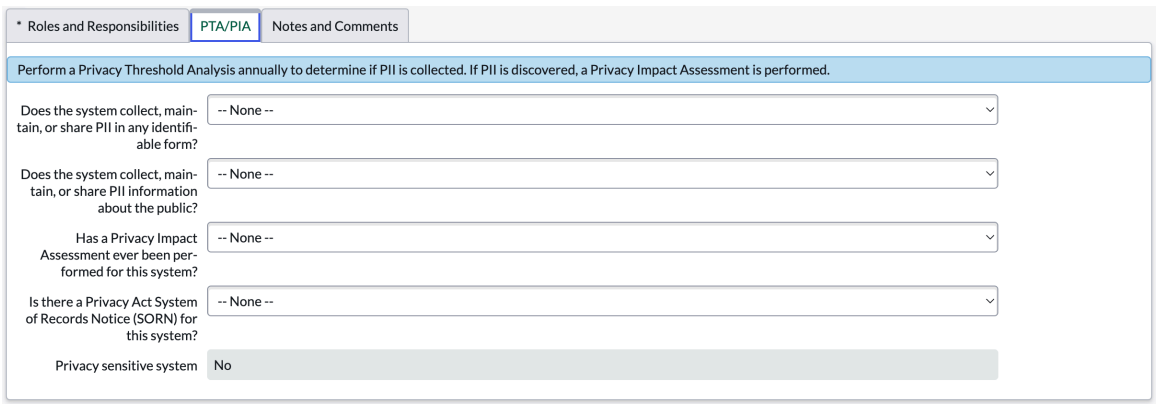


3. Select the **Roles and Responsibilities** tab and specify the responsibilities of various stakeholders during the review and approval process.

   The settings are described in Fields on the Roles and Responsibilities tab.

4. Select the **PTA/PIA** tab and perform the Privacy Threshold Analysis by answering the questions.

   The PTA identifies whether various types of the Personal Identifiable Information (PII) exist in the systems being authorized.



5. If you answered **No** to all of the questions, you are not required to take a Privacy Impact Analysis and can select **Submit**.
6. If you answered **Yes** to any of the questions, you must take a Privacy Impact Analysis.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. In the Assessment respondents field, select the lock icon and select the users you want to take the assessment.

b. When you have selected the respondents, select the lock icon again.

c. Select **Submit**.
The assessment request notification is sent to the selected respondents.

d. When the PIA has been completed, the assessment responses appear in a related list in the Authorization Package form.

7. Select the **Notes and Comments** tab to add any customer-facing notes to the package.
8. Select **Categorize** to transition the package to the next step

RMF step 1 - Categorize the authorization package

In the Categorize step, you define the criticality or sensitivity of your information system according to potential worst-case scenarios. This involves selecting NIST information types for the package and using the information types to define the impact levels for the package.

Before you begin

Role required to use **Categorize**:

- sn_irm_cont_auth.system_owner
- sn_irm_cont_auth.info_system_sec_manager
- sn_irm_cont_auth.info_system_sec_officer

Role required to write to an authorization package:

- sn_irm_cont_auth.admin
- sn_irm_cont_auth.system_owner
- sn_irm_cont_auth.info_system_sec_manager
- sn_irm_cont_auth.authorization_official
- sn_irm_cont_auth.info_system_sec_officer

Role required to select information types:

- sn_irm_cont_auth.admin
- sn_irm_cont_auth.system_owner

Role required to write to overridden fields on the Package form: sn_irm_cont_auth.system_owner

About this task

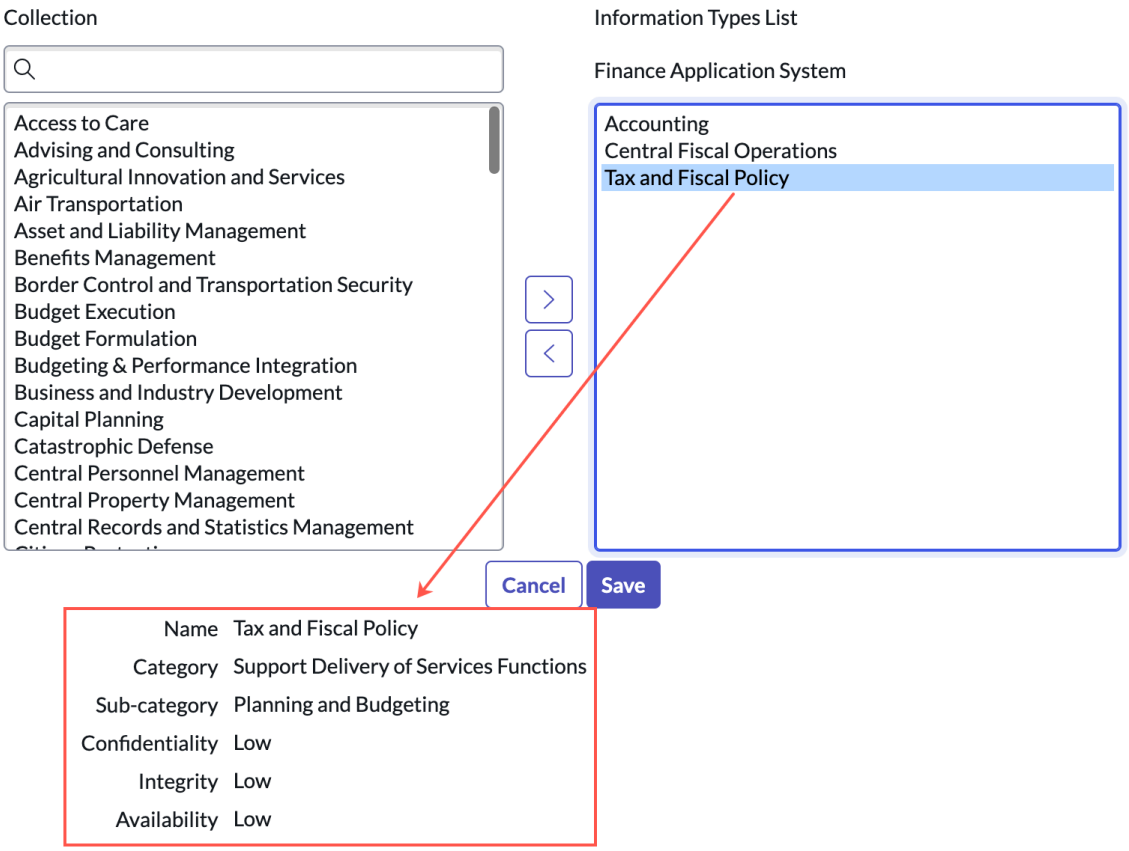
When you clicked **Categorize** on the Authorization Package form, an **Impact** field, an **Impact** tab, and an **Information Types** related list appeared on the form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

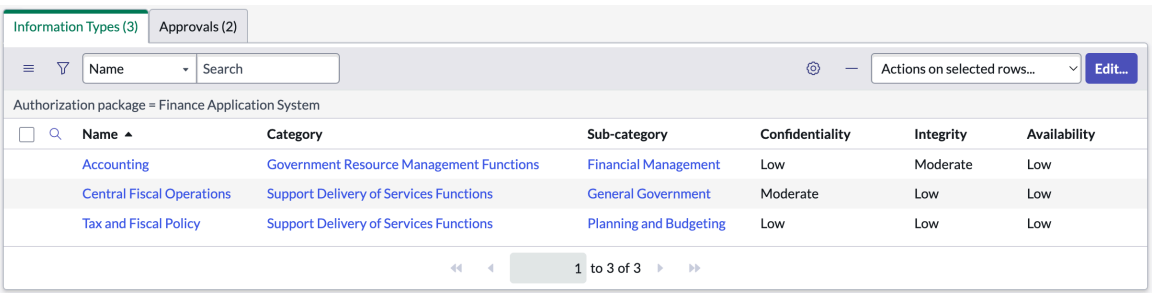
1. In the Information Types related list, select **Edit**.

> **Note:**
> As you select the information types, guidance about the selected information type appears, including name, categories, and the Confidentiality, Integrity, and Availability (CIA) ratings for the information type.



2. Multi-select the information types you want to select for this authorization package and move them to the Information Type List box.
3. When you have completed your selections, select **Save**.

   The Information Types related list now contains the guidance information for the information types you selected.



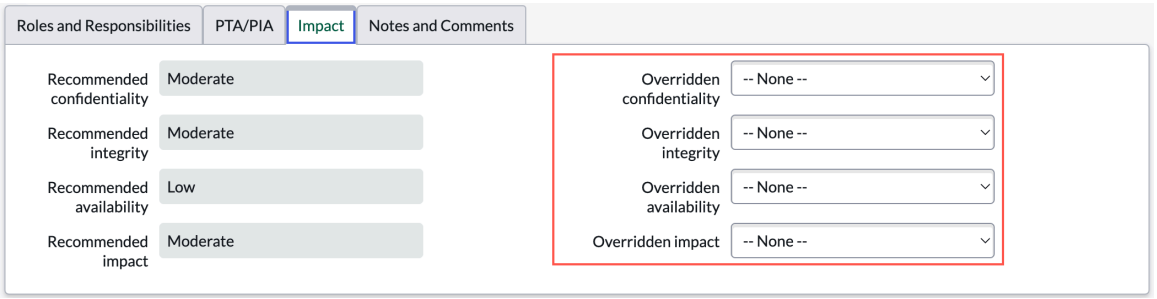
4. Select the **Impact** tab and review the recommended impacts for the information types you selected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
The impacts displayed in the **Recommended** fields reflect the worst-case scenario of the information types you selected. For example, if you selected an information type with High CIA levels, the **Recommended** fields under the **Impact** tab would all show **High** levels of risk. The CIA levels are used to calculate the overall impact of the information types you selected, which is now displayed in the **Impact** field.

5. You can override any of the impact levels by modifying the **Overridden** fields and providing a justification.

   As you provide overrides, the **Impact** field is updated accordingly based on the update CIA levels.



Important:
It is vital that the **Impact** field accurately reflects the impact of the data you are authorizing. All processes downstream from this point relies on that impact level. According to NIST guidelines, the number of controls you must implement depends on the Impact, as follows:

- High risk = 343 controls
- Moderate risk = 262 controls
- Low risk = 125 controls

6. After you have defined the impact, select **Request Approval**.
   An approval request is sent to the Authorizing Official, who will access My Approvals from the navigation pane and review the information in the package. When approval is received, the package transitions to the **Select** state.

RMF step 2 - Select controls for an authorization package

When the impact levels for the package have been approved, it is time to select baseline controls.

Before you begin

Role required: To write to the sn_im_cont_baseline_control_objective table: sn_irm_cont_auth.system_owner, sn_irm_cont_auth.info_system_sec_officer, sn_irm_cont_auth.admin

To access **Mark as not Applicable**: sn_irm_cont_auth.info_system_sec_officer, sn_irm_cont_auth.info_system_sec_manager, sn_irm_cont_auth.admin.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC Continuous Authorization and Monitoring

GRC: Continuous Authorization and Monitoring quick start tests require activating the Continuous Authorization and Monitoring plugin (com.sn_compliance) and loading the demo data.

GRC: Continuous Authorization and Monitoring Quick Start Tests test suite

Test	Description	Release version
GRC: System Owner create and validate responsibilities and roles for an AB and AP	System Owner creates and validates responsibilities and roles for an Authorization Boundary and Authorization Package. Information Owners and System User are pre-populated when selecting the Authorization Boundary.	Quebec (compatible with Paris and Orlando)
GRC: System Owner validate App Modules visibility	Verifies that the system owner persona is able to view the Continuous Authorization & Monitoring application menu and the following modules under that menu: • All Authorization Boundaries • All Authorization Packages • Information Type Library • Control Overlays • Control Objectives • Controls • All Engagements	Quebec (compatible with Paris and Orlando)
GRC: System Owner Request First approval & My approvals module	System Owner requests an approval.	Quebec (compatible with Paris and Orlando)
SO: Create and validate responsibilities and roles for an AB and AP	Verifies if a system owner can create an Authorization Boundary by completing the fields on the Authorization Boundary form. Also verify if the same SO can create an Authorization Package from the form view.	Quebec (compatible with Paris and Orlando)

To learn more about Continuous Authorization and Monitoring, see Continuous Authorization and Monitoring.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

When approval was received on the Authorization Package form, a **Control overlays** field and a series of **Controls** related lists appeared on the form.

Procedure

1. Select the **Baseline Controls** related list.
   The list shows the baseline controls for the calculated impact level of the package. The number of controls to be implemented (as defined by NIST) depends on the Impact level (High, Moderate, and Low).
2. You can perform the following actions on the list of controls.

Actions on baseline controls

Action	Description
Add controls to the list	Select **Add**, select the controls you want to add, and then select **Create Baseline Controls**. **Note:** When adding control objectives, you cannot select multiple control objectives with the same reference ID to add to the baseline controls. You cannot add a control objective if its reference ID already exists in the baseline controls list.
Add controls using a control overlay	Select a control overlay from the **Control overlays** field. **Note:** Privacy overlays and other types of control overlays might be mandated by government agencies, but you can create them to add a specified number of controls to your list.
Identify certain controls as being non-applicable	Select the controls, select **Select**, enter a justification, and then select **Confirm**. The controls you marked this way are removed from the **Baseline Controls** list to the **Not Applicable Controls** related list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Action	Description
	Note: ○ You cannot move control objectives with the same reference ID from the baseline controls list to the not applicable controls. ○ You cannot move control objectives with the same reference ID from baseline controls to not applicable controls, or from not applicable controls to baseline controls. ○ When you select two control objectives with the same reference ID from the Not Applicable Controls list, the Return to Baseline Control action is disabled.
Inherit controls from common controls	You can create common controls to which other, subordinate controls can be assigned so they can inherit risk guidance from them. For example, if you have a control that handles an entire facility, you can identify related controls that will inherit protection and compliance from the common control. To create a common control, select the control, select **Create Common Control**, select **OK** to confirm. For information on allowing a control to inherit from a common control, see Inherit from a common control.

3. Select **Request Approval**.

   An approval request is sent to the authorizing official, who will access My Approvals from the navigation pane and review the information in the package. When approval is received, the package transitions to the **Implement** state.

   To send the package back to the Categorize state, select **Back to previous step**. All baseline controls are removed and the package must receive approval to advance again to the Select state.

Set up baseline controls to generate controls and implement requirements

Use the baseline controls to inherit a control, mark a control as common, or create a hybrid control. Create a hybrid control to inherit requirements partially from common controls and the remaining requirements are created for the control that was generated from the baseline control.

Before you begin

Role required: sn_irm_cont_auth.system_owner, sn_irm_cont_auth.info_system_sec_officer, sn_irm_cont_auth.info_system_sec_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Hybrid controls not only give you the ability to inherit partial requirements from common controls but also gives you the flexibility to make the best use of the common control requirements while self-implementing the remaining requirements for that control.

In CAM there are two ways to inherit controls from the control objectives sourced from NIST 800-53-r5:

Inherit from provider

The control is inherited directly and completely. For example, if the common provider, Building A, provides a control objective that is fire prevention, and this control objective has about three different requirements, namely fire alarm, smoke detection, and sprinkling, then the control is directly inherited by identifying it as common control.

Note:
A control associated with one authorization package can be a common provider to another authorization package if the control is marked as a Common control provider in its Authorization package, and that particular package must be in Monitor state. Only then it's called as a common control.

Hybrid inheritance

The control is partially inherited. Only one or a few of the control's requirements are inherited in this case. Considering the preceding example, hybrid inheritance is enabled in the following combinations:

- One of the requirement such as fire alarm can be inherited from Building A, and the other two requirements can be self-implemented.
- One of the requirements such as fire alarm can be inherited from Building A, and another requirement such as smoke detection can be inherited from Building B. The rest of which can be self-implemented.
- All requirements are inherited. This inheritance is not a partial inheritance because at least one of the requirements must be inherited and one must be self-implemented. Therefore this inheritance can't be termed as hybrid inheritance.

Note:
The role and responsibility of the authorization package must be assigned to an Authorization official (AO) who must review and approve the authorization package when it moves from one state to another. The Information System Security Officer (ISSO) is required to mark a common control, create a hybrid control, or to identify a control as not applicable as these control objectives are sourced by NIST. After the Authorization official (AO) provides the approval, the authorization package moves to the Implement state.

Procedure

1. Navigate to **All** > **Continuous Authorization & Monitoring** > **All Authorization Packages**.
2. Select an authorization package record that is in a **Select** state and has the Baseline controls added.
   In the **Select** state, all the baseline controls are added and you can identify the role of each baseline control. You can inherit a control, mark a control as common, or create a hybrid control.
3. To assign baseline controls from a common control provider as common controls, select the control objectives in the Baseline Controls tab that you want to assign as common controls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Select **Mark as Common** and then select **OK** in the Confirmation popup.

b. Select **Request approval** to request approval.
After approval, the authorization package moves to Implement state. Before moving to the Implement state, the **Creates controls automatically** option in the control objective form must be true for all the baseline controls and hybrid controls. Otherwise, an error message pops up with the list of control objectives prompting you to make the **Creates controls automatically** option as true.

c. Select the control objectives link in the message and enable the **Creates controls automatically** option for all the control objectives in the respective control objective form.

After the authorization package is approved, the controls are created in the Controls tab. You can then move the authorization package to the Assess state. In this state, the Security Control Assessor (SCA) is required as an engagement lead, where the engagement is created to test the controls. After this state, the authorization package is moved to the Authorize state.

For an authorization package to be available as a common control provider for other authorization packages, it must be in the Monitor state. After the authorization package is moved to the Monitor state and the Common control provider flag is set as true for a few of the baseline controls, the controls that were generated for those baseline controls become common control providers for other authorization packages.

4. To inherit the requirements from a common control of a particular common control provider or create a hybrid control, select only one control objective in the Baseline Controls tab.

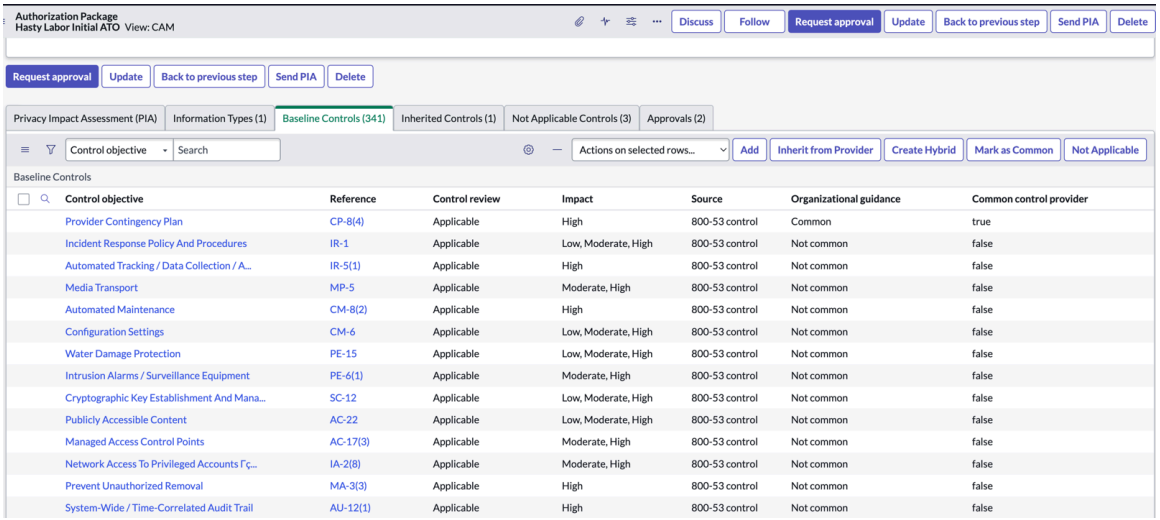
a. Select **Create Hybrid**.
The Create hybrid control popup lists the entities in groups. Grouping by entity helps when there are more requirement numbers added to the reference number of a control objective. You can inherit requirements partially from some of the common control providers, and self implement the rest of the requirements. If you select all control requirements from all the categories of providers for inheritance without a single self implemented requirement, then the requirements are not partially inherited but becomes full inheritance of all requirements, which is not allowed. At least one self-implemented requirement is required to create a hybrid control.

b. Select the requirements from the entity groupings, leaving one or more requirements for self implementation for that control.

c. Select **Add**.
The Hybrid Controls related list appears with the selected baseline controls. A baseline control is an m2m of a control objective and an authorization package.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UI actions on baseline controls



d. Select the Display/hide hierarchical lists ( ) icon to see the inherited requirements.
All the other requirements that are not listed here are self implemented.

> **Note:**
> Only common control providers with control requirements can be used to create hybrid controls.

5. To inherit controls from a common provider, select a control objective from the Baseline Controls related list.

a. Select **Inherit from Provider** and then select the Common control list in the Inherit from Common Control popup.

b. Select the controls that you want to inherit from and then select **Confirm**.
The entities of the controls that you select become the common provider. For each of these authorization packages, there is an Inherited Controls related list. The **Inherited from** field in this related list gives you the information as to which control is the common control provider.

> **Note:**
> To inherit from a provider, which is a direct inheritance, there might not be any requirement for the control.

6. To mark a particular baseline control as not applicable so that it is out of the work flow and not allow controls to be generated, select a baseline control

a. Select **Not Applicable**.

b. Enter a note to justify your action in the **Justification** field and then select **Confirm**.
This action changes the status of the selected baseline control to **Not implemented**.

In the **Select** state, you did the setup for the type of controls to be generated. After the setup is complete, you can approve the authorization package.

7. Select **Request approval**.
The authorization package then moves to the **Implement** state. In this state, based on the setup, controls are created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Inherit from a common control

After you have created a common control, you can identify other controls that can inherit protection and compliance from that common control.

Before you begin

Role required: sn_irm_cont_auth.system owner, sn_irm_cont_auth.info_system_sec_officer, or sn_irm_cont_auth.admin

About this task

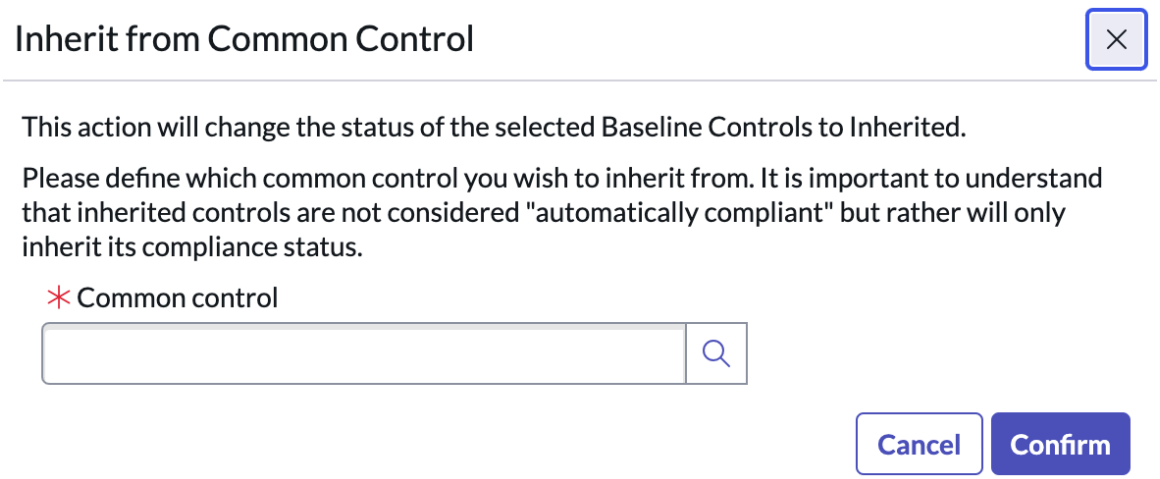
Consider this scenario. You and I are system owners. You own hundreds of servers and I own the facility in which they are installed. Based on the impact level of your authorization package, NIST recommends that you implement a given number of controls to protect your servers. However, you do not possess the means to implement two of them:

- Fire protection
- Visitor access control

You are aware that the facility has a fire suppression system, fire alarms, and smoke detectors. You also know that the facility has doors protected by a badge system. So you decide to inherit the protection in those controls from me, as well as the compliance. As long as I am compliant in terms of those controls, you are also compliant.

Procedure

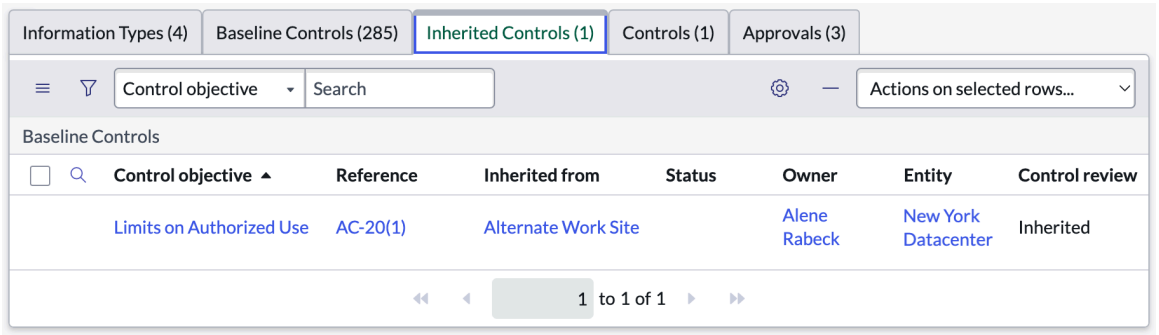
1. Navigate to **All** > **Continuous Authorization & Monitoring** > **All Authorization Packages**.
2. Open an authorization package in the Select state.
3. Select a control that you want to inherit from a common control.
4. Select **Inherit from Common Control**.



5. Select the common control you want to inherit protections from and select **Confirm**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Inherited Controls related list now shows the control objective and the common control from which it is inheriting protection and compliance.



RMF step 3 - Implement controls

After you have selected controls for implementation and performed any of the possible actions on them, you can implement the controls.

Before you begin

Role required: sn_irm_cont_auth.information_type, sn_irm_cont_auth.information_owner, or sn_irm_cont_auth.admin

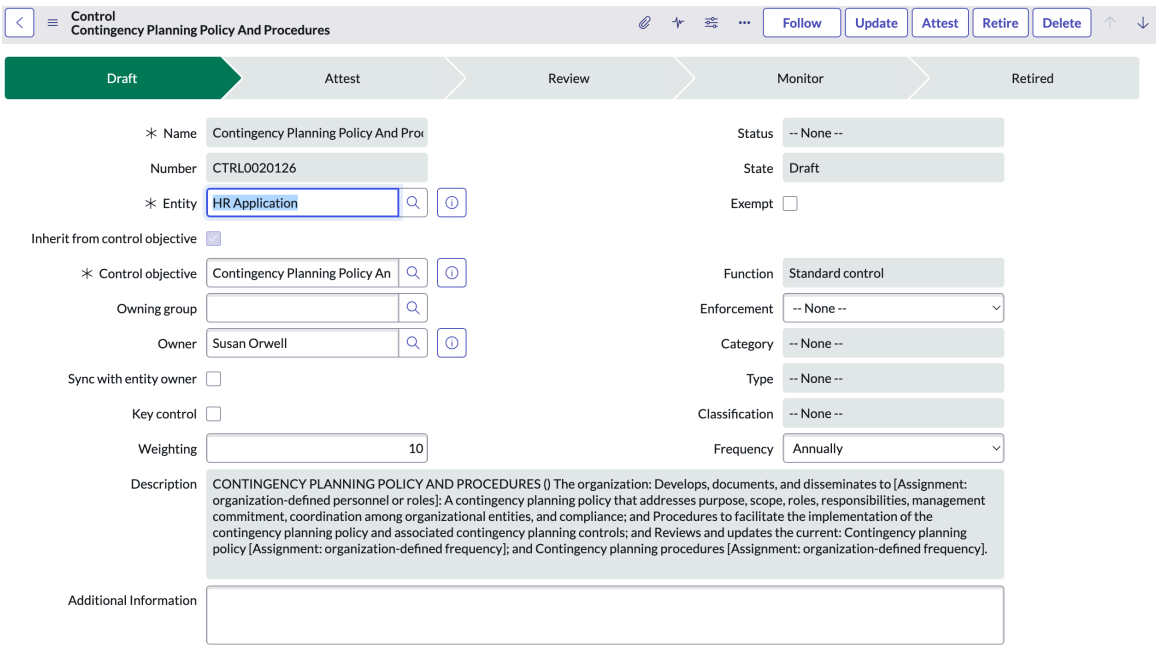
About this task

When approval was received on the Authorization Package form, a **Percentage of controls implemented** field and a **Controls** related list appeared on the form.

The **Controls** related list contains all of the controls created from the control objectives within the selected authorization boundary.

Procedure

1. From the list of controls, select the control number (with a CTRL prefix) to open the control.



2. The implementation process performed by your system owner and other technical or security personnel employs the control management workflow inherent in the base GRC system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For details, see the following:

- Manage controls
- Manage control attestations
- Manage control indicators

3. The **Percentage of controls implemented** field keeps track of your progress while you implement the controls.
4. After you have completed the implementation process for all controls, select **Assess** to transition the package to the **Assess** state.

   To send the package back to the **Select** state, select **Back to previous step**. All active controls will be retired and the package must get approval to advance again to the **Implement** state.

RMF steps 4, 5, and 6 - Assess, authorize, and monitor

After you have implemented controls, you can assess internal and external controls, generate Plans of Action and Milestones (POA&M), and manage change requests and vulnerable items.

Before you begin

Role required:

- sn_irm_cont_auth.system_owner
- sn_irm_cont_auth.info_system_sec_officer
- sn_irm_cont_auth.authorization_official
- sn_irm_cont_auth.info_system_sec_manager
- sn_irm_cont_auth.admin

About this task

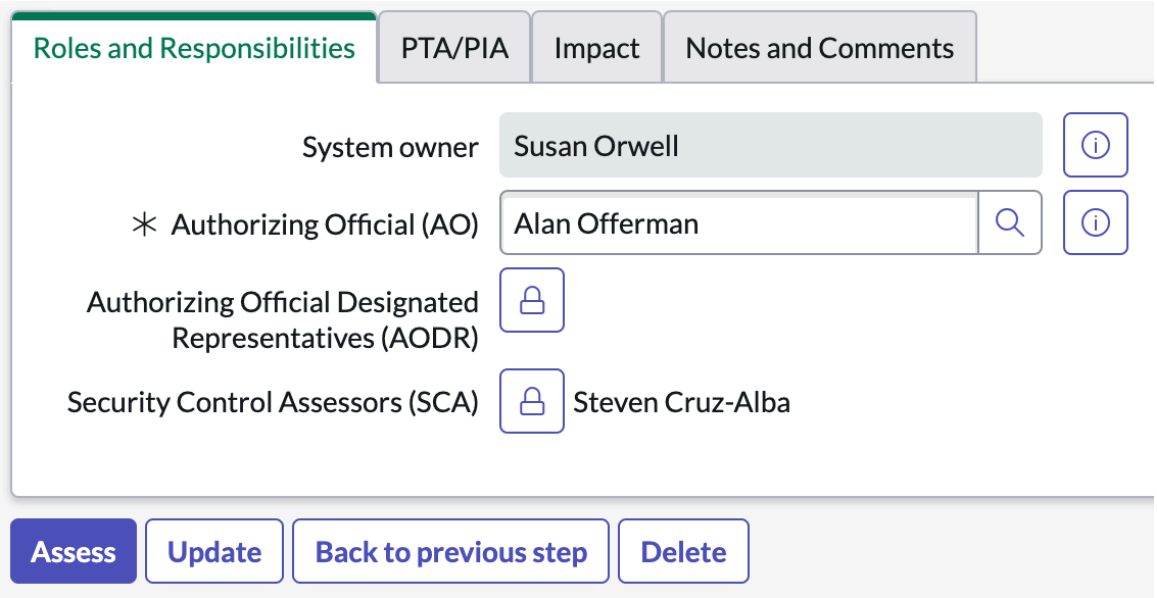
The Assess process is generally performed by a user other than the system owner or the personnel who implemented the controls.
The Assess state adds **Control Assessments** and **Risk Summary** related lists, as well as **POA&M**, **Change Requests**, **Security Incidents**, and **Vulnerable Items** tabs to the Authorization Package form.

Note:
CAM performance may slow when a high volume of Change Request, Incident records, or both is related to a single authorization package. If you experience long transaction response times, consider performing the procedures detailed in KB0861865.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

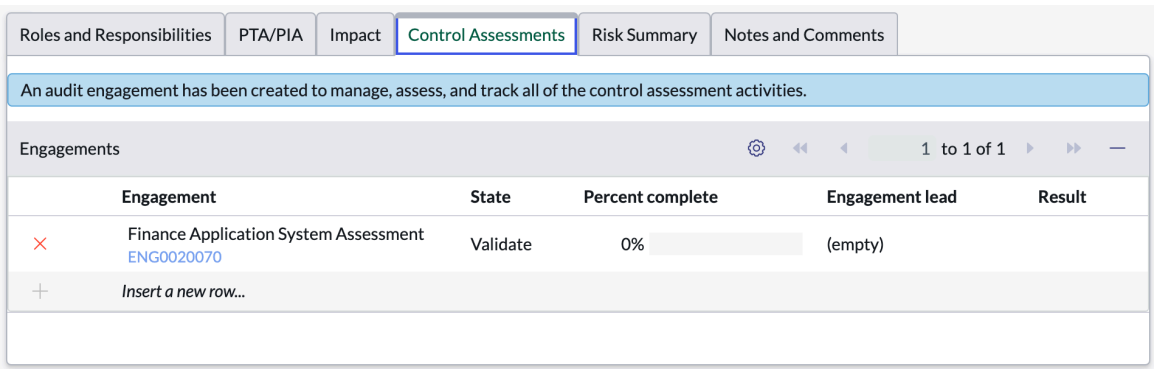
1. For an authorization package in the Implement state, select **Assess**.



Note:
An Audit Engagement is automatically created.

To send the package back to the Implement state, select **Back to previous step**. The state of the engagement becomes Closed Incomplete. On selecting **Assess**, an engagement is created.

2. Select the **Control Assessments** related list to view the Audit engagement.

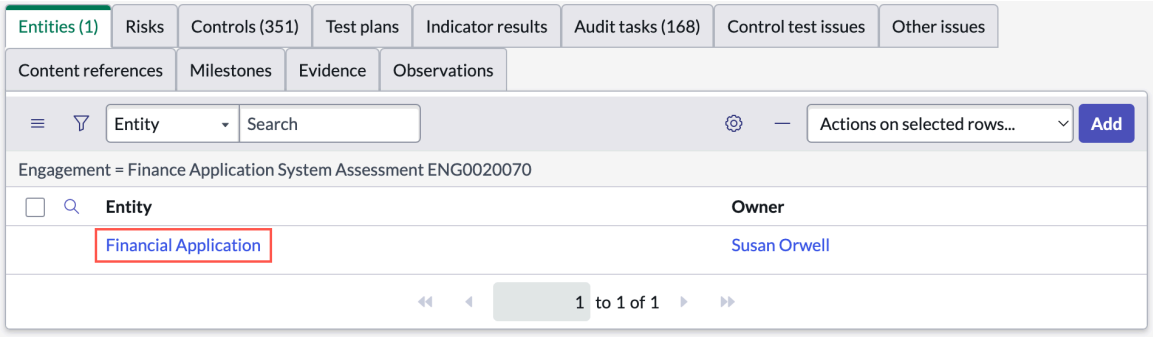


Note:
The Audit Engagement is automatically assigned to the SCA.

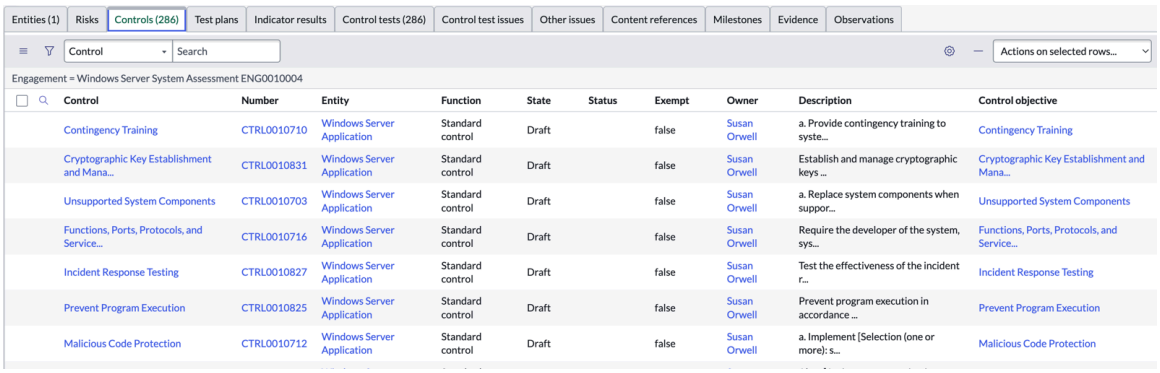
3. Select the engagement number to open it.

Notice that the **Entities** tab is displaying the authorization boundary for the package.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

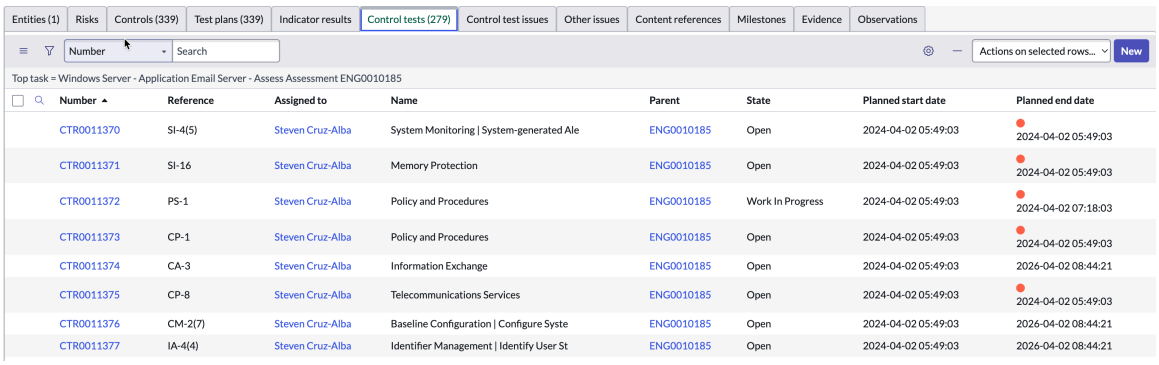


4. Select the **Controls** tab to view all the controls that your team implemented.



5. Select the **Test plans** tab.
   Test plans are automatically created for the control. For more information on test plans, see Generate assessment procedure plans for a test plan.
6. Select the **Control tests** tab to view the tasks for assessing the controls.

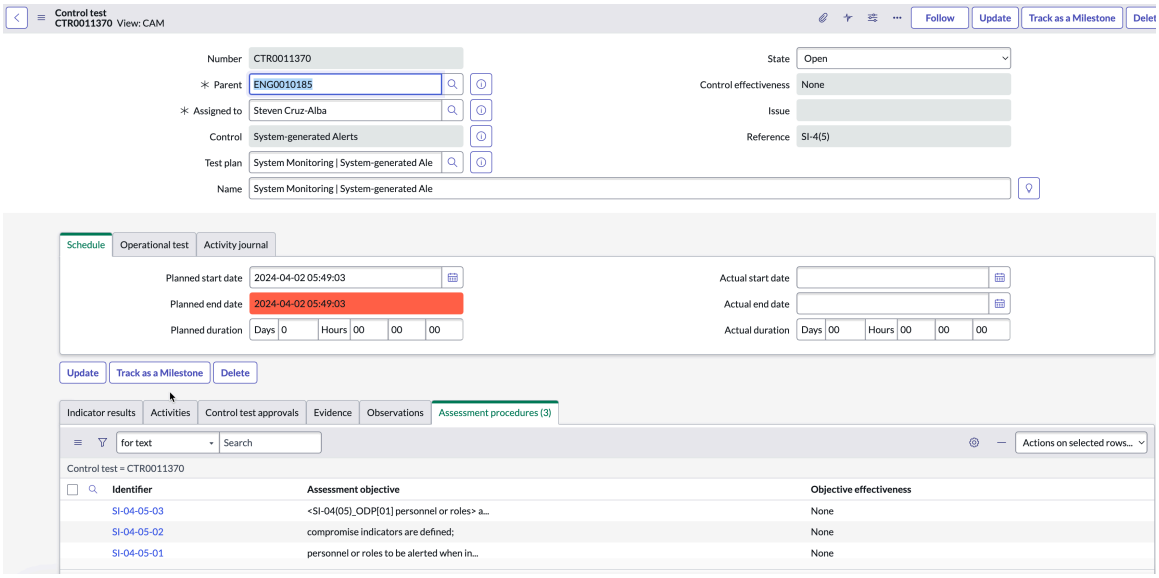
> **Note:**
> The **Audit tasks** tab in the Default view is renamed as **Control tests** tab in the CAM view. The names of the related list labels vary and are specific to the Default view or CAM view.
> You can change the view by selecting the Additional actions icon (☰).



For more information on test plans, see Determine control effectiveness of a control test.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

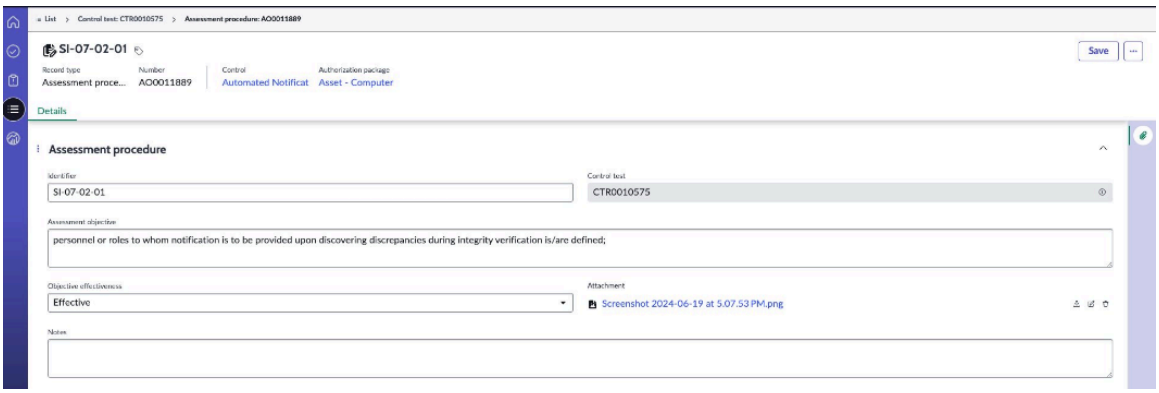
a. Select a control test.



b. From the **Assessment procedures** list, select a record.

c. Select the **Attach File** link to attach an evidence document as a proof of the test.

d. Select the **Notes** field to enter additional assessment details.



7. In the Default view, select an audit task and perform the Design Test and Operation Test to judge the control's effectiveness.

For details on this process, see Manage engagements.

> **Note:**
> Any issues that arise during the Assess phase appear in the **POA&M** tab. Additionally, any open Change Requests or Vulnerable Items targeting the system elements in the package appear under those tabs.

8. The system owner must review and document any POA&M issues, change requests, and vulnerable items that potentially threaten your systems.

9. When the review is complete, select **Authorize**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
In the Monitor state, continuous monitoring is achievable if you have indicators. If not, you can manually review the controls. For more information, see Manage control indicators.

You can select **Generate Report(s)** to generate a FedRAMP System Security Plan (SSP) document for the authorization package in PDF format.

The package transitions to the **Authorize** state. When you're satisfied that all is in order, select **Request Approval**. An approval request is sent to the Authorizing Official, who will access **My Approvals** from the navigation pane and review the information in the package. When the approval is received, the package transitions to the **Monitor** state.

Implementing controls and assessment objectives in CAM

NIST 800-53A – assessment objectives are included in the base system with the CAM application. The assessment objectives are mapped to revision 5 control objectives.

Note:

- NIST SP 800-53 is the Security and Privacy Controls for Federal Information Systems and Organizations.
- NIST SP 800-53A is the Guide for Assessing the Security controls in Federal Information systems and organizations: Building Effective Security Assessment Plans.

Each test template has assessment procedure templates and is imported by the ServiceNow base system to CAM users for control objectives sourced by NIST 800-53 revision 5. Each assessment procedure template has an identifier and assessment objective. The assessment objective determines how controls are tested.

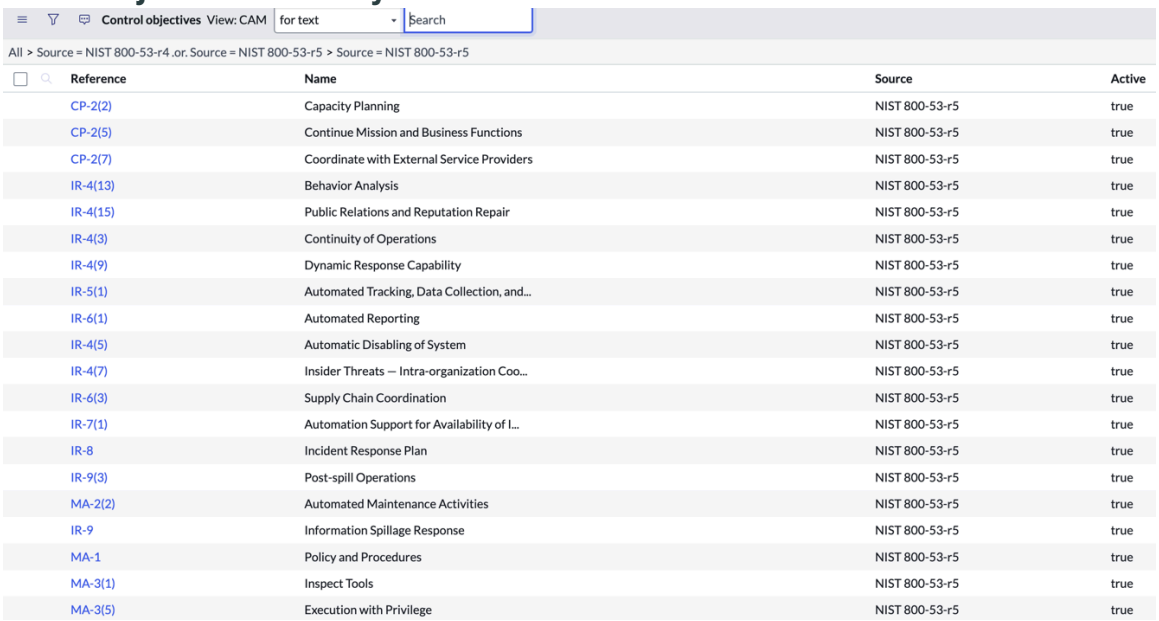
A new CAM view is available for control test in which design effectiveness is removed and there is only operating effectiveness, which is named as Operational test.

In CAM, a control is tested at a more granular level with multiple assessment procedures. The control test measures the effectiveness of a control. The effectiveness of a control test is measured through its operating effectiveness and assessment procedure effectiveness, based on which the control effectiveness of the control test is determined. A control test failure indicates the failure of the assessment objective as well.

New control test criteria such as Examine, Interview, and Test are available during control testing. These fields are read-only, however you can update these descriptions at the test template and test plan levels. A set of assessment procedures is available as a related list while control testing. Assessment procedures are at the objective level, and can be marked as not applicable in addition to being effective, ineffective, and none.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control objectives sourced by NIST 800-53 revision 5



Control objectives View: CAM | for text | Search

All > Source = NIST 800-53-r4 .or. Source = NIST 800-53-r5 > Source = NIST 800-53-r5

Reference	Name	Source	Active
CP-2(2)	Capacity Planning	NIST 800-53-r5	true
CP-2(5)	Continue Mission and Business Functions	NIST 800-53-r5	true
CP-2(7)	Coordinate with External Service Providers	NIST 800-53-r5	true
IR-4(13)	Behavior Analysis	NIST 800-53-r5	true
IR-4(15)	Public Relations and Reputation Repair	NIST 800-53-r5	true
IR-4(3)	Continuity of Operations	NIST 800-53-r5	true
IR-4(9)	Dynamic Response Capability	NIST 800-53-r5	true
IR-5(1)	Automated Tracking, Data Collection, and...	NIST 800-53-r5	true
IR-6(1)	Automated Reporting	NIST 800-53-r5	true
IR-4(5)	Automatic Disabling of System	NIST 800-53-r5	true
IR-4(7)	Insider Threats — Intra-organization Coo...	NIST 800-53-r5	true
IR-6(3)	Supply Chain Coordination	NIST 800-53-r5	true
IR-7(1)	Automation Support for Availability of I...	NIST 800-53-r5	true
IR-8	Incident Response Plan	NIST 800-53-r5	true
IR-9(3)	Post-spill Operations	NIST 800-53-r5	true
MA-2(2)	Automated Maintenance Activities	NIST 800-53-r5	true
IR-9	Information Spillage Response	NIST 800-53-r5	true
MA-1	Policy and Procedures	NIST 800-53-r5	true
MA-3(1)	Inspect Tools	NIST 800-53-r5	true
MA-3(5)	Execution with Privilege	NIST 800-53-r5	true

Generate assessment procedure plans for a test plan

Use the test plan that is automatically generated for a control, which is in an assess state, to view and determine if the control is assessed in accordance with the assessment procedure plan.

Before you begin

Role required: sn_irm_cont_auth.system_owner, sn_irm_cont_auth.info_system_sec_officer, sn_irm_cont_auth.authorization_official, sn_irm_cont_auth.info_system_sec_manager, sn_irm_cont_auth.admin

About this task

Assessment procedure plans are generated for the test plan of a control based on the control objective. Each control objective has a particular test template, and assessment procedure templates are created for this test template. Test plans are generated from the test template of a control objective. Assessment procedure plans are generated from the assessment procedure template.

Procedure

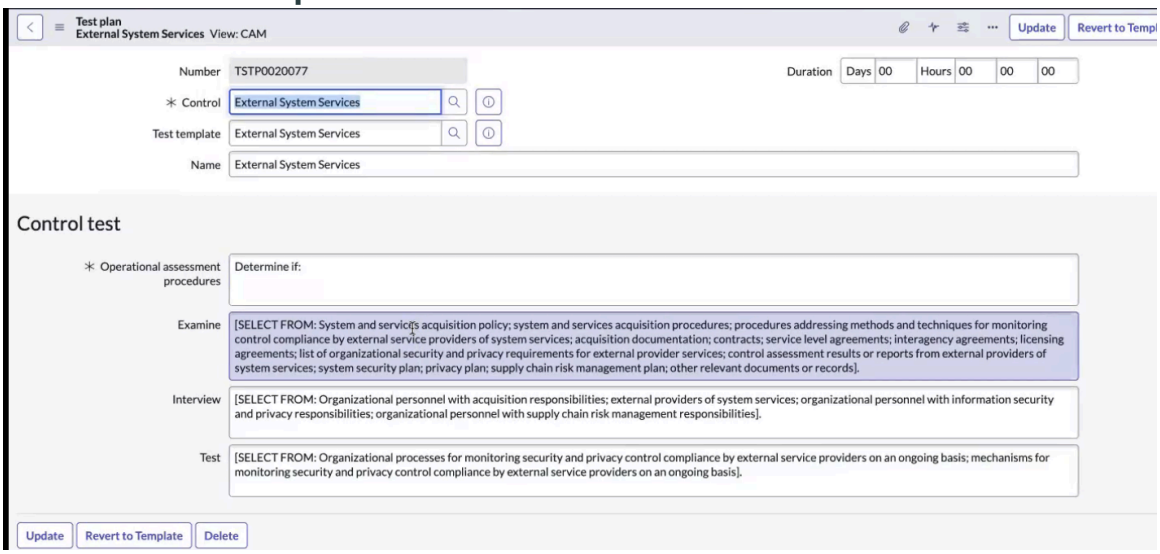
1. Navigate to **All** > **Continuous Authorization & Monitoring** > **All Controls**.
2. Select the control that has been assessed for which the test plans are created.
3. Select the Test plans related list and select the test plan link in the **Number** column.
   In the Test plan form that opens, you can view the test plan details such as the name of the test template from which this test plan is generated and the name of the control that is to be assessed based on this test plan.

   The base system includes test templates for NIST 800-53 revision 5 controls. Test plans are automatically created from these test templates. Whenever the authorization package moves from the Implement state to the Assess state, the control tests are created from the test plans that are generated from the test templates.

   The Control test section includes **Operational assessment procedures**, **Examine**, **Interview**, and **Test** field descriptions. The Examine, Interview, and Test descriptions are drawn from the NIST guideline and are added to the Test template form. You can update the field descriptions in the Test plan form.

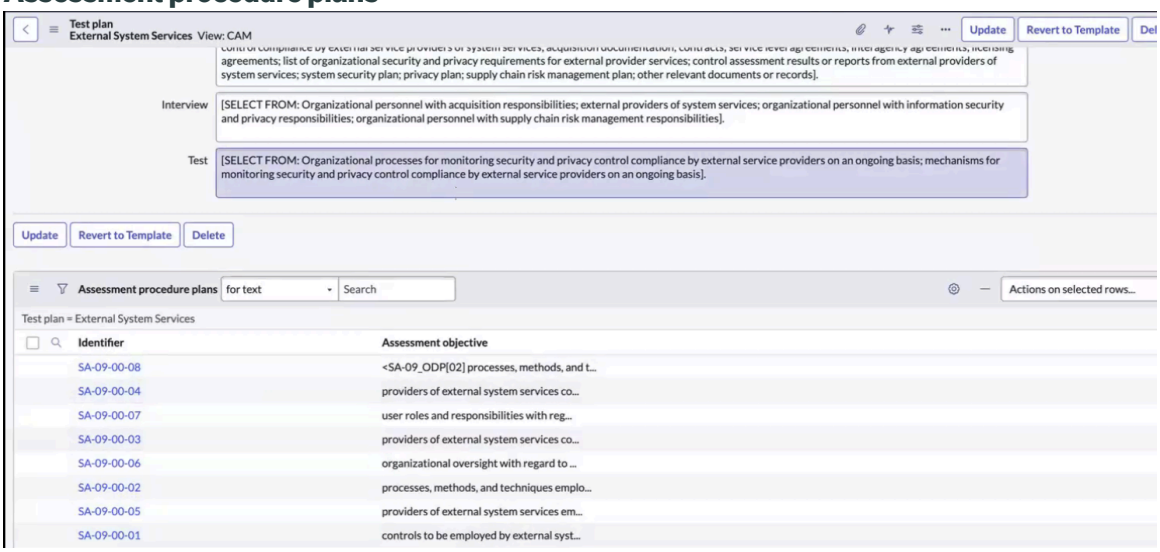
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control test tab of test plan



4. To update the descriptions, select the field, update the text, and then select **Update**.
5. To revert to the original control test descriptions in the associated test template, select **Revert to Template**.
6. Select **OK** in the Confirmation popup to confirm your decision.
7. To open the Assessment procedure plan and view the assessment objective, select the link in the **Identifier** column of the Assessment procedure plans section.
   In the Assessment procedure plan form, you can view the identifier of the assessment procedure plan, the name of the test plan, and the assessment objective. An assessment objective is the guideline as to how to assess the control. If necessary, update the objective.

Assessment procedure plans



8. To view the control tests that are generated to assess the control, navigate to the Controls tests related list of the Engagement form.
   See RMF steps 4, 5, and 6 - Assess, authorize, and monitor.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Determine control effectiveness of a control test

Apply the objective effectiveness of the assessment procedures and the operating effectiveness of the control test to determine the control effectiveness of the control test. An assessment procedure is applied to check the control test at a granular level.

Before you begin

Role required: sn_irm_cont_auth.system_owner, sn_irm_cont_auth.info_system_sec_officer, sn_irm_cont_auth.authorization_official, sn_irm_cont_auth.info_system_sec_manager, sn_irm_cont_auth.admin

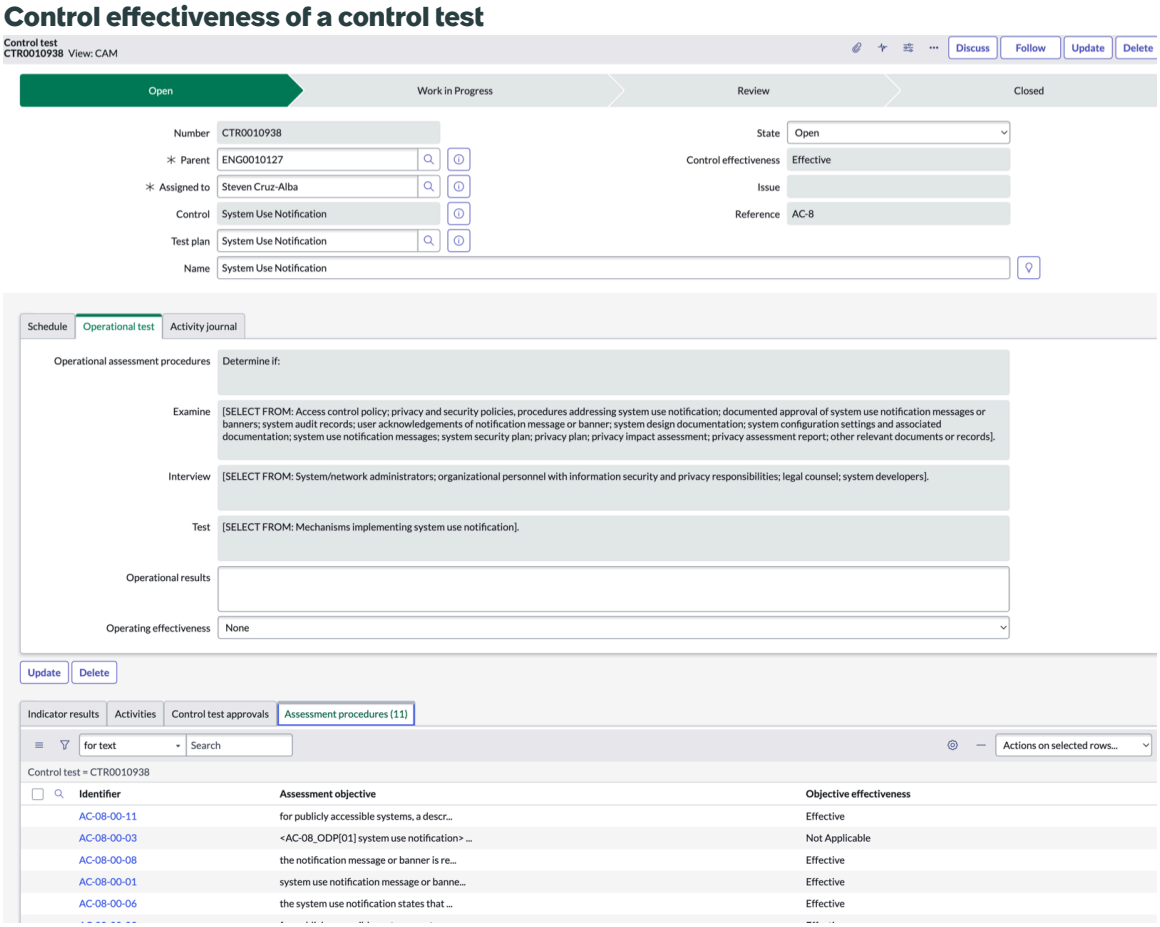
Procedure

1. Navigate to **All** > **Continuous Authorization & Monitoring** > **All Engagements**.
2. Select the engagement.
3. Select the **Control tests** tab and select a control test link in the **Number** column.
4. In the Control test form that opens, you can view the effectiveness of the control in the **Control effectiveness** field.
5. Select the **Operational test** tab to view the operating effectiveness of the control test.

   Note:
   The **Examine**, **Interview**, and **Test** fields are pre-populated from the NIST control objectives, and aren't editable at the control test level. If you must edit any of these descriptions, you can do so in the test plan form. See Generate assessment procedure plans for a test plan.

6. Select the Assessment procedures related list to view the objective effectiveness of all the assessment procedures.
   The number of assessment procedures generated is exactly equal to the number of assessment procedure plans that were generated from the test plan.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The values of the operating effectiveness of a control test are:

- None
- Ineffective
- Effective

The values of the objective effectiveness of an assessment objective are:

- None: Indicates that the assessment procedure hasn't been analyzed or assessed yet.
- Effective
- Ineffective
- Not Applicable: Indicates that the assessment procedure isn't valid or not required for this control test check.

The Control effectiveness of the control test is determined by:

Operating effectiveness	Objective effectiveness	Control effectiveness
Effective/Ineffective/None	Any one is Ineffective	Ineffective
Effective	Not applicable/None/ Effective	Effective
Ineffective	Not applicable/None/ Effective/Ineffective	Ineffective
Ineffective	Ineffective	Ineffective

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Operating effectiveness	Objective effectiveness	Control effectiveness
None/Effective	Effective	Effective
None	One is Effective and another Ineffective	Ineffective
None	One is None and another is Not applicable	None

As long as the control test is in the Open or Work in Progress state, it does not matter if the objective effectiveness of the Assessment procedures is None. However, you cannot move the control test to the Review state until you mark every assessment objective as either Effective, Ineffective, or Not Applicable. An error message pops up to indicate that you must check the assessment objective and move it out of the None state, so as to move the control test to the Review or Closed Complete state.

7. Select the link in the Identifier column of the Assessment procedures related list to view the Assessment procedure form.
   All fields in the form are read only except the **Objective effectiveness** field, which you can edit if the control test is either in Open or Work in Progress state. The **Objective effectiveness** field is read only in the Review state, or in any closed states such as Closed Complete, Closed Incomplete, and Closed Skipped.
8. If you update the objective effectiveness value of the assessment procedure, select **Update** to save your changes.

Defining a control's requirements at the level of control objective

You can break down a control at a more granular level as requirements when you generate the control at the control objective level.

Defining control requirements helps:

- Security Control Assessor (SCA): To assess each requirement of the control individually if there are different aspects to the control testing.
- Authorization official (AO), Information System Security Officer (ISSO) and Information System Security Manager (ISSM): To understand the requirement that failed, which lead to the non-compliance of the control, instead of evaluating the failure of the control as a whole.
- Attestation respondent identified for a control: To respond at the control requirements level, which is at a more granular level, rather than the control level.

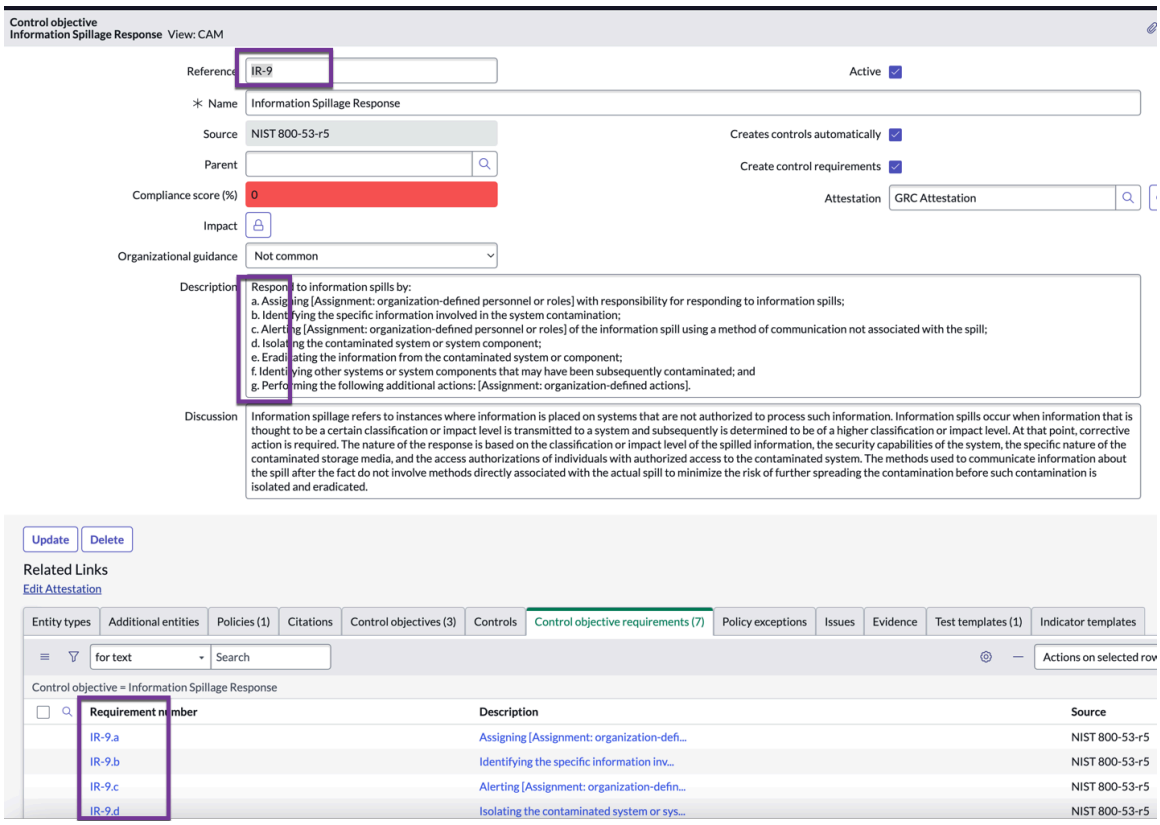
As a CAM user you can break down the controls to control requirements, manage the requirements more efficiently, attest them individually, and have the package authorized. You can also define the requirements and create them at the control objective level when controls are generated.

Creating NIST content from control objective description as control requirements

The ServiceNow base system ships the control requirements generated from the NIST 800-53 revision 5 control objectives to CAM users. The **Description** field of the Control objective form lists the requirements broken down as sub-points with sub-numbers. The Reference of the control objective is clubbed with each sub-number or the clause in the **Description** field and referenced as a **Requirement number** in the Control objective requirement. For example, if the Control objective reference is IR-9, and the description of the control objective starts with a sub-number (a.), then the two are clubbed together to generate the first control objective requirement

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

as IR-9.a, with further sub-numbers added to it if available. Therefore, if there are about seven sub-descriptions, then seven control requirements are generated.



Control requirement details in the CAM view of Control objective and Control forms

The CAM view of the Control form has fields that have been added to capture the control requirement details.

To accommodate the control requirement details in the CAM view of a Control objective form a Control objective requirements related list is added.

> **Note:**
> The views of the Control objective form and Control form in the CAM view are almost the same as the Control objective and Control forms used in Policy and Compliance Management. However, some fields have been removed and some added in the forms to capture the control requirement details.

CAM view of a Control objective form

CAM view of the Control objective form

Field	Description
Reference	Unique numerical identifier or the content reference number.
Family	Control objectives grouped into a family.
Active	Option to activate a control objective.
Family ID	Unique identification for a family of control objectives.
Name	Name of the control objective.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CAM view of the Control objective form (continued)

Field	Description
Source	Source of the control objective, which is NIST 800-53 revision 5 for which the test templates are provided.
Parent	Control objective that is not a child of the current control objective. This relationship is to avoid cyclic parent – child relationship.
Compliance Score (%)	Compliance score percentage calculated for this control objective and its color code: • 80 and higher in green • 80 to 50 in yellow • below 50 in red
Creates controls automatically	Option to indicate that controls are automatically created when an entity is associated from the Additional entities related list by selecting **Add relationship** and the entity.
Create control requirements	Option to generate control requirements automatically for the control objective. **Note:** If there are no control objective requirements, then there won't be any control requirements either.
Attestation	Reference to the metric type. **GRC Attestation** is chosen by default. **Note:** If the user changes the control attestation, the related control objective attestation type is changed also.
Impact	Potential impact to business functions because of loss of confidentiality, integrity, or availability of target and data.
Organizational guidance	Security control definitions from NIST, which when designated as common control definitions by organizations, are inheritable by one or more organizational targets.
Description	Description of the control objective.
Supplemental guidance	If it is control objective sourced by NIST 800-53 revision 4, then a direction for the control objective implementation.
Discussion	If it's a control objective sourced by NIST 800-53 revision 5, then content-related information that is sourced by NIST.

Control objectives are just guidelines and aren't specific to an entity or any object. You can link one control objective with any control objective requirement, and one control objective requirement with any number of control objectives, as the relationship between the control objective and the control objective requirement is many-to-many.

Control objective requirements related list

Field	Description
Requirement number	Requirement number of the control objective.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control objective requirements related list (continued)

Field	Description
Active	Option to make the requirement active.
Description	Detailed description about the requirement for the control objective.

In the Control objective requirements related list, you can select **New** to create a requirement for the control objective if necessary, based on which requirements are generated. Or, select **Edit** to add an existing control objective requirement to the control objective.

Note:

- If the control objective is in the Inactive state, you cannot create or add control objective requirements. Therefore, **New** and **Edit** are not available.
- If the control objective requirement is inactive, you cannot add a control objective to the control objective requirement.

CAM view of the Control form

CAM view of Control form

Field	Description
Reference	Unique identifier.
Name	Name of the control.
Number	Unique identification number of the control.
Entity	Related entity. **Note:** If you change the state of the entity to Active from Retired state, then the manually created control on the entity also moves to the Draft state.
Control objective	Related control objective.
Owner	User who owns the policy. **Note:** The owner is always added as a respondent. The control owner that you select belongs to the owning group.
Status	Control status. Possible choices are: • **Compliant** • **Non-compliant** • **Not applicable**
State	Control state. Possible choices are:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CAM view of Control form (continued)

Field	Description
	• **Draft**: When the control is created from a control objective, controls are in this state. In this state, all compliance users can modify the control. Only available when creating a one-off control. One-off controls are possible but not recommended. • **Attest**: When you select **Attest** and take attestations, the control moves to this state. **Note:** When a control is set back to draft, the attestation is canceled. • **Review**: Controls are automatically moved to review from the attestation phase. • **Monitor**: In this state, all compliance managers can move the control from review to monitor. • **Retired**: Compliance managers or administrators can move a control from Monitor to Retired. **Note:** When a control is retired: ○ Associated indicators don't run ○ Associated attestations are canceled ○ Changes to associated control objectives don't update the control
Authorization package	The authorization package that the control is associated with or originating from.
Frequency	List of options: • Event Driven • Daily • Weekly • Monthly • Quarterly • Semi-Annually • Annually Attestation is sent based on the value selected for the control or control requirement. **Note:** For information on the difference between the **Frequency** field for a control and the **Attestation Frequency** field in an entity, see KB0694607.
Weighting	Value used when calculating control score effectiveness.
Owning group	Group that owns the policy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CAM view of Control form (continued)

Field	Description
Control allocation	Type of control that is created: either system-specific or hybrid.
Description	Description of the control.
Discussion	Content-related information from NIST 800-53 revision 5.
Supplemental guidance	If it's a control sourced by NIST 800-53 revision 4, then a direction for the control implementation.
Implementation statement	An explanation on how the control will be implemented. This information is required if the control is created from an authorization package and in the Draft state.
Attestation	
Take attestation at requirement level	Option to send attestations at the control requirement level and not at the control level.
Attestation	Select from a list of options. • Other attestation types can be configured. • If this field is populated, then the **Attestation Respondents** value is required, and the owner is made the respondent. **Note:** If the user changes the attestation type in the control objective, all related controls are also changed.
Attestation respondents	• Users assigned to the attestation of this control. • Only a user with the sn_grc.user role can be added as a respondent. **Note:** When both the **Attestation** and **Attestation respondents** fields are set, attestations are created when you select **Attest**.
Activity Journal	
Additional comments	Public information about the control.
Activities	Message logs of control state change.

Control requirements related list

Field	Description
Number	Control requirement's unique number.
Requirement number	Reference number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control requirements related list (continued)

Field	Description
Control	Control to which the control requirement is associated.
Status	Status of the control requirement.
State	Requirement state.
Frequency	Control frequency.
Description	Description of the control requirement.
Attestation	
Attestation	Attestation metric type.
Attestation respondents	Users who attest the control requirement.
Activity Journal	
Additional comments	Information about the control requirement. When the control objective requirement is dissociated, that is removed or deleted, the control requirement becomes manual. This information is logged in this field.
Activities	Message logs of control requirement's state change.

Modify control requirement's implementation status at the control level

Approve the authorization package when it is in the Select step to create controls. After approval, the authorization package moves to the Implement step and the controls are generated. You can still modify the control requirement implementation status at the control level.

Before you begin

Role required: sn_irm_cont_auth.system_owner

About this task

Controls are generated for all the baseline controls that have the value as **Applicable** or **Hybrid** in the **Control review** field of the Baseline control tab. Additionally, the type of control that is generated is determined by the **Control allocation** field in the Control form, which can be either **System specific** or **Hybrid**.

- Controls are created for all controls coming directly from baseline controls that are system specific and marked as Applicable.
- Controls are created for hybrid controls, which will have requirements based on the hybrid setup.
- Controls are not created for inherited controls.

All the controls are generated in the **Implement** state, however you can still update the setup at the control level in this state.

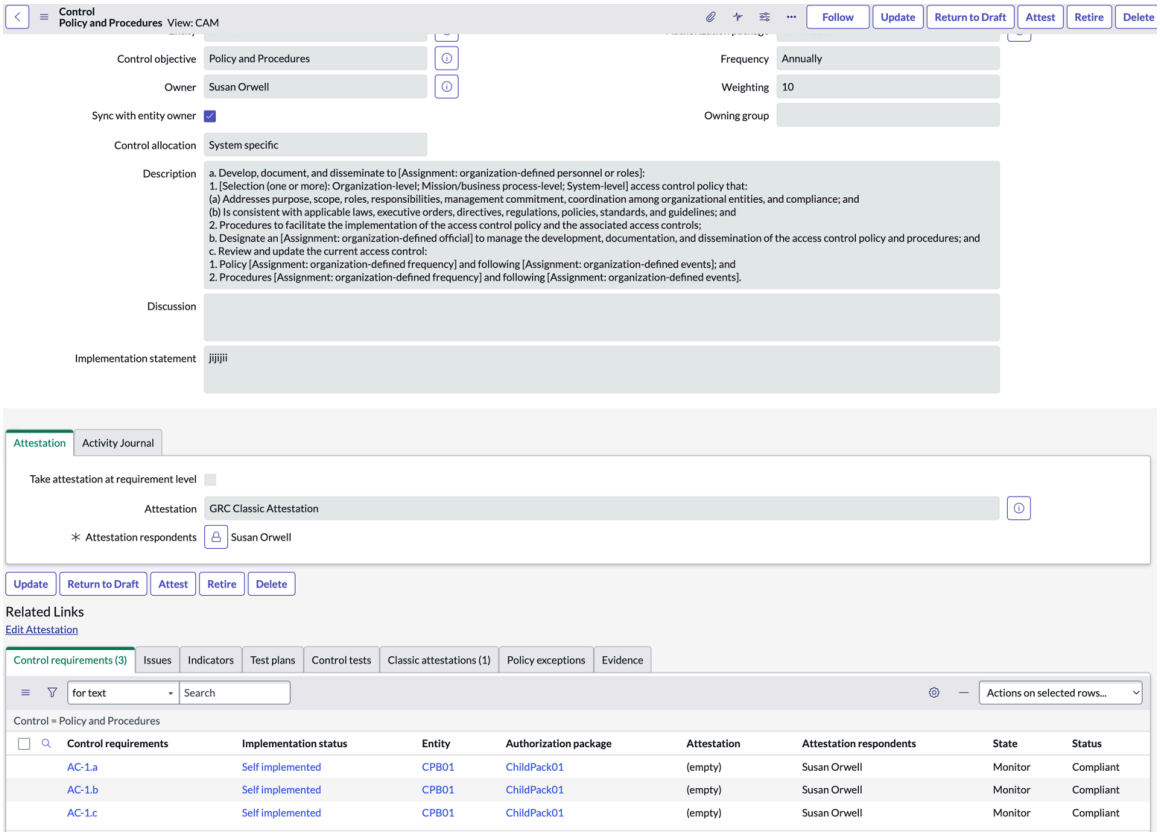
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Continuous Authorization & Monitoring** > **All Authorization Packages**.
2. Select the authorization package that is in the Implement state, for which you want to modify the control setup.
3. Select the Controls related list.
   The number of controls generated is displayed in the Controls related list.

```
Number of Controls = Baseline Controls + Hybrid Controls
```

4. Select the control to modify its setup.



5. To change the provider for a particular requirement, select the control requirement in the Control requirements related list.

   a. Select **Change Provider**.

   b. Select the **Common control** list field in the Inherit from Common Control popup.
      The filter query lists only those providers that you have not already selected for you to choose from.

   c. Select **Confirm**.

   On selecting confirm, the query filter removes the current provider from the authorization package of the Control requirements list. You can also select the Activity Journal related list to see the message that the provider has been changed, logged in the **Activities** field.

   You can only change the provider for the requirement using **Change Provider**. However, this action does not make the requirement automatically compliant by changing the provider.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:
You must not make a selection that changes the value in the **Control allocation** field of the Control form when you do this setup change. If it is a hybrid control and if this requirement is the only one that has the **Implementation status** as **Self implemented**, and by changing the provider to another control that has the control allocation value as **System specific** where the **Implementation status** of all its requirements are **Inherited**, then the control allocation is no longer hybrid as all its requirements are inherited.

For a hybrid control at least one requirement should be inherited and at least one should be Self implemented.

- All the requirements are Self implemented for a system specific control.
- At least one requirement must be Self implemented and the rest can be inherited for a hybrid control. If it is inherited, then the control requirements are inherited from a provider, which comes from the Baseline Controls related list.

6. To change the implementation status of the control requirements to self implemented, select those control requirements in the Control requirements related list.

   a. Select **Convert to Self implemented**.

   b. Select **Yes** in the Confirmation popup.
   Your control requirement selections can also include those requirements that are already in self implemented status. However, after this operation, only those requirements that were in Inherited status are converted to Self implemented.

   By this UI action, the existing m2m relationship between the control provider and the control is deleted. Thereafter, a new m2m relationship is created with the new selection. A message describing the change is also logged in the **Activities** field of the Activity Journal tab of the Control form.

7. To convert a control requirement from self implemented to inherited status, select the requirement in the Control requirements related list.

   a. Select **Convert to Inherited**.

   b. Select the **Common control** list field in the Inherit from Common Control popup.
   You can select from all the providers that are available to inherit that control requirement. After this UI action, the previous self implemented control requirement is deleted, and the new requirement that you selected is inherited from the provider. Simultaneously, the set up is also changed at the authorization package level in the Hybrid Controls related list, where the requirement selections of that baseline control reflect your change.

   If this is the only requirement that is in self implemented status for the hybrid control, then you cannot convert it to inherited.

8. To see the list of control requirements for a hybrid control, select the Display/hide hierarchical lists ( ) icon that gives you a hierarchy view.
   You can use in the Hybrid Controls related list as well. Additionally, you can also do the above three actions – Convert to Self implemented, Convert to Inherited, and Change Provider – from the Controls related list.

   From the Implement state you can move back to the Select state. When you do so, all the controls that were active and created in the Implement state will be deleted or retired. When you are in Select state, you can modify the setup for all the hybrid controls and generate controls once again.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

9. To revert a hybrid control as a baseline control, select the control in the Hybrid Controls related list.

   a. Select **Return to Baseline Control** and then select **OK** in the Confirmation popup.
   This action deletes the previous Requirement selections for the hybrid control. It also updates the baseline control's **Control review** field from **Hybrid** to **Applicable**. You can set up the steps for this baseline control and select **Create Hybrid**. You can view the current control requirements available for this control. Four setup changes are possible for a hybrid control to return to being a baseline control:

   - It must be a system specific control while moving back to Select state, and you can mark this as inherited.
   - Convert from hybrid to inherited.
   - Move the control back to baseline, mark it as common, and make it a common provider.
   - Convert the control to not applicable so that it is out of the work flow and controls will not be generated for this.

   You can also revert an inherited control as a baseline control by selecting **Return to Baseline Control** in the Inherited Controls related list. In this case, the baseline control's **Control review** field is updated from **Inherited** to **Applicable**.

Impact of associated compliance objects on control requirements

Control objective requirements are created for a control objective. The control requirements are generated for all the controls that are associated with a control objective. However, a control or a control requirement can become non-compliant because of an attestation failure or issue creation at either of the two levels.

Associating an issue to a control requirement and its impact on control status

An issue can be created for a control requirement through an attestation. You can enable the **Take attestation at requirement level** option to send out the attestations for all the control requirements instead of sending an attestation for the control at the control level. The **Take attestation at requirement level** option is in the Attestation related list of the Control form.

If the attestation fails, then an issue is created. The issue created because of an attestation failure has the **Issue source** field tagged as **Requirement Attestation Failure**.

You can view the control requirement reference in the **Control/Risk** field of the Details related list in the Issue form.

You can close the issue by providing a response and saving it in the Issue form. Your response can be either **Remediate** or **Accept**.

- If you select Remediate and set the state of the issue to Closed Complete, then the control requirement becomes compliant, provided there is no other open issue on the control requirement.
- If you select Accept, then you imply that the issue still exists and that you accept it. In this case, even if you close the issue with no other open issues, the status of the control requirement is still non-compliant.

Therefore, to make the control requirement status compliant you must set your response to Remediate and not Accept.

Whenever the control requirement becomes non-compliant, the control also becomes non-compliant. When the status of the control requirement becomes compliant, there are two more criteria to be checked at the control level:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- There should be no open issue on the control.
- Not even one control requirement of the control must be non-compliant.

If these two conditions are satisfied, then the status of the control becomes compliant. Otherwise, the status of the control remains non-compliant despite the control requirements status being compliant.

- If the control and control requirements are in Draft or Attest state, then you can pass the attestation to make the control and control requirement compliant.
- If the control and control requirements are in the Review or Monitor state, you can move the state **Back to attest** and pass the attestation to make the control and control requirements compliant.
- If the control requirement is in Monitor or Retired state, then you cannot create an issue for the control requirement.

Impact of indicator test and control test on the control requirement status

A control requirement can become non-compliant because of an issue that is created as a result of an attestation failure on this control requirement. If there is no open issue on the control or even if you close the issue that existed, the control requirement remains non-compliant. Although the indicator task **Result** is **Passed**, the control remains non-compliant because one of the control requirements of the control is non-compliant. You must explicitly make the control requirement of the control as compliant, and then when the indicator test is passed, then the control becomes compliant.

The same is the case for a control test also.

Changes in control state and its impact on control requirements

Draft

All control requirements are generated when the control is in Draft state.

When the control moves to Draft state, the associated control requirements also move to Draft state.

Attest

When the control moves to Attest state from any other state, then all the control requirements of the control also move to Attest state irrespective of the **Take attestation at requirement level** option.

> **Note:**
> When you select **Attest**, you have the option to take a single attestation at the control level or take multiple attestations at the control requirements level, which is guided by the **Take attestation at requirement level** option.

Review

For control-level attestation, when the **Take attestation at requirement level** option is not selected, after attestation is complete the control moves to Review state. Simultaneously all associated control requirements of the control move to Review state.

For control requirement level attestation, when the **Take attestation at requirement level** option is selected, then the attestation is sent to all the Attestation respondents of all the control requirements individually. When the attestation is completed, irrespective of the attestation outcome as Pass or Fail at the control

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

requirement level, the control requirement moves to Review state. If the attestation passes, the status of the control requirement becomes compliant, and if it fails, the control requirement becomes non-compliant. After the attestation is completed for all the control requirements and when they all are in Review state, then the control moves to the Review state.

Monitor

When the control moves to Monitor state, the associated control requirements also move to Monitor state.

Control requirements remain in the Monitor state as long as the control remains Active and hasn't moved back to Draft or Attest state.

Retired

When the control is Retired, the control requirements move to Retired state.

Deleting a control removes or deletes all the control requirements associated with the control.

For more information on attestation flow scenarios, see the Attestation workflow for Control and Control requirements [KB0555561] article in the Now Support Knowledge Base.

Impact of inherited requirements on the life cycle of a control

1. If one of the control requirements becomes non-compliant, then the corresponding control is also non-compliant.
2. If one of the inherited control requirements becomes non-compliant, then the control is also non-compliant.
3. If an attestation for a control fails, an issue is created, and the control becomes non-compliant.
4. If an attestation for a control requirement fails, an issue is created, and the control requirement becomes non-compliant. So, the associated control also becomes non-compliant.
5. If one of the inherited control requirements of a hybrid control retires in such a condition, an automated issue is created. The reason for issue creation is reflected in the **Issue source** field of the Issue form as **Provider Control Retired**. An appropriate message is also logged in the Activity related list of the Issue form. To resolve the issue, you can either change the common control provider or convert the control requirement to self implemented.
6. If the control is in Draft state and one of its requirements is retired, then you cannot move the control from Draft to Attest state.

Note:
For more information, see the Operational changes and their impact on the process flow of control and its requirements [KB1587264] article in the Now Support Knowledge Base.

Control requirement generation and upgrade steps

The **Creates controls automatically** and **Create control requirements** options in the control objective form and the state of the authorization package are important to create control requirements.

Control requirement generation logic

If you enable the **Creates controls automatically** and **Create control requirements** options in the control objective form, then the item generation flow is triggered automatically to create controls and control requirements, respectively. Depending on the state of the control, the generated control requirements' state changes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If the **Create control requirements** option is selected when the authorization package moves from the **Select** to the **Implement** state, the controls are generated. At the same time, control requirements for the control objective requirements are also generated. Control requirements would be generated only if the control objective requirements are present and if the flag is true. If the control objective requirements are present but the flag is false, then the control requirements would not be generated.

If while creating the control objective, the flag was set as false and the requirements weren't generated, you can still generate the control requirements by selecting the flag and saving the control objective record, provided the controls associated with this particular control objective have control objective requirements, and the controls are Active and in the Draft state. If the controls are in any state other than Draft, then control requirements would not be generated. However, if, for example, the control was in the Monitor state and is moved back to Draft state, then control requirements would be generated provided the **Create control requirements** option is selected.

New control objective requirements added

The same is the case when you add control objective requirements to a control objective using **New** or **Edit** in the Control objective requirements related list.

Update

If you update the description of a control objective requirement, then the description of the corresponding control requirement is updated provided the control is in the Draft state. If the control is in any other state, then the description is updated when the control moves back to Draft state.

Delete

If a few of the control objective requirements of a control objective are removed, then correspondingly the control requirements of the control cannot be removed, instead they are marked as a Manual requirement. This condition is true for controls in any state. Later, if the control moves to Draft state, then you can remove the manual tag from these requirements. On the other hand, if a new control is created after some of the control objective requirements are removed, then the new control does not have the requirements that were removed but only the existing number.

If the authorization package moves from the Implement to Select state, then all the associated controls of CAM are retired, and correspondingly all the requirements associated with them are also retired. All these actions are handled by item generation.

Required upgrade steps

The following actions happen when you upgrade to the Xanadu release:

1. The **Authorization package** field and **Control allocation** field in the Control form are newly added. The values in these fields are populated for existing CAM controls.
2. For all NIST 800-53-revision 5 control objectives, the **Create control requirements** option is set to **True** by default in the Control objective form.
3. The control requirements are created for all the existing controls, from NIST 800-53-revision 5 control objectives, which are in the Draft state.

Continuous authorization and monitoring tasks in the CAM Workspace

The CAM Workspace is a centralized hub where you can continuously monitor and manage compliance with the NIST Risk Management Framework to ensure adherence to your security policies and guidelines.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Overview of continuous authorization and monitoring

- Monitoring and managing security from the CAM Workspace Home page

  The CAM Workspace is a centralized hub where you can continuously monitor and manage compliance of users and systems with the NIST Risk Management Framework to ensure adherence to your security policies and guidelines.

- View the dashboards to monitor and manage your NIST security posture

  Access the CAM Overview, AO Overview, and SCA Overview dashboards from the CAM Workspace to monitor and analyze data and view CAM reports.

- Monitor and manage CAM tasks

  Use the Tasks page to address the approvals, control attestations, and all other items that are assigned to you and to your group.

- Managing POA&Ms issues

  In CAM application, all issues related to an authorization package are called as Plan of Actions and Milestones (POA&Ms). The issues can be package issues, or control issues, engagement issues, or control test issues that are related to the package.

- View reports on authorization boundary elements

  Use the Authorization Boundary page to define the parameters of security measure for your organization.

- View package details in CAM Workspace

  Use the authorization package overview page to view documents and evidence that help you to assess your organization's security posture.

- ATO artifacts for an authorization package

  Generate Authority to Operate (ATO) artifacts such as System Security Plan (SSP), Security Assessment Report (SAR), Plan of Actions and Milestones (POA&Ms), Security Assessment Plan (SAP), Authority to Operate (ATO Letter), and Executive Summary from an authorization package in Microsoft Word format.

- Exporting Catalog, Profile, and SSP in OSCAL format

  CAM supports the Open Security Controls Assessment Language (OSCAL) used by the National Institute of Standards and Technology (NIST) that provides control-related information in standardised machine readable formats. Currently, CAM supports Catalog, Profile, and SSP models.

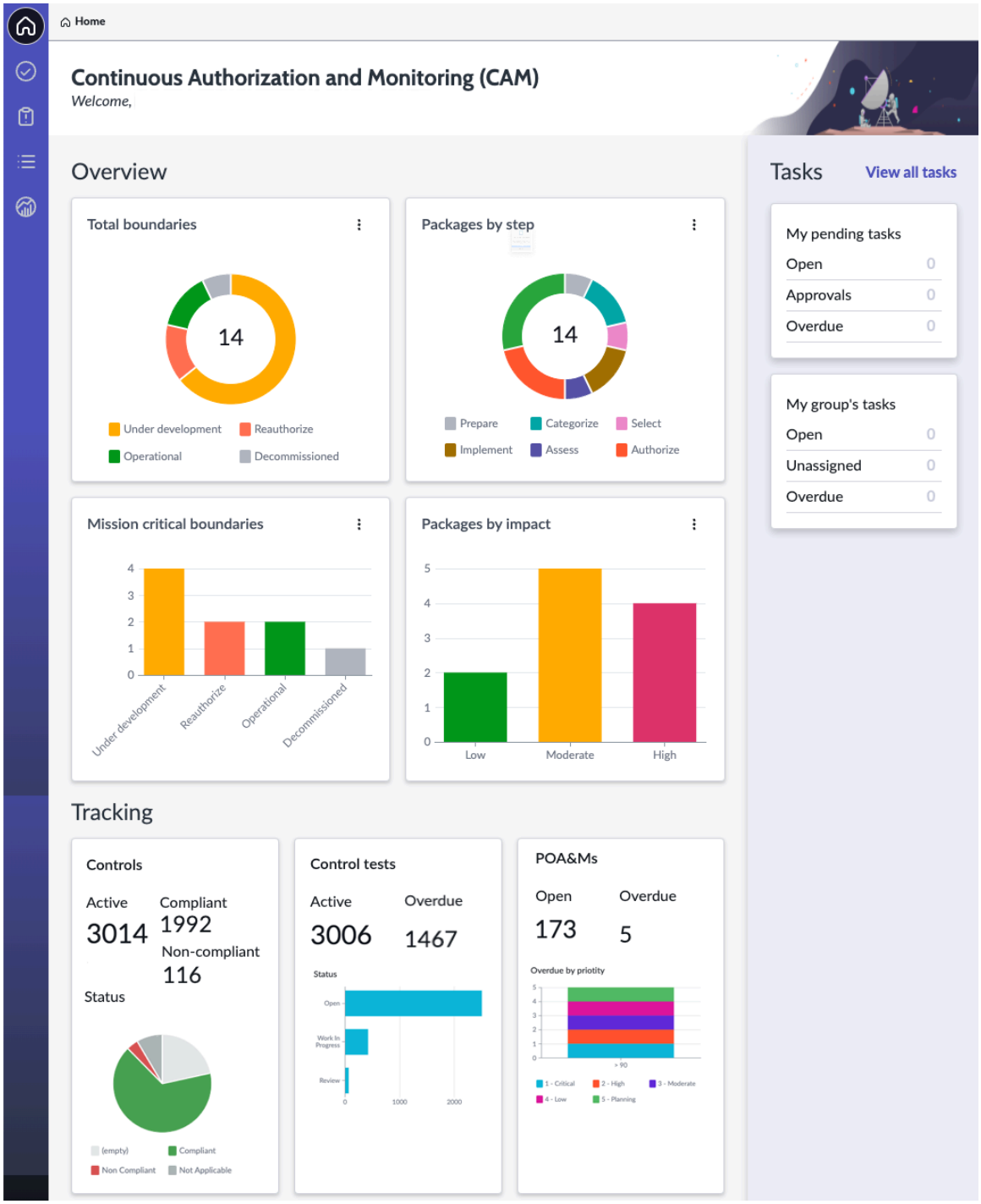
Monitoring and managing security from the CAM Workspace Home page

The CAM Workspace is a centralized hub where you can continuously monitor and manage compliance of users and systems with the NIST Risk Management Framework to ensure adherence to your security policies and guidelines.

Accessing the Home page

Navigate to **All** > **CAM Workspace**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Overview section

Authorization boundaries define the scope of a particular system that can be continuously managed and monitored using the CAM application.

Total boundaries

The donut chart displays the relative proportion of total boundaries present in your organization based on operational status.

Packages by step

The bar chart displays the count of packages in each NFT step. However, there's only one package that is active for the selected boundary.

Mission critical boundaries

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The bar chart displays the count of mission-critical boundaries by operational status.

Packages by impact

Active packages are characterized as low, medium, or high impact and in NFT states such as Select, Implement, Assess, Authorize, and Monitor.

Aging of Packages

Track the ageing of the package at different steps, showing you for how many days the authorization package stayed in each step. If the package moves back to a previous step, the widget will clear the number of days recorded for the subsequent steps. Only the days spent in the current step and the previous step are displayed.

Tracking section

Tracks the active controls, control tests, and plan of action and milestones (POA&Ms) as separate widgets to give an overall status of these CAM objects.

Controls report

Total count of active, compliant, non-compliant controls. The pie chart displays the status proportionally.

Control tests report

Total count of active and overdue control tests and count of control tests in the Open, Work in Progress, and Review statuses. For these CAM control tests, the parent is an engagement and the engagement is associated with the authorization package.

POA&Ms report

Counts of open and overdue POA&Ms and the stacked horizontal chart depicts their priority status. POA&Ms are issues related to an authorization package, or control, engagement, control test of the package.

Tasks section

Displays your and your group's pending tasks. Select **View all tasks** to open the Tasks landing page as described in Monitor and manage CAM tasks.

CAM roles that are required for particular tasks are listed in CAM user roles.

Required roles

- Authorization Official (sn_irm_cont_auth.authorization_official), to approve and update authorization packages.
- CAM admin (sn_irm_cont_auth.admin), to perform all system admin tasks in CAM.
- Executive Reader (sn_irm_cont_auth.executive_read), to read CAM Workspace.
- Information Owner (sn_irm_cont_auth.information_owner), to update information types of an authorization package.
- Information System Security Manager (sn_irm_cont_auth.info_system_sec_manager), to conduct information system security management activities.
- Information System Security Officer (sn_irm_cont_auth.info_system_sec_officer), to verify that the appropriate operational security posture is maintained for an information system.
- Reader (sn_irm_cont_auth.reader), to read CAM Workspace.
- Scheduler (sn_irm_cont_auth.scheduler), to run all scheduled jobs for the application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Security Control Assessor (sn_irm_cont_auth.sec_control_assessor), to conduct a thorough assessment of the management, operational, and technical security controls of an information system.
- System Owner (sn_irm_cont_auth.system_owner), to procure, develop, integrate, modify, operate, and maintain an information system.
- System User (sn_irm_cont_auth.system_user), to update authorization boundaries, set boundary filter, elements, milestones, and acceptance tasks.

Access the Home page of the CAM Workspace

To access the Home page, navigate to **All** > **CAM Workspace**.

View the dashboards to monitor and manage your NIST security posture

Access the CAM Overview, AO Overview, and SCA Overview dashboards from the CAM Workspace to monitor and analyze data and view CAM reports.

Before you begin

Role required: sn_irm_cont_auth.admin, sn_irm_cont_auth.authorization_official, sn_irm_cont_auth.info_system_sec_manager, sn_irm_cont_auth.info_system_sec_officer, sn_irm_cont_auth.sec_control_assessor, sn_irm_cont_auth.system_owner

About this task

Procedure

1. Navigate to **All** > **CAM Workspace** and then select the dashboard icon ().
   The dashboard appropriate for your user role opens.
2. Select the change dashboard list icon () to select the dashboard to view.

   CAM Overview dashboard

   The CAM Overview dashboard provides multiple tabs with reports on critical aspects of your CAM security posture.

   Users with the CAM Administrator [sn_irm_cont_auth.admin] role can view the dashboard.

   See CAM Overview dashboard.

   AO Overview dashboard

   The Authorization Packages tab on the AO Overview dashboard provides central visibility into the state of all packages. The reports on the Baseline Controls tab provide a general overview of the baseline controls in your system.

   The reports on the Baseline Controls tab on the AO Overview dashboard provide a general overview of the baseline controls in your system.

   Users with the Authorization Official [sn_irm_cont_auth.authorization_official] role can view the dashboard.

   See AO Overview dashboard.

   SCA Overview dashboard

   The SCA Overview dashboard enables you to view and manage control assessments as they occur.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Users with the CAM Administrator (sn_irm_cont_auth.admin) or Security Control Assessor (sn_irm_cont_auth.sec_control_assessor) role can view the dashboard.

See SCA Overview dashboard.

Monitor and manage CAM tasks

Use the Tasks page to address the approvals, control attestations, and all other items that are assigned to you and to your group.

Before you begin

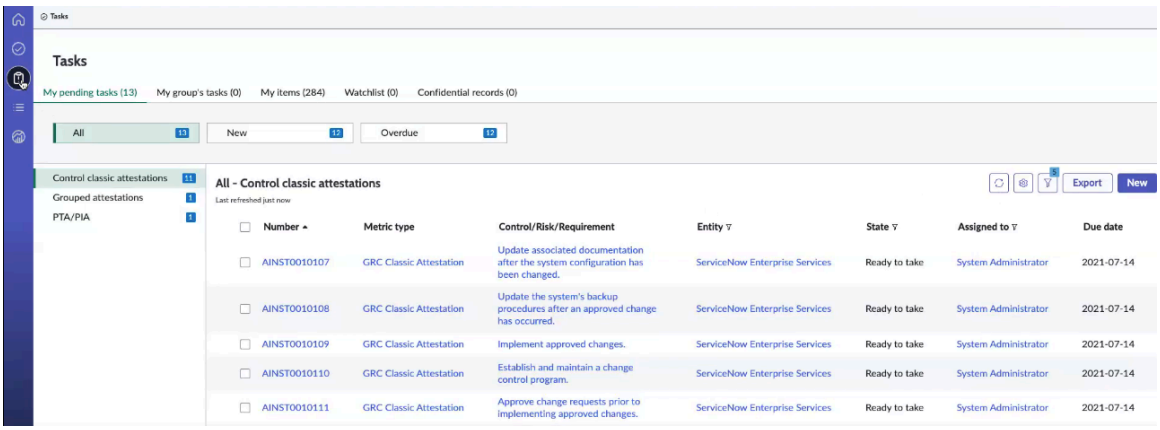
Role required:

- sn_irm_cont_auth.authorization_official
- sn_irm_cont_auth.information_owner
- sn_irm_cont_auth.info_system_sec_manager
- sn_irm_cont_auth.info_system_sec_officer
- sn_irm_cont_auth.sec_control_assessor
- sn_irm_cont_auth.system_owner
- sn_irm_cont_auth.scheduler
- sn_irm_cont_auth.system_user
- sn_irm_cont_auth.admin
- sn_irm_cont_auth.reader
- sn_irm_cont_auth.executive_read

Procedure

1. Navigate to **All** > **CAM Workspace** and then select the tasks icon ( ).
2. Navigate to the appropriate tab.

Note:
When a user or user group doesn't have pending or associated tasks, the `All your tasks are done` message appears for the tab.



My pending tasks

Monitor the pending tasks assigned to you. The **All** tab under the **My pending tasks** tab on the Tasks Page Configuration module displays the list of control

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

classic attestations, grouped attestations, Privacy Threshold Analysis (PTA) or Privacy Impact Assessment (PIA), and others. If the tasks are relevant to you, then they're populated under the **My pending tasks** section in the workspace UI.

If you don't have any assigned tasks, then no data is displayed under the My pending tasks tab. Only open and active tasks assigned to you're listed under the My pending tasks tab.

My group's tasks

Monitor the tasks assigned to the user groups that you belong to. The **My group's tasks** page displays the pending tasks assigned to the user groups that you belong to. When there are no pending tasks for the user group, a message displays that All tasks are completed. Select the group from the list for which you want to filter the tasks.

My items

Monitor the tasks assigned to you and the issues reported by you such as issues, policy exceptions, remediation tasks, and others. The **My items** tab displays the list of items that are either created by you or opened by you. For example, if you're a system user then this tab lists the authorization packages and issues.

Watchlist

Monitor the tasks for which you are in the watchlist. The **My watchlist** tab configuration displays the list of tasks for which you are in the watchlist.

Confidential records

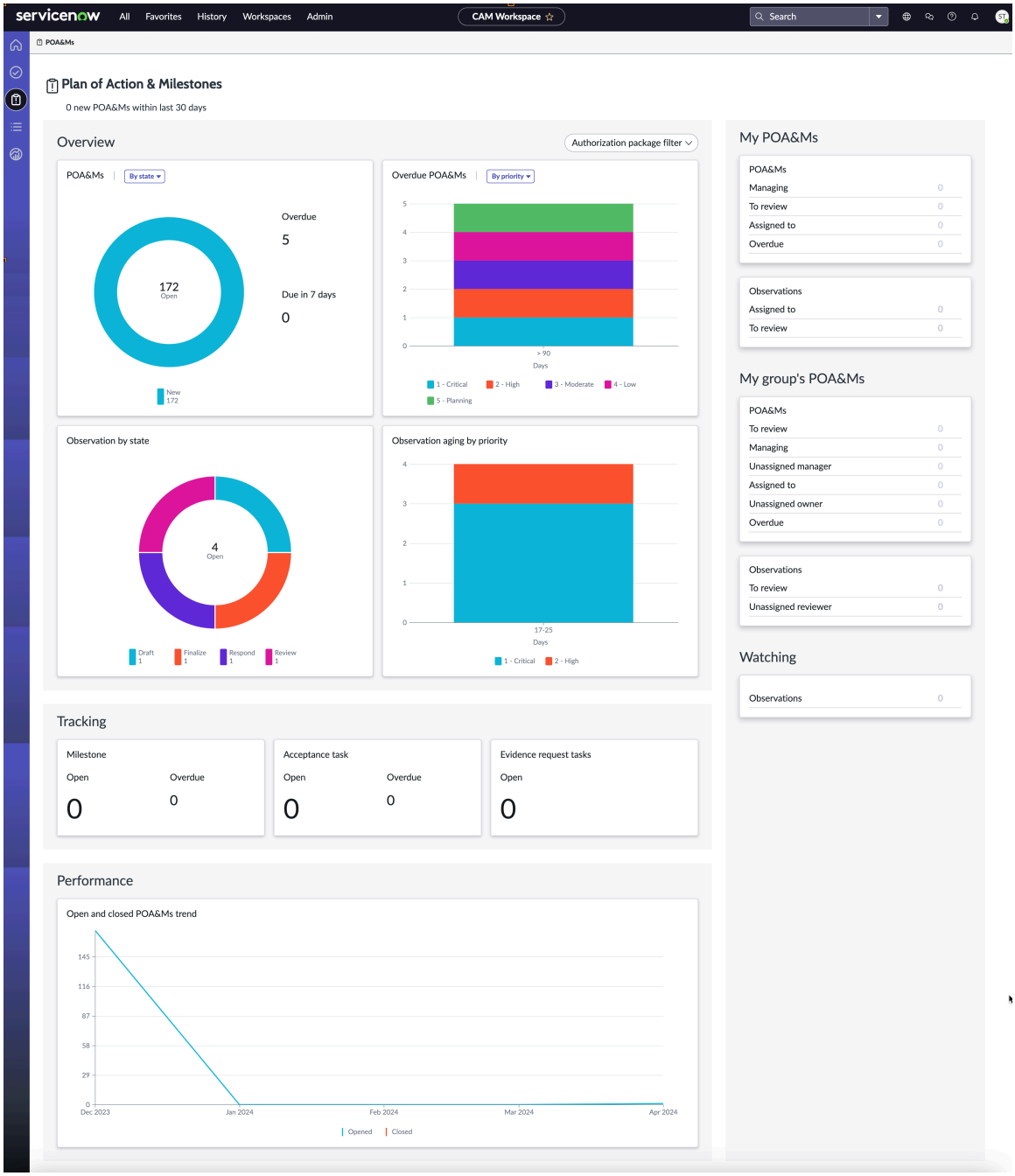
Mark sensitive records as confidential and ensure that the appropriate people have access to these records. The **Confidential records** tab configuration displays the confidential records for the selected table.

Managing POA&Ms issues

In CAM application, all issues related to an authorization package are called as Plan of Actions and Milestones (POA&Ms). The issues can be package issues, or control issues, engagement issues, or control test issues that are related to the package.

In the POA&Ms page you can view all the authorization package issues in different states that belong to the CAM application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The authorization package filter, exclusive to the POA&Ms page, filters all the POA&Ms associated with the selected packages.

Note:
The Issue to Authorization Package [sn_irm_cont_auth_m2m_issue_auth_pack] table stores the data related to POA&Ms associated with with authorization packages.

Overview

POA&Ms: The donut charts display the total number of POA&Ms, by default grouped by state. However, POA&Ms can also be grouped by priority, POA&Ms type, and rating. The visualization displays only the active POA&Ms. You can apply the filter to visualize the data however you want.

Overdue POA&Ms: The stacked bar charts display the overdue POA&Ms grouped by due date and stacked by priority. The stacking can also be updated to POA&Ms rating.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Observation by state: The donut chart displays POA&Ms in different states.

Observations aging by priority: The stacked bar displays POA&Ms by priority.

Performance

Displays the open and closed POA&Ms trend.

My POA&Ms

Monitor the POA&Ms assigned to you, which are in different states.

My group's POA&Ms

Monitor the POA&Ms assigned to the user groups that you belong to.

Required roles

All users who can access the CAM Workspace can also access the POA&Ms landing page. For a complete list of CAM Workspace users, see List of users who can access CAM Workspace.

Access the POA&Ms landing page

To access the POA&Ms page, navigate to **All** > **CAM Workspace** and select the POA&Ms icon ().

View reports on authorization boundary elements

Use the authorization boundary overview page to define the parameters of a security measure for an organization.

Before you begin

Role required:

- sn_irm_cont_auth.authorization_official
- sn_irm_cont_auth.information_owner
- sn_irm_cont_auth.info_system_sec_manager
- sn_irm_cont_auth.info_system_sec_officer
- sn_irm_cont_auth.sec_control_assessor
- sn_irm_cont_auth.system_owner
- sn_irm_cont_auth.scheduler
- sn_irm_cont_auth.system_user
- sn_irm_cont_auth.admin
- sn_irm_cont_auth.executive_read

About this task

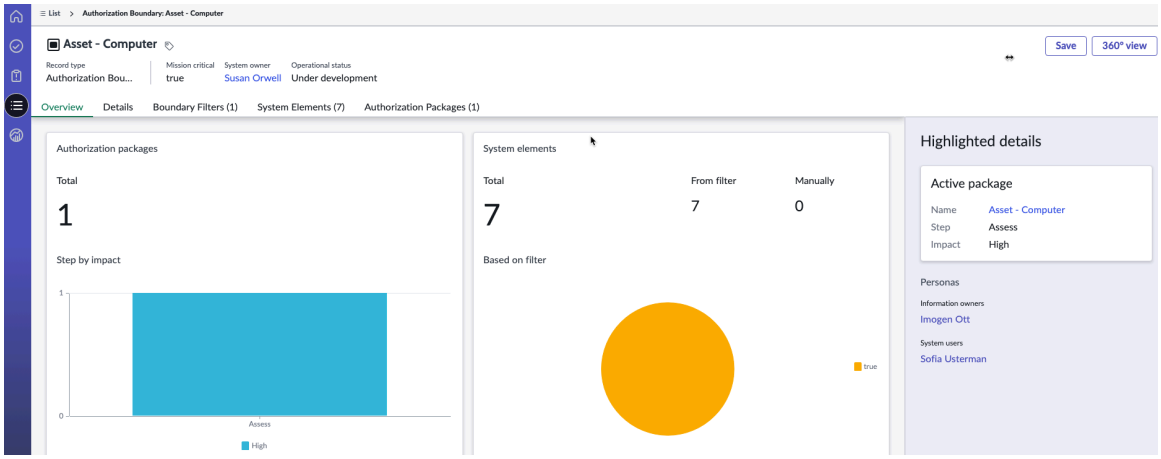
For example, your organization might have many data centers. You can define a parameter within a boundary, for example `Application servers in San Diego data center`. Setting this boundary and parameter enables you to monitor the objects within the boundary and set the scope.

Procedure

1. Navigate to **All** > **CAM Workspace** and then select the lists icon ().
2. From the Authorization boundaries in the RMF list on the left pane, select an authorization boundary record on the right pane.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The boundary overview page displays all the authorization packages that are available within the boundary. However, when you select the sidebar, it displays an active package.

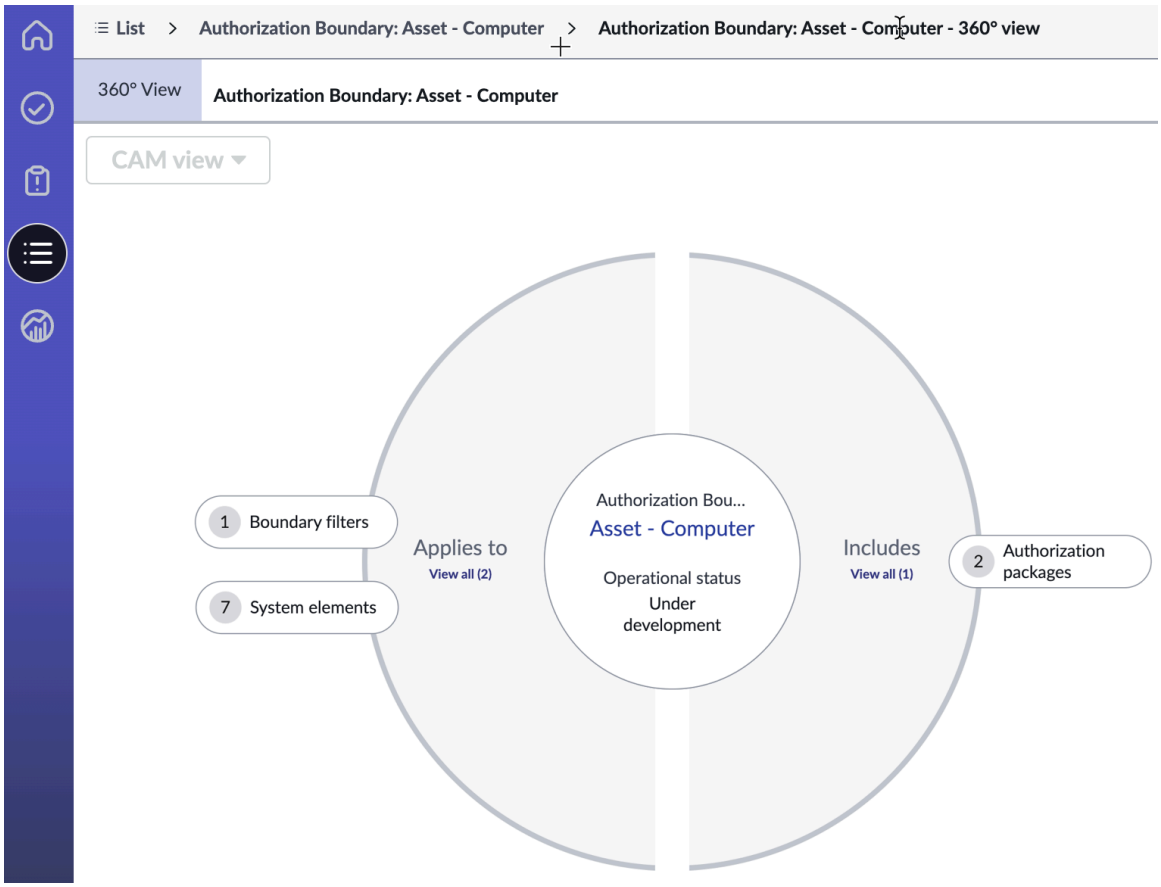


3. Select the sidebar icon ( ).
   The Highlighted details section displays:
   - The name of the active package, its state, and impact. If there's an active package already existing for the boundary, you can't create another package for the boundary.
   - The link to the package, if selected, helps you to navigate to the associated, active authorization package.
   - The users who are directly responsible and have a key role to play in updating the authorization boundary.
4. To create another package, select the Authorization Packages related list and deactivate the existing package by selecting false in the **Active** column of the package.
   This action deactivates the current package, and you can then create a package by selecting **New**. A boundary having only one active package behavior is guided by NIST 800-53 revision 5.

   Within this authorization boundary, you can set the boundary filters, such as asset tags as computers. With this set filter condition, all the elements that fulfill the filter condition get added as system elements.
5. To view the relationship between the selected authorization boundary and all its associated objects in a distinct visualization, select **360° view**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

360° view is added in the Overview pages of Authorization Boundary, Authorization Package, Control, Control objective, Control overlays, Control test, Test template, Test plan, Engagements, and in the Details pages of Indicator, Indicator Template, and POA&Ms.



What to do next

Select the name of the Active package in the side bar to navigate to the Authorization Package overview page.

View package details in CAM Workspace

Use the authorization package overview page to view documents and evidence that help you to assess your organization's security posture.

Before you begin

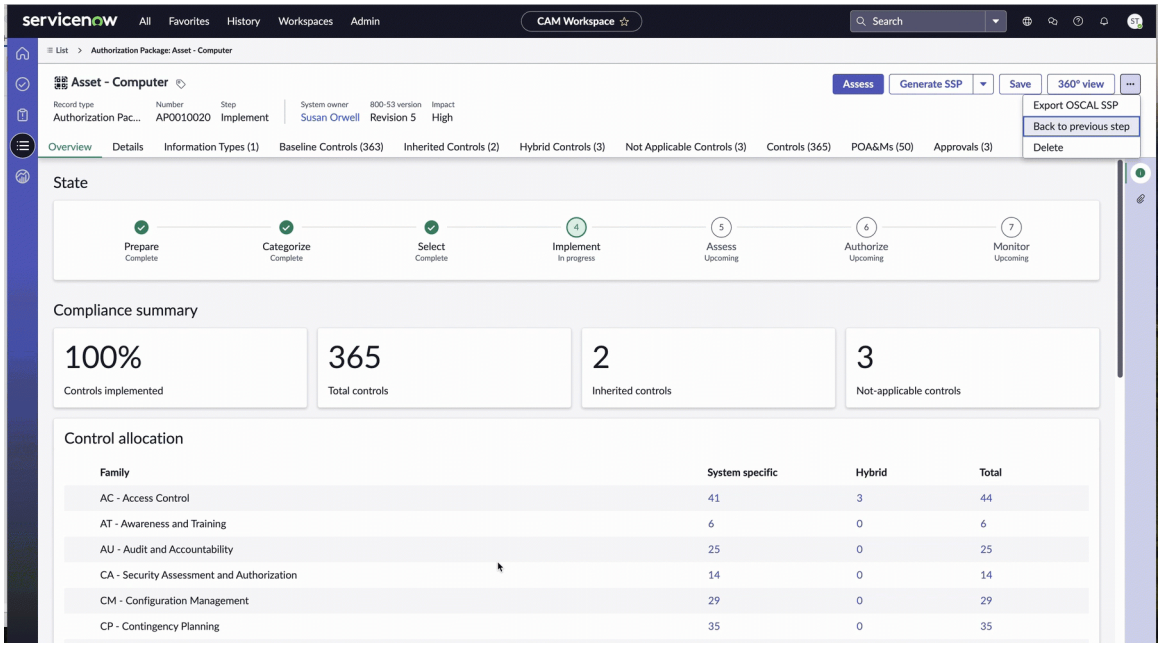
Role required:

- sn_irm_cont_auth.authorization_official
- sn_irm_cont_auth.information_owner
- sn_irm_cont_auth.info_system_sec_manager
- sn_irm_cont_auth.info_system_sec_officer
- sn_irm_cont_auth.sec_control_assessor
- sn_irm_cont_auth.system_owner
- sn_irm_cont_auth.scheduler
- sn_irm_cont_auth.system_user
- sn_irm_cont_auth.admin
- sn_irm_cont_auth.executive_read

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **CAM Workspace**.
2. To navigate to the Lists page, select the lists icon ( ).
3. From the Authorization packages in the RMF list on the left pane, select an authorization package record on the right pane.
   The stepper component displays the current state of the package, and the roadmap to reach the Monitor state.



Compliance summary

Displays the total number of controls contained in this package. Breakup counts of inherited control and not applicable controls of the package are also displayed. The **Controls implemented** contain the percentage of controls in the Monitor state.

Note:

- You cannot move control objectives with the same reference ID from the baseline controls list to the not applicable controls.
- When you select two control objectives with the same reference ID from the **Not Applicable Controls** list, the **Return to Baseline Control** action is disabled.
- You cannot move control objectives with the same reference ID from baseline controls to not applicable controls, or from not applicable controls to baseline controls.

Control allocation

Controls grouped by family and categorized as system specific and hybrid.

Overview

Displays the total count of Controls, Control tests, and POA&Ms and their status.

Details

More granular details of controls in control requirement widget, control tests details in assessment procedures widget.

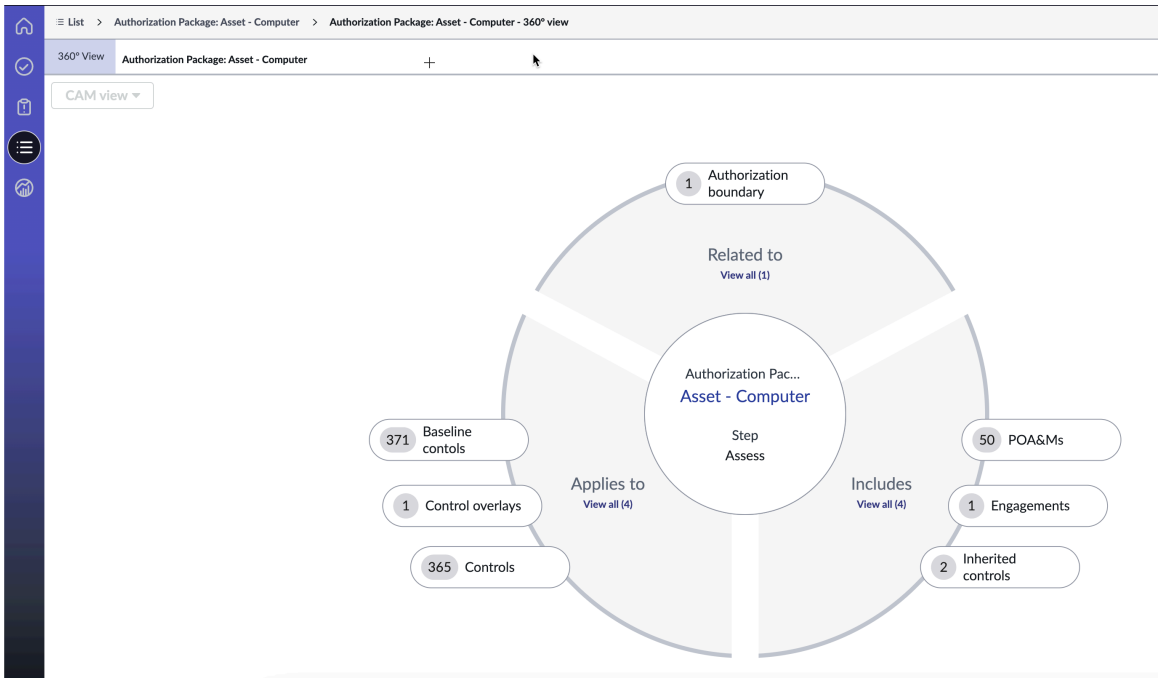
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In the **Details** tab when the authorization package moves to the **Authorize** step you can view the following details:

- **Next Authorization Date**: This date is generated when the Authorization Package is moved to the Authorize step. The next authorization date will be set to three years from the date the package is moved to this step.
- **Next Engagement Date**: The next engagement date is prepopulated based on the number of days defined on the **System Properties** page. For more information, see Continuous Authorization and Monitoring system properties.

  On this date, a new engagement is created with controls, test plans carried over from previous engagements, and newly associated control tests and assessment procedures.

4. Select the sidebar icon ( ).
   The Highlighted details section displays:
   - The privacy sensitive system status of the package.
   - The link to the boundary, if selected, helps you to navigate to the authorization boundary to which this package is associated.
   - The **Impact** card shows the confidentiality, integrity, and availability status of the package, based on which the **Impact** of the package is determined.
   - The users who have a key role to play in updating the authorization package are also listed.
5. To view the relationship between the selected authorization package and all its associated objects in a distinct visualization, select **360° view**.
   360° view is added in the Overview pages of Authorization Boundary, Authorization Package, Control, Control objective, Control overlays, Control test, Test template, Test plan, Engagements, and in the Details pages of Indicator, Indicator Template, and POA&Ms.



6. Select **Generate SSP** to generate a System Security Plan (SSP).
   You can also generate ATO artifact reports such as Security Assessment Report (SAR) and Plan of Actions and Milestones (POA&Ms) by selecting the more actions icon ( ).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information on CAM ATO artifacts, see ATO artifacts for an authorization package.

7. To generate OSCAL SSP, select the **Export OSCAL SSP** option from the more actions icon ( ).
   For more information, see Exporting Catalog, Profile, and SSP in OSCAL format and Export data in OSCAL format.
8. To move to the previous step of the authorization package and to update any details, select the **Back to previous step** option from the more actions icon ( ).
   All actions that are done when you moved to the current state are reversed if you opt the **Back to previous step** action. For example, if the package is in Implement state, then when it moves back to Select state all the existing controls that are generated are retired. In the Select state, you can revisit the baseline controls and take necessary actions if required. However, this operation can only be done by a Continuous Authorization and Monitoring administrator (sn_irm_cont_auth.admin).
9. To view the controls related to the authorization package, select the **Controls** related list.

   a. Select a control from the list.
      In the Continuous Authorization and Monitoring application, you can view the control's allocation category in the header of the control's Overview page. **Control allocation** is either System specific or Hybrid.

   b. Select the sidebar icon ( ) to view the NIST reference details.

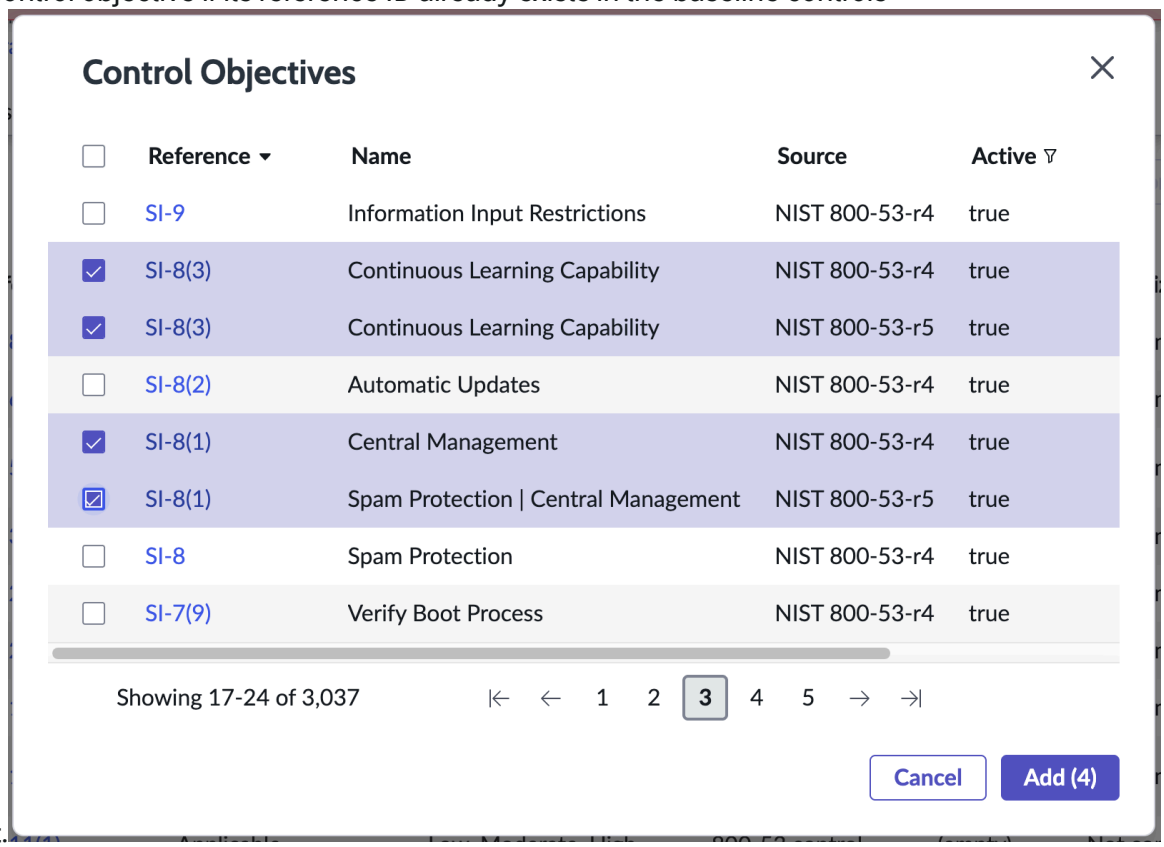
   c. Select the **Details** related list.
      The family to which the control objective of the control belongs can be known by the **Family** and **Family ID** fields. These fields are read only in the Control form.

      The **Control allocation** list in the authorization package overview page displays the controls grouped by their families segregated into system specific and hybrid.

10. Select **Add**, select the controls you want to add, and then select **Add** to add the selected control objectives to the baseline controls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
When adding control objectives, you cannot select multiple control objectives with the same reference ID to add to the baseline controls. You cannot add a control objective if its reference ID already exists in the baseline controls list.

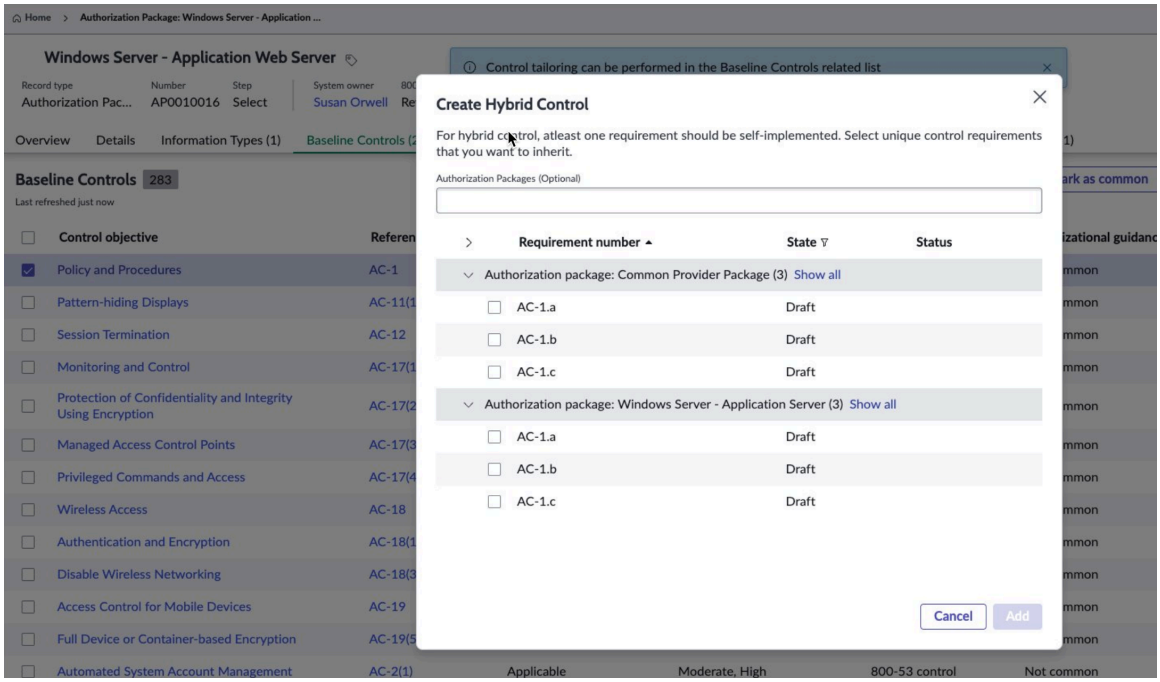


11. To inherit the requirements for a baseline control, select only one control objective in the **Baseline Controls** tab.
    You must have one self implemented requirement and the remaining requirements can be inherited from common control providers.

    The package must be in the Select state. Only common control providers with control requirements can be used to create hybrid controls.

    a. Select **Create Hybrid**.
       The Create Hybrid Control pop-up lists the packages in groups.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



b. Enter a package in the **Authorization Package (Optional)** field.
You can enter all the packages that you require, from which you can select the requirements.

c. Select the requirements from the package groupings, leaving one or more requirements for self implementation for that control.
You're creating a hybrid control, for which the requirement is inherited from the package that you selected.

d. Select **Add**.

12. To navigate to the associated control objective, select the link to the control objective in the sidebar.
The Reference for the control objective, sourced by NIST, is captured as **Source ID** in the header of the control objective.

The controls are grouped as a **Family**, and abbreviated with an ID that is defined as **Family ID**. These fields are editable and help you to identify the group to which the control belongs and are used in the Control allocation section for reporting purpose. The content for Family and Family ID is updated based on NIST 800-53. For more information, see Control requirement details in the CAM view of Control objective and Control forms.

a. Select the Related control objectives related list.
All control objectives that have an impact in the implementation of the package but belong to different families are grouped as Related control objectives. These control objectives are sourced by NIST. All related controls in a package based on the mapped control objectives are linked as Related control objectives.

Related controls related list contains controls from the related control objective with the same entity.

b. To add related control objectives, select **Add**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

c. Select the control objectives and select **Add**.
The list shows those control objectives that aren't already added to the related control objectives list of the package.

ATO artifacts for an authorization package

Generate Authority to Operate (ATO) artifacts such as System Security Plan (SSP), Security Assessment Report (SAR), Plan of Actions and Milestones (POA&Ms), Security Assessment Plan (SAP), Authority to Operate (ATO Letter), and Executive Summary from an authorization package in Microsoft Word format. Generating ATO artifacts as Microsoft Word format enhances ease of editing, collaboration, and compliance, confirming professional and portable documents.

ATO artifacts are documents and evidence produced while authorizing a system that supports the compliance of a package with the security standards.

SSP, SAR, POA&Ms, SAP, ATO Letter, and Executive Summary are reports that you can generate for an authorization package. It gives you a consolidated, detailed report about the effectiveness of the system security.

SSP

A document that provides an overview of security requirements for an information system. It describes how a system adheres to the security requirements or how it plans to meet the requirements.

SAR

A structured document that provides the assessment results and recommended guidelines of an assessor in remediating the vulnerabilities found in the security controls.

POA&Ms

A document that gives details as to how to accomplish the elements of the plan, milestones to achieve the tasks, and time line to complete the milestones.

SAP

A document which outlines evaluating and testing security controls and safeguards according to NIST SP 800-37 and organizational policies.

ATO Letter

A document that's based on compliance with security frameworks and a comprehensive risk assessment.

Executive Summary

A document that outlines the comprehensive security assessment of the package, verifying with federal security requirements and relevant authorization frameworks.

Note:
You can generate SSP, SAR, POA&Ms, SAP, ATO Letter, and Executive Summary reports in Microsoft Word where you can update the content in CAM Workspace. Whereas in classic UI, you can generate the SSP report in PDF format using **Generate Report(s)** in the Authorization package form.

To configure the predefined CAM Microsoft Word template, you must navigate to **All** > *Continuous Authorization and Monitoring* > **Administration** and set up the following administrative steps:

- Configuring ATO artifacts report templates using the Document Designer with Word add-in
- Components installed with Continuous Authorization and Monitoring

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Generate ATO artifacts

From the Authorization package overview record page, generate Authority to Operate (ATO) artifacts in Microsoft Word format. This action enables you to download your ATO artifacts from CAM.

Before you begin

Role required:

- sn_irm_cont_auth.admin
- sn_irm_cont_auth.authorization_official
- sn_irm_cont_auth.info_system_sec_manager
- sn_irm_cont_auth.info_system_sec_officer
- sn_irm_cont_auth.system_owner

Important:

- Set up the ServiceNow Document designer for Word plugin before you create a Microsoft Word template and generate the ATO artifacts reports.

  For more information, see Install the ServiceNow Document Designer add-in.

- Verify using which report type you want to generate the respective ATO artifacts.

  For more information, see Continuous Authorization and Monitoring system properties.

Procedure

1. Navigate to **All** > **CAM Workspace**.
2. To navigate to the Lists page, select the lists icon ( ).
3. From the Authorization packages in the RMF list, select an authorization package record for which you want to generate the reports.

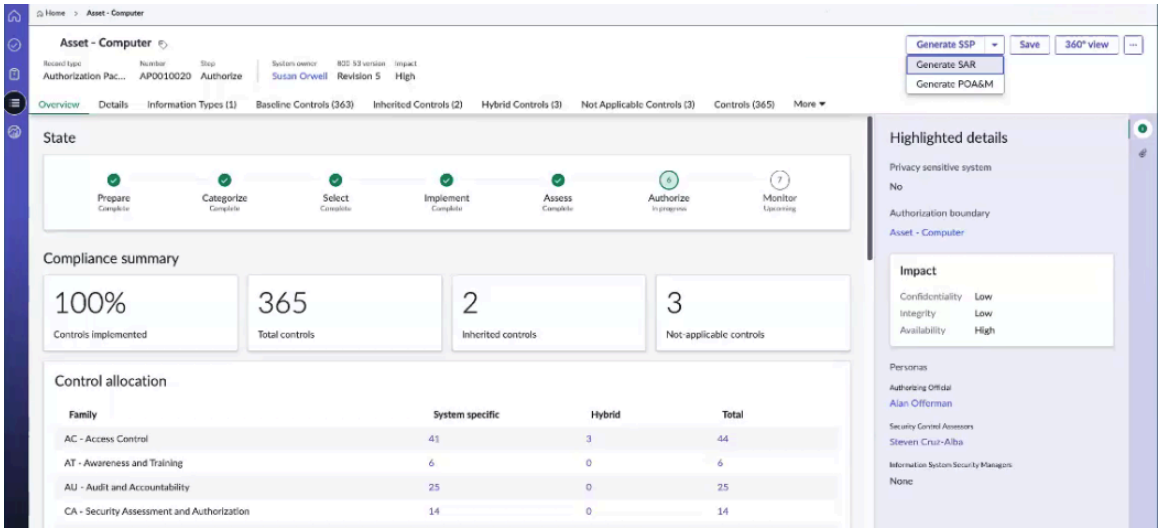
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:
To generate ATO artifacts, the reports must be in the following state:

State	ATO artifacts
Implement, Assess, Authorize, or Monitor	○ SSP ○ POA&M **Note:** ○ The repetition property "com.snc.word_doc_api.max_repetitions" in the Document designer plugin must be set to 200 to generate an SSP report successfully. For more information, see Reference information for Document designer. ○ For authorization packages with medium or high data limits, increase the number of records to 200 in the template configuration to generate the SSP report successfully. For more information, see Create content configurations for CAM.
Assess, Authorize, or Monitor	○ SAP ○ SAR
Authorize or Monitor	○ ATO Letter ○ Executive Summary

4. To generate an SSP report for the package, select **Generate SSP**.
5. To generate the following report, select the drop-down action icon ( ):
   - To generate an SAR report for the package, select **Generate SAR**.
   - To generate an POA&M report for the package, select **Generate POA&M**.
   - To generate an SAP report for the package, select **Generate SAP**.
   - To generate an ATO letter report for the package, select **Generate ATO Letter**.
   - To generate an Executive Summary report for the package, select **Generate Executive Summary**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. Select **Proceed**.
   After the Microsoft Word file is generated, a banner message states that the report has been generated successfully.

   Note:
   When generating a report from an HTML template, the screen remains displayed after you select **Proceed** until the report is fully generated.

   When generating a report from a Word template, the **Proceed** screen disappears, and the report generation takes place in the background.

7. Close the message and select the attachment in the sidebar.
   The Microsoft Word document is also attached to the **Authorization** section of the package in the **Details** related list. You can also select the download icon next to the report to download the file.

8. Select the more actions icon (...) next to the file with a *.docx* extension and select the **Download** option.
   The downloaded file opens in a Microsoft Word format with all the details. The report is also attached in the **Activity** section of the package with the timestamp and the user who generated it.

   To use the functionality of Generate ATO artifacts for an authorization package using the HTML template, see the Configurations Required to Enable Report Generation for Authorization Package in CAM Workspace [KB1649486] article in the Now Support knowledge base.

Exporting Catalog, Profile, and SSP in OSCAL format

CAM supports the Open Security Controls Assessment Language (OSCAL) used by the National Institute of Standards and Technology (NIST) that provides control-related information in standardised machine readable formats. CAM supports Catalog, Profile, and SSP models.

Exporting SSP in CAM

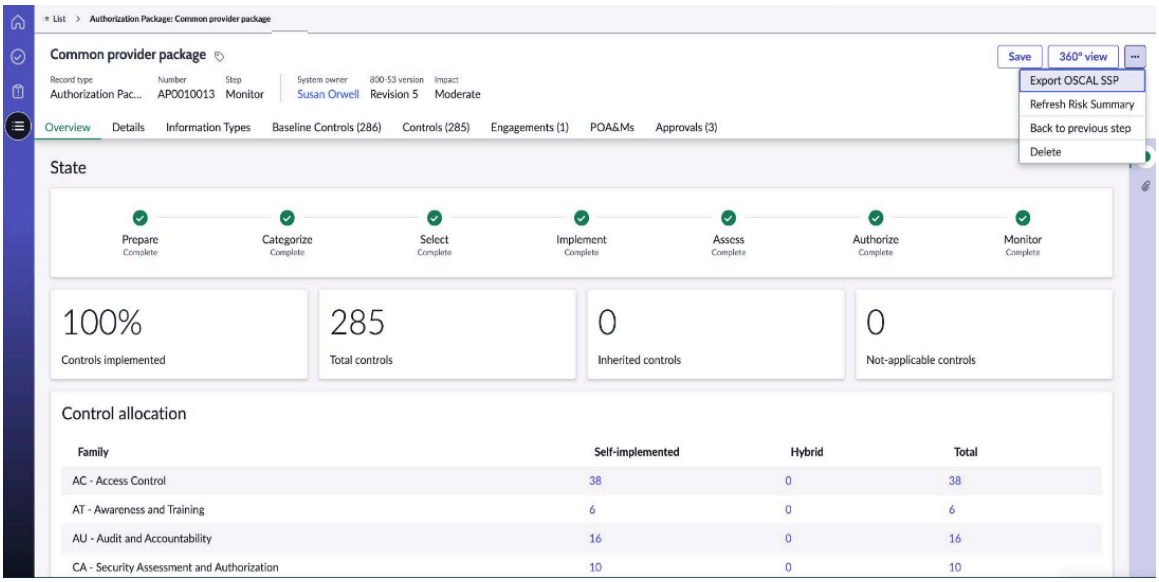
With CAM, you can generate Catalog, Profile, System Security Plan (SSP) models and export the following:

Catalog

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

According to NIST, the catalog model provides a structured, machine-readable representation of a catalog of controls. Therefore, as part of the catalog model, using CAM you can export the following control-related information:

- Control objectives: These are mapped to controls. The **Reference** field in a control objective maps to the NIST control. The requirements of a control objective map to the statements of the NIST's control. Therefore, each part of the **Description** field in a control objective align with the sub-part of the NIST's control. The child control objectives of each control objective are mapped to the control field. Related control objectives of the control objective are mapped to the links field.
- Control objective requirements: Statements or control requirements that are further broken down from a control objective's description.
- Test templates: Tests done on controls. Each control has at least one test template, which has one assessment objective.
- Assessment Procedures: These are assessment objectives of a test template or the tests done on controls.



Overlay catalog

Overlay controls: These are policies that consist of control objectives and are not part of NIST but can be in an authorization package. Therefore, these are exported as a separate file.

Profile

According to NIST, the profile model provides a structured, machine-readable representation of a baseline. The profile model also represents a baseline of selected controls from one or more control catalogs.

Baseline controls: Small set of control objectives that are auto-populated based on the impact. Impact is decided based on the Information Type of an authorization package.

- Include-controls: These are baseline controls, which are part of the authorization package.
- Exclude-controls: These are baseline controls that have been marked as Not Applicable.

Profile consists of both Catalog and Overlay Catalog.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

System Security Plan (SSP)

According to NIST, OSCAL SSP model enables a system owner to express the system implementation of an information system within the context of a specific baseline or OSCAL profile. Or, it represents a description of the control implementation of an information system.

- Authorization boundary: An authorization boundary defines the scope of a particular system that can be continuously managed and monitored using the CAM application.
- Authorization package: Created for the purpose of processing the assets or systems through the seven steps mandated by the RMF. For more information, see NIST RMF process overview.
- Information type: Information type defines the impact level of the package, which is based on the criticality of the information system defined in the Categorize step.
- Control: When control objectives move to Implementation state, they become controls.
- Control requirement: When control objectives move to Implementation state, they become controls. Correspondingly, the control objective requirements convert to control requirement.
- Inherited Control: Controls that are entirely inherited from parent authorization package. Then, it means that all the control requirements of each such control are also inherited completely.
- Hybrid Control: These are partially inherited from the parent authorization package.

Source tables to fetch data for the models

Source table	JSON property
Catalog	
Control objective	controls
Control Objective to Control objective requirement	statements parts
Test template to Assessment procedure	assessment objective parts
Control Objective	guidance
Test Template	Assessment-method (Examine)
Test Template	Assessment-method (Interview)
Profile	
Baseline Control	Include-controls
Baseline Control	Exclude-controls
SSP	
Authorization boundary	components
Authorization package	leveraged-authorization
Authorization boundary	security-impact-level

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Source table	JSON property
Control requirement	statements
Authorization boundary	by-components
Information type	Information-types

Export data in OSCAL format

From the Authorization package overview record page, generate zip files and export the record's mapped content details in OSCAL format. This action enables you to export your authorization package from CAM.

Before you begin

Role required: sn_irm_cont_auth.authorization_official, sn_irm_cont_auth.info_system_sec_manager, sn_irm_cont_auth.info_system_sec_officer, sn_irm_cont_auth.system_owner

Procedure

1. Navigate to **All** > **CAM Workspace**.
2. In the CAM Workspace, select the List icon ( ).
3. Select Authorization packages from the **RMF** list.
4. From the list view, select the authorization package record for which to generate SSP files.

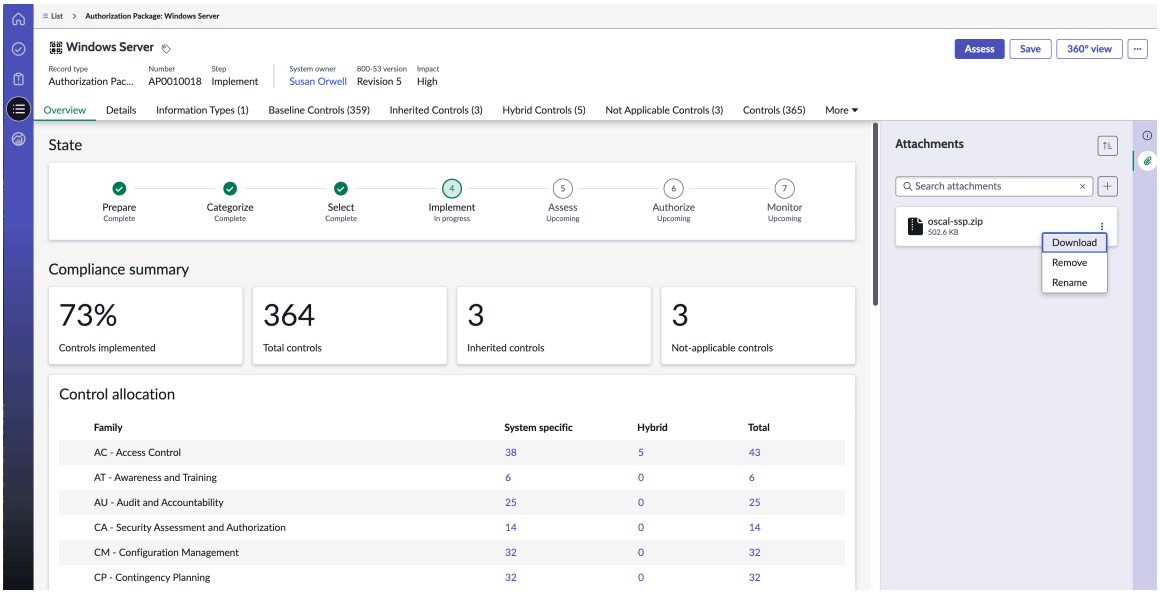
   Note:
   The authorization package must be in Implement state to generate OSCAL SSP.

5. Select the more actions icon ( ) and then select the **Export OSCAL SSP** option from the list. A message appears stating that the OSCAL report is being processed and that the file will be exported. A zip is generated which contains JSON files along with some diagrams.

   Note:
   If you do not have the Integration Hub Pro entitlement that is not included in the CAM Workspace, then follow the steps in the Generate OSCAL Models without zip [KB1651422] article in the Now Support Knowledge Base to generate the OSCAL models.

6. Refresh the page and select the attachment icon ( ) in the sidebar.
7. Select the action icon ( ) in the oscal-ssp.zip and then select the **Download** option.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



8. Right-click the zip file and select **Open** to extract the file contents from the oscal-ssp.zip. You can view the catalog.json, overlay-catalog.json, profile.json, ssp.json files. Additionally, if the authorization package has any diagrams that are mapped to it, then they are also available in the contents of the zip. The diagrams can be a catalog dataflow diagram, network architecture diagram, or an authorization boundary diagram, available as png files in the zip.

> **Note:**
> To customize the OSCAL support solution, see the OSCAL Model customization support [KB1650397] article in the Now Support Knowledge Base.

OSCAL namespace

To include CAM specific information, custom properties with a unique namespace are used to add impact and tailor the content as needed.

Field	Description
impact	Captures control objective impact.
justification	Justification for making baseline control not applicable. Present only when a baseline control is made not applicable.
source	Source of baseline control objective.
impact-change-justification	If recommended impact is changed. This property will contain the justification for change.
category	Category of Information type.
sub_category	Subcategory of information type.
pii-in-identifiable-form	PII information pii-in-identifiable-form.
pii-information-about-public	PII information pii-information-about-public.
privacy-impact-assessment	PII information privacy-impact-assessment.
system-of-records-notice	PII information system-of-records-notice.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
privacy-sensitive-system	PII information privacy-sensitive-system.

CAM reference

Reference topics provide the detailed descriptions of tables, properties, forms, and roles that are installed with the CAM application.

CAM user roles

Assign users and groups with roles to prepare them to user the CAM application.

Role permissions and responsibilities

Role title [name]	Description
Authorization Official (sn_irm_cont_auth.authorization_official)	Responsible for accepting an information system into an operational environment at a known risk level. The Authorization Official is entitled to approve and update authorization packages. The role and contains: • sn_irm_cont_auth.reader
Continuous Authorization and Monitoring administrator (sn_irm_cont_auth.admin)	Responsible for all system administration duties in the CAM application. The role contains: • sn_audit.manager • sn_compliance.admin • sn_doc.admin • sn_irm_cont_auth.reader • sn_irm_cont_auth.scheduler
Executive Reader (sn_irm_cont_auth.executive_read)	Read-only access to all modules of the CAM application. The role contains: sn_irm_cont_auth.reader. Users with this role can access CAM Workspace.
Information Owner (sn_irm_cont_auth.information_owner)	Responsible for statutory, management, or operational authority and the establishment of policies and procedures governing its generation, collection, processing, dissemination, and disposal. The user can also update information types of an authorization package. The role contains:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role title [name]	Description
	• sn_audit.user • sn_irm_cont_auth.reader
Information System Security Manager (sn_irm_cont_auth.info_system_sec_manager)	Responsible for conducting information system security management activities. They develop and maintain the system-level cybersecurity program. Can update the authorization package. The role contains: • sn_compliance.user • sn_irm_cont_auth.reader
Information System Security Officer (sn_irm_cont_auth.info_system_sec_officer)	Responsible for ensuring that the appropriate operational security posture is maintained for an information system. Can update the authorization package. The role contains: • sn_compliance.user • sn_irm_cont_auth.reader
Reader (sn_irm_cont_auth.reader)	Read-only role. Users with this role can access CAM Workspace. The role contains: • sn_audit.reader • sn_grc_workspace.task_reader • sn_grc_workspace.user • sn_compliance.reader • sn_incident_read • sn_change_read • sn_vul.read_all • sn_si.read
Scheduler (sn_irm_cont_auth.scheduler)	Responsible for running all scheduled jobs for the application. This role is for a technical user. The role contains: sn_irm_cont_auth..system_owner.
Security Control Assessor (sn_irm_cont_auth.sec_control_assessor)	Responsible for conducting a thorough assessment of the management, operational, and technical security controls of an information system. The role contains: • sn_audit.manager • sn_compliance.user • sn_irm_cont_auth.reader

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role title [name]	Description
System Owner (sn_irm_cont_auth.system_owner)	Responsible for procuring, developing, integrating, modifying, operating, and maintaining an information system. The role contains: • sn_audit.user • sn_compliance.user • sn_irm_cont_auth.reader
System User (sn_irm_cont_auth.system_user)	Responsible for performing actual work in the system. They can update authorization boundaries, filter, elements, milestones, and acceptance tasks. The role contains: • sn_audit.user • sn_irm_cont_auth.reader • business user

Analytics and Reporting Solutions for CAM

Platform Analytics Solutions contain prepackaged Performance Analytics and Reporting content for use with ServiceNow AI Platform products. The solutions help you to track and analyze CAM performance analytics dashboard reports.

CAM Analytics dashboards

Required roles

The following roles and tasks are associated with this solution:

- CAM Administrator (sn_irm_cont_auth.admin): View the reports in the CAM Overview dashboard.
- Authorization Official (sn_irm_cont_auth.authorization_official): View the reports in the AO Overview dashboard.
- Security Control Assessor (sn_irm_cont_auth.sec_control_assessor): View the SCA Overview dashboard.
- Executive Reader (sn_irm_cont_auth.executive_read): View the reports in all the CAM dashboards.
- System Owner (sn_irm_cont_auth.system_owner): Access all the dashboards.
- Information System Security Manager (sn_irm_cont_auth.info_system_sec_manager): Access all the dashboards.
- Information System Security Officer (sn_irm_cont_auth.info_system_sec_officer): Access all the dashboards.

CAM Overview dashboard

The CAM Overview dashboard provides multiple tabs with reports on critical aspects of your CAM security posture.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Accessing the dashboard

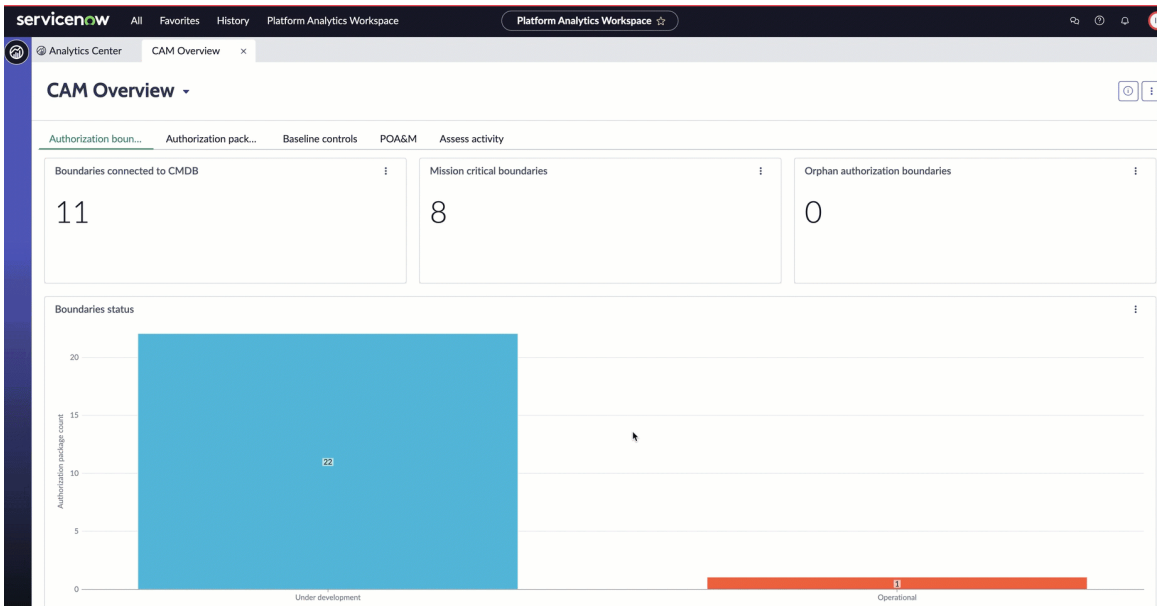
Users with the CAM Administrator [sn_irm_cont_auth.admin] or Executive Reader (sn_irm_cont_auth.executive_read) role can view the tabs on the CAM Overview dashboard.

Users with the following roles can access the dashboard:

- CAM Administrator (sn_irm_cont_auth.admin)
- Executive Reader (sn_irm_cont_auth.executive_read)
- System Owner (sn_irm_cont_auth.system_owner)
- Information System Security Manager (sn_irm_cont_auth.info_system_sec_manager)
- Information System Security Officer (sn_irm_cont_auth.info_system_sec_officer)

To open the dashboard, navigate to **All** > **Continuous Authorization & Monitoring** > **Analytics Dashboards** > **CAM Overview**.

Tabs on the dashboard



Title	Type	Source table	Description
Authorization boundary tab			
Boundaries connected to CMDB	Single Score	System elements [sn_irm_cont_auth_boundary_element]	The number of authorization boundaries defined to work with your CMDB.
Mission critical boundaries	Single Score		The number of authorization boundaries defined as being mission critical. For more information, see Define the authorization boundary.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Title	Type	Source table	Description
Orphan authorization boundaries	Single Score		The number of authorization boundaries not related to an authorization package.
Boundaries status	Bar chart		The number of authorization boundaries in each state.
Authorization packages tab			
Packages with overridden impact	Single Score		The number of authorization packages with an impact that have been overridden. For more information, see RMF step 1 - Categorize the authorization package.
Packages pending approval	Single Score		The number of authorization packages for which approval has been requested, but that haven't yet received approval.
Packages by impact	Bar chart		The number of authorization packages categorized by impact levels.
Packages by step	Bar chart		The number of authorization packages categorized by steps (for example, Monitor, Access, Select, and so on).
Baseline controls tab			
Packages with inherited controls	Single Score		The number of authorization packages that contain baseline controls inherited from a common control.
Packages with common controls	Single Score		The number of authorization packages for which common controls were created and implemented.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Title	Type	Source table	Description
Packages with unimplemented controls	Single Score		The number of authorization packages for which common controls were created, but haven't yet been implemented.
POA&M tab			
Pending POA&Ms	Single Score		The number of Plans of Action and Milestones (POA&M) that are pending authorization.
POA&Ms with milestones	Single Score		The number of POA&Ms that contain milestones.
POA&Ms with acceptance tasks	Single Score		The number of POA&Ms that contain acceptance tasks.
Overdue POA&Ms	Single Score		The number of POA&Ms that have overdue milestones or acceptance tasks.
POA&Ms by state	Bar chart		The number of POA&Ms categorized by state.
Packages with POA&Ms	Bar chart		The number of authorization packages that contain POA&Ms.
POA&Ms by priority	Bar chart		The number of POA&Ms categorized by priority.
POA&Ms by response	Bar chart		The number of POA&Ms categorized by responses.
Assess activity tab			
Inadequate engagements	Single Score		The number of engagements closed with an inadequate result.
Satisfactory engagements	Single Score		The number of engagements closed with a satisfactory result.
Adequate engagements	Single Score		The number of engagements closed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Title	Type	Source table	Description
			with an adequate result.
Controls by engagement	Bar chart		The number of controls categorized by engagements.
Audit task breakdown	Bar chart		Audit tasks grouped or stacked, or both, by task type, assigned user, top task, or state.
POA&M breakdown	Bar chart		POA&Ms grouped or stacked, or both, by engagement, state, or response.
Control test results	Donut chart		The number of completed control tests, broken down by overall control effectiveness rating.
Engagement results	Bar chart		An overall count of audit engagements conducted for each entity. The chart is stacked to display the overall audit results for each entity.
Overdue audit tasks	List		List of open audit tasks that have exceeded the planned end date.

AO Overview dashboard

Users with the Authorization Official [sn_irm_cont_auth.authorization_official] role can view the reports in the AO Overview module.

Important:
Starting with version 18.1.2 of CAM users on Vancouver or Washington DC can view the AO Overview dashboard in the Next Experience UI Framework.

For more information on navigation steps and dashboard appearance, see Analytics and Reporting Solutions for CAM.

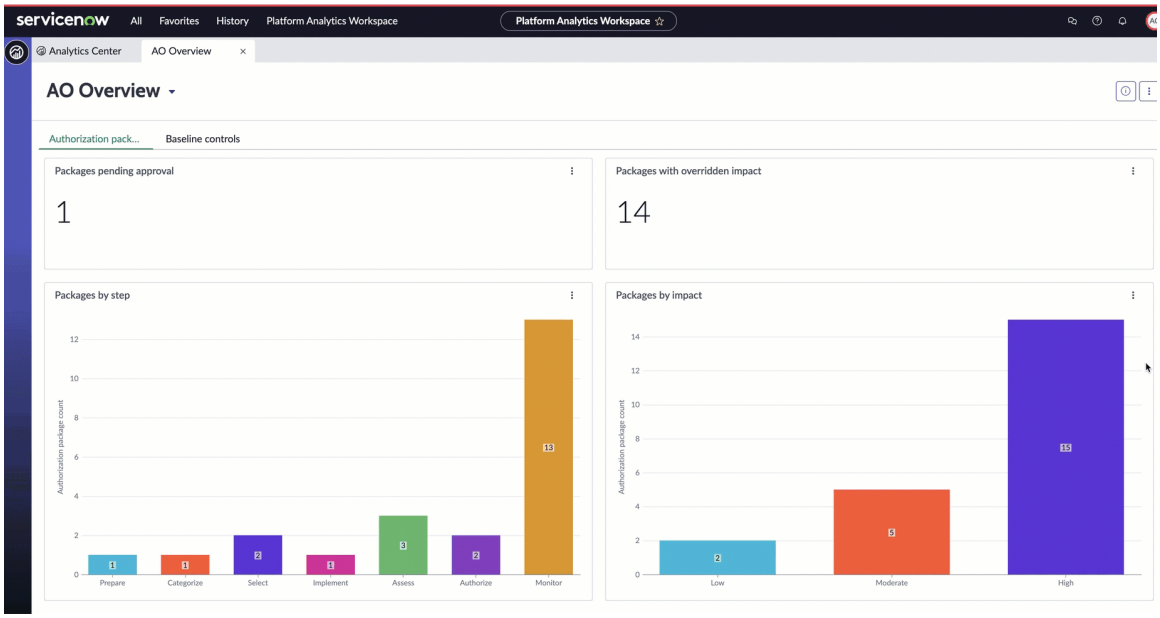
Accessing the dashboard

Users with the following roles can access the dashboard:

- CAM Administrator (sn_irm_cont_auth.admin)
- Executive Reader (sn_irm_cont_auth.executive_read)
- Authorizing Official (sn_irm_cont_auth.authorization_official)

To open the dashboard, navigate to **All** > **Continuous Authorization & Monitoring** > **Analytics Dashboards** > **AO Overview**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



AO Overview - Authorization Packages tab

The Authorization Packages tab on the AO Overview dashboard provides central visibility into the state of all packages. The reports on the Baseline Controls tab provide a general overview of the baseline controls in your system.

Reports on the Authorization Packages tab

Report	Description
Packages Pending Approval	The number of authorization packages for which approval has been requested, but that haven't yet received approval.
Packages with Overridden Impact	The number of authorization packages with an impact that have been overridden. For more information, see RMF step 1 - Categorize the authorization package.
Packages by Step	The number of authorization packages categorized by steps (for example, Monitor, Access, Select, and so forth).
Packages by Impact	The number of authorization packages categorized by impact levels.
Pending Approvals	A list of all packages pending approval.

AO Overview - Baseline Controls tab

The reports on the Baseline Controls tab on the AO Overview dashboard provide a general overview of the baseline controls in your system.

Reports on the Baseline Controls tab

Report	Description
Packages with Unimplemented Controls	The number of authorization packages for which common controls were created, but haven't yet been implemented.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reports on the Baseline Controls tab (continued)

Report	Description
Packages with Inherited Controls	The number of authorization packages that contain baseline controls inherited from a common control.
Packages with Common Controls	The number of authorization packages for which common controls were created and implemented.
Compliance Score Percentage	Compliance score percentages for policies grouped by name or number.

SCA Overview dashboard

The SCA Overview dashboard enables you to view and manage control assessments as they occur.

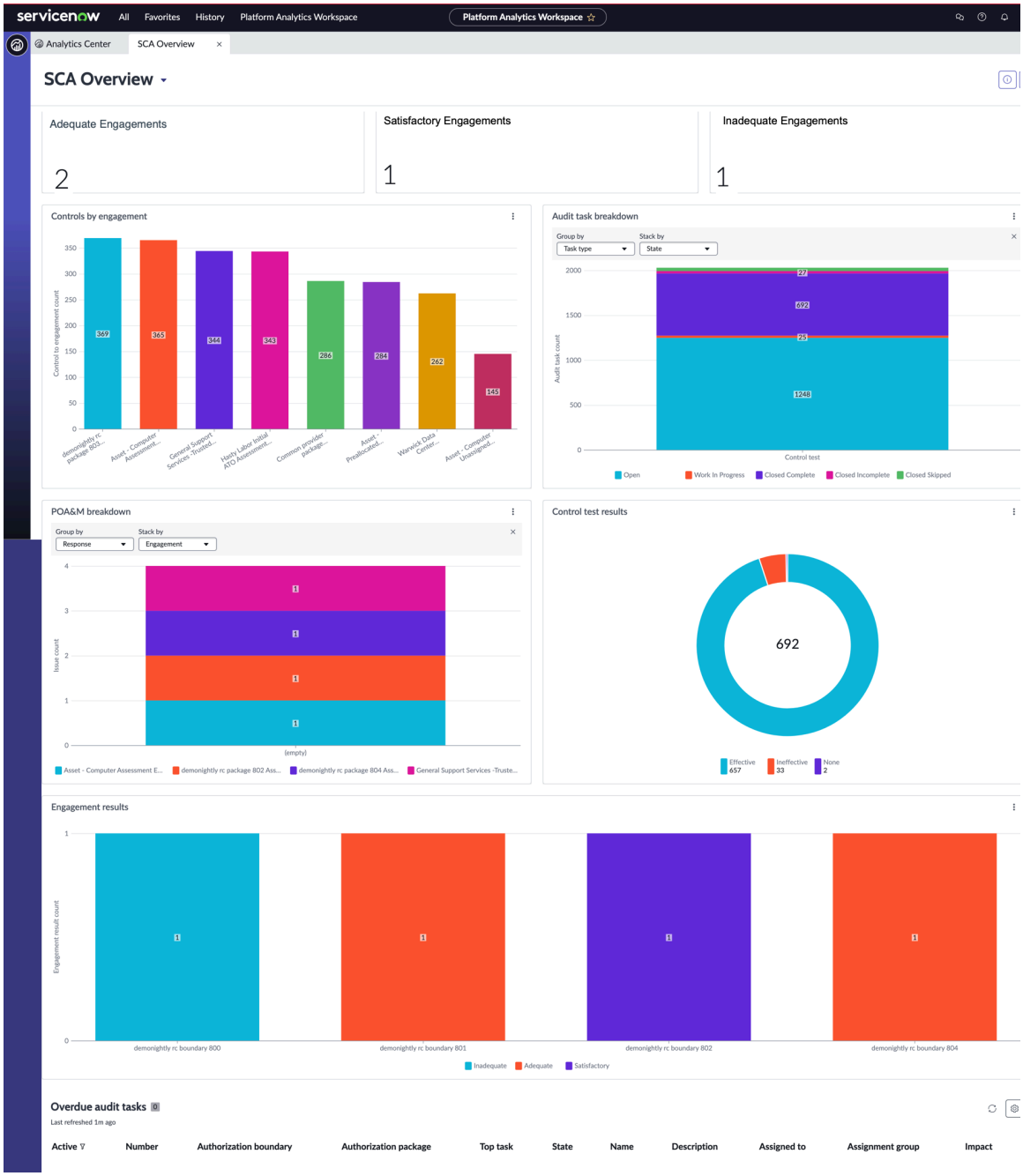
Accessing the dashboard

Users with the following roles can access the dashboard:

- CAM Administrator (sn_irm_cont_auth.admin)
- Executive Reader (sn_irm_cont_auth.executive_read),
- Security Control Assessor (sn_irm_cont_auth.sec_control_assessor)

To open the dashboard, navigate to **All** > **Continuous Authorization & Monitoring** > **Analytics Dashboards** > **SCA Overview**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Reports on the SCA Overview dashboard

Reports on the SCA Overview dashboard

Report	Description
Adequate Engagements	The number of engagements closed with an adequate result.
Satisfactory Engagements	The number of engagements closed with a satisfactory result.
Inadequate Engagements	The number of engagements closed with an inadequate result.
Controls by Engagement	The number of controls categorized by engagements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reports on the SCA Overview dashboard (continued)

Report	Description
Audit Task Breakdown	Audit tasks grouped or stacked, or both, by task type, assigned user, top task, or state.
POA&M Breakdown	POA&Ms grouped or stacked, or both, by engagement, state, or response.
Control Test Results	The number of completed control tests, broken down by overall control effectiveness rating.
Engagement Results	An overall count of audit engagements conducted for each entity. The chart is stacked to display the overall audit results for each entity.
Overdue Audit Tasks	List of open audit tasks that have exceeded the planned end date.

Fields on the Authorization Boundary form

An authorization boundary defines the scope of a particular system that can be continuously managed and monitored using the CAM application.

Authorization Boundary form

Field	Description
Name	A unique and descriptive name for this boundary.
Description	A description for this boundary.
Operational status	The operational status: • Under development • Reauthorize • Operational • Decommissioned
Mission critical	Option to set the boundary as mission-critical.
System owner	The individual responsible for procuring, developing, integrating, modifying, operating, and maintaining an information system.
Information owners	The individuals responsible for statutory, management, and operational authority.
System users	The users responsible for performing the actual work on the system.
Diagrams	If needed, or if you do not have a Configuration Management Database (CMDB), add data flow, network, and boundary diagrams.

Fields on the Authorization Package form

After you have defined the authorization boundaries for the assets or systems to send through the Authorization to Operate process, you must create an authorization package for that purpose. The package is processed through the seven steps mandated by the RMF.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Authorization Package form

Field	Description
Number	Auto-generated authorization package number.
Name	A name for the package.
Acronym	If needed, an acronym for identifying the package.
Missions/ Business processes	The appropriate business process for this authorization package. Business processes are defined on the ServiceNow AI Platform; for example, at **Policy & Compliance** > **Scoping** > **Business Processes**.
Active	Activate the authorization package.
Step	The RMF step currently assigned to the package.
Authorization boundary	The authorization boundary for this package.
System purpose	The purpose behind this authorization package.

Fields on the Roles and Responsibilities tab

On the **Roles and Responsibilities** tab, you specify the responsibilities of various stakeholders during the review and approval process.

CAM roles that are required for particular tasks are listed in CAM user roles.

Roles and Responsibilities tab

Role	Responsibilities
System owner	The individual responsible for procuring, developing, integrating, modifying, operating, and maintaining an information system.
Authorizing Official (AO)	The individual responsible for accepting an information system into an operational environment at a known risk level. Typically, this person is at the CISO or deputy CISO level.
Authorizing Official Designated Representatives (AODR)	One or more AODRs.
Security Control Assessors (SCA)	The individuals responsible for conducting a thorough assessment of the controls of an information system.
Information System Security Managers (ISSM)	The individuals responsible for conducting information system security management activities as designated by the ISSO.
Information System Security Officers (ISSO)	The individuals responsible for ensuring that the appropriate operational security posture is maintained for an information system.
Information owners	The individuals responsible for statutory, management, and operational authority.
System users	The users responsible for performing the actual work on the system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Components installed with Continuous Authorization and Monitoring

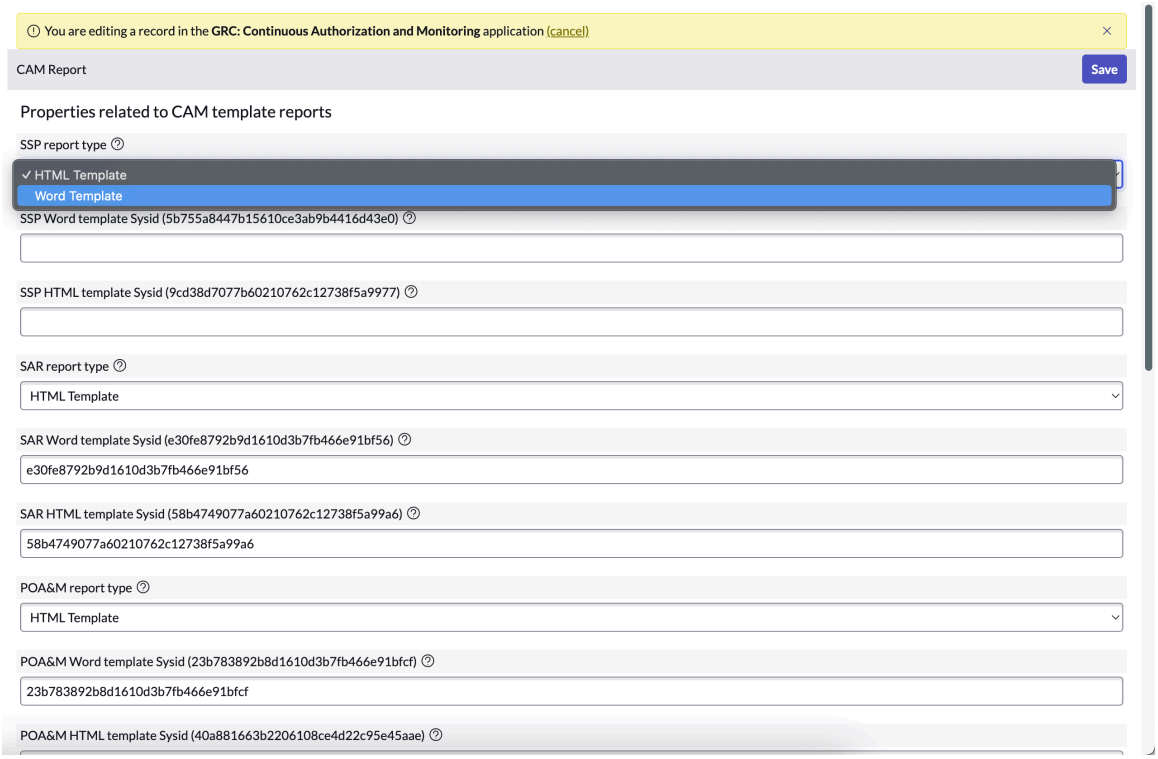
Activating the GRC: CAM plugin adds or modifies several tables, user roles, and other components.

Continuous Authorization and Monitoring system properties

Default properties are set with activation of CAM plug-in.

To configure the CAM report properties, navigate to **All** > *Continuous Authorization and Monitoring* > **Administration** > **Report Properties**.

Enter the days in the **Auto generate engagement** field to automatically create the next engagement in the authorization package. The days entered in the **Auto Generate Engagement** field in System Properties are subtracted from the next authorization date to determine the next engagement date, which is recorded in the authorization package. For more information, see View package details in CAM Workspace.



Name	Description	Options	Default Value
sn_irm_cont_auth.sn_irm_cont_auth_ssp_report_type	Specifies the type of template to be used for System Security Plan (SSP) report. By default, the HTML template is applied, but it can be configured to use a Word	• HTML template (Default) • Word template	• HTML: 9cd38d70 • Word: 5b755a84

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description	Options	Default Value
	template based on customer requirements.		
sn_irm_cont_auth.sn_irm_cont_auth_sar_report_type	Specifies the type of template to be used for SAR reports. By default, the HTML template is applied, but it can be configured to use a Word template based on customer requirements.	• HTML template (Default) • Word template	• HTML: 58b47490 • Word: e30fe879
sn_irm_cont_auth.sn_irm_cont_auth_poam_report_type	Specifies the type of template to be used for Plan of Actions and Milestones (POA&Ms) report. By default, the HTML template is applied, but it can be configured to use a Word template based on customer requirements.	• HTML template (Default) • Word template	• HTML: 40a88166 • Word: 23b78389
sn_irm_cont_auth.sn_irm_cont_auth_sap_report_type	Specifies the type of template to be used for SAP report. By default, the Word template is applied, but it can be	• HTML template • Word template (Default)	• HTML: NA • Word: 9f41f3564

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description	Options	Default Value
	configured to use an HTML template based on customer requirements.		
sn_irm_cont_auth.sn_irm_cont_auth_ato_letter_report_type	Specifies the type of template to be used for Authority to Operate (ATO Letter) report. By default, the Word template is applied, but it can be configured to use an HTML template based on customer requirements.	• HTML template • Word template (Default)	• HTML: NA • Word: a673d031
sn_irm_cont_auth.sn_irm_cont_auth_executive_summary_report_type	Specifies the type of template to be used for Executive Summary report. By default, the Word template is applied, but it can be configured to use an HTML template based on customer requirements.	• HTML template • Word template (Default)	• HTML: NA • Word: a533486e

Configuring ATO artifacts report templates using the Document Designer with Word add-in

Configure the ATO artifacts report templates using the ServiceNow Document Designer with Word add-in.

Perform the following steps to successfully configure the ServiceNow Document Designer with Word add-in and create your ATO artifacts report templates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Install the ServiceNow Document Designer add-in

Install ServiceNow Document Designer add-in to your Microsoft Word document. This add-in is required to create audit and CAM report templates.

Before you begin

Ensure that the following plugins are activated:

- sn_grc_doc_design
- sn_outlook_addin

Role required: sys_admin

Procedure

1. Navigate to **All** > **ServiceNow Add-Ins for Office** > **Office Add-In Manifests**.
2. From the Office Manifests list, select **ServiceNow Document Designer**.
3. Select **Download Manifest**.
4. To enable the add-in, contact your Microsoft 365 account manager who can use the manifest file you downloaded in step 3.

What to do next

For detailed instructions on how to deploy the manifest file, see the Deploy add-ins in the Microsoft 365 admin center [KB1307378] article in the Now Support Knowledge Base.

To configure the HTTP response headers for add-in for Microsoft Word in the browser, see the Response header resolution [KB1434453] article in the Now Support Knowledge Base.

Create content configurations for CAM

Define the data that you want to view or fetch, whether it's a list of records or an aggregation when creating an ATO artifacts. For example, specify if you want to see a list of closed POA&M or the list of system elements. A maximum of 200 records can be fetched from any table.

Before you begin

Role required: sn_grc_doc_design.admin and sn_irm_cont_auth.admin

Procedure

1. Navigate to **All** > *Continuous Authorization and Monitoring* > **Administration** > **Template configuration**.
2. Open the template for which you want to create content configurations.
3. On the Content configurations related list, select **New**.
4. On the form, fill in the fields.

Content configuration form

Field	Description
Name	Name of the content configuration. For example, `List of remediation tasks`.
Template configuration	Template configuration for which you're defining the content configuration. This field is automatically set based on the configuration you selected in step 2.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Target table	Table from which data must be fetched.
Data relationship	Data relationship for which you want to create content configurations. Only the data relationships that you have previously created are available for selection.

5. Build the Filter criteria and the Aggregation criteria as required.
6. To specify table or data that you want to insert in the content block as a table, select the **Content block criteria** tab.
   a. In the **Parent block configuration** field, select the required content configuration.
   b. Select **Submit**.
7. In the Data columns related list, specify the columns you want on the report from the table that you have selected.
   You can either specify the standard columns available or you can write a custom script for the column.
8. Specify the order of the columns as they must appear on the ATO artifact report template.
9. Select **Update**.

Word template form

The table gives a description of the field values for the Word template form.

Word template form

Field	Description
Name	Unique name of the Word template for the table that is selected in the Table field.
Category	Classification or group to which the Word template belongs. For example, Audit for audit-related Word template. To create a Word template category, see Word template category form.
Table	Record table for which the Word template is being created.
Document	Word template that was created based on content configuration. **Note:** The document must be a docx file only. If you attach a document that is in any other format, then an error message appears.
State	State of the Word template record defaults to Draft.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Word template form (continued)

Field	Description
	• Draft: Defaults to Draft state when you open the record. • Published: When the Word template record is published. You can't update the record in the published state. • Edit: State in which the record details can be updated. **Note:** The Word template record in Edit state can't be used for report generation. The record isn't available to select in the Generate report pop-up. See Generate a report for an engagement in a classic report template.
Active	Option to activate the record.
Word document generation configurations	
Cloud enabled	Option to manage the generated report either as a sys_attachment in the engagement record or as a cloud document. You can access the document in the cloud either from the Microsoft SharePoint or Google Drive site based on your cloud upload configuration. For more information, see Manage your documents and work papers with Audit Management as cloud files.
Post processing action	Option to update the generated Word template report with fields from the Report section of the Engagement record. Options are: • **Populate audit word template and report fields**: If you choose Word report-based template, the fields from the Report section of the Engagement record populate in the Word report. **Note:** This option is available only if Audit Management application is installed. • **None**: Report is generated as a sys attachment or a cloud file. However, no post

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Word template form (continued)

Field	Description
	processing action happens to add or update any report-based fields of the engagement record to the Word report that is generated.

Word template category form

The table gives a description of the field values for the Word template category form. Template categories enable you to categorize similar reports and filter them accordingly. For example, Audit is a category.

Word template category form

Field	Description
Name	Unique name for the Word template category.
Active	Option to make the record active.

Model Risk Management

The ServiceNow® Model Risk Management application enables you to identify, assess, validate, and address risks associated with a model throughout their life cycle.

Get started

Explore	Configure	Use
		
Learn how you can use the Model Risk Management application to identify, assess, and mitigate risks related to the quantitative models.	Configure the Model Risk Management application to manage risks related to models.	Learn how you can request Models, assess model risks, manage issues, and validate models.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reference  Get details about components such as, roles, properties, and tables that are installed with the Model Risk Management application.		

Exploring Model Risk Management

Learn how you can use the Model Risk Management application to identify, assess, and mitigate risks related to the quantitative models.

Model Risk Management overview

The Model Risk Management (MRM) application provides a unified solution to help organizations proactively manage the risks associated with the use of models. It offers a structured approach to identify, assess, validate, and address model risks throughout the model life cycle. This approach reduces operational and compliance risks caused by inconsistent or inadequate model oversight.

For example, a financial institution uses a Value at Risk (VaR) model to estimate potential trading losses. Without proper validation, the model can underestimate risk, leading to poor capital allocation. By using the MRM application, the bank can validate the model regularly, document assumptions, track issues, and confirm it meets regulatory standards. This reduces risk and supports better decision-making.

Model Risk Management users

Users

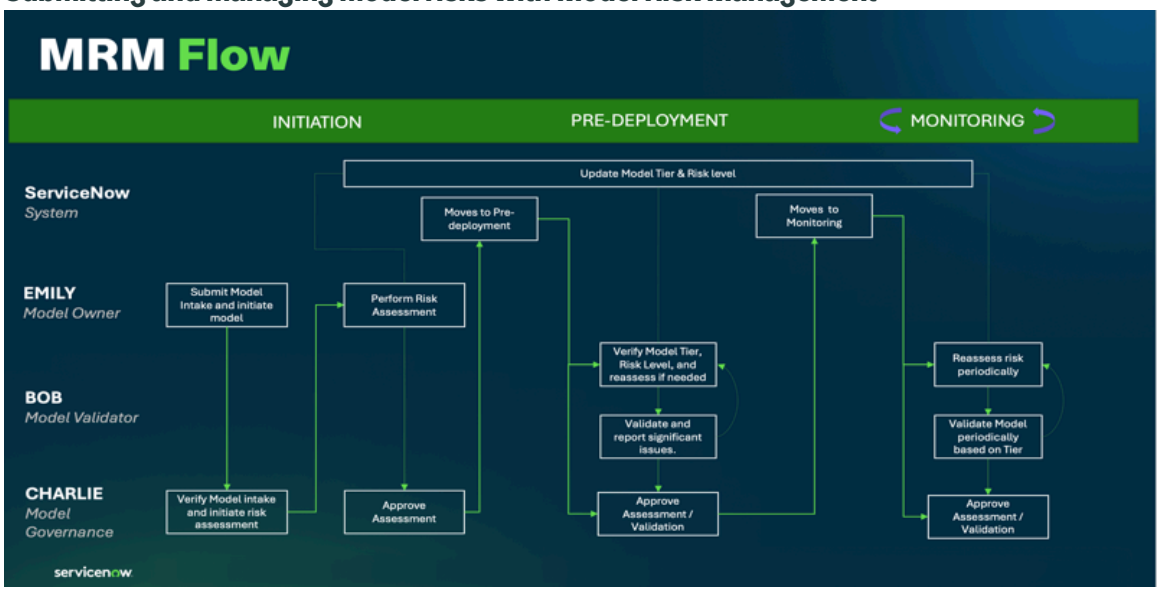
User	Description
Model Owner	Oversees the model life cycle and monitors its performance.
Model Developer	Designs and builds models aligned with business requirements.
Model Validator	Performs independent validation to confirm model accuracy, reliability, and robustness.
Model Governance	Reviews models for risk and compliance and approves models based on governance standards.
Executive Management	Provides strategic oversight and makes high-level decisions informed by model risk insights.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Model Risk Management workflow

The following section describes the steps from the submission of a model risk in the Employee Center to the assessment and monitoring of the risks associated with that model.

Submitting and managing model risks with Model Risk Management



1. An employee can use the Employee Center and submit a new model request.
2. A new model record is automatically created in the model inventory and can be assessed in the Model Risk Workspace.
3. The Model Governance team reviews the submitted model, fills in the required details such as stakeholders, and then creates relevant assessments.
4. The Model Owner performs the risk assessment on the model and submits it to the Model Governance team for review. The assessment task is then sent for approval to the defined approvers configured in the Approver Configurator.
5. The Model Governance team reviews and approves the assessment. The model then moves to the Pre-deployment stage.
6. The Model Governance team creates and assigns the validation task to the validator.
7. The model validator validates the model, collects required documents, reports any issues, and decides if the model is fit for use.
8. The validation task is then sent for approval to the defined approvers configured in the Approver Configurator.
9. The model then moves to the Monitor stage.
10. The Model is periodically assessed and validated to confirm regulatory compliance and effective risk management.

Model Risk Management benefits

Model Risk Management benefits

Feature	Benefit	Users
Model Inventory	Provides a single, reliable source of truth for all models, enabling faster oversight and informed decision-making.	• Model Governance • Model Owner

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Model Risk Management benefits (continued)

Feature	Benefit	Users
		• Model Validator • Model Risk Owner • Model Risk Coordinator
Model Risk Life-cycle	Manages the full model life-cycle by tracking models from initiation to monitoring through defined governance stages, confirming consistent governance and lowering operational and compliance risk.	• Model Governance • Model Owner • Model Validator • Model Risk Initiator • Model Risk Coordinator
Model Risk Assessment	Helps quickly identify and prioritize high-risk models so resources focus where they matter most. To perform a model risk assessment and evaluate the risks associated with a quantitative model, refer to Perform model risk assessment.	• Model Owner • Model Validator
Model Validation	Builds confidence in model reliability through independent checks that reduce errors and regulatory concerns. To perform model validation, refer to Perform model validation.	Model Validator
Model Documentation	Makes it easy to maintain clear, audit-ready documentation that streamlines reviews and improves transparency. To link documents from your repository to a model record, refer to Link existing documents to a model record.	• Model Governance • Model Validator • Model Risk Coordinator
Model Issue & Remediation	Enables timely detection and resolution of model issues, minimizing business disruption and confirming continuous compliance. To report an issue, refer to Create an issue for model.	• Model Governance • Model Validator • Model Risk Coordinator

What to explore next

To learn more about configuring and using Model Risk Management, see:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Configuring Model Risk Management
- Configure scoring logic for model risk assessments
- Using Model Risk Management
- Model Risk Management reference

Model Risk Workspace

The Model Risk Workspace enables the model risk governance team and model validators to view the action items that require their immediate attention.

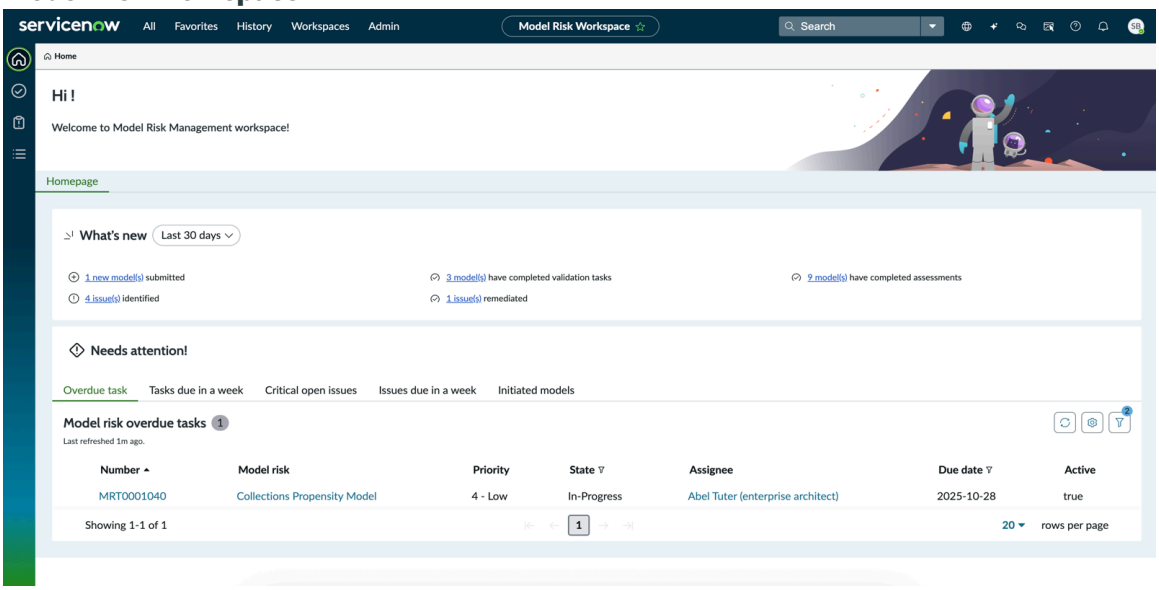
The Model Risk Workspace gives model risk governance teams and model validators a centralized environment to monitor, track, and act on model-related tasks and issues. It organizes key information into easily accessible tabs, helping you prioritize your work and take timely risk management actions.

It displays overdue items, upcoming deadlines, critical issues, new initiated models, and the status of models throughout their life cycle. The workspace enables teams to make informed decisions quickly and reduces the need to navigate multiple pages or reports.

You can access the Model Risk Workspace by navigating to **All** > **Model Risk Workspace**.

The Homepage of the Model Risk Workspace contains the following information:

Model Risk Workspace



Tab	Description
What's new	The What's new section shows information based on the selected time period of 30, 60, and 90 days.
Needs attention	
Overdue task	Lists model risk tasks that have passed their due date and require immediate action.
Tasks due in a week	Lists model risk tasks with deadlines within the next seven days, enabling you to plan ahead.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tab	Description
Critical open issues	Shows unresolved high-severity issues related to the model risk that may significantly impact compliance or operations.
Issues due in a week	Shows issues that must be resolved within the next seven days, enabling you to plan ahead.
Initiated models	Lists models that have been created but haven't yet progressed to later life cycle stages such as assessment or validation.

Configuring Model Risk Management

Plan and configure the implementation of the Model Risk Management application. You can follow the steps listed in this topic.

Configuration overview

1. Install Model Risk Management

   Install the Model Risk Management application (sn_model_risk_mgmt) with the admin role. The application installs related ServiceNow® Store applications and plugins if they aren't already installed.

2. Configure scoring logic for model risk assessments

   Configure the scoring logic for Smart Assessment templates that you use to assess the model risks.

Install Model Risk Management

Install the Model Risk Management application (sn_model_risk_mgmt). The application installs related ServiceNow® Store applications and plugins if they aren't already installed.

Before you begin

- Ensure that the application and all of its associated ServiceNow Store applications have valid ServiceNow entitlements. For more information, see Get entitlement for a ServiceNow product or application.
- Review the Model Risk Management application listing in the ServiceNow Store for information on dependencies, licensing or subscription requirements, and release compatibility.
- Check your entitlements to determine whether you have access to Model Risk Management.

Role required: sn_model_risk_mgmt.admin

About this task

The following items are installed with Model Risk Management:

- Plugins
- Store applications
- Roles
- Tables
- Properties

For more information, see Model Risk Management reference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
2. Find the Model Risk Management application (sn_model_risk_mgmt) using the filter criteria and search bar.

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

   In the list next to the **Install** button, the versions that are available to you're displayed.
3. Select a version from the list and select **Install**.

   In the Review Installation Details dialog box, any dependencies installed with your application are listed.
4. If you're prompted, follow the links to the ServiceNow Store to get any additional entitlements for dependencies.
5. **Optional:** If demo data is available and you want to install it, select the **Load demo data** check box.
   Demo data comprises the sample records that describe application features for the common use cases. Load the demo data when you first install the application on a development or test instance.
6. Select **Install**.

Configure Model Workflow Settings

Configure the conditions and frequency for scheduling assessment and validation tasks to maintain a structured and timely approach to model risk management.

Before you begin

Role required: sn_model_risk_mgmt.model_governance or sn_model_risk_mgmt.admin

About this task

This task explains how to configure the frequency for assessment and validation tasks, and define filter conditions. You can schedule assessment and validation tasks for a model risk in the Monitor stage. Based on the configuration, tasks are automatically created for model risks that match the defined conditions in the workflow settings.

Note:
Models with customized frequencies at the model risk record level aren't affected.

To manually schedule assessment and validation tasks from the model risk record, refer to Schedule assessment and validation tasks.

Procedure

1. If you're a Model Risk Management admin [sn_model_risk_mgmt.admin], navigate to **All** > **Model Risk Configuration** > **Model Workflow Settings**, and continue from step 3.
2. Users with sn_model_risk_mgmt.model_governance role, navigate to **All** > **Model Risk Workspace** and do the following:
   a. Select the list  icon.
   b. From the list, navigate to **Model risk configurations** > **Model workflow settings**.
   c. Continue from step 3.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Select **New**.
4. On the Create New Model Workflow Settings form, fill in the fields.

Create New Model Workflow Settings

Field	Description
Name	Unique name of the model workflow settings.
Table	Table that the workflow setting applies to. This field is automatically set to **Model Risk**.
Priority	Priority level for this workflow setting. If multiple workflow settings match the same conditions, the system uses the one with the highest priority.
Active	Option to activate the workflow setting. When active, the defined scheduling rules and frequencies are applied to the filtered models.
Filter condition	Conditions that determine which model records the workflow applies to. Select **Set conditions** to choose filter criteria. For more information, refer to Condition builder.

5. Select **Save**.
6. To update task schedules, go to the **Frequency settings** tab.
7. Define the task frequency for Model risk assessment and Model validation task types.
8. On the Frequency form, fill in the fields.

Frequency form

Field	Description
Frequency	Option to define how often the assessments and validations should occur.
Duration (days)	Number of days within which the assessment or validation must be completed after it's scheduled.
Repeat every	Interval value for how often the task repeats. For example, enter 2 to repeat every 2 units of the selected period. You can select the unit value in the **Period** field. This field appears only when **Custom** is selected from **Frequency** field.
Period	Time unit for the custom interval. The options are as follows: ○ **Days** ○ **Weeks** ○ **Months** ○ **Years** This field appears only when **Custom** is selected from **Frequency** field.

Note:
Updating the frequency applies the change to all filtered models, except those where the frequency is modified at the model level.

9. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Using Model Risk Management

Use the Model Risk Management to identify, assess, and mitigate risks related to the quantitative models.

Request a new model

Request a new model in the Employee Center to initiate the model intake process and capture all required details for review and approval.

Before you begin

Role required: sn_model_risk_mgmt.model_owner or sn_grc_emp_user.grc_employee

Any employee [sn_grc_emp_user.grc_employee] can request a model, when the Employee User application is installed.

Procedure

1. Navigate to **All** > **Self-Service** > **Employee Center**.
2. On the Employee Center landing page, select **Risk and compliance**.
3. Select the **New Model Intake** card.
4. On the form, fill in the fields.

   For a description of the field values on the New Model Intake form, see New Model Intake form.

5. Select **Submit**.
   A new model record is created and submitted to the Model Governance team to review.

New Model Intake form

Use the New Model Intake form to request a new model by providing details such as the purpose, owner, model complexity, and expected outputs.

See the following table for a description of the field values.

New Model Intake form

Field	Description
What is the name of the model?	Unique name of the model that reflects its purpose and functionality. For example, `VaR-Cashflow Forecasting Model`.
Can you provide a brief description of the model's functionality?	Brief summary explaining what the model does and how it functions. For example, `This model calculates market risk exposure using pricing models, value at risk, and projected cash flows based on market data inputs.`
What is the purpose of this model?	Specific business objective or problem the model is designed to address.
Who is the model owner?	Individual accountable for the model’s oversight and performance.
Who is the model developer?	Individual responsible for designing and building the model.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New Model Intake form (continued)

Field	Description
What type of model is this?	Classification of the model, such as statistical, machine learning, or rule-based. The options are as follows: • Statistical Model • AI Model
Is this model sourced from a third-party provider?	Option to indicate whether the model has been obtained from an external vendor or service provider.
What category does the model fall under?	Internal classification based on the model's use case. The options are as follows: • **Retail**: Models designed for individual customer products or services, such as personal loans, credit cards, or consumer risk assessment. • **Corporate**: Models used for business or institutional clients, typically involving larger exposures or complex financial products.
What data will be used as inputs for this model?	Details about the data sources or datasets the model uses.
What is the expected output of the model?	Result or prediction generated by the model based on input data. For example, Value at Risk (VaR) or projected cash flows.
What is the anticipated level of model complexity?	Estimated level of model complexity. The options are as follows: • Simple • Moderate • Complex

Note:
The fields shown in the intake form are sample basic fields. You can configure additional fields and update choice values as needed to meet your specific requirements.

Initiate a model risk assessment

Initiate a model risk assessment by verifying the details, assigning stakeholders, and create an assessment using the Model Risk Management application.

Before you begin

Role required: sn_model_risk_mgmt.model_governance or sn_model_risk_mgmt.risk_coordinator

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Model Risk Workspace**.
2. Select the list icon  .
3. From the list, navigate to **Models** > **Initiation**.
4. Select the model.
5. On the Details card, review and modify the field values copied from the model intake form.

Details card

Field	Description
Name	Unique name of the model that reflects its purpose and functionality. The field value is auto-populated from the model intake form entry. You can edit the name as required.
Description	Brief summary explaining what the model does and how it functions. The field value is auto-populated from the model intake form entry. You can edit the description as required.
Purpose	Specific business objective or problem that the model is designed to address. The field value is auto-populated from the model intake form entry. You can edit the purpose as required.
Active	Option to indicate whether the model is in use.
Model classification	Identification of whether the item qualifies as a model or not. The options are as follows: ○ Model: Meets the criteria to be treated as a model. ○ Non Model: Doesn't meet the criteria for classification as a model.
Model type	Classification of the model, such as statistical, machine learning, or rule-based. The options are as follows: ○ Statistical Model ○ AI Model
Third party model	Option to indicate whether the model has been obtained from an external vendor or service provider.
Model category	Internal classification based on the model's use case. The options are as follows: ○ **Retail**: Models designed for individual customer products or services, such as personal loans, credit cards, or consumer risk assessment. ○ **Corporate**: Models used for business or institutional clients, typically involving larger exposures or complex financial products.
Model complexity	Estimated level of model complexity. The options are as follows: ○ Simple ○ Moderate ○ Complex
Input data	Details about the data sources or datasets the model uses.
Output data	The result or prediction generated by the model based on input data. For example, Value at Risk (VaR) or projected cash flows.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Attachments	Option to attach any supporting files or documents.

6. **Optional:** To save the information entered in Details card, select the **Save** button next to the **Mark as complete** button.
7. Select **Mark as complete**.
   The Stakeholders stage in the Model Workflow playbook opens.
8. Select **Edit** to define the Persona, Group, and Users.

   Note:
   The **Users** field is auto-populated with the model owner and model developer defined in the model intake form. A user with the Model Risk Governance or Model Risk Coordinator roles can edit stakeholders at any point in the workflow.

9. Select **Mark as complete** to move to the Assessment stage.

   Note:
   If you update the model owner in the stakeholder list, the model record continues to display the name of the user who submitted the model request as Owner. However, all ongoing activities are assigned to the new model owner selected in the stakeholder list.

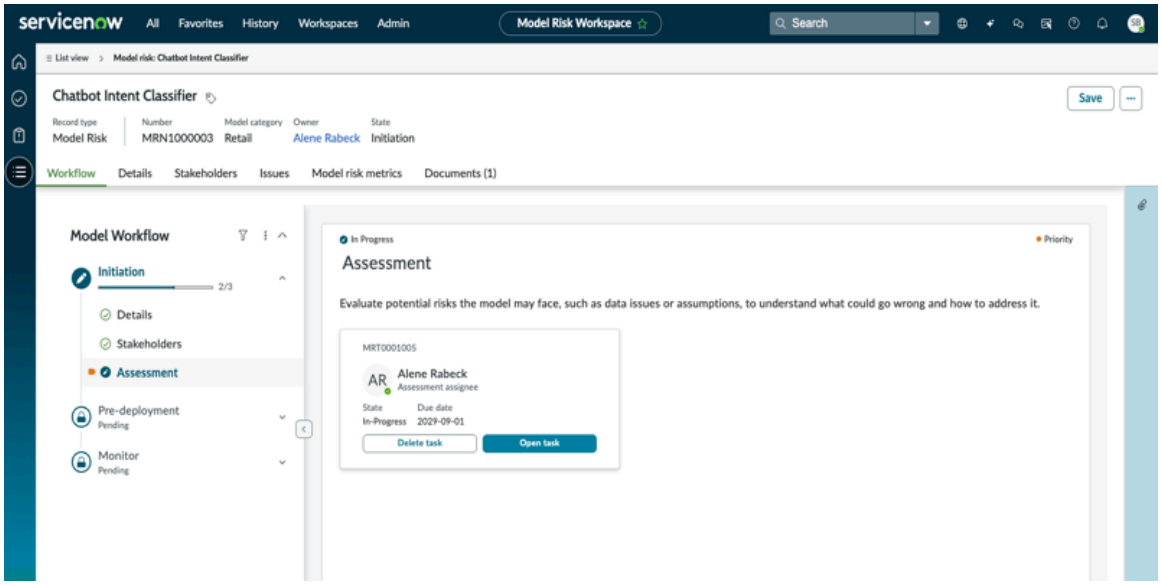
10. Select **Create assessment**.
11. On the Model Risk Assessment dialog, fill in the fields.

Model Risk Assessment

Field	Description
Assessment template	Predefined template that outlines the structure, questions, and scoring logic for the assessment. This field is auto-populated with the default assessment template.
Assessment assignee	Individual assigned to complete the assessment task. This field is auto-populated with the model owner name.
Due date	Date by which the assessment task must be completed.

12. Select **Create**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



A model risk task is created and assigned to the model owner.

What to do next

Perform model risk assessment

Perform model risk assessment

Perform the model risk assessment initiated by the Model Governance team to identify and assess the risks related to a quantitative model using the Model Risk Management application.

Before you begin

Role required: sn_model_risk_mgmt.model_owner or sn_model_risk_mgmt.model_validator

Note:
To perform the model risk assessment from the GRC task page, you must assign either the business_user or business_user_lite role to sn_model_risk_mgmt.model_owner.

Procedure

1. Navigate to **All** > **Self-Service** > **Employee Center**.
2. Under My active items, select **GRC tasks**.
3. Select the model risk assessment from the My to-dos card.
4. Respond to all the factors or questions listed in the Materiality Assessment.
5. Respond to all the factors or questions listed in the Risk Assessment.
6. Select **Submit**.
   After you submit your responses, you are no longer able to modify them.

Result

The model risk task is submitted for approval. If no approvers are configured, the model directly moves to the Pre-deployment state.

Create a validation task

Create a validation task by selecting a predefined validation template, assigning a validator, and setting a due date. This task defines the validation scope and responsibilities, preparing the model for formal validation and deployment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_model_risk_mgmt.model_governance or sn_model_risk_mgmt.risk_coordinator

About this task
You can create a validation task for a model when it is in the Pre-deployment or Monitor stage.

Procedure
1. Navigate to **All** > **Model Risk Workspace**.
2. Select the list icon  .
3. Select the model for which you want to create a validation task.
4. In the Pre-deployment state, select **Create task**.
5. On the Model Validation dialog, fill in the fields.

Model Validation

Field	Description
Validation checklist template	Predefined template that outlines the structure, questions, and scoring logic for the assessment. This field is auto-populated with the default assessment template.
Validation assignee	Individual assigned to complete the validation task. This field is auto-populated with the assignee name selected as a validator in the stakeholder list. You can select only those users who are specified as stakeholders.
Due date	Date by which the validation task must be completed.

What to do next
Perform model validation

Perform model validation

Perform model validation to assess and validate the model, collect required documents, report any issues, and determine if the model is fit for use. This process confirms that the model meets required standards and is ready for deployment.

Before you begin
Role required: sn_model_risk_mgmt.model_validator

About this task
A model risk validation task contains the following stages:

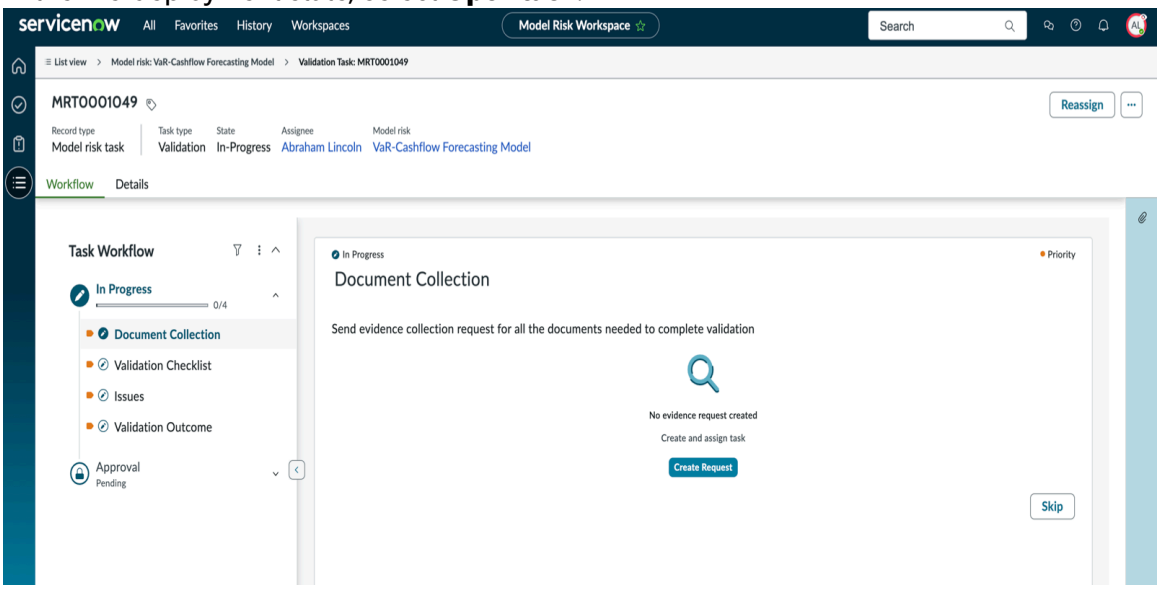
- Document collection
- Validation checklist
- Issues
- Validation outcome

You can perform the listed activities in any sequence.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. To perform model validation from the GRC tasks page, navigate to **All** > **Self-Service** > **Employee Center** and do the following:
   a. Under My active items, select **GRC tasks**.
   b. Select the model validation from the My to-dos card.
2. To perform model validation from the Model Risk Workspace, navigate to **All** > **Model Risk Workspace** and do the following:
   a. Select the list icon .
   b. From the list, navigate to **Models** > **Pre-deployment**.
   c. Select the model for which you want to perform validation.
3. In the Pre-deployment state, select **Open task**.



The model risk validation task workflow opens.

4. To send an evidence collection request, select **Create Request**.
   For more information, see Request evidence for model.
5. In the Validation Checklist stage, select **Open** to perform the validation.
6. Respond to all the factors or questions listed in the validation task.
7. Select **Submit**.
   After you submit your responses, you're no longer able to modify them.
8. **Optional:** In the Issues stage, add new or existing issues with the model.
   When you add new or existing issues, they are associated with the model risk and the model risk task.
9. In the Validation Outcome stage, select the outcome whether the model is fit to use or not and send it for approval.

> **Note:**
> All activities must be completed before sending the task for approval.

Result

The model validation task is submitted for approval. If no approvers are configured, the task is marked as completed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

Request evidence for model

Request evidence for model

Send evidence collection request for all the required documents to complete the model validation. Evidence request helps validators to electronically request the information that they need from the model owner to perform model validation.

Before you begin
Role required: sn_model_risk_mgmt.model_validator

Procedure

1. Navigate to **All** > **Model Risk Workspace**.
2. Select the list icon  .
3. From the list, navigate to **Models** > **Pre-deployment**.
4. Select the model for which you want to request evidence.
5. To send an evidence collection request, select **Create Request**.
6. On the form, fill in the fields.

   For a description of the field values on the Evidence request form, see Request evidence form.
7. Select **Request**.

Request evidence form

Use this form to electronically request the information needed from the model owner to perform model validation.

See the following table for a description of the field values.

Document request form

Field	Description
Name	Unique name of the evidence request.
Due date	Expected date of evidence submission.
Assignment group	Group assigned to provide evidence.
Assigned to	User responsible for providing the evidence.
Evidence collection instructions	Instructions for providing evidence. For example, list of supporting documents, files, and so on.

Approve or reject model assessment and validation tasks

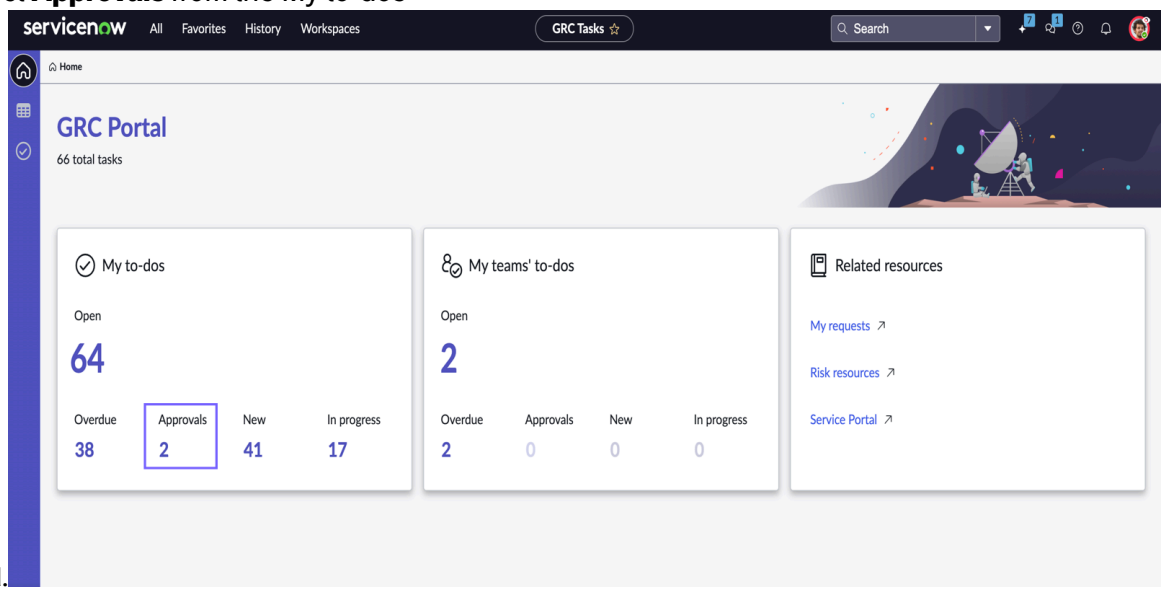
Approve or reject the model assessment and validation tasks either from the Employee Center or Model Risk Workspace.

Before you begin
Role required: sn_model_risk_mgmt.task_approver

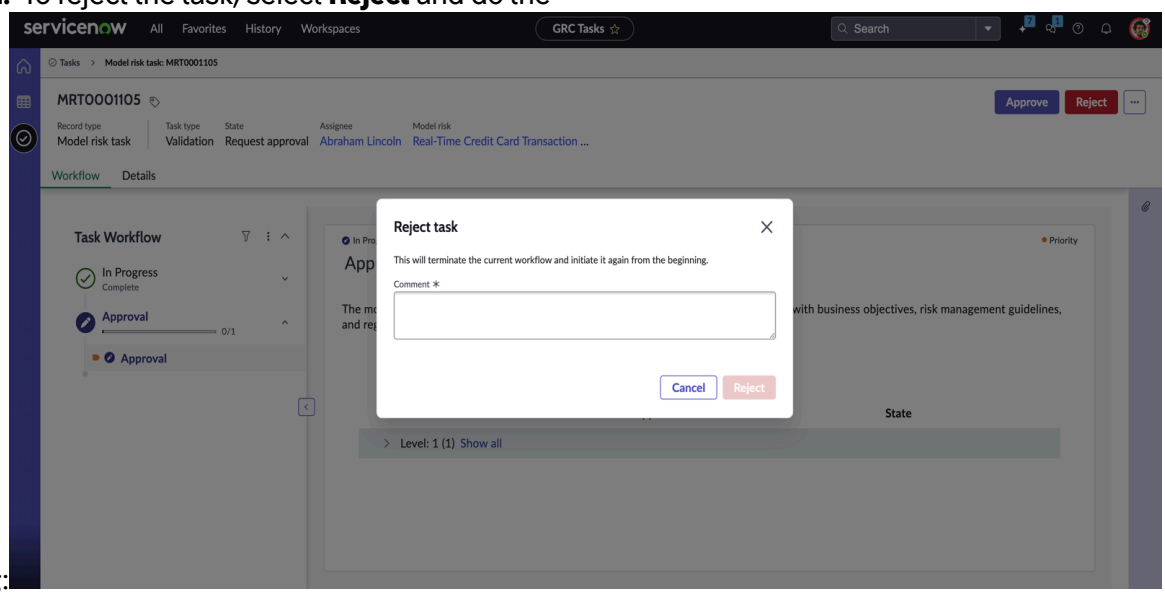
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. To approve or reject model assessment and validation tasks from the GRC tasks page, navigate to **All** > **Self-Service** > **Employee Center** and do the following:
   a. Under My active items, select **GRC tasks**.
   b. Select **Approvals** from the My to-dos card.



   c. To approve or reject model assessment tasks, select **Model assessment tasks** and open the task.
   d. To approve or reject model validation tasks, select **Model validation tasks** and open the task.
2. To approve or reject model assessment and validation tasks from the Model Risk Workspace, navigate to **All** > **Model Risk Workspace** and do the following:
   a. Select the tasks icon .
   b. To approve or reject model assessment tasks, select **MRM Assessments** and open the task.
   c. To approve or reject model validation tasks, select **MRM Validations** and open the task.
3. Select **Approve**.
4. **Optional:** To reject the task, select **Reject** and do the following:



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Provide rejection comments.

b. Select **Reject**.
This action terminates the current workflow and initiates it again from the beginning.

Create an issue for model

Add or create model issues and their remediation actions. Capture validation findings or performance problems and follow them through to resolution.

Before you begin

Role required: sn_model_risk_mgmt.model_risk_coordinator, sn_model_risk_mgmt.model_governance

Procedure

1. Navigate to **All** > **Model Risk Workspace**.
2. Select the list icon  .
3. From the list, navigate to **Models** > **All**.
4. Select the model and navigate to the **Issues** tab.
5. Select **New**.
6. On the form, fill in the fields.

   For a description of the field values on the Create an issue form, see Create an issue form.
7. Select **Save**.

Create an issue form

Use the Create an issue form to capture validation findings or performance problems for a model.

See the following table for a description of the field values.

Create an issue

Field	Description
Name	Unique name for the issue. For example, `Model accuracy deviation`.
Description	Detailed information about the issue, including the context, observed behavior, and any relevant details.
Recommendation	Suggested action or solution to address the issue.
Priority	Importance level of the issue to help determine the order in which it should be resolved.
Assigned to	Individual responsible for resolving the issue.
Issue source	Origin or source from which the issue was identified. This field is automatically set to **Model Risk**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create assessment in the Pre-deployment stage

Create a model risk assessment by verifying the details, assigning stakeholders, and create an assessment using the Model Risk Management application in the Pre-deployment stage.

Before you begin

Role required: Role required: sn_model_risk_mgmt.model_governance

The Model Risk Coordinator [sn_model_risk_mgmt.risk_coordinator] can also create assessments when they are designated as a stakeholder.

Procedure

1. Navigate to **All** > **Model Risk Workspace**.
2. Select the list icon  .
3. From the list, navigate to **Models** > **Pre-deployment**.
4. Select the model for which you want to create an assessment task.
5. In the Pre-deployment state, select **Create assessment**.
6. On the Model risk task dialog, fill in the fields.

Model risk task

Field	Description
Assessment template	Predefined template that outlines the structure, questions, and scoring logic for the assessment. This field is auto-populated with the default assessment template with category as Model Risk.
Assessment assignee	Individual assigned to complete the assessment task. This field is auto-populated with the model owner's name. You can select only those users who are specified as stakeholders.
Due date	Date by which the assessment task must be completed.

7. Select **Create**.

What to do next

Perform model risk assessment

Schedule assessment and validation tasks

Schedule assessment and validation tasks for model risks in the Monitor stage to ensure regulatory compliance and effective risk management.

Before you begin

Role required: sn_model_risk_mgmt.model_governance or sn_model_risk_mgmt.risk_coordinator

About this task

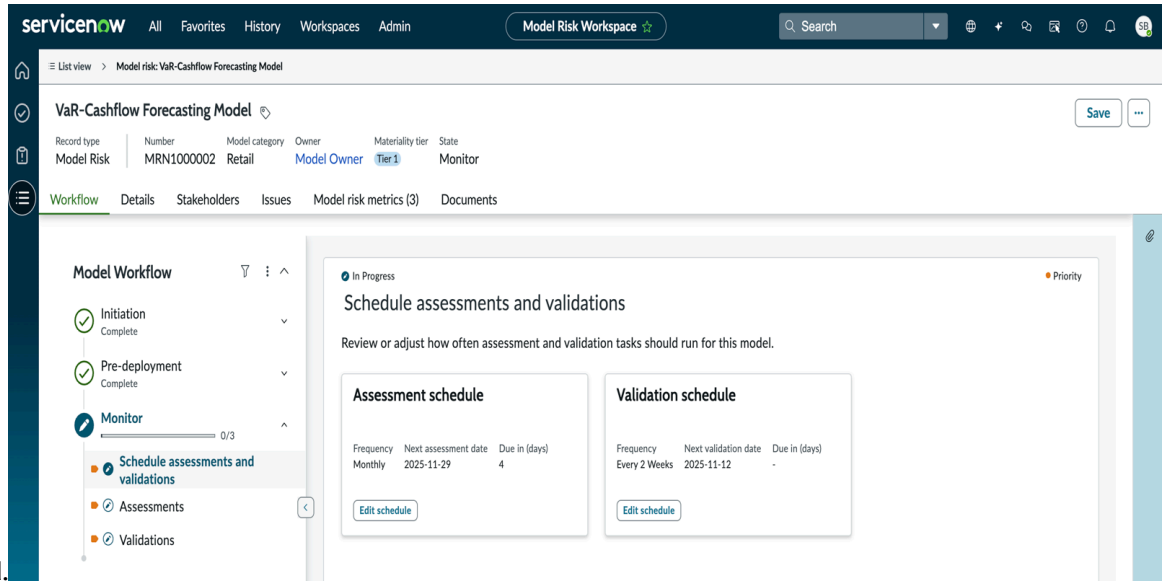
You can schedule assessment and validation tasks for a model risk in the Monitor stage. You can also configure the conditions and frequency for these tasks in the model workflow settings. Based on the configuration, the assessment and validation tasks are created automatically. For more information, refer to Configure Model Workflow Settings.

This task guides you on how to schedule assessment and validation tasks manually from the model risk record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Model Risk Workspace**.
2. Select the list icon .
3. From the list, navigate to **Models** > **Monitor**.
4. Select the model record to schedule assessment and validation tasks.
5. Select **Edit schedule** on the Assessment schedule or Validation schedule card.



6. On the Edit assessment schedule dialog, fill in the fields.

Edit assessment schedule

Field	Description
Default frequency	Default assessment frequency defined in the model workflow settings. This field is auto-populated.
Last assessment date	Date when the last assessment was performed for the model. This field is auto-populated.
Frequency	How often assessments should be performed. The options are as follows: ○ **Daily**: Creates an assessment every day. ○ **Weekly**: Creates an assessment once every week. ○ **Monthly**: Creates an assessment once every month. ○ **Quarterly**: Creates an assessment once every three months. ○ **Semi-annually**: Creates an assessment once every six months. ○ **Annually**: Creates an assessment once every year. ○ **Custom**: Enables you to define your own interval and period for scheduling assessments. ○ **None**: Disables automatic scheduling for assessments. This field is auto-populated with the frequency defined in the Model workflow settings, if available. You can modify the value, and a Modified tag appears after the change.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Next assessment date	Date on which the next assessment is scheduled to start. This field is auto-populated based on the last assessment date and the defined frequency. **Note:** If assessment tasks are skipped, you must manually define the next assessment date.
Due in (days)	Number of days within which the assessment task must be completed after it starts.
Repeat every	Interval value for how often the assessment repeats. For example, enter 2 to repeat every 2 units of the selected period. You can select the unit value in the **Period** field. This field appears only when **Custom** is selected from **Frequency** field.
Period	Time unit for the custom interval. The options are as follows: ○ **Days** ○ **Weeks** ○ **Months** ○ **Years** This field appears only when **Custom** is selected from **Frequency** field.

7. On the Edit assessment schedule dialog, fill in the fields.

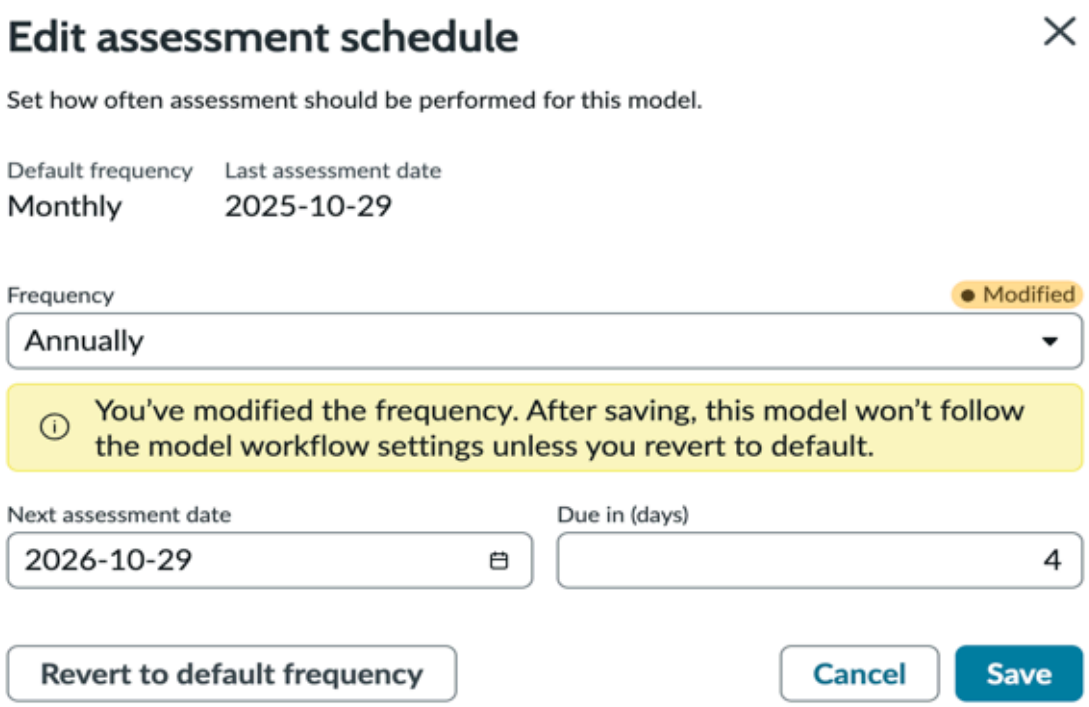
Edit validation schedule

Field	Description
Default frequency	Default validation frequency defined in the model workflow settings. This field is auto-populated.
Last validation date	Date when the last validation was performed for the model. This field is auto-populated.
Frequency	How often assessments should be performed. The options are as follows: ○ **Daily**: Creates a validation task every day. ○ **Weekly**: Creates a validation task once every week. ○ **Monthly**: Creates a validation task once every month. ○ **Quarterly**: Creates a validation task once every three months. ○ **Semi-annually**: Creates a validation task once every six months. ○ **Annually**: Creates a validation task once every year. ○ **Custom**: Enables you to define your own interval and period for scheduling validation task. ○ **None**: Disables automatic scheduling for validation task. This field is auto-populated with the frequency defined in the Model workflow settings, if available. You can modify the value, and a Modified tag appears after the change.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Next validation date	Date on which the next validation task is scheduled to start. This field is auto-populated based on the last validation date and the defined frequency. **Note:** If validation tasks are skipped, you must manually define the next validation date.
Due in (days)	Number of days within which the validation task must be completed after it starts.
Repeat every	Interval value for how often the validation task repeats. For example, enter 2 to repeat every 2 units of the selected period. You can select the unit value in the **Period** field. This field appears only when **Custom** is selected from **Frequency** field.
Period	Time unit for the custom interval. The options are as follows: ○ **Days** ○ **Weeks** ○ **Months** ○ **Years** This field appears only when **Custom** is selected from **Frequency** field.

8. **Optional:** To use the frequency defined in the Model workflow settings, select **Revert to default frequency**.



Reassign model assessments and validations

Reassign an model risk assessment or validation to another assignee from the stakeholder list of the model risk record when the task is in the In-progress state. It ensures that the task continues without delay if the original assignee is unavailable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: sn_model_risk_mgmt.model_governance or sn_model_risk_mgmt.risk_coordinator

Model validators [sn_model_risk_mgmt.model_validator] can also reassign tasks, but only those tasks that are assigned to them.

Procedure

1. Navigate to **All** > **Model Risk Workspace**.
2. Select the list icon  .
3. Navigate to the right location based on the type of task.
   a. To reassign an assessment task, navigate to **Assessment tasks** > **In-progress**.
   b. To reassign a validation task, navigate to **Validation tasks** > **In-progress**.
4. Select the task that you want to reassign.
5. Select **Reassign**.
6. In the Reassign model task dialog, enter the assignee name and reason for reassignment. You can view only those users in the **Assignee** field who are included in the stakeholder list of the model record.
7. Select **Reassign model task**.

Copy assessment responses

Enable the option to copy responses from the most recent completed assessment into new assessments. Respondents can review and edit the pre-filled responses before submission to save time and ensure consistency.

Before you begin

Role required: sn_model_risk_mgmt.model_governance or sn_model_risk_mgmt.risk_coordinator

About this task

This task guides you on how to enable or disable the option to copy responses from previous assessment tasks for a model risk. Model risk governance and model risk coordinators can modify this field at any stage of the model risk life-cycle. When enabled, responses from the most recent completed assessment are copied into new assessment tasks.

Note:
You can copy responses only from assessment tasks, not from validation tasks.

Procedure

1. Navigate to **All** > **Model Risk Workspace**.
2. Select the list icon  .
3. From the list, navigate to **Models** > **All**.
4. Select the model and go to the **Details** tab.
5. In the Pre-fill assessment responses, select **Copy responses from previous assessment**. When enabled, new assessments copy responses from the most recently completed assessment, if available. Respondent can edit the pre-filled responses before submitting.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Override model ratings

Override the risk rating and materiality tier of a model manually at any stages of its life-cycle. This helps maintain data accuracy, transparency, and governance when business context or expert judgment requires adjustments to system-calculated values.

Before you begin

Role required: sn_model_risk_mgmt.model_governance or sn_model_risk_mgmt.risk_coordinator

Procedure

1. Navigate to **All** > **Model Risk Workspace**.
2. Select the list icon  .
3. From the list, navigate to **Models** > **All**.
4. Select the model and go to the **Details** tab.
5. In the Risk & materiality section, select the override icon  on the **Risk rating** field.
6. On the Override risk rating dialog, fill in the fields.

Override risk rating

Field	Description
Computed risk rating	The system-calculated risk rating. This field is automatically set to the computed value.
New risk rating	Risk rating you want to apply, reflecting business context or expert judgment.
Reason for override	Context to justify the manual override of the system-calculated risk rating.
Revert to computed	Option to revert to the system-calculated risk rating.

7. In the Risk & materiality section, select the override icon  on the **Materiality tier** field.
8. On the Override materiality tier dialog, fill in the fields.

Override materiality tier

Field	Description
Computed materiality tier	The system-calculated materiality tier. This field is automatically set to the computed value.
New materiality tier	Materiality tier you want to apply, reflecting business context or expert judgment.
Reason for override	Context to justify the manual override of the system-calculated materiality tier.
Revert to computed	Option to revert to the system-calculated materiality tier.

9. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Link existing documents to a model record

Link documents from your repository to a model record. This feature helps you manage all model-related documents in one place, ensuring version control, audit readiness, and traceability.

Before you begin

Role required: sn_model_risk_mgmt.executive_reader, sn_model_risk_mgmt.model_validator, sn_model_risk_mgmt.model_risk_coordinator, sn_model_risk_mgmt.model_governance

Users on the Xanadu and Yokohama releases must install the Document Management plugin manually. Users upgrading from an earlier release to Zurich must also install it manually. For new installations, the plugin is installed automatically.

Procedure

1. Navigate to **All** > **Model Risk Workspace**.
2. Select the list icon  .
3. From the list, navigate to **Models** > **All**.
4. Select the model and navigate to the **Documents** tab.
5. Select **Link Documents**.
6. Select the document that you want to link.
7. Select **OK**.

Result

The document is linked in the model risk record.

Related topics

Document Services

Model Risk Management reference

Reference topics provide additional information such as default notifications, roles, and tables that are installed with the Model Risk Management application.

Default Model Risk Management email notifications

Default Model Risk Management notifications inform users about important events and status changes throughout the Model Risk Management workflow.

Default Model Risk Management notifications keep stakeholders informed about key events and status changes throughout the Model Risk Management life cycle. These notifications typically cover updates such as model creation, assignment changes, assessment or validation progress, approval requirements, and status transitions. They ensure that users receive consistent and reliable communication without requiring initial configuration.

Default email notification configurations for Model Risk Management

Use the default notification configurations to notify users about specific activities in Model Risk Management. Notification configurations enable administrators to specify:

- When to send the notification
- Who receives the notification
- What content is in the notification

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To access these configurations, navigate to **All** > **System Notification** > **Email** > **Notifications**.

Model Risk Management notifications

Notification configurations	Event	Recipients
Assessment task submitted	An assessment task is submitted for approval.	Approver
Validation task approval and completion	A validation task is approved and marked as Completed.	Assigned validator
Assessment task approval and completion	An assessment task is approved and marked as Completed.	Assessment assignee
Assessment task smart asmt cancelled	An assessment task is canceled.	Assessment assignee
Validation task assignment	A validation task is submitted and is ready for validation.	Assigned validator
Validation checklist reopened	A validation task is reopened.	Assigned validator
Assessment task reopened	An assessment task is reopened.	Assessment assignee
Assessment task assignment	An assessment task is assigned to an assessor for assessment.	Assessment assignee
Validation checklist cancelled	A validation task is canceled.	Assigned validator
Notify model owner for new model	A model is created.	Model owner
New model submission	A model is submitted for review.	Model Risk Governance team

Roles installed with Model Risk Management

The Model Risk Management application installs the essential roles to perform respective day-to-day operational tasks for managing models.

Roles and their descriptions

Role title [name]	Description	Contains roles
MRM Admin [sn_model_risk_mgmt.admin]	The MRM (Model Risk Management) admin can perform the following tasks: • Configure approval configurations for Model Risk Management. • Create Model Risk Management scoring configurations.	• sn_grc_appr.admin • sn_model_risk_mgmt.model_risk_reader • sn_smart_asmt.template_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and their descriptions (continued)

Role title [name]	Description	Contains roles
	• Create or modify assessment templates that belong to Model Risk Management category from the Model Risk Workspace.	
Model Risk Governance [sn_model_risk_mgmt.model_governance]	User with Model Risk Governance role can perform the following tasks: • Configure approval configurations for Model Risk Management. • Access the Model Risk Workspace. • Perform end to end workflow tasks for all the submitted models. • Create or modify assessment templates that belong to Model Risk Management category from the Model Risk Workspace.	• sn_model_risk_mgmt.model_risk_create • sn_smart_asmt.template_manager • sn_grc_advanced.evidence_admin • sn_grc_appr.admin • sn_grc.reader • sn_grc.business_user • sn_model_risk_mgmt.model_risk_delete
Model Risk Coordinator [sn_model_risk_mgmt.risk_coordinator]	Model Risk Coordinator can perform the following tasks: • Access the Model Risk Workspace. • Access model intakes and tasks, and perform actions as needed where the user is assigned as a stakeholder. • Perform and modify model risk and model risk tasks where the user is assigned as a stakeholder.	• sn_grc.business_user • sn_grc_advanced.evidence_admin • sn_model_risk_mgmt.model_risk_reader • sn_grc.reader
Model Validator [sn_model_risk_mgmt.model_validator]	Model validator can perform the following tasks: • Access the Model Risk Workspace. • Perform a smart assessment of models that are assigned to them from the Model Risk Workspace and GRC task page.	• sn_grc.business_user • sn_grc_advanced.evidence_admin • sn_smart_asmt.actor • sn_model_risk_mgmt.model_risk_reader • sn_grc.reader

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and their descriptions (continued)

Role title [name]	Description	Contains roles
	• View the model risks where the user is assigned as a stakeholder. • Perform and modify model risk tasks where the user is assigned as a stakeholder.	
Model Executive Reader [sn_model_risk_mgmt.executive_reader]	Model Executive Reader can perform the following tasks: • Access the Model Risk Workspace. • View all the information available in the Model Risk Workspace such as model intakes, tasks, issues.	• sn_model_risk_mgmt.model_risk_reader • sn_grc_advanced.evidence_reader • sn_grc.reader • sn_grc_appr.approver
Model Task Approver [sn_model_risk_mgmt.task_approver]	Model Task Approver can perform the following tasks: • View model risks and model risk tasks for which they're the designated approver. • Approve the model risk tasks assigned to them.	• sn_grc_appr.approver • sn_grc.reader • sn_model_risk_mgmt.task_read
Model Owner [sn_model_risk_mgmt.model_owner]	Model Owner can perform the following tasks: • Request new models from the Employee Center or Service Portal. • Perform a smart assessment from the GRC task page when either the business_user or business_user_lite role is assigned.	• sn_grc_advanced.evidence_responder • sn_smart_asmt.actor
Model Risk Initiator [sn_model_risk_mgmt.model_initiator]	Model Risk Initiator can request new models from the Employee Center or Service Portal.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and their descriptions (continued)

Role title [name]	Description	Contains roles
	Note: Model Risk initiators can only request a new model but cannot perform assessments. They must define a model owner when raising the model request.	

For more information, see the Employee Center.

Tables installed with Model Risk Management

Tables are added with the activation of the Model Risk Management application.

See the following table for a description of the tables.

Tables installed

Table	Description
Model Risk [sn_model_risk_mgmt_model_risk]	Captures model intakes submitted via the Employee Center, serving as a central repository for all submitted model requests.
Model Risk task [sn_model_risk_mgmt_model_risk_task]	Captures model risk tasks created for the model risks in the model risk workflow.
Model risk task approval [sn_model_risk_mgmt_model_risk_task_approval]	Captures the approval status of all approval records generated for model risk tasks through approval configurations.
Issue to Model Risk [sn_model_risk_mgmt_m2m_issue_model_risk]	Stores the many-to-many (M2M) mapping between all issues attached to the model risk.
Issue to Model Risk task [sn_model_risk_mgmt_m2m_issue_model_risk_task]	Stores the M2M mapping between all issues attached to the model risk task.
Model Risk configuration [sn_model_risk_mgmt_model_risk_configuration]	Stores the model risk assessment scoring configuration created for Smart Assessment templates in the Model Risk Management category.
Model Risk Config to SAE section	Stores the M2M mapping between all the Smart Assessment sections added for use in the model risk configuration scripts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed (continued)

Table	Description
[sn_model_risk_mgmt_m2m_model_scoring_section]	
Model Risk Config To SAE Question [sn_model_risk_mgmt_m2m_model_scoring_question]	Stores the M2M mapping between all the Smart Assessment questions added for use in the model risk configuration scripts.
Model risk score [sn_model_risk_mgmt_model_risk_score]	Stores the scores calculated by the execution of model risk scoring configurations whenever a Smart Assessment is submitted and the assessment task is completed.

Operational Resilience

Operational Resilience is the ability of an organization to respond to the adverse operational events by anticipating, preventing, recovering from, and adapting to such events.

Operational Resilience overview

In today's changing business landscape, an organization may face various operational risks at unanticipated times. Every function of your business plays an important role in maintaining and promoting operational resilience. For example, the Risk team must have the right governance in place to identify and respond to operational risks. The IT team must identify and address the existing and potential threats.

The ServiceNow® GRC: Operational Resilience application empowers your organization to continue to provide your business services in the face of adverse operational events, such as pandemic, extreme weather, or hacking. With Operational Resilience, you can monitor and report data from multiple places and recover from the potential disruptions quickly, with a minimal impact on your customers.

Get started

Explore



Learn about Operational Resilience

Configure



Configure the Operational Resilience application

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Manage	Reference
	
Manage Operational Resilience tasks	Components installed with Operational Resilience

Learn

What is operational resilience?

Additional resources

- Ask or answer questions in the GRC community
- Search the Known Error Portal for known error articles
- Contact Customer Service and Support
- Developer training
- Developer documentation

Exploring Operational Resilience

The Operational Resilience application provides a complete view of your operational resilience status including business service details, entities, and the status of your core business areas.

Operational Resilience overview

The Operational Resilience application helps your organization to achieve a uniform vision and build resilience across different business functions. By using the Operational Resilience application on one platform, various teams can monitor the health of their services in one place.

The Operational Resilience application helps different departments to build their operational resilience effectively:

- IT departments can automate their processes and track the availability and functioning of the failover systems of their applications.
- HR departments can have clear visibility on the market trends, resource pools, and retention risks.
- Facilities departments can focus on implementing the major improvements that help you to manage your day-to-day business operations with low maintenance.
- Security departments can address the physical vulnerabilities and cyberthreats efficiently.
- Finance teams can manage the contractual issues, supply chain risks, and overall finances effectively.
- Risk teams can analyze their potential risks and mitigate their service impact on the business operations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Operational Resilience and Business Continuity Management

Operational Resilience defines the steps that an organization must proactively take to prevent any operational disruptions. Business Continuity Management implements an approach wherein it builds a plan to respond quickly to a disruption that may impact your entire organization.

Operational Resilience is about proactively monitoring the resilience statistics and ensuring that the service delivery happens at any cost. Business Continuity Management is about analyzing the business disruptions, preparing a disaster recovery plan, and responding to a crisis event at the business process level.

As stated earlier, Operational Resilience provides a clear understanding of your company's operational resilience statistics on the dashboard. It includes the statistics for Business Continuity Management, Risks, Controls, Service statistics, and so on. On the other hand, Business Continuity Management operates at the business process level.

Roles installed with BCM Pro and IRM Pro licenses

Users, managers, and administrators with an Operational Resilience IRM Pro license can now access the associated reports, charts, and data. Similarly, those with an Operational Resilience BCM Pro license can also access their respective reports, charts, and data.

For more information on the updated roles, see Roles installed with Operational Resilience.

Operational Resilience workflow

The Operational Resilience application provides a continuous four-stage workflow that helps your resilience managers and administrators to achieve your organization’s safety and well-being. You can prepare for and cope with the adverse events by anticipating, preventing, recovering from, and adapting to such events. The stages of operational resilience are shown in the following example.

To build resilience for your organization, analyze each stage in the resilience life cycle:

1. Anticipate: When disastrous events happen, it is not always obvious which services, people, and processes are critical. Organizational silos, poor data, and different tools can impede your understanding of risks and cross-business dependencies. A lack of prioritization and planning can mean imprecise decision making.

   To overcome these challenges, the Operational Resilience application helps you to perform a what-if scenario analysis to better plan for best, worst, and expected outcomes. The application helps you to prepare for what you must protect and identify the areas to prioritize, according to your business and risk context.

2. Prevent: Most operational procedures are designed for efficiency rather than for risk and compliance. Businesses often over-rely on the manual corrective controls, rather than the automated preventative controls. Early warning of risks or adverse events can be thwarted by manual processes and fragmented data. Such practices can cripple your response to disastrous events.

   The Operational Resilience application can guide you through establishing sufficient controls that reduce the likelihood of potential problems in time to mitigate them effectively. With risk and compliance activities incorporated into your daily work, operations run smoothly with fewer efforts. Intelligent processes and policies help you unlock new efficiencies. Continuous monitoring triggers an immediate and targeted incident response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Respond/Recover: Many businesses are organized in such a way that they are unable to respond to adverse events quickly or safely. Communication internally, or with vendors and suppliers is poor. Split-second decisions can worsen the situation, especially when information is incomplete or outdated.

   Continuity plans that are created using the Operational Resilience application can help you prevent an out-of-control escalation of an incident. A pre-approved and tested recovery plan prepares you to respond to the situations effectively, reduces the risks, and improves the recovery time.

4. Adapt: Operational resilience means you can quickly and easily bounce back from disasters. However, when these events occur, they are not often seen as learning opportunities. But they are. If you look at them in that way, you have a chance to improve your protective measures and respond effectively to the next event. Learning from these events and adapting can lead to minimized impacts and speedier recovery.

   Adverse events, such as fire, extreme weather, pandemics, or data breaches, offer lessons about what could work better. The Operational Resilience application can help you collect data, assess results, and feed conclusions back to your teams. Visibility to the past provides business leaders with a vision of better operational performance in the future.

Operational Resilience benefits

The Operational Resilience application provides the following benefits:

Benefits	Features	Users
Analyze the importance and impact tolerance of a business service.	Performing Importance and impact tolerance assessment	Operational Resilience managers and users
Perform a scenario analysis in Operational Resilience workspace.	Conducting a scenario analysis	Operational Resilience managers and users
Self-attest the business services in Operational Resilience workspace.	Certifying services using self-attestation	Operational Resilience managers and users
Add an issue, change request, incident, and outage in Operational Resilience workspace.	Creating or adding an issue	Operational Resilience managers and users
Add or remove an operational vulnerability in Operational Resilience workspace.	Managing Operational vulnerability	Operational Resilience managers and users

Coral theme

Coral is now the default theme for Business Continuity Workspace. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

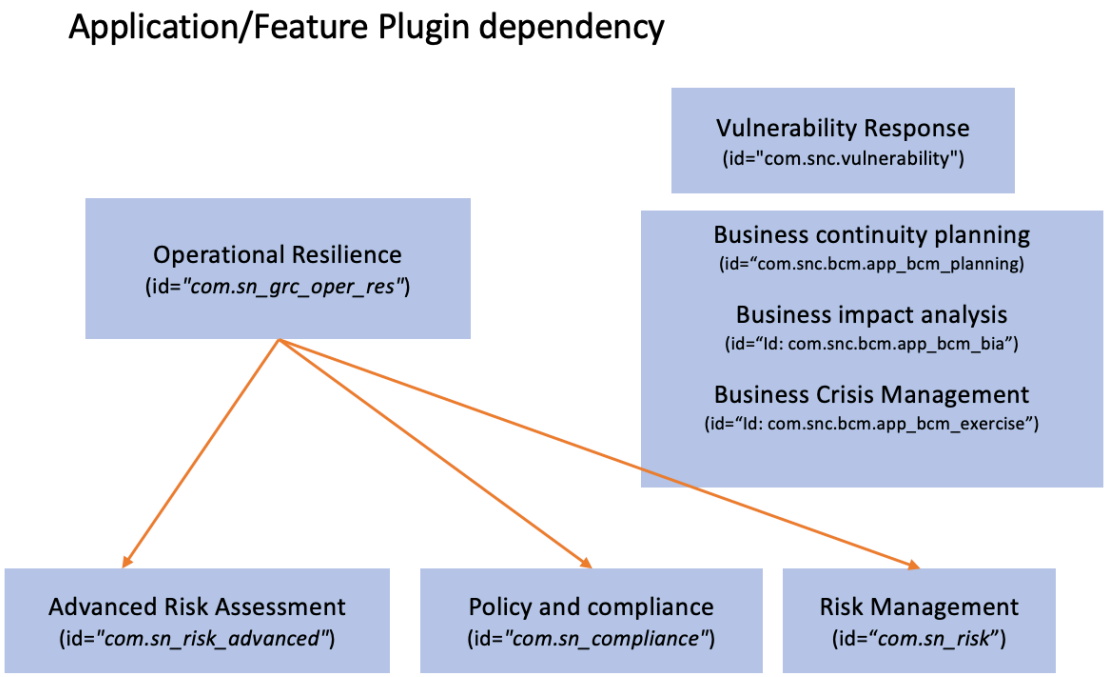
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Key dependencies for Operational Resilience

Before you install the Operational Resilience application, you must install the required GRC applications in your instance.

The following example shows the Operational Resilience hierarchy, required GRC applications, and optional GRC applications that you can add to the reporting dashboard.

Operational Resilience application hierarchy



Required and optional plugins for Operational Resilience

The Operational Resilience application (com.sn_grc_oper_res) is available from the ServiceNow Store. The following plugins are required (hard dependencies) for Operational Resilience.

1. GRC: Common Workspace Elements (com.sn_grc_workspace)
2. GRC: Profiles (com.sn_grc)
3. GRC: Core Case Management (com.sn_grc_case_mgmt)
4. Data Relationships Framework (com.sn_app_grc_relationship_config)
5. Data registry (com.sn_app_grc_data_registry)
6. GRC: Risk Shared Common Components (com.irm-shared-common-components)
7. Document Templates (com.snc.app-document-templates)

The following plugins are optional (soft dependencies) for Operational Resilience.

1. GRC: Policy and Compliance Management (com.sn_compliance)
2. Advanced Risk (com.sn_risk_advanced)
3. GRC: Risk Management (com.sn_risk)
4. GRC: Business Continuity Planning (com.snc.bcm.app_bcm_planning)
5. GRC: Business Impact Analysis (com.snc.bcm.app_bcm_bia)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. GRC: Crisis Management (com.snc.bcm.app_bcm_exercise)
7. Vulnerability Response (com.snc.vulnerability)

Depending on the applications installed in your instance, you can view the reports on the Operational Resilience reporting dashboard.

Common Service Data Model for Operational Resilience

Starting with Release 20.1.x, the Operational Resilience application supports the latest Common Service Data Model (CSDM). CSDM is the data framework that administrators use when configuring ServiceNow® products and applications. It ensures that configuration items (CIs) and their relationships are properly defined and stored in the relevant Configuration Management Database (CMDB) tables.

About Common Service Data Model (CSDM)

The Common Service Data Model (CSDM) offers a robust framework for defining and managing services and business services related data in Operational Resilience reporting. Implementing this model helps organizations achieve the following objectives.

- Define and manage services, business services, and interfaces.
- Identify and manage risks, controls, and incidents.
- Develop and maintain business continuity plans.
- Support operational resilience and control environment management.
- Enable informed decision-making and service optimization.

This data model ensures that services are of high quality and align with the overall business goals.

Benefits of CSDM

The CSDM offers several key benefits for organizations.

1. Improved service management: By defining and managing services, business services, and interfaces, organizations can ensure efficient and effective service/business service delivery.
2. Enhanced Operational Resilience: The CSDM model enhances organizational resilience by identifying and managing risks, controls, and incidents, which enables a quick response and recovery from disruptions.
3. Informed decision-making: By providing a comprehensive view of business services, risks, and controls, the CSDM model facilitates informed decision-making and service optimization.

These benefits help organizations achieve their strategic objectives, enhance customer satisfaction, and maintain a competitive edge in a dynamic business environment.

About the Common Service Data Model

The Common Service Data Model is the standard data model for all products that use the Configuration Management Database (CMDB).

ServiceNow AI Platform® products, applications, and features are CSDM compliant, meaning they all have identical access to the underlying CSDM data model. This shared access greatly enhances the capabilities of your applications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Additional information about the CSDM can be found in the CSDM in a nutshell and Community Forum.

For the playlist of all the videos, see Playlist of all CSDM videos.

Highlights of CSDM for Operational Resilience

The previously integrated data model did not support service offerings and application services. The latest CSDM model now includes support for both service offerings and application services.

Staging tables and pillars

The Operational Resilience application uses the Entity Hierarchy table, [sn_grc_m2m_profile_profile], to save hierarchical relationships. For example, if a record has `upstream_profile` as a business service (BS) and `downstream_profile` as a service offering (SO), it indicates that the business service (BS) directly connects to the service offering (SO) in the CSDM data model.

The Service Process pillar is the parent table for all staging tables in Operational Resilience. Other staging tables inherit the profile field from it.

References for business services (BS), service offerings (SO), business processes (BP), and application services (AS) are added to the [sn_oper_res_profile] table.

For more information on the tables that are relevant to the CSDM data model, see Tables relevant to CSDM. For information on the pillars, see Pillars overview tab.

CSDM data workflow and business model views

The CSDM model offers a framework for evaluating and enhancing an organization's reporting and resilience environment, applicable to various business model views. ServiceNow® products are CSDM aware, and their Configuration Management Database (CMDB) data is organized according to CSDM guidelines, leveraging this structure for improved functionality.

CSDM data workflow

Integrating CSDM data workflow with Operational Resilience uses data from various sources to support the assessment and improvement of the control environment. Here's a high-level overview of the data workflow.

Data collection

Gather data from various sources, including:

- Risk management systems (for example, risk registers, risk assessments)
- Incident management systems (for example, incident reports, root cause analysis)
- Business continuity management (BCM) systems (for example, business impact analysis, recovery plans)
- Compliance and regulatory data (for example, audit reports, regulatory requirements)
- Operational data (for example, key performance indicators (KPIs), metrics)

Data integration

Integrate data from various sources into a centralized repository or data warehouse, using techniques such as:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Data mapping and transformation
- Data normalization and standardization
- Data quality checks and validation

Data analysis

Analyze the integrated data to perform the tasks:

- Identify operational resilience risks and control deficiencies
- Assess the effectiveness of controls and processes
- Evaluate the impact of disruptions on business operations
- Identify trends and patterns in operational resilience data

CSDM integration

Use the analyzed data to support CSDM processes:

- Risk assessment and control objective definition
- Control activity identification and documentation
- Control evaluation and testing
- Remediation and corrective action planning

Reporting and visualization

Provide reporting and visualization capabilities to perform following tasks:

- Communicate operational resilience and CSDM insights to stakeholders
- Support decision-making and prioritization of actions
- Monitor progress and track key performance indicators (KPIs)

By following the data workflow, organizations can perform the following tasks.

- Integrate operational resilience and CSDM data to support a comprehensive control environment assessment
- Identify and mitigate operational resilience risks
- Improve the effectiveness of controls and processes
- Enhance business continuity and resilience
- Support informed decision-making and prioritization of actions

This data-driven approach enables organizations to proactively manage operational resilience and ensure a robust control environment that supports their overall objectives.

Business model views

CSDM provides a framework that can be applied to various business model views, as shown in the following examples.

1. Process view: Assess and improve the control environment for specific business processes, such as financial reporting, procurement, or customer onboarding.
2. Functional view: Evaluate the control environment for specific functional areas, like finance, HR, or IT.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Entity view: Assess the control environment for individual entities or subsidiaries within a larger organization.
4. Cross-functional view: Evaluate the control environment for cross-functional processes, such as risk management, compliance, or internal audit.
5. Enterprise view: Assess the control environment across the entire organization to ensure a consistent and effective control framework.

In each of these views, the CSDM model can help organizations perform the following tasks.

- Identify and assess risks
- Define and document control objectives and activities
- Evaluate control effectiveness
- Foster a culture of continuous improvement

By applying the CSDM model to different business model views, organizations can benefit from the following activities:

- Identify and mitigate risks at various levels
- Improve process efficiency and effectiveness
- Enhance compliance and regulatory adherence
- Ensure a consistent control environment across the organization

This flexible approach, along with the use of Main node configurations, enables organizations to customize their CSDM implementation to meet their specific business needs, ensuring a robust and effective control environment.

For information on setting up the Main node configurations, see Main node configurations: A component of the Data Relationships Framework.

For information on gathering Operational Resilience data aligned with the CSDM model, see Gathering data aligned with the CSDM setup and Landing page and dashboard views.

Main node configurations: A component of the Data Relationships Framework

Starting with Release 20.1.x, the Main node configurations, supported by the Data Relationships Framework, are available with Operational Resilience to define dependency roll-up chains. Operational Resilience administrators configure the entity types and pillars, generate the entities, and then establish relationships between different CSDM objects. After this setup is complete, data from the CMDB is fetched into Operational Resilience, displaying rolled-up dependencies in the Workspace view.

Data Relationships Framework

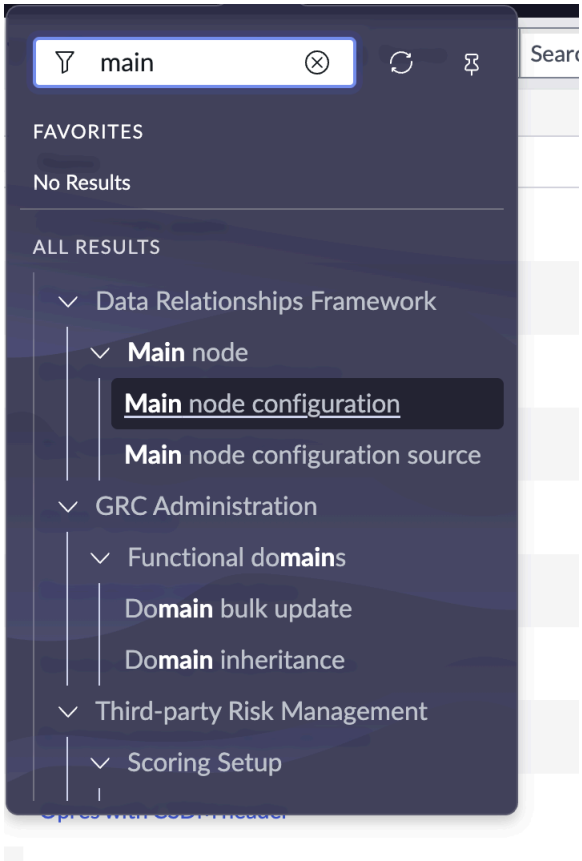
The Data Relationships Framework (sn_grc_rel_config) application provides the underlying framework to retrieve data from the CMDB. The Main node configurations in Operational Resilience support different business views in the CSDM model. The relationships defined in the Main node configuration align with the relationships specified in the CSDM model.

Setting up the Main node configurations

The Operational Resilience administrators set up the Main node configurations via the Main node configuration module listed in the **General administration** menu of the Core UI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For information on configuring the Main node configurations, see Configure the Main node configurations.



Administrators can also configure the sources of the Main node configurations by accessing the Main node configuration source module. For information on configuring the Main node configuration source, see Main node configuration source.

Changes in the Main node configurations in Operational Resilience, version 21.1.x

Beginning with Operational Resilience, version 21.1.x, the following changes are introduced in the Main node configurations.

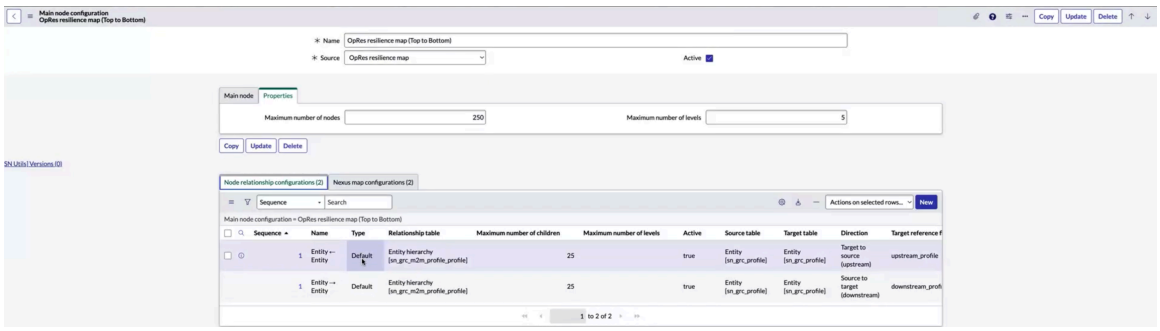
1. Properties tab in the UI: A **Properties** tab has been introduced in the UI of the Main node configurations. For more information, see the "Properties tab introduced in the Main node configurations UI" section.
2. Node relationship configurations related list: The existing Node relationship configurations related list has been enhanced. For more information, see the "Node relationship configurations related list" section.
3. Nexus map configurations related list: Define the UI configuration for the selected main node by configuring the Nexus map configuration settings. You can configure the node and edge settings as defined in the following sections:
   - Node configurations
   - Node status configurations
   - Edge configurations
   - Edge status configurations

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties tab introduced in the Main node configurations UI

Two new properties have been introduced to control the display settings for node maps:

- Maximum number of nodes: Determines the total number of nodes that are displayed in the node map.
- Maximum number of levels: Specifies the maximum number of hierarchical levels to be shown, from top to bottom.

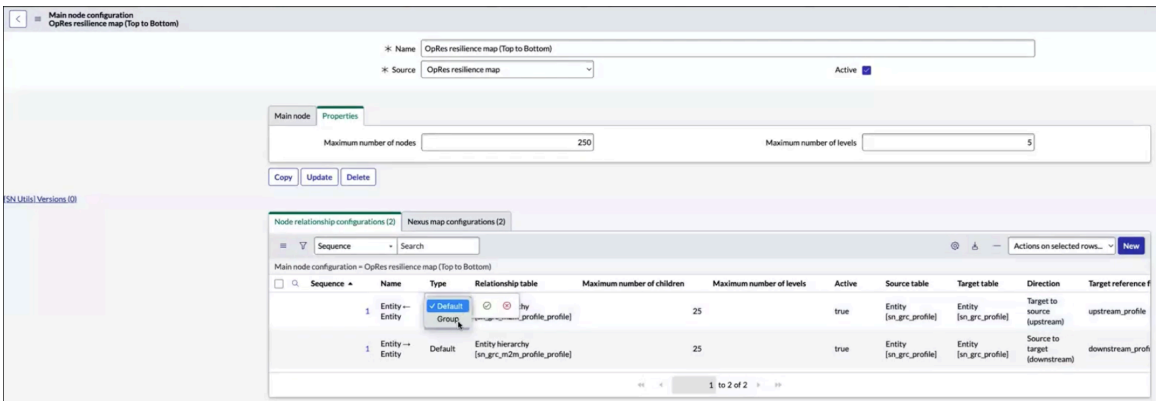


These properties enable you to have more customized and controlled visualization of complex node maps, enhancing the overall user experience.

Changes in the Node relationship configurations related list

The existing Node relationship configurations related list has been updated and includes the following changes:

- Type column: The Type column has been added, offering two distinct options for displaying node relationship information:
  - Default type: As shown in the earlier illustration, the "Default type" column displays the hierarchy from top to bottom. It's the default option.
  - Group type: Aggregates data at a specific node, providing a more focused view.



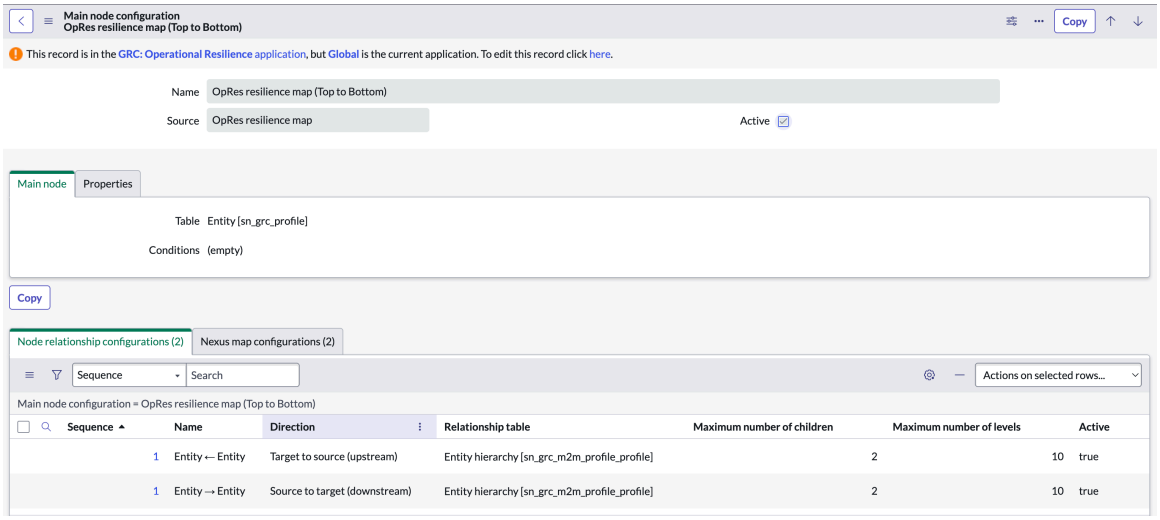
  This enhancement enables for more flexible and meaningful visualization of node data.

- Maximum number of nodes and Maximum number of levels: You can set the maximum number of nodes and levels for the map (as shown in the **Properties** tab). Similarly, you can also control the maximum number of children shown at the specific node relation and maximum number of levels shown at a specific node. The *`Maximum number of levels`* property is enabled only when the source table and target table in the Main node configuration are the same; if they're different, this property is disabled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

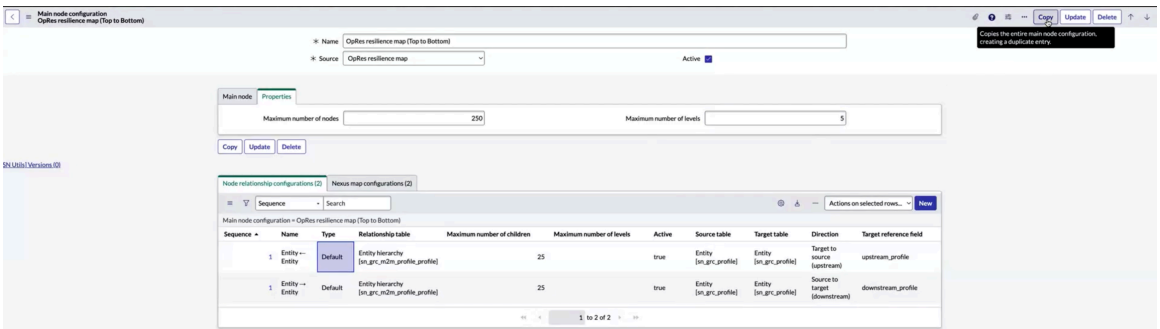
- Maximum number of children: You can control maximum number of children to be displayed at the specific node relation. The minimum value for this field is 2.

- Direction: Another field added to the relationship configuration is "Direction," which specifies the direction of the relationship between the source and target tables. The direction can be set to either "Target to source" or "Source to target." When set to "Target to source," selecting a specific node displays all its upstream nodes, showing the relationships leading to that node. When set to "Source to target," selecting a specific node displays all its downstream nodes.



The "Direction" column helps you to visualize and understand the relationships between nodes.

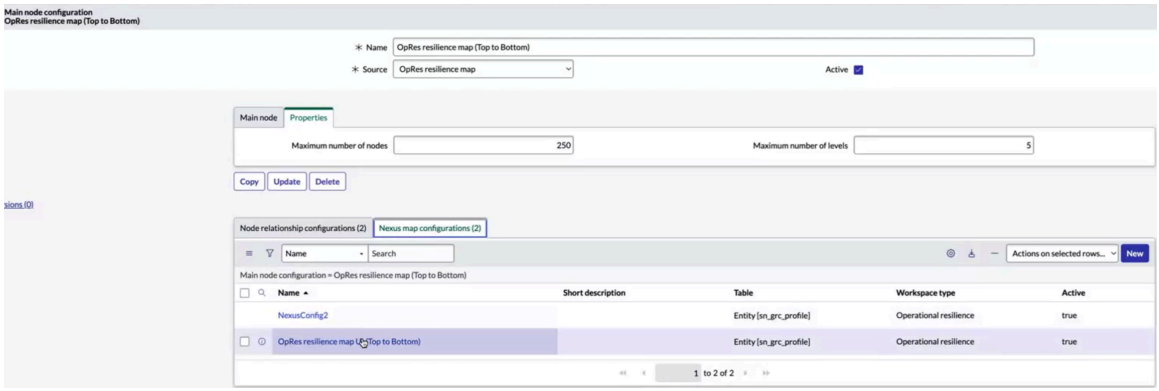
- Copy functionality at the Main node: The main node configuration now includes a **Copy** UI action. When this functionality is used, the selected main node configuration is copied and then you're required to set up the Nexus configuration for the copied main node.



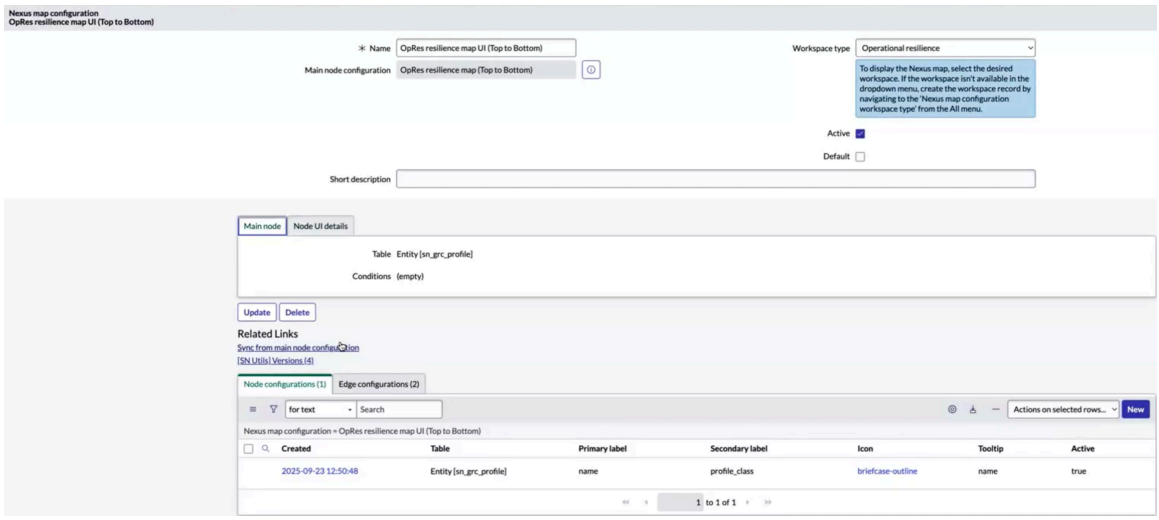
Nexus map configurations related list

The Nexus map configurations related list has been introduced in the UI. Configuring the Nexus map configuration for the selected main node helps you to define its UI configuration, determining how the selected node would be displayed in the Nexus map. This setting includes settings for colors, icons, edge configuration, and other visual elements. A single main node configuration can have multiple Nexus configurations, enabling for different data views for the same structure. This flexibility is achieved through configuration at the Nexus map level.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can select the Nexus map configuration from the related list and view or update its configuration details. The Nexus map configuration for "OpRes resilience map UI" is shown in the example.



For every selected main node configuration, you must choose the workspace type where you want to apply this configuration. The available workspace type includes the Operation Resilience Workspace.

Note:
To display the Nexus map, choose the desired workspace from the available options. If the required workspace isn't listed, you can create a workspace record by accessing the **Nexus map configuration workspace type** from the **All** menu.

The **Main node** tab displays the name of the Main node table along with its associated conditions. The **Node UI details** tab shows the Node UI type, which is set to "Node map default node" by default.

To synchronize changes made at the Main node level, such as adding or modifying relationships, into the Nexus map configuration, use the **Sync from main node configuration** UI action. This action helps you to maintain synchronization between the Main node and Nexus map configuration.

The Nexus map configuration is also referred to as the Main Node UI configuration.

Within the Nexus map configuration, you can customize two key aspects:

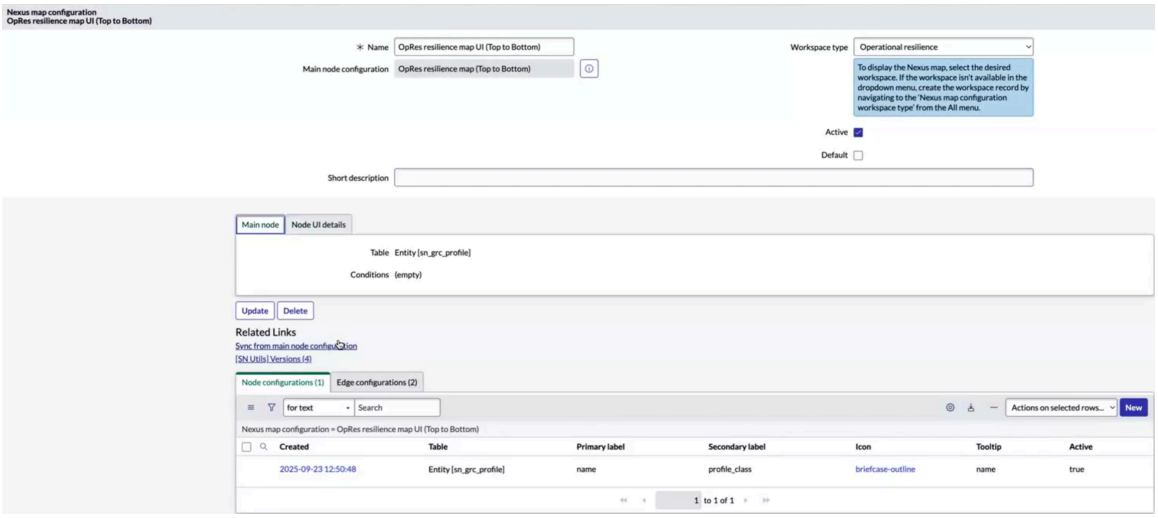
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Node configuration: This setting involves configuring the UI settings for nodes, including their appearance.
- Edge configuration: This configuration involves customizing the edges between nodes, including their type (dashed or solid), color, and other conditional settings.

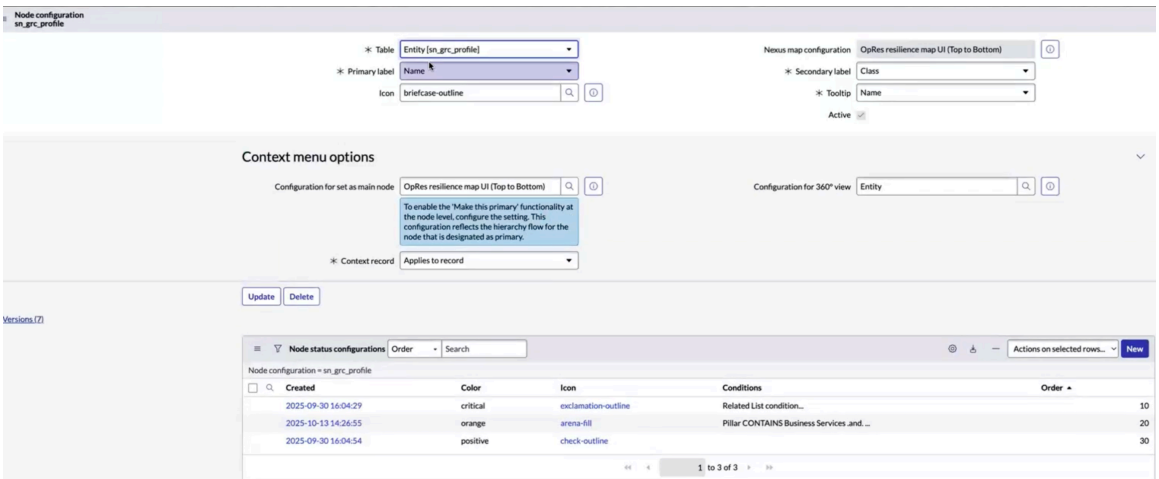
These configurations enable you to tailor the visualization of your Nexus map according to your requirements.

Node configurations

The Node configurations related list helps you to configure the UI settings for the selected node. Then the selected node is displayed in the Nexus map according to the UI settings. The following example shows the node configuration settings for the "Opres resilience map UI (Top to bottom)" Nexus map configuration.



Node configuration settings: Selecting the Node configuration related list shows the node configuration settings defined for the selected node. The example shows the node configuration settings defined for the "Entity [sn_grc_profile]" table.



You can update the following UI parameters for the node:

- Primary label: Update the primary label to be displayed for the node, for example, Name.
- Icon: Update the icon to be used for the node in the main node UI, for example, briefcase-outline.
- Secondary label: Update the secondary label to be displayed for the node, for example, class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

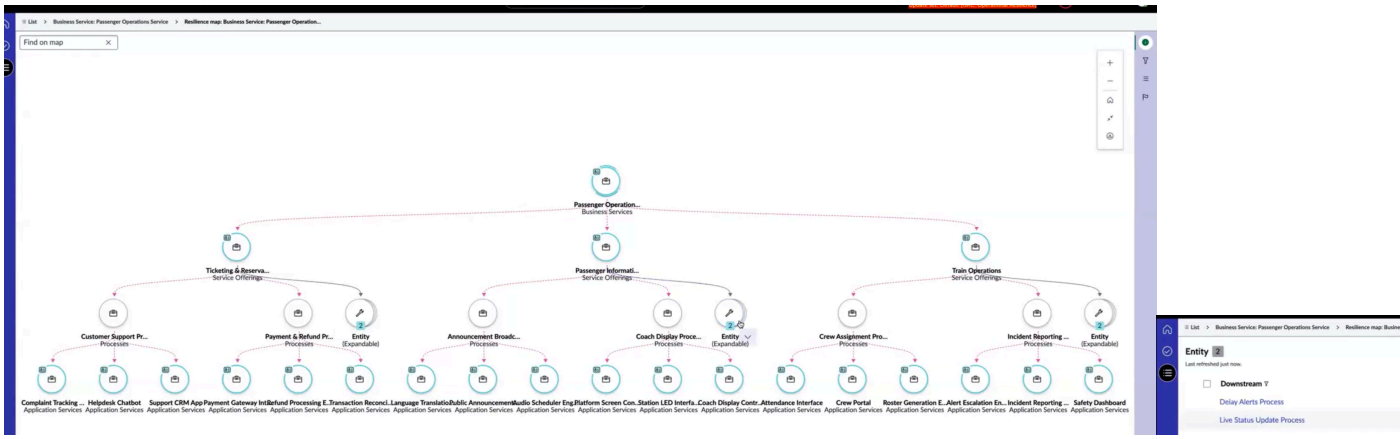
- Tooltip: Update the tooltip to be displayed when hovering over the node, for example, Name.

- **Configuration for set as main node** field (Setting a node as the Main Node): To enable the **Make this primary** functionality for a node (To make a node as a primary node), you must configure the *`Configuration for set as main node`* setting. This configuration reflects the hierarchy flow for the node that is designated as primary. To set a specific node as the Main node (primary node) at any point, select the Nexus map configuration in the *`Configuration for set as main node`* field. For example, when viewing node relationships from primary node A to node B and node C, the node chain such as "A ->B ->C" is displayed. You can select node B as the Main node (primary node) and then the display shows node A as the upstream node and node C as the downstream node.

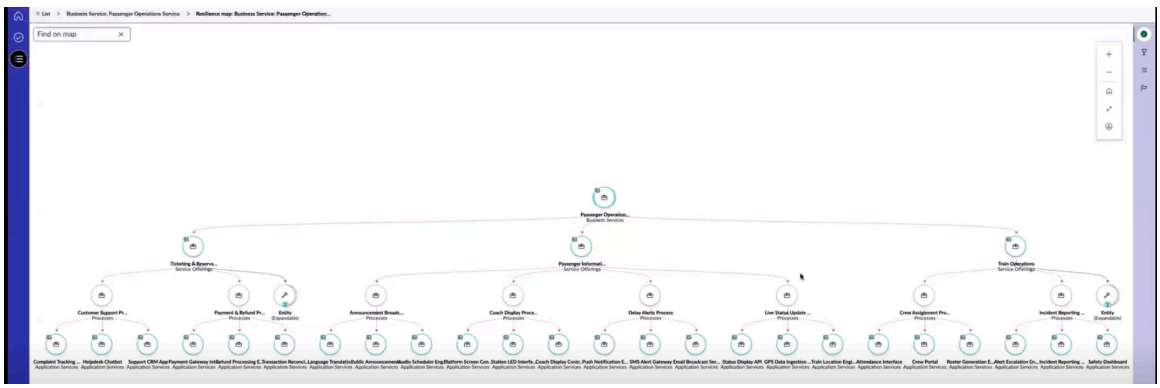
  Configuration for 360° view field: You can configure this setting to determine the configuration to be used when viewing a 360° view, for example, **Entity**.

  Context record: You can define the context record for the selected entity, for example, **Applies to record**.

Node map grouping and expansion: The node map displays grouped nodes, such as first node, second node, and third group as expandable. Right-selecting on the grouped node provides the options to either expand the node or view the open list, which lists the number of nodes grouped at that point.



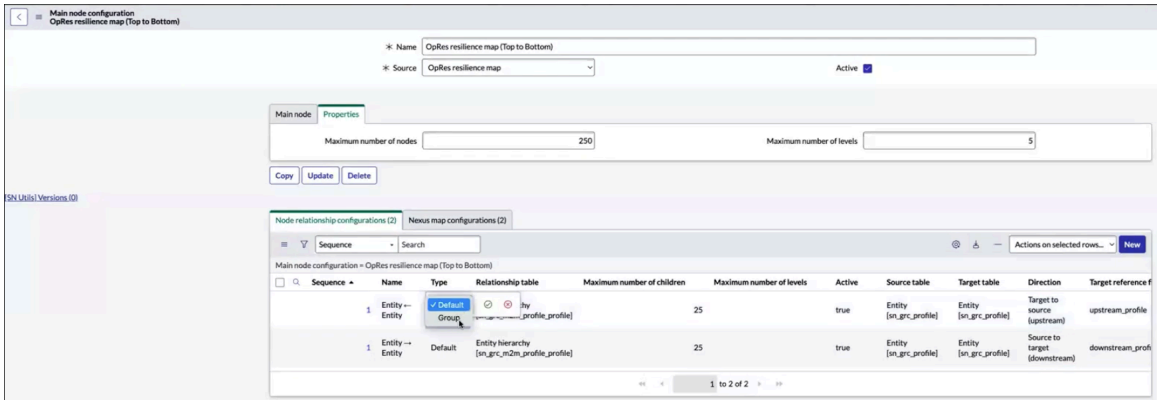
Expansion functionality: The node expansion feature enables you to view additional nodes, such as the "passenger information" level shown in the example. The expansion of the nodes is updated dynamically based on the number of levels available, enabling a more detailed and controlled exploration of the node map. By using the expand and open list options, you can efficiently navigate the map and better understand the relationships between nodes.



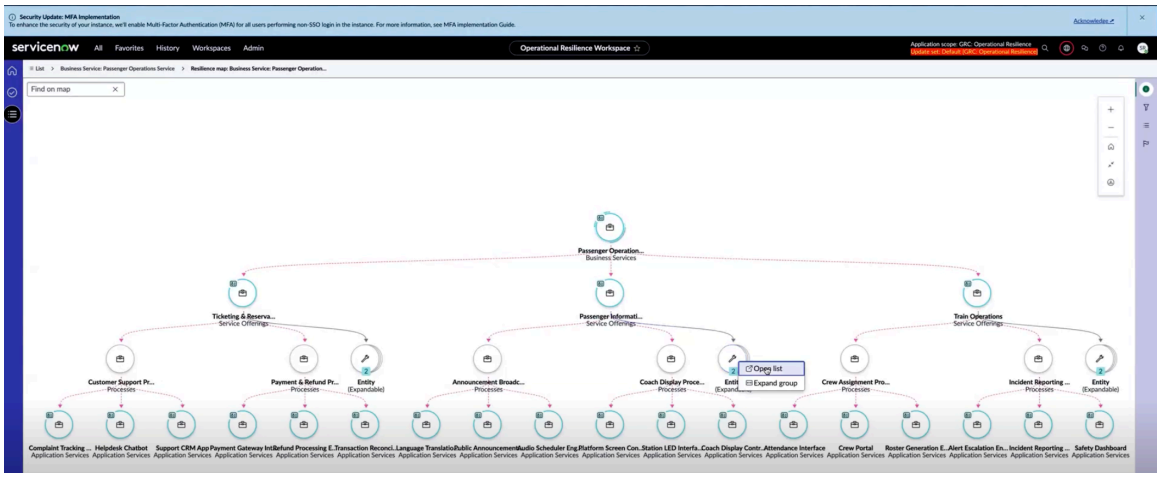
Node map aggregation feature: The node map includes an aggregation feature that enables you to group nodes at a specific level. To use this feature, you can change the main node

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

configuration type from **Default** to **Group** as shown in the example. This action aggregates the nodes at the selected level, providing a more consolidated view.



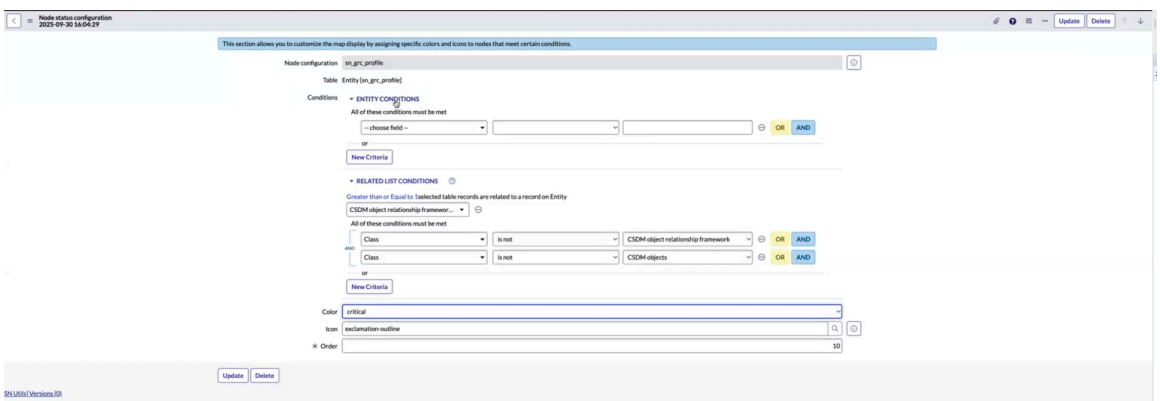
When loading a map with a grouped configuration, nodes are initially displayed in a grouped state. Right-selecting on an aggregated node provides the **Open list** option, which displays the entities aggregated at that point.



This feature simplifies complex node maps, allowing you to focus on specific areas of interest and enhancing overall usability. By using the Group feature, you can more easily analyze and understand the relationships between nodes.

Node status configurations

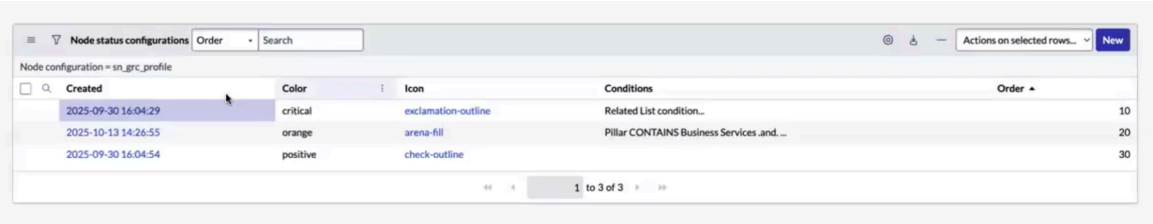
The Node status configurations related list helps you to define conditions for a table and its related lists for the selected node. The example shows entity conditions since the Entity [sn_grc_profile] table is being used. These conditions can be set using fields from the node table or related lists. For example, when the conditions defined in the "Related list conditions" panel are met, that specific node is marked with the "Critical" color and the "Exclamation-outline" icon.



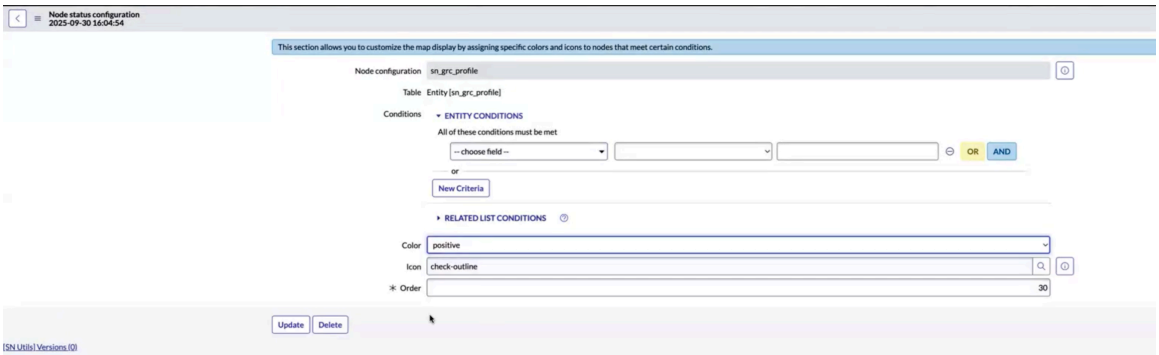
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In this way, when the defined conditions are met, the node status configuration is updated accordingly.

You can define multiple filter conditions as shown in the Conditions column.



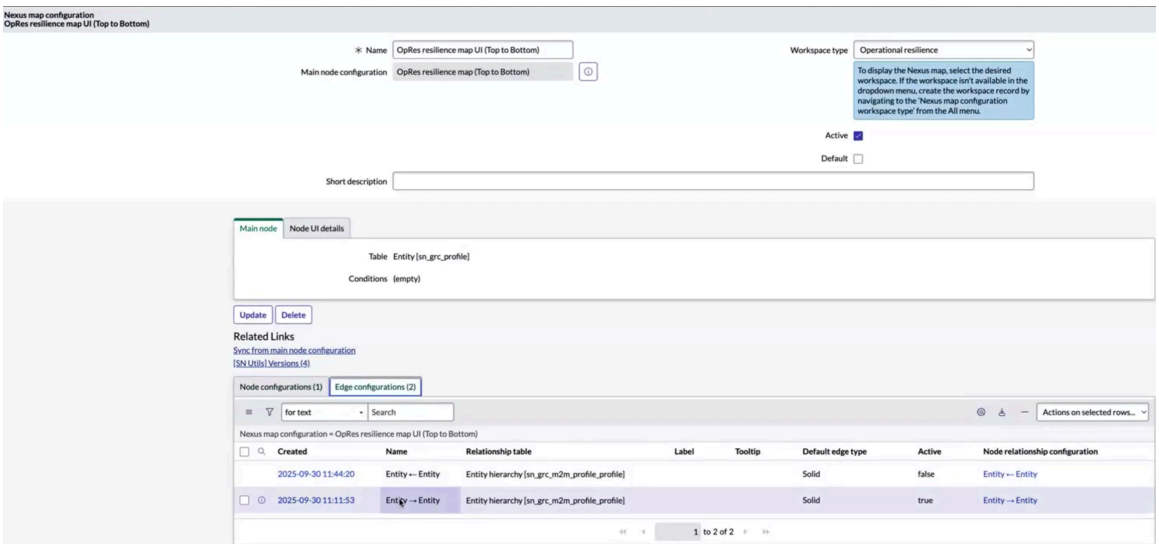
Default node status configuration: When a condition isn't defined for the node status configuration, it's the default node status configuration.



By configuring these settings, you can customize the display and behavior of nodes in the Nexus map to suit your needs.

Edge configurations

Edge configurations can be set up similarly to node configurations. For a given relationship between entities (for example, upstream or downstream), you can define two edge configurations.

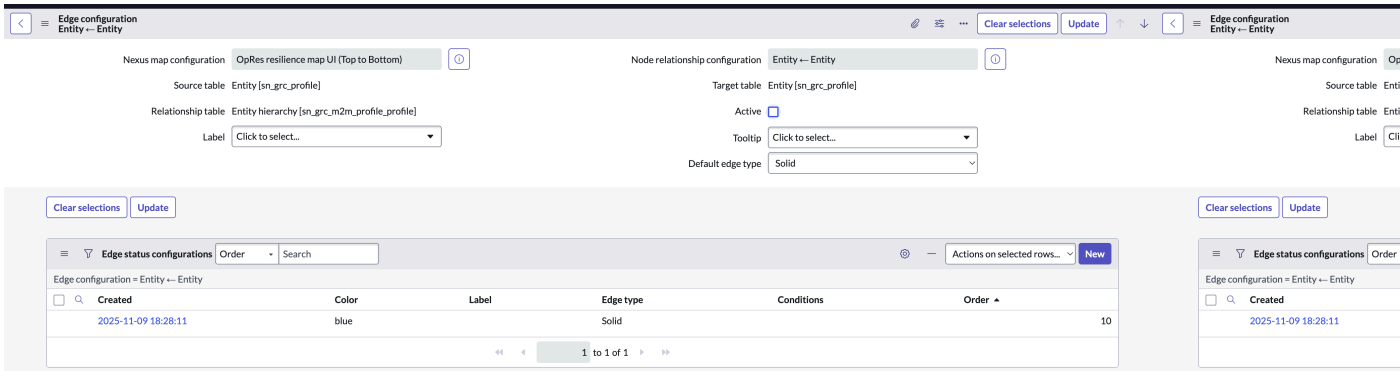


Edge settings: You can customize the following edge settings:

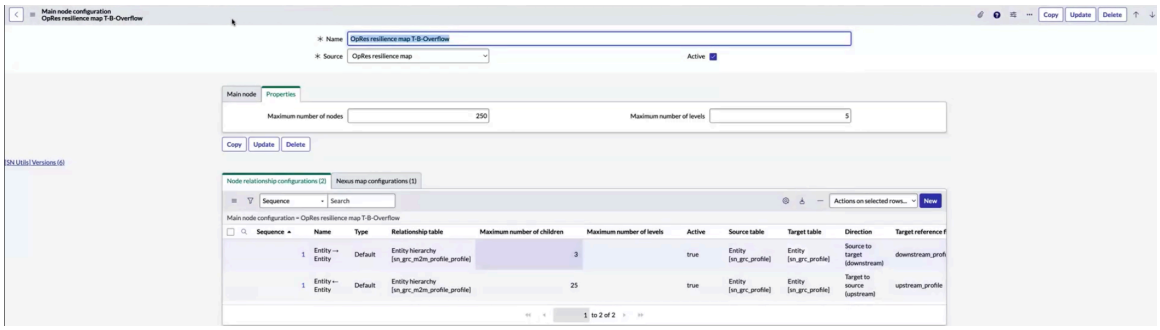
- Label: The label to be displayed on the edge.
- Tooltip: The tooltip to be shown when hovering over the edge.
- Edge type: The type of edge to be displayed (for example, solid or dashed).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Edge configurations related list and Edge configuration record are displayed in the following examples.



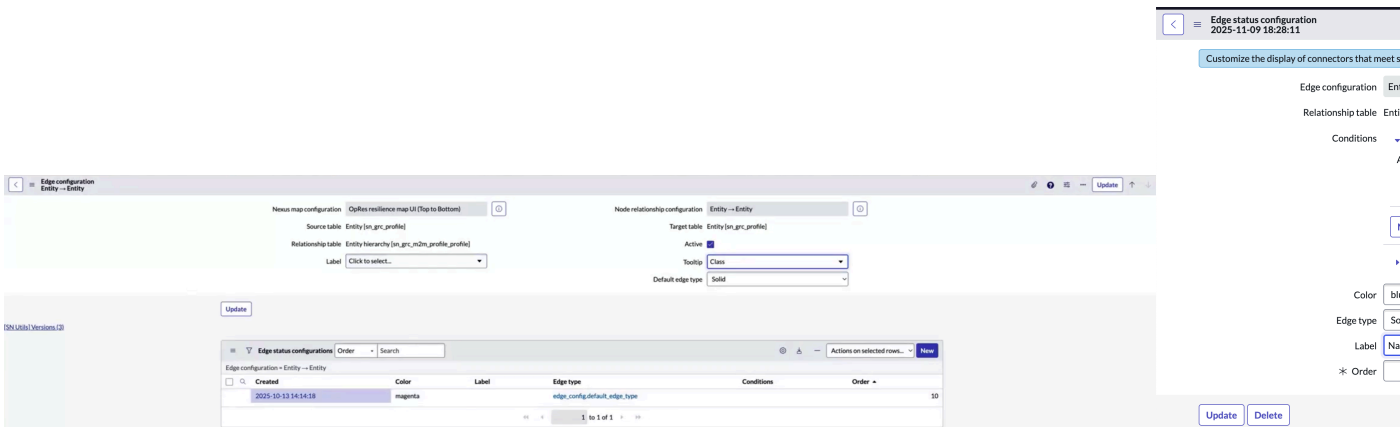
The following example shows the maximum number of children from Source to target direction as 3.



As a result, for every node, the maximum number of children shown is 3.

Edge status configurations

Edge status configurations can be defined based on specific conditions. You can set the edge color, type, and other properties based on these conditions. For example, you can set an edge to display in magenta by default, or change its type to dashed or solid based on a specific condition. By configuring these edge settings, you can create a more informative and visually appealing Nexus map. The edge configuration settings complement the node configuration settings, enabling for a comprehensive visualization of the relationships between entities.

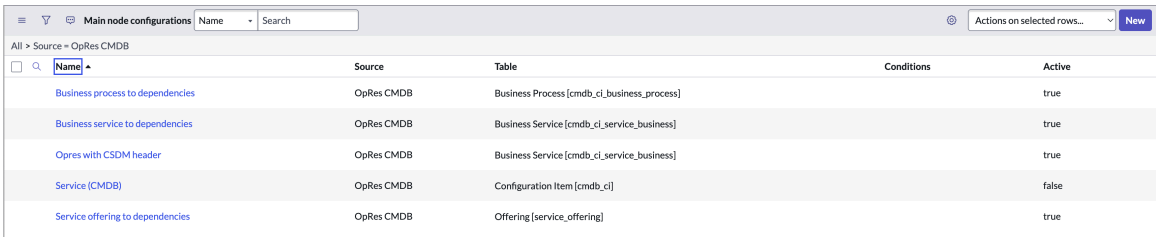


Main node configurations included with the base version

The Main node configurations are included with the Operational Resilience base version. The following Main node configurations, with the source being the "OpRes CMDB", are shipped with the base version:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Opres with CSDM header
- Business process to dependencies
- Business service to dependencies
- Service offering to dependencies
- Service (CMDB)



Note:
You can fully customize the Main node configurations and for each configuration, you can configure the node relationships and Nexus map configurations from the Node relationship and Nexus map configuration related lists. For more information on how to configure the node relationships and Nexus map configurations, see Configure the Node relationship configurations.

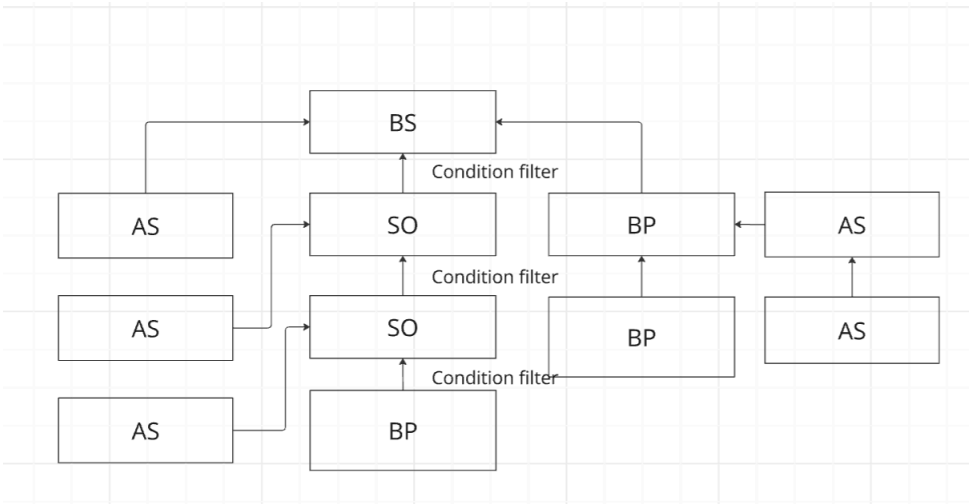
1. Opres with CSDM header configuration for business services: The Opres with CSDM header configuration defines the relationships for a business service and is primarily used by new customers.

   This configuration sets up the direct and indirect relationships between the following objects:

   a. Application services
   b. Business processes
   c. Business services
   d. Service offerings

   The following diagram illustrates the structure of the Opres with CSDM header configuration, available as a base version in Operational Resilience. A business service can have relationships configured with one or more application services, service offerings, and business processes. When entities are generated and scheduled jobs are executed, dependencies are fetched and rolled up to the parent business service. The configuration supports multiple levels of dependencies, as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



For more information on the Opres with CSDM header configuration, see Opres with CSDM header Main node configuration.

2. Service (CMDB) configuration for services: The Service (CMDB) configuration defines the relationships for a service and is primarily used by existing customers. It supports only one level of dependency, such as a parent service having a child service, a process, or a dependency. A child service can have a process and a dependency (such as Dep2 or Dep4 as shown in the example) and a process can have a dependency (such as Dep3 as shown in the sample hierarchy).



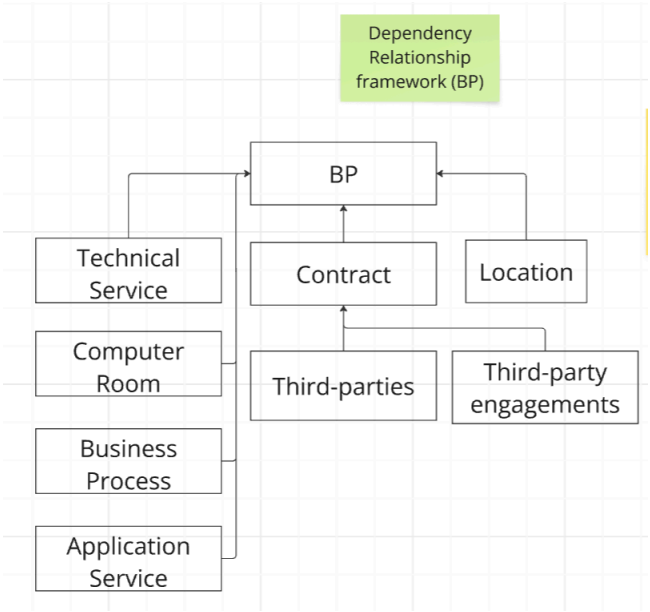
For more information on the Service (CMDB) configuration, see Service (CMDB) Main node configuration.

3. Dependency configurations:

   The Dependency configurations define the relationships for dependencies that are related to business services, business processes, and service offerings.

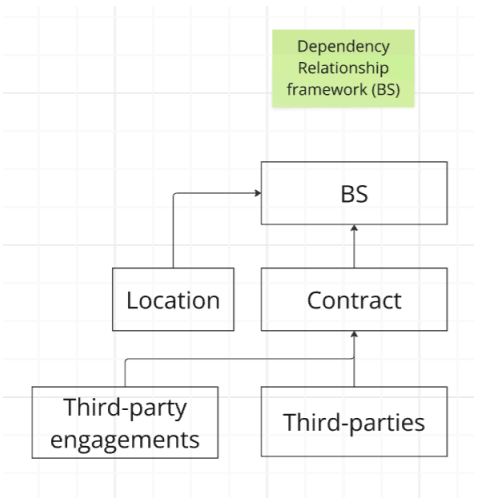
   a. Business process to dependencies: The Business process to dependencies configuration defines the relationships from a business process to its dependencies. The following diagram shows the dependency relationship framework for a business process, available as a base version in Operational Resilience. A business process can have relationships with application services, other business processes, technical services, contracts, third parties, and more. When entities are generated and scheduled jobs are executed, dependencies are fetched and rolled up to the parent business process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



For more information on the Business process to dependencies configuration, see Business process to dependencies Main node configuration.

b. Business service to dependencies: The Business service to dependencies configuration defines the relationships from a business service to its dependencies. The following diagram illustrates the dependency relationship framework for a business service, available as a base version in Operational Resilience. A business service can have relationships with locations, contracts, third-parties, third-party engagements and more. When the entities are generated and scheduled jobs are executed, dependencies are fetched and rolled up to the parent business service.

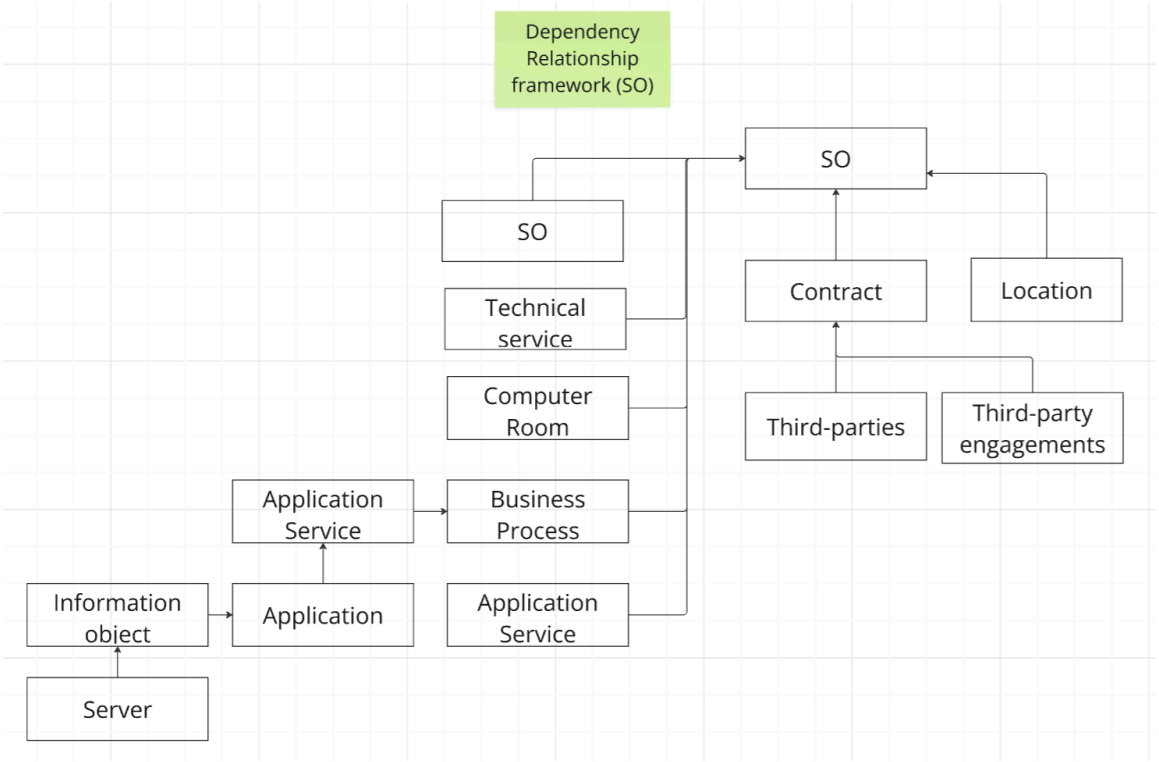


For more information on the Business service to dependencies configuration, see Business service to dependencies Main node configuration.

c. Service offering to dependencies: The Service offering to dependencies configuration defines the relationships from a service offering to its dependencies. The following diagram shows the dependency relationship framework for the service offerings, available as a base version in Operational Resilience. A service offering can have relationships with application services, other business processes, technical services, contracts, third parties, and more.

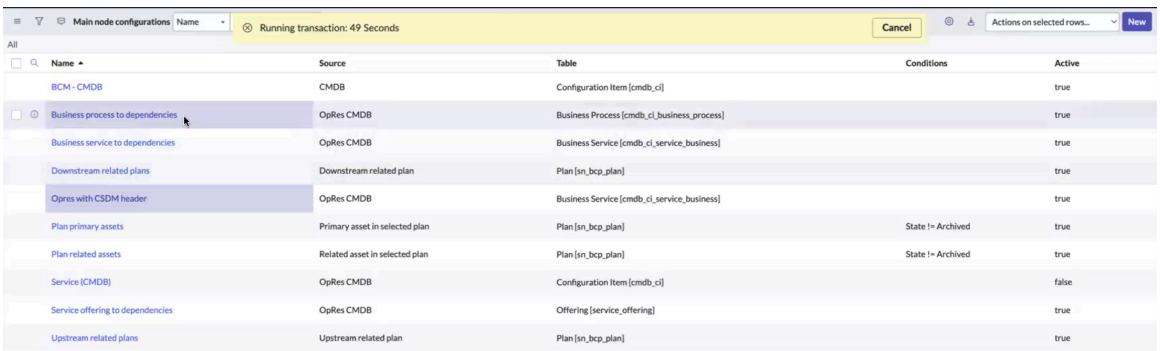
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When entities are generated and scheduled jobs are executed, dependencies are fetched and rolled up to the parent service offering.



For more information on the Service offering to dependencies configuration, see Service offering to dependencies Main node configuration.

4. BCM dependency configurations: When the Business Continuity Management application is installed in an instance, BCM related dependencies are fetched into the Operational Resilience application. The Main node configurations related to BCM, such as BCM-CMDB, Downstream related plan, Plan primary assets, Plan related assets, and Upstream related plans, are shown in the example.



Name	Source	Table	Conditions	Active
BCM - CMDB	CMDB	Configuration Item [cmdb_ci]		true
Business process to dependencies	OpRes CMDB	Business Process [cmdb_ci_business_process]		true
Business service to dependencies	OpRes CMDB	Business Service [cmdb_ci_service_business]		true
Downstream related plans	Downstream related plan	Plan [sn_bcp_plan]		true
Opres with CSDM header	OpRes CMDB	Business Service [cmdb_ci_service_business]		true
Plan primary assets	Primary asset in selected plan	Plan [sn_bcp_plan]	State != Archived	true
Plan related assets	Related asset in selected plan	Plan [sn_bcp_plan]	State != Archived	true
Service (CMDB)	OpRes CMDB	Configuration Item [cmdb_ci]		false
Service offering to dependencies	OpRes CMDB	Offering [service_offering]		true
Upstream related plans	Upstream related plan	Plan [sn_bcp_plan]		true

For more information on the BCM dependency configurations, see BCM dependencies related Main node configurations.

For information on gathering data aligned with the latest CSDM model, see Gathering data aligned with the CSDM setup.

After setting up the Main node configurations, you must verify that the entities are generated in Operational Resilience. Only when the entities are generated in Operational Resilience and the relationships are created in the Main node configurations, CMDB data can be brought into Operational Resilience for reporting.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Node relationship configurations

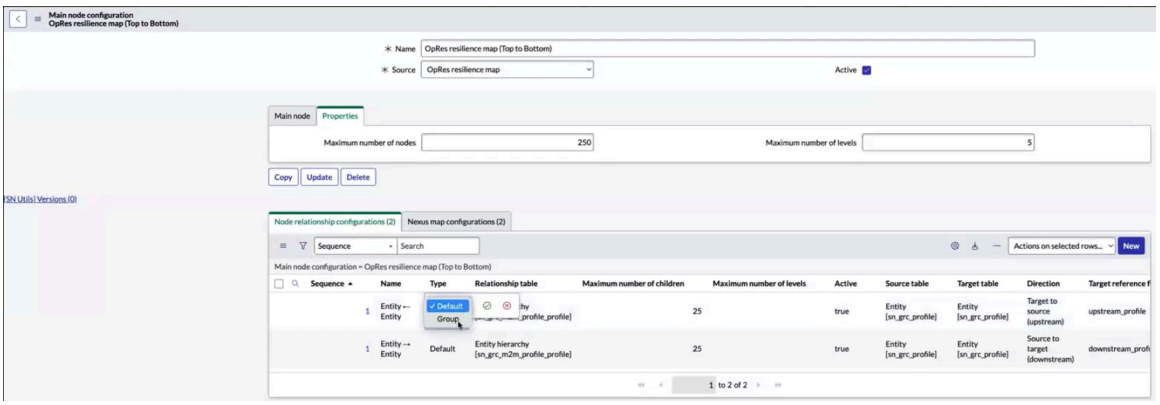
Node relationship configurations are used to set up relationships between the records and objects defined in the table. You can configure the details of the main node such as its name, source, table name, filer conditions, and so on.

For details on the updates in the Node relationship configurations introduced in Operational Resilience, version 21.1.x, refer to the "Node relationship configurations related list" in Main node configurations: A component of the Data Relationships Framework.

Node relationship configurations related list

The existing Node relationship configurations related list has been updated and includes the following changes:

- Type column: The Type column has been added, offering two distinct options for displaying node relationship information:
  - Default type: As shown in the earlier illustration, the "Default type" column displays the hierarchy from top to bottom. It's the default option.
  - Group type: Aggregates data at a specific node, providing a more focused view.

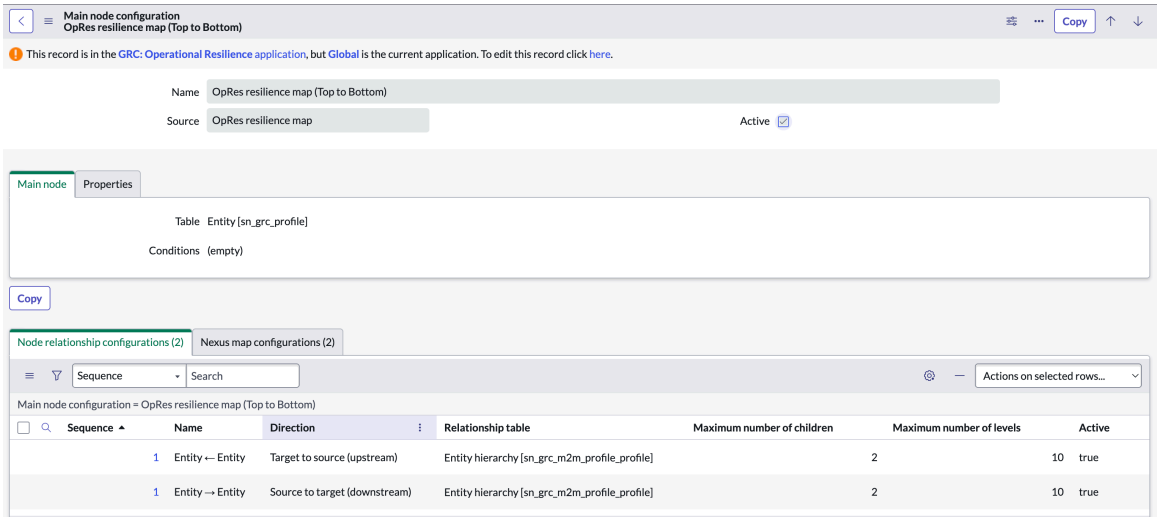


This enhancement enables for more flexible and meaningful visualization of node data.

- Maximum number of nodes and Maximum number of levels: You can set the maximum number of nodes and levels for the map (as shown in the **Properties** tab). Similarly, you can also control the maximum number of children shown at the specific node relation and maximum number of levels shown at a specific node. The *`Maximum number of levels`* property is enabled only when the source table and target table in the Main node configuration are the same; if they're different, this property is disabled.

- Direction: Another field added to the relationship configuration is "Direction," which specifies the direction of the relationship between the source and target tables. The direction can be set to either "Target to source" or "Source to target." When set to "Target to source," selecting a specific node displays all its upstream nodes, showing the relationships leading to that node. When set to "Source to target," selecting a specific node displays all its downstream nodes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



This enhancement provides more flexibility in visualizing and understanding the relationships between nodes.

- Copy functionality at the Main node: The main node configuration now includes a **Copy** UI action. When this functionality is used, the selected main node configuration is copied and then you're required to set up the Nexus configuration for the copied main node.

For information on configuring the Node relationship configurations, see Configure the Node relationship configurations.

For information on setting up relationships between different objects, see Relationships between CSDM objects.

Relationships between CSDM objects

You can configure relationships between various CSDM objects such as business services, service offerings, business processes, and application services by using the Main node configurations. The [sn_grc_m2m_profile_profile table] serves as the source table for establishing these relationships.

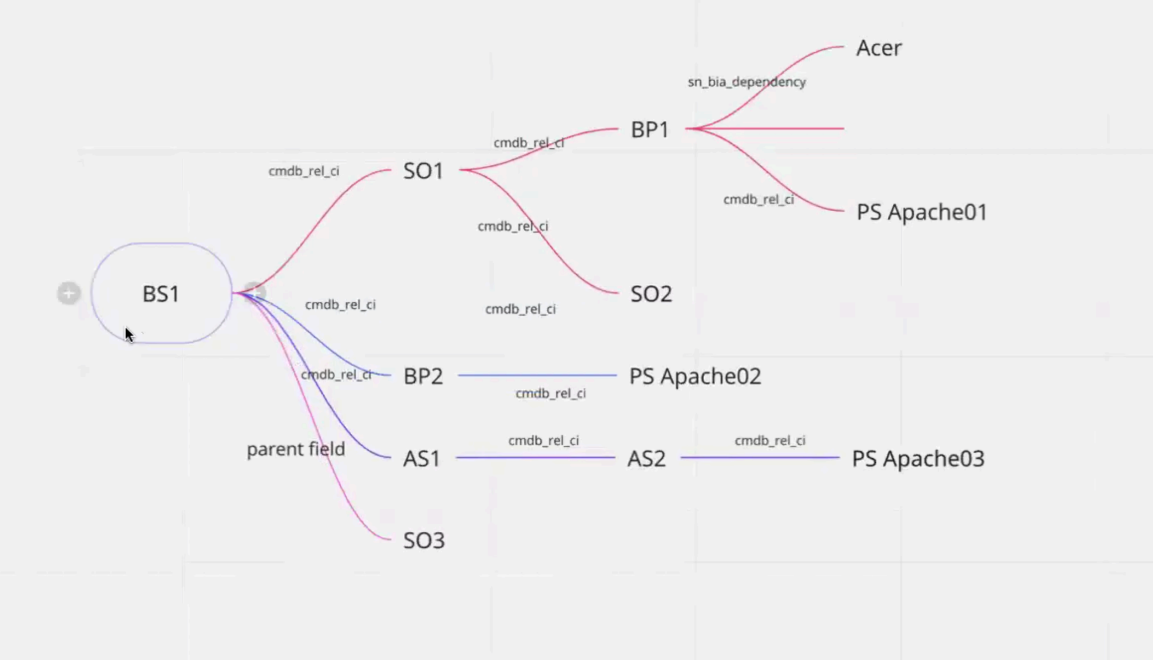
Establishing relationships between different objects

To illustrate the relationships between different CSDM objects, consider the following example of a business service (BS1).

The business service (BS1) includes the following objects as shown in the example.

- Service offering (SO1)
- Business process (BP2)
- Application service (AS1)
- Service offering (SO3)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



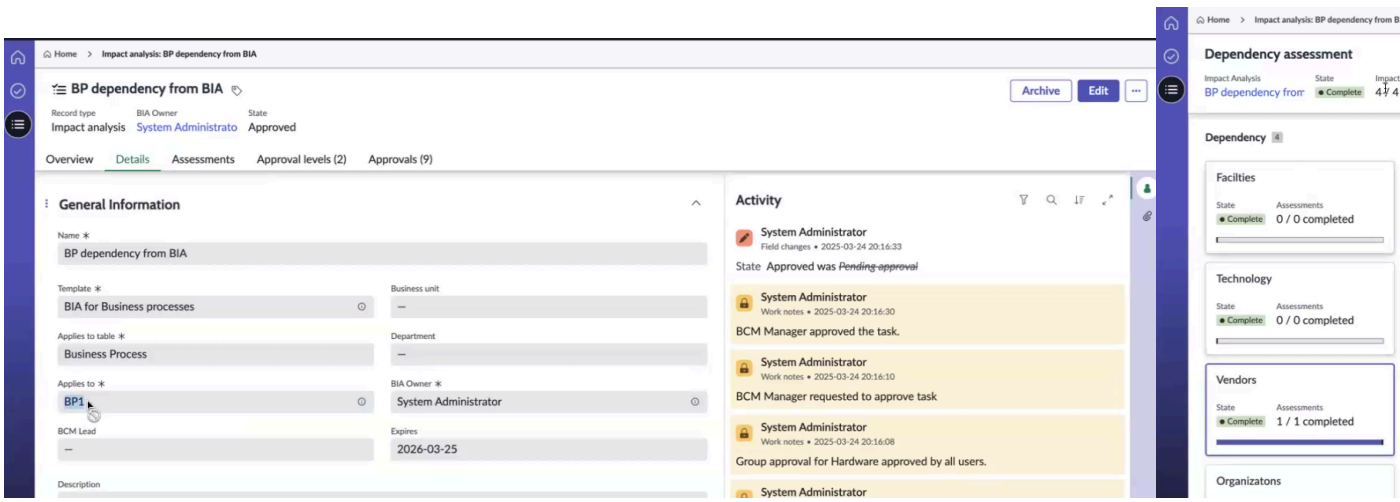
The Service offering (SO1) is related to the Business process (BP1) and Service offering (SO2). BP1 has the following dependencies:

- Acer
- PS Apache01

BP2 has a dependency on PS Apache02. AS1 has a dependency on AS2 and AS2 has a dependency on PS Apache03.

Note:
When you set up the Main node configurations, you must ensure that the entities are set up in Operational Resilience. Only when these entities exist, relationships can be established between the CSDM objects and then data is brought into Operational Resilience for reporting.

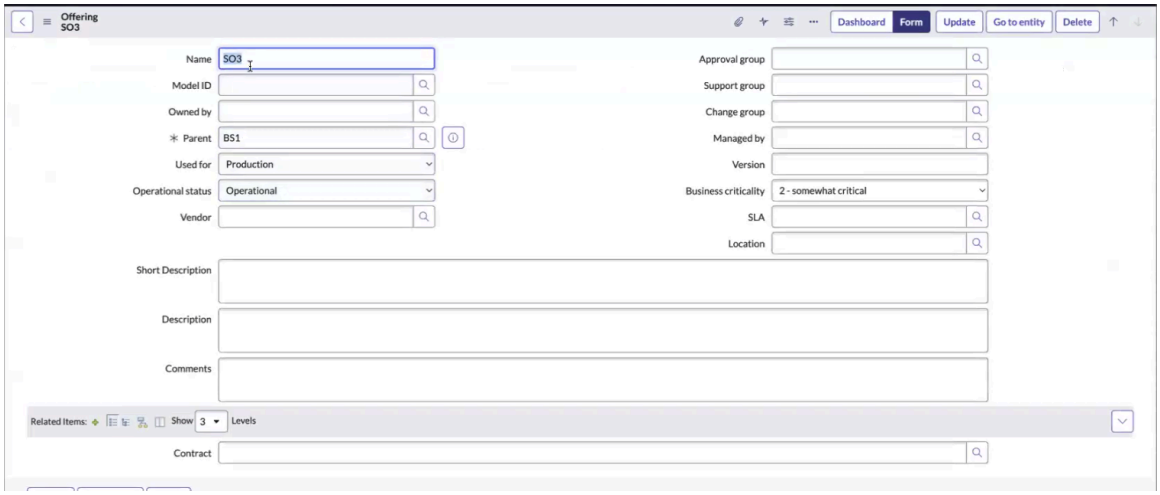
The **Applies to** field in a business impact analysis (BIA) shows the object that has the dependency. The example shows that the business process (BP1) has Acer as a dependency.



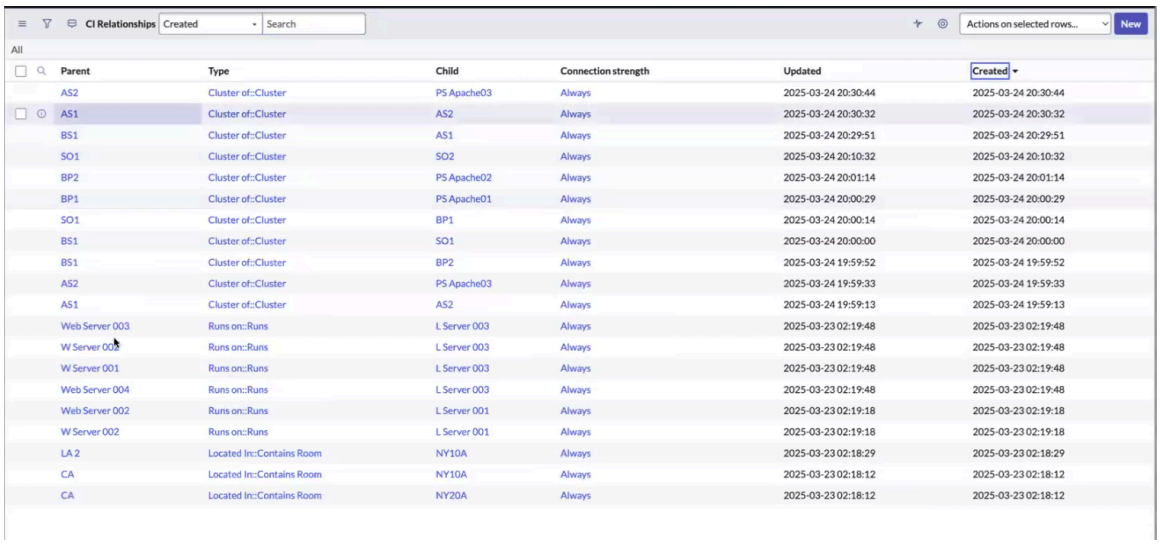
The dependency is also brought from the **Parent** field into Operational Resilience for the service offerings and application services. For example, the parent for service offering (SO3) is business

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

service (BS1). Therefore, when the scheduled job is executed, it fetches SO3 as a configured relationship for business service (BS1).



All the CMDB relationships, as shown in the example, are maintained in the CI relationships [cmdb_rel_ci] table.



To bring these relationships into Operational Resilience, you must use the Main node configurations. For more information, see Configure the Main node configurations.

You can establish the following relationships between objects such as business services, service offerings, and business processes.

Establishing relationships

Entity	Relationships
Business services	• Service offering for a business service: BS -> SO1, SO2 • Business process for a business service • Application service for a business service • Dependencies for a business service

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Establishing relationships (continued)

Entity	Relationships
Service offerings	• Business process for a service offering • Application service for a service offering • Dependencies for a service offering
Business processes	• Application service for a business process • Dependencies for a business process

The same relationship can be applied and used on multiple forms. For example, the business process relationship can be used on both Business service and Service offering forms.

For information on the Main node configurations, see Main node configurations: A component of the Data Relationships Framework.

Nexus map configurations

Beginning with Operational Resilience, version 21.1.x, the Nexus map configuration has been introduced. To display a main node in the Operational Resilience Workspace, you must configure the Nexus map. The Node Map configuration UI allows you to visualize related data hierarchically, track issues, and identify areas needing attention for effective resolution or health monitoring.

Limitations observed before using Nexus map configurations

Before implementing Node map configurations with Operational Resilience, version 21.1.x, visualizing dependencies across multiple stages of the Common Service Data Model (CSDM) in various Workspace views was challenging. The data hierarchies, as shown in the following example model, are complex and multidimensional, making it difficult to understand relationships between different data entities:

- Business Service → Business Service Offering → Business Process → Application → Dependencies
- Entity → Policy → Control Objective → Control → Control Indicator

List views alone are insufficient for effectively depicting complex relationships, often requiring manual navigation through multiple related lists and records to understand upstream or downstream impacts. Node map configurations offer a more efficient solution, enabling you to visualize these complex relationships easily.

Benefits of Nexus map configurations

The Node map configurations, which are part of Data Relationships Framework by default, enable you to define relationships between records and visualize them on a node map. This visualization makes it easier to understand upstream and downstream relationships.

The Node map configuration feature offers the following benefits:

- It enables any consuming application to define relationships between records and visualize related data hierarchically on a node map.
- It facilitates issue tracking and identification of areas requiring attention for troubleshooting purposes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Dependencies for Nexus map configurations

The Node map configurations have the following hard dependencies:

- Data registry for defining data relationships (sn_data_registry)
- Record Related Items Connected (sn_rec_relatedItem)

The Node map configuration has the following optional dependencies:

- Providing 360° Relationship Visualization for rendering 360° view and related items
- Using GRC: Common Workspace Elements for navigating to 360° view and related items

Record visibility based on user access

Access to records is determined by the read access control lists (ACLs) associated with those records. You can only view records that you have access to. Nodes and their underlying children that you don't have access to, aren't displayed in the map.

This functionality verifies that sensitive information is protected and you can only see data that you're authorized to access.

For details on Nexus map configurations, including Node and Edge configurations, refer to the "Nexus map configurations related list" in Main node configurations: A component of the Data Relationships Framework.

Node and edge configurations and property setting from the UI

To access the Node map configuration from the Operational Resilience Workspace, BCM administrators must set up the Main node configurations. Once the Main node configuration table is set up, it enables you to create configurations for entities such as services, business services, offerings, business processes, and application services. You can update the properties, node, and edge configuration details.

Main node configuration properties tab in the UI

The main node configuration comprises several key properties:

- Maximum number of nodes and levels
- An order field that auto-increments by 10 (You can update the order field manually.)
- A direction property defining relationships between configuration items and entities

You can update these property settings from the UI directly. For more information on setting up the Main node configurations in your instance, see Configure the Main node configurations.

Nexus map configuration related list in the Main node configuration

As of Operational Resilience, version 21.1.x, the Nexus map configuration related list is available within the Main node configuration. This enhancement enables you to create multiple configurations for a single main node. You can designate a default configuration for a main node, which is used when loading the node map. The Nexus map configuration consists of two distinct aspects: node configuration and edge configuration.

Node and edge configurations

The node configuration defines the visual representation of nodes, including their icon, tooltip, primary label, and secondary label. In contrast, the edge configuration determines the appearance of the connections between nodes, such as line type, color, label, and tooltip.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To access the entity hierarchy graphically, select the **Resilience Map** button on an entity's **Overview** tab in the Operational Resilience Workspace list view. The node map illustrates the entity hierarchy based on upstream and downstream relationships.

User roles and UI display

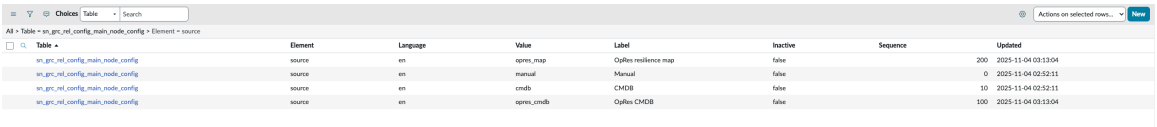
The Nexus map feature is accessible to multiple user roles, although its configuration settings are read-only. The configuration for Nexus Map is managed through the Main node configuration, with related lists for the node relationship and edge configurations. You can customize properties such as maximum number of nodes, maximum number of children, and edge properties. Based on your configuration settings, the resulting node map is displayed in the UI.

Main node configuration source

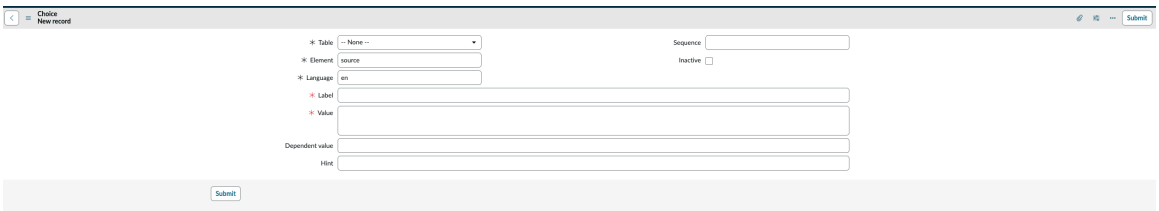
You can set up the source for the Main node configurations.

You can select the Main node configuration table and set up the element type as source. You can also add the label for the source such as CMDB, OpRes CMDB and then set up the Value, Sequence, Active flag, and so on.

In the Main node configuration source list view, you can review the available source configurations as shown in the example.



You can create a Main node configuration source configuration as shown in the example.



Configuring Operational Resilience

Configure the Operational Resilience application to identify risks, failed controls, monitor services and processes, and ensure a complete resilience of your organization.

Operational Resilience configuration overview

A typical configuration of the Operational Resilience application consists of the following steps:

1. Download the Operational Resilience application in your instance. For instructions, see Install Operational Resilience application.
2. Pillar configuration: Configure the pillars in Operational Resilience. You can also add new pillars or modify the existing pillars, but it is suggested to retain the pillars that come with the base system. For information, see Configure the pillars.
3. Entity type and entity filter configuration: Activate the entity types and entity filters. For information, see Configure entity types and entity filters.
4. Main node configurations: Update the main node configurations that are available with the base system or add more main node configurations. For information, see Configure the Main node configurations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Properties: Configure the properties to suit your business needs. For information, see Configure Operational Resilience properties.
6. Dashboard customization: Customize the dashboard by adding or removing reports as needed to suit your requirements.

Sample Main node configurations

For creating new Main node configurations in the Operational Resilience application, refer to the following end-to-end examples:

- Create a Services to dependencies sample Main node configuration.
- Create an Application service to dependencies sample Main node configuration.
- To configure an end-to-end workflow for a business service and fetch its CSDM dependencies and red flags data to Operational Resilience, see Sample end-to-end workflow for business services.
- To configure an end-to-end workflow for a service and fetch its CSDM dependencies and red flags data to Operational Resilience, see Sample end-to-end workflow for services.

For other general administrative setup tasks, see Completing general administrative tasks.

Install Operational Resilience application

Install the GRC: Operational Resilience application from the ServiceNow Store and run it in your instance.

Before you begin

Role required: admin

Procedure

1. Navigate to **System Applications** > **All Available Applications** > **All**.
2. Find the GRC: Operational Resilience (App id: sn_oper_res) application using the filter criteria and search bar.

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

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

3. Select **Install**.
   The application dependencies are installed by default.
4. If demo data is available and you want to load it, select **Load demo data**.

   Some applications include demo data, which are sample records that describe application features for common use cases. Load demo data when you first install the application on a development or test instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
If you do not select the **Load demo data** check box for a store application during installation, demo data is not available to install from the **Application Manager** later. For information on how to install or reinstall demo data after the initial installation, see the Workaround to install demo data if application is already installed [KB0722909] article in the HI Knowledge Base.

5. Select **Install**.

Related topics

List of plugins

Assign Operational Resilience roles to your users

Assign the appropriate roles to the users of the Operational Resilience application.

Before you begin
Role required: sn_oper_res.admin

About this task
To use the Operational Resilience application successfully, you must assign relevant roles to your users.

Procedure
1. Navigate to **All** > **User Administration** > **Users**.
2. Click the name of a user.
3. Click the **Roles** tab.
4. Click **Edit**.
5. Move the roles that you want to assign to the user from the Collection side to the Roles List and click **Save**.
6. Repeat these steps for each of your users.
   For more information on the roles, see Roles installed with Operational Resilience.

Set up pillars, entity types, and generate entities

Create entity types and pillars from the Operational Resilience Workspace and generate the entities based on the setup in the Operational Resilience application.

Before you begin
Role required: sn_oper_res.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

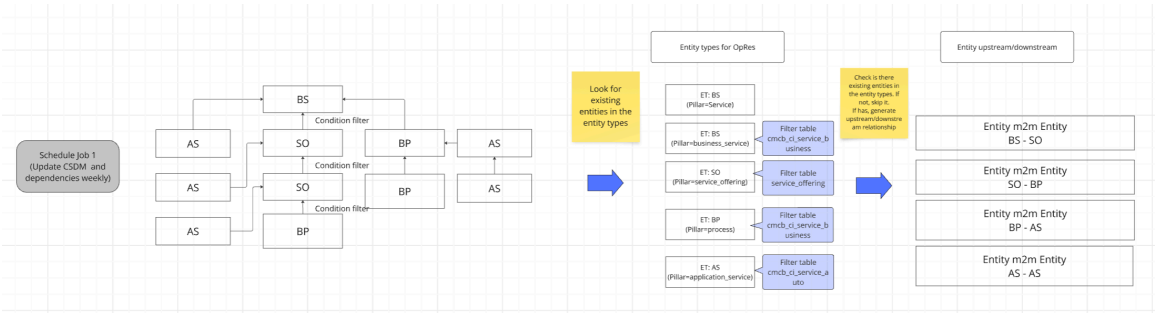
About this task

Note:
As an Operational Resilience administrator, you must perform the following tasks:

1. Activate the necessary entity types.
2. Activate the necessary entity filters.
3. Create new or update the existing pillars and entity types.
4. Generate entities based on the setup.

Operational Resilience managers can create or update the entity types, but they cannot delete the entity types. The entities can be manually added to the entity types or Operational Resilience managers can use the entity filters to create entities automatically. The entities are required for the relationships to be created when running the scheduled job.

If the#CMDB relationship changes, and there are entities on both sides of the CMDB relationship, the entity relationship is created on the#Operational Resilience side. However, if an entity relationship is created or deleted, these changes are not reflected in the#CMDB.

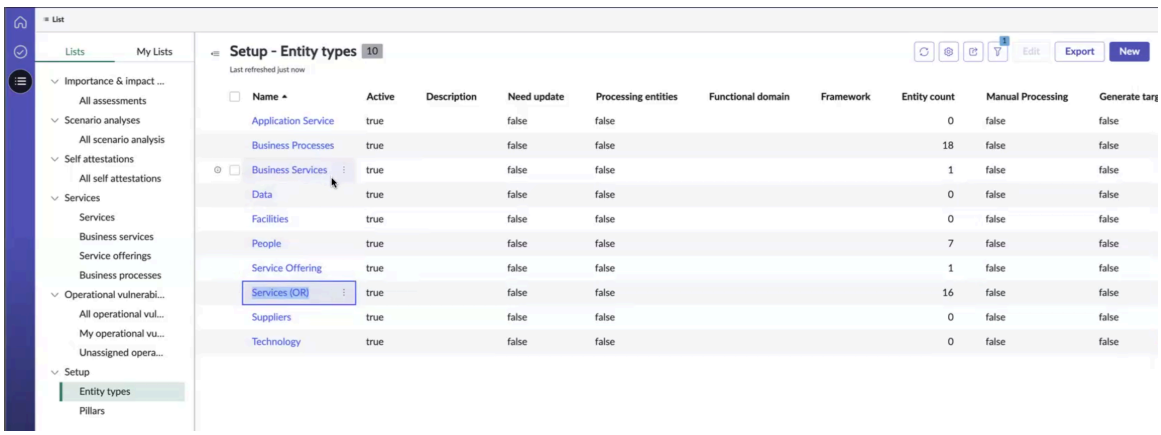


Note:
If the relationship changes in the CMDB, it creates the relationship into an entity hierarchy, but it does delete the old relationship in the entity hierarchy. You may have to delete the old relationship manually in the entity hierarchy.

Procedure

1. Navigate to **Operational Resilience Workspace** > **Entity types | Pillars** module.

   The entity types are displayed in the list view.



   For services, use the Services (OR) entity type. For business services, use the Business Services entity type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:

The Services (OR), Business Services, and Business Processes entity types are associated with the main CSDM pillars, which are used by the Opres with the CSDM header configuration. Therefore, you must not change the Services (OR), Business Services, and Business Processes entity types. You can only add, update, or delete the following entity types.

a. Application services

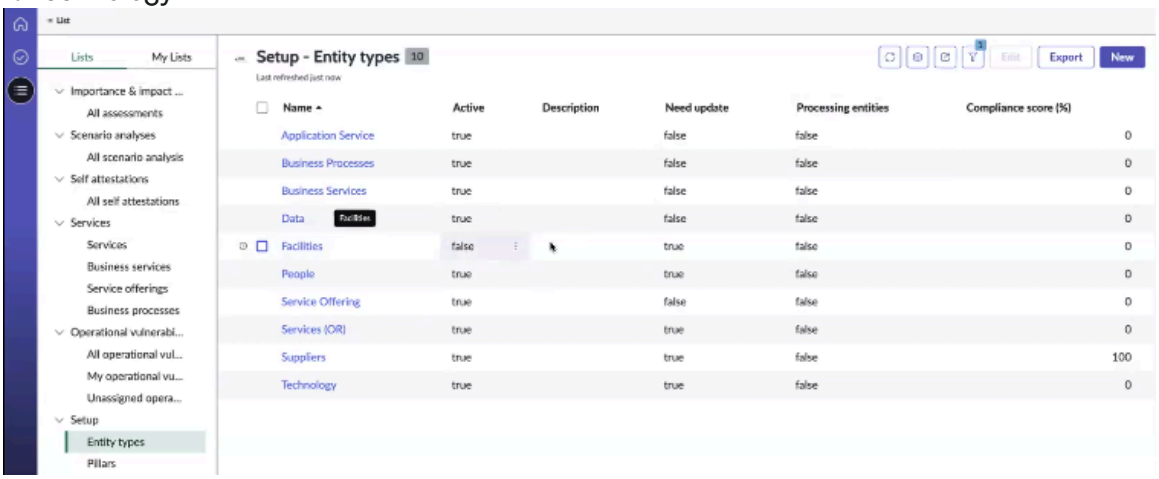
b. Data

c. Facilities

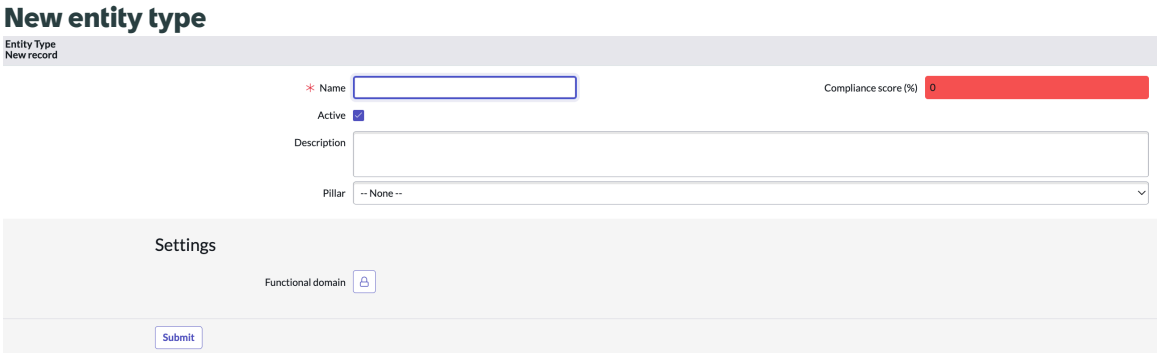
d. People

e. Suppliers

f. Technology



2. To create an entity type, select **New** in the Entity types view.
3. To create an entity type, return to the Entity Types screen, and select **New**.



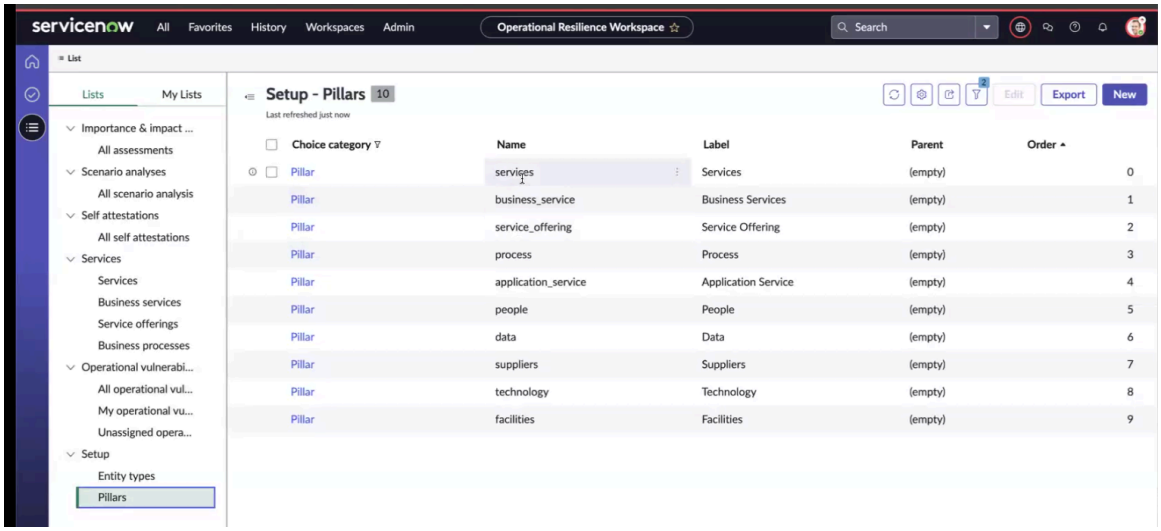
For information on the fields, see Entity Type New record form.

4. To create a pillar from the Operational Resilience application, select **New** in the Pillars view.

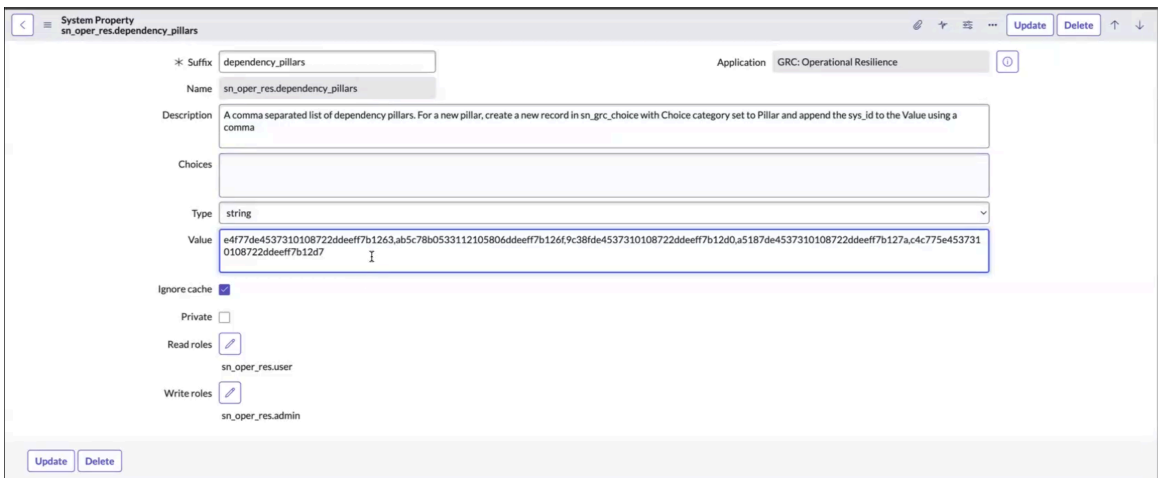
Note:

The main CSDM pillars (used by Opres with the CSDM header in the Main node configuration) and the supplementary pillars are shown in the following example. The main CSDM pillars are Services, Business Services, Service Offering, and Process. The supporting pillars are Application Service, People, Data, Suppliers, Technology, and Facilities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



If you delete an existing pillar and add a pillar, you must update the pillars property manually in the **Value** field.

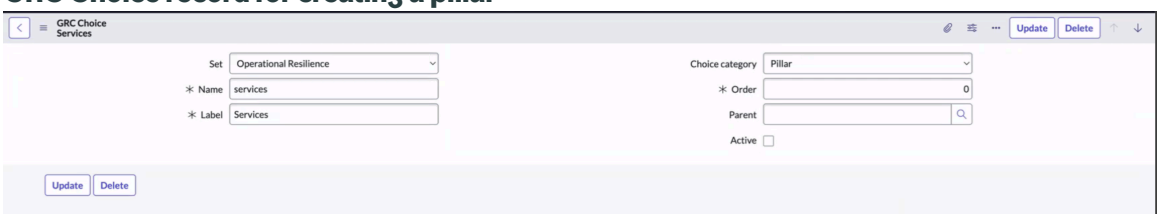


5. To create a pillar, select **New**.

   The GRC Choice record is shown in the example.

   For information on the fields, see GRC Choices form.

   GRC Choice record for creating a pillar



Note:
You can create entity types and pillars, then generate entities from either the Workspace view or the Core UI (UI16) view. Once the entity types, pillars, and entities are set up, complete the remaining required administrative tasks as outlined in Completing general administrative tasks, and then proceed to set up the Main node configurations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

To complete the remaining required administrative tasks, refer to the other sections in Completing general administrative tasks.

For information on setting up the Main node configurations, see Main node configurations: A component of the Data Relationships Framework.

Configure the pillars

Configure the pillar using the Core UI (UI16) view in the Operational Resilience application. You can then define the core areas relevant to your business entity.

Before you begin

Role required: sn_oper_res.admin

About this task

Note:
If you have set up the entity types and pillars from the Workspace view in the earlier step (Set up pillars, entity types, and generate entities), you can ignore this step and proceed to Main node configurations: A component of the Data Relationships Framework.

The Operational Resilience base system includes the pre-defined pillars such as Technology, Facilities, People, Services, Processes, and Suppliers. You can create a pillar or use the pre-defined pillar for your business requirement.

The following pillars are now added in the tables: Application Service, Service Offering, Business Services, and Data.

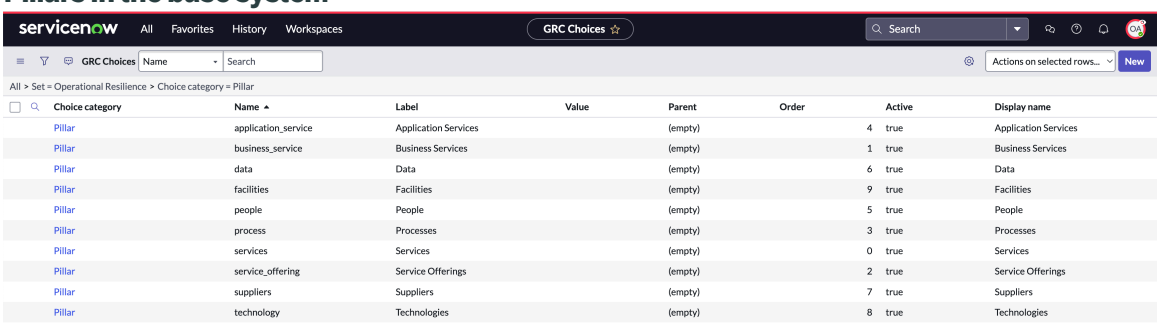
For the pillars to function, entity types are used to create the necessary entities.

Procedure

1. Navigate to **All** > **Operational Resilience** > **Admin** > **Pillars**.

   The following example shows the pillars in the base system. For each of the pillars, a default entity type is included in the base system. For example, the Technology pillar has the Technology entity type pre-selected.

   Pillars in the base system

Choice category	Name	Label	Value	Parent	Order	Active	Display name
Pillar	application_service	Application Services		(empty)	4	true	Application Services
Pillar	business_service	Business Services		(empty)	1	true	Business Services
Pillar	data	Data		(empty)	6	true	Data
Pillar	facilities	Facilities		(empty)	9	true	Facilities
Pillar	people	People		(empty)	5	true	People
Pillar	process	Processes		(empty)	3	true	Processes
Pillar	services	Services		(empty)	0	true	Services
Pillar	service_offering	Service Offerings		(empty)	2	true	Service Offerings
Pillar	suppliers	Suppliers		(empty)	7	true	Suppliers
Pillar	technology	Technologies		(empty)	8	true	Technologies

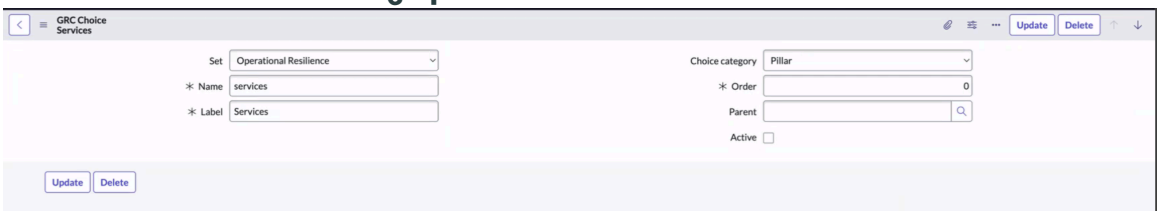
   Beginning with Release 20.0.x, the following entity types have been added in the tables:

   - Application Service
   - Service Offering
   - Business Services
   - Data

2. To create a pillar, select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC Choice record for creating a pillar



Beginning with Release 21.x.x, the [sn_grc_choice] table includes an **Active** field. The pillars are shipped in an inactive state by default. You must activate the pillars from the list view before activating the entity types, as the entity types depend on the pillars. Activation of entity types can only occur after pillar activation.

3. On the form, fill in the fields.
   For a description of the field values, see GRC Choices form.
4. Select **Submit**.

GRC Choices form

Use the GRC Choices form to set up a pillar to define the core areas for your business entity.

GRC Choices form

For a description of the field values, see the following table.

GRC Choices form

Field	Description
Set	View that is set to Operational Resilience.
Name	Name that the pillar belongs to such as Process, Suppliers, Technology, Facilities, People, Services, and Processes.
Label	Label for the pillar that is displayed in the UI.
Active	Field to activate the pillars. The pillars are shipped in an inactive state by default. You must activate the pillars from the list view before activating the entity types, as the entity types depend on the pillars. Activation of entity types can only occur after pillar activation.
Choice category	Category that is set to **Pillar** by default.
Value	Value of the pillar.
Order	Order for the pillar.
Parent	Parent entity that is associated with the selected pillar.

Configure entity types and entity filters

Configure the entity type and entity filter using the Core UI (UI16) view in the Operational Resilience application. IT enables you to define the relevant data for your business entity.

Before you begin
Role required: sn_oper_res.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Note:
If you have set up the entity types and pillars from the Workspace view in the earlier step (Set up pillars, entity types, and generate entities), you can ignore this step and proceed to Main node configurations: A component of the Data Relationships Framework.

An entity in Governance, Risk, and Compliance can be a person, a process, a department, an application, or an object. An entity type in Governance, Risk, and Compliance is a group of the entities that have similar attributes.

The entity type form in the Operational Resilience application is pre-configured with an entity filter that defines the data for an entity.

You can use the pre-defined entity types that are provided with the base system or you can create an entity type depending on your business requirement. You can operate Operational Resilience by using these entity types as shipped, edit them as needed, or create entity types.

To create an entity from an existing record, select the **Add to OpRes reporting** UI action, which adds the entity record to the entity type.

Note:
As an Operational Resilience administrator, you must perform the following tasks:

1. Activate the necessary entity types.
2. Activate the necessary entity filters.
3. Create new or update the existing pillars and entity types.
4. Generate entities based on the setup.

The Operational Resilience managers cannot create the entity types, but they can update the entity types.

Procedure

1. Navigate to **All** > **Operational Resilience** > **Admin** > **Entity Types**.
   Beginning with Release 20.1.x, the following entity types have been added in the tables:
   - Application Service
   - Service Offering
   - Business Services
   - Data
2. Select the **Name** of an entity type record and view its details.

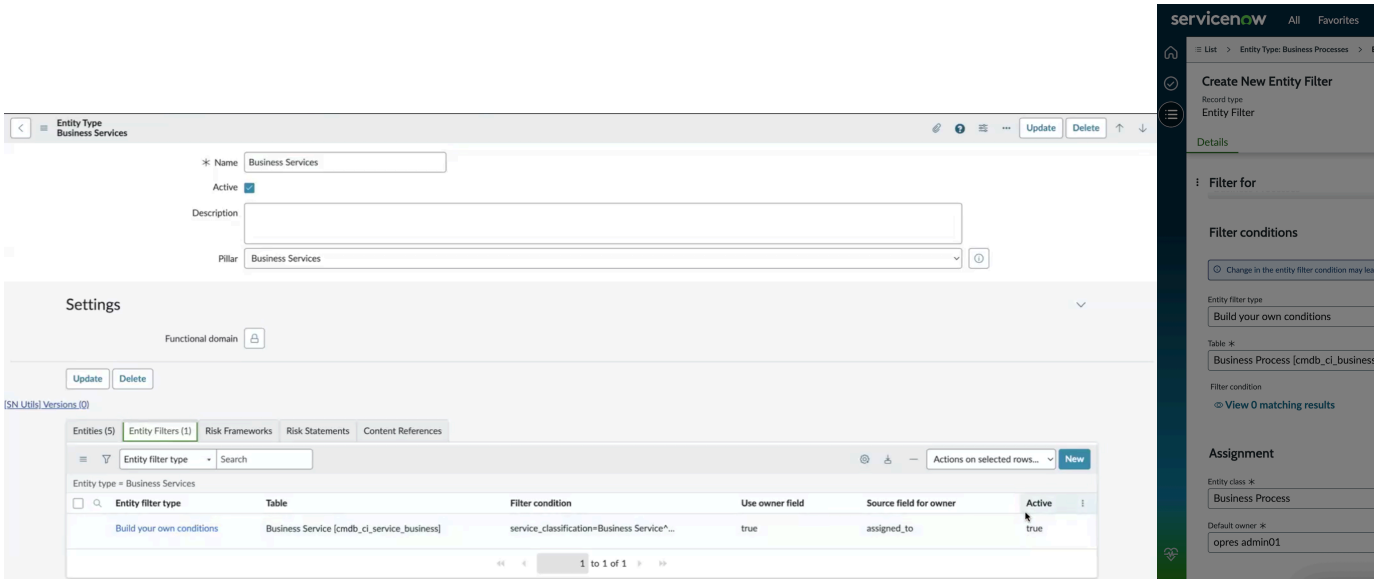
   In entity types, a combination of entity filters is used for selecting the entities into the entity types. By default, all entity types and entity filters are inactive in the application. You can activate the entity types and entity filters based on your needs.

   Note:
   The default entity types are used to pull data into the pillars of the application.

3. To update the filter condition, select the Entity Filters related list and select **Build your own conditions**.

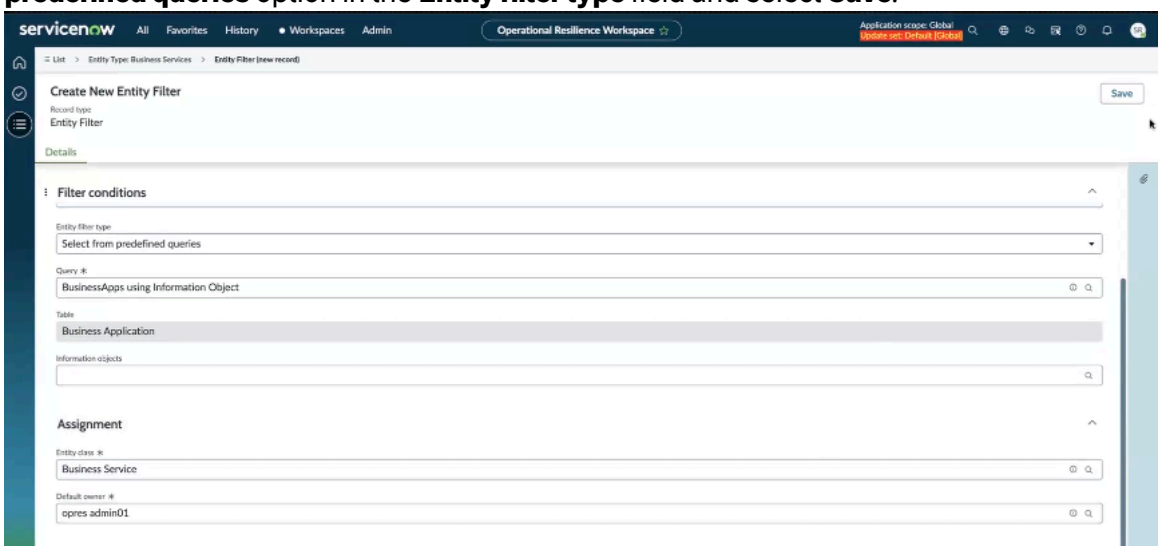
   The Entity Filters related list and the **Build your own conditions** option are shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The entity filter is used to define the table from which data is pulled into each entity type for display in the Operational Resilience application. The filter condition requires that the service classification field is set to "business service and operation," and the operational status of the service is "operational." These conditions determine whether an entity type can have any entity records.

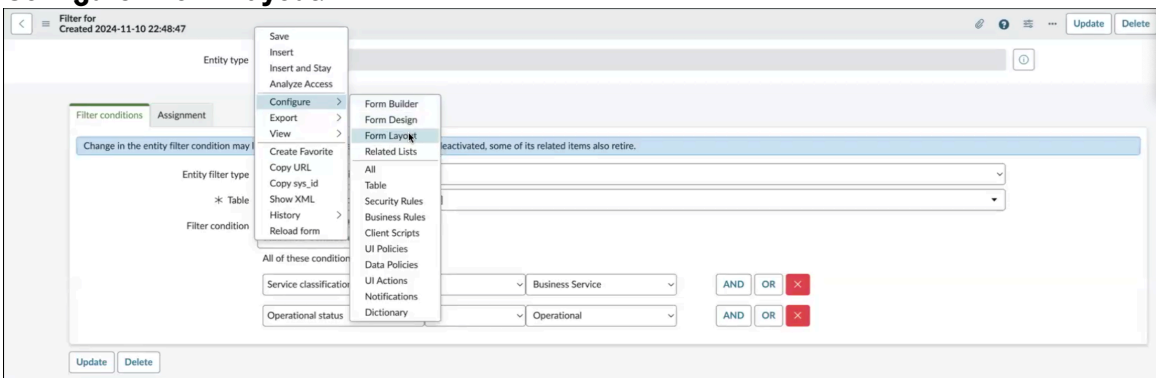
4. To use a predefined query instead of building your own conditions, choose the **Select from predefined queries** option in the **Entity filter type** field and select **Save**.



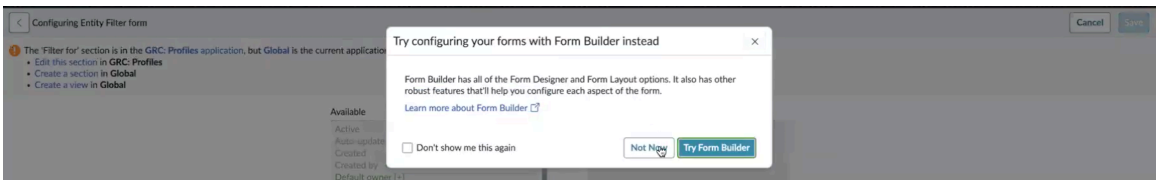
5. Check the Entity filter related list in the form for Business Service and Application Service Entity types.
   You can verify that the selected filters are applied to the entities.
6. To create an entity type, return to the Entity Types screen, and select **New**.
7. On the form, fill in the fields.
   For a description of the field values, see Entity Type New record form.
8. Select **Submit**.
   The newly defined entity type is listed in the Entity Types screen.
9. To activate entity filters directly from the entity filters page, complete the following steps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

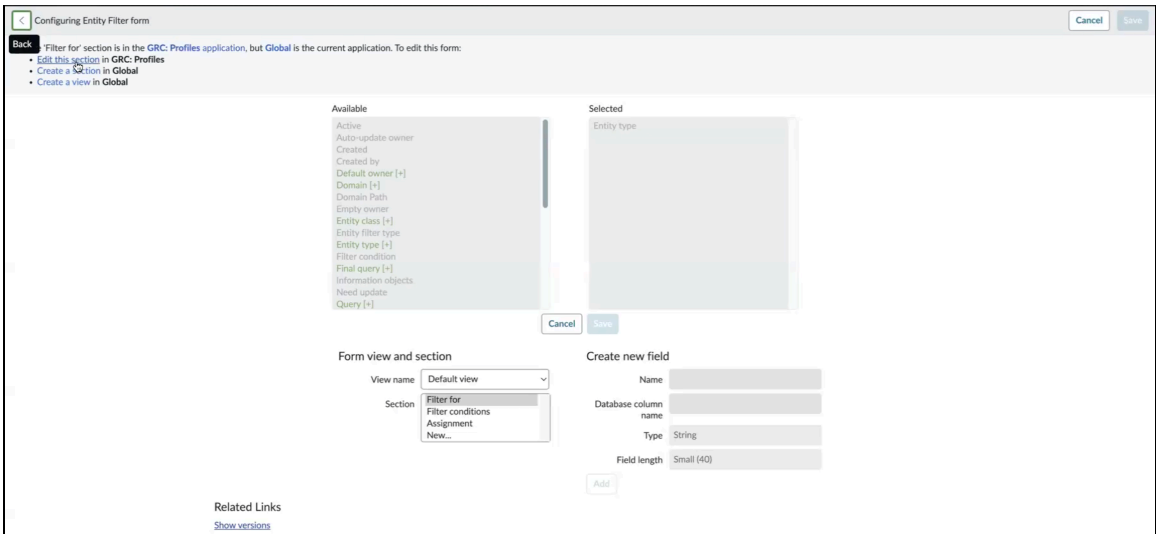
a. Select and hold (or right-click) on the page header in the Entity Filter record and select **Configure > Form Layout**.



If you see the option to try the Form Builder, you can select **Not now**.

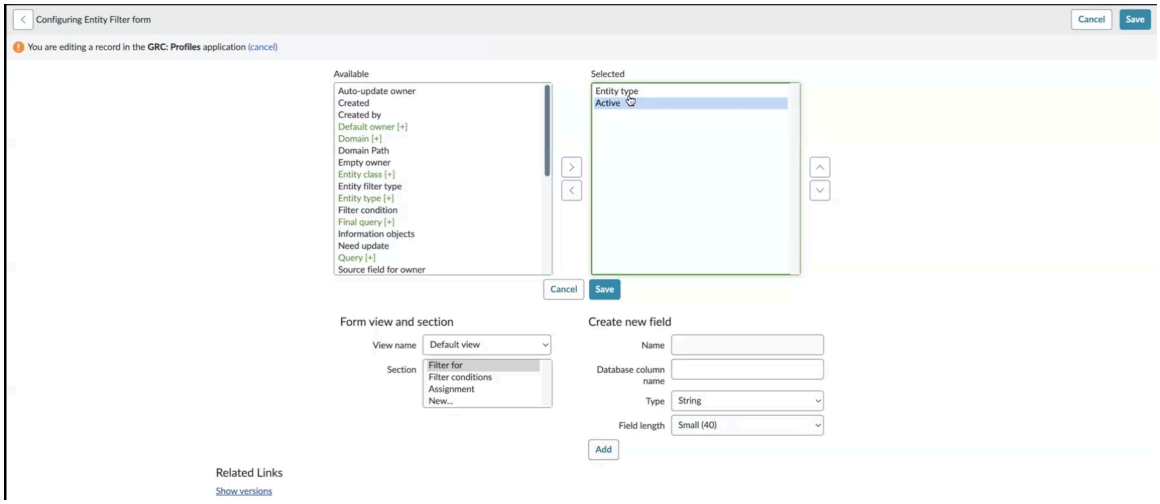


You can select **Edit this section** in the "Configuring Entity Filter" form so that the picker list is displayed.



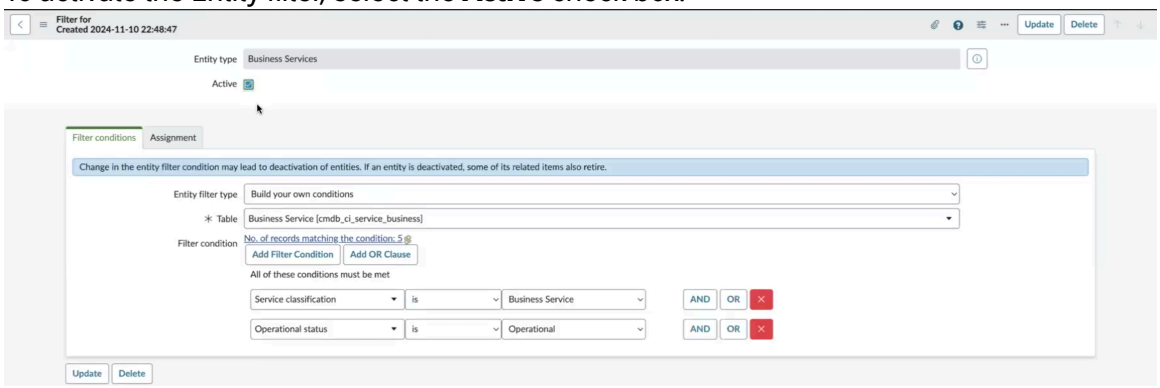
b. From the "Available" selection list on the left, select **Active** and use the right arrow to shift it to the "Selected" list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



c. Select **Save**.
On the Entity Filter page, a check box with the Active label is displayed.

d. To activate the Entity filter, select the **Active** check box.



Once this change is made for one entity filter, all the other records within the Entity filters list have the Active option set to **True** by default.

What to do next

Set up the main node configurations so that Configuration Management Database (CMDB) data can be fetched into Operational Resilience for reporting. For more information, see Main node configurations: A component of the Data Relationships Framework.

Entity Type New record form

Use the Entity Type New record form to create an entity type depending on your business requirement.

Entity Type New record form

For a description of the field values, see the following table.

Entity Type New record form

Field	Description
Name	Name of the entity type such as Business Processes, Services, or Facilities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Entity Type New record form (continued)

Field	Description
Compliance Score Percentage	Compliance score percentage for the entity type as defined in the Policy and Compliance Management application. Auto-populated field.
Active	Option to mark the entity type as active.
Description	Description for the entity type.
Pillar	Category that is used to organize your risk data and that an entity type is assigned to. The available options are as follows: • **Services** • **Process** • **Suppliers** • **Technology** • **Facilities** • **People**
Settings	
Functional domain	Functional domain for the entity, for example, IT and risk compliance.

Configure the Main node configurations

Create the Main node configuration record to fetch data into Operational Resilience for reporting. Main node configurations are available with the base system. You can use the existing Main node configurations or create new Main node configurations for your business needs.

Before you begin

Role required: sn_oper_res.admin

About this task

Main node configurations define how your source data is linked, for example, how one table is related to another table.
You can define the relationships in the following ways:

Direct

It can be via a direct reference field in either of the table or it can be via an m2m table
.

Indirect

If the tables are not directly related, you can use scripts to define their relationship. The script option gives you more flexibility. However, for most of the use cases, the direct option serves the purpose.

Before creating the Main node configuration record, ensure that you have completed the following prerequisites:

1. You can create a new Main node configuration with the sn_oper_res.admin role only.
2. You have completed the configuration set up instructions listed on the Configuring Operational Resilience page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

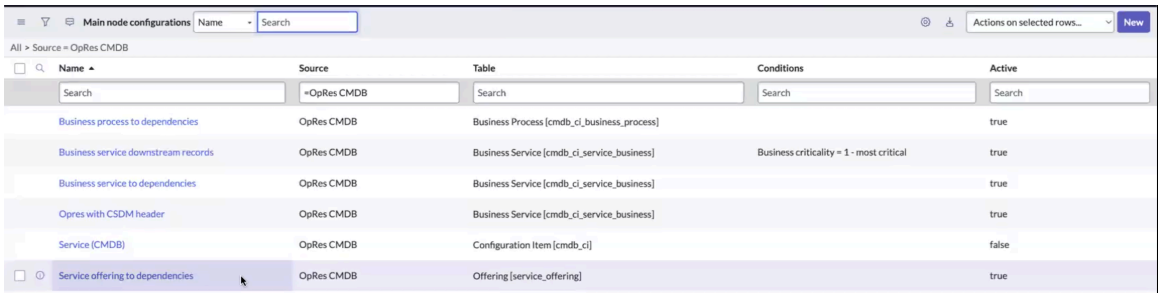
3. The Data Relationships Framework (sn_grc_rel_config) application is installed in your instance by default.
4. The entities are generated in Operational Resilience. Only when the entities are generated and the relationships are created in the Main node configurations, CMDB data can be brought into Operational Resilience for reporting.
5. All Main node configurations with the source as **OpRes CMDB** run in parallel.
6. To enable reporting, ensure that entities are generated and relationships are established in Main node configurations. Data can only be brought in for reporting after these steps are completed.

Procedure

1. Navigate to **All** > **Data Relationships Framework** > **Main node configurations**.

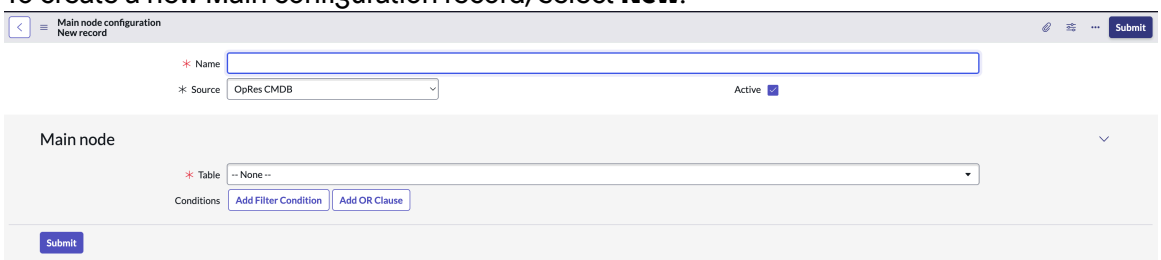
   Note:
   In order for the Main node configuration to be picked up by the scheduled job, its source should be **OpRes CMDB** and its status should be **True** (**Active**).

   The base version of Operational Resilience includes the following Main node configurations.



   You can update an existing Main node configuration or set up a brand new configuration in your instance.

2. To create a new Main configuration record, select **New**.



   The Main node configuration form is displayed.

3. On the form, fill in the fields.
   For descriptions of all the fields in the form, see Main node configuration form.

   a. Add the name for the configuration.

   b. To use it in the Operational Resilience scheduled job, select the source as **OpRes CMDB** and set the status to **True**.

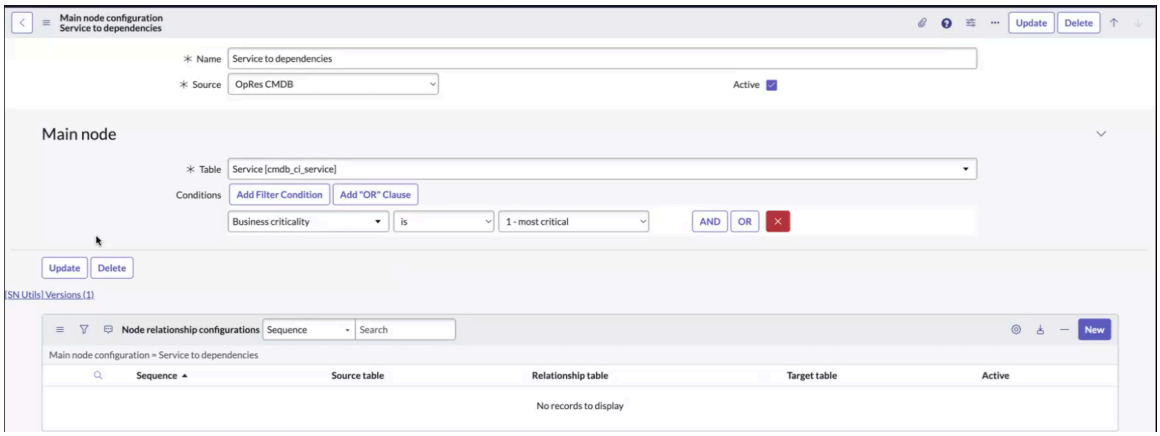
   c. Select the table from where you want the hierarchy to start, for example, Service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

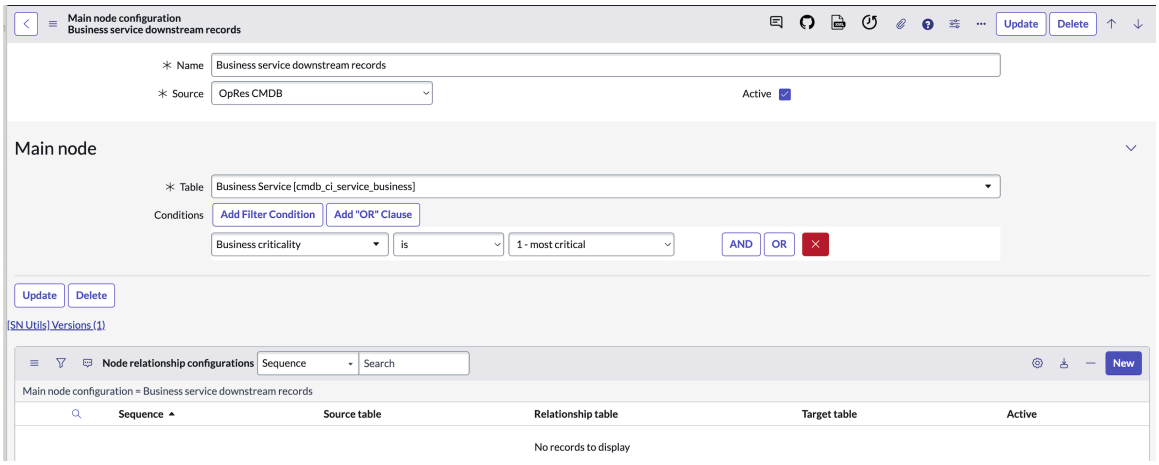
Tables are the starting point of the entire tree structure that is received as an output. The Main node configuration starts with a table, such as [cmdb_ci_service], to generate a tree structure. It scans the table to create a hierarchy for each record. If you do not want to scan the entire table, and if you have specific business requirements, you can apply filter conditions ensuring that only relevant records are scanned.

d. Add conditions to filter the records for which this main node definition is created.

The following example shows the filter condition for the "Service to dependency" configuration.

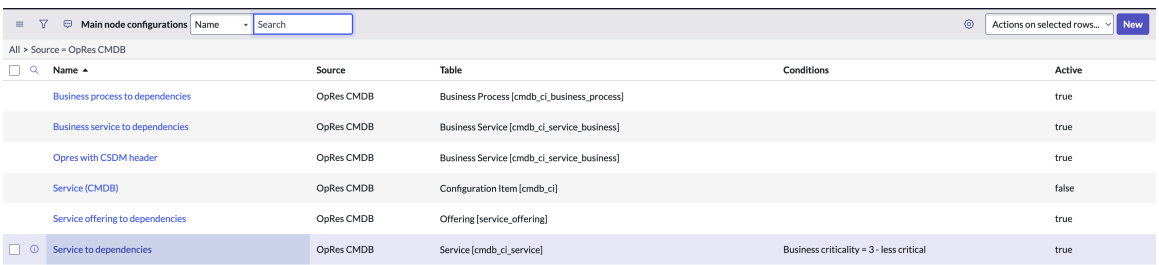


The following example shows the Business service downstream records configuration.



e. Select **Submit**.

The Main node configuration is created and displayed in the Main node configurations list.

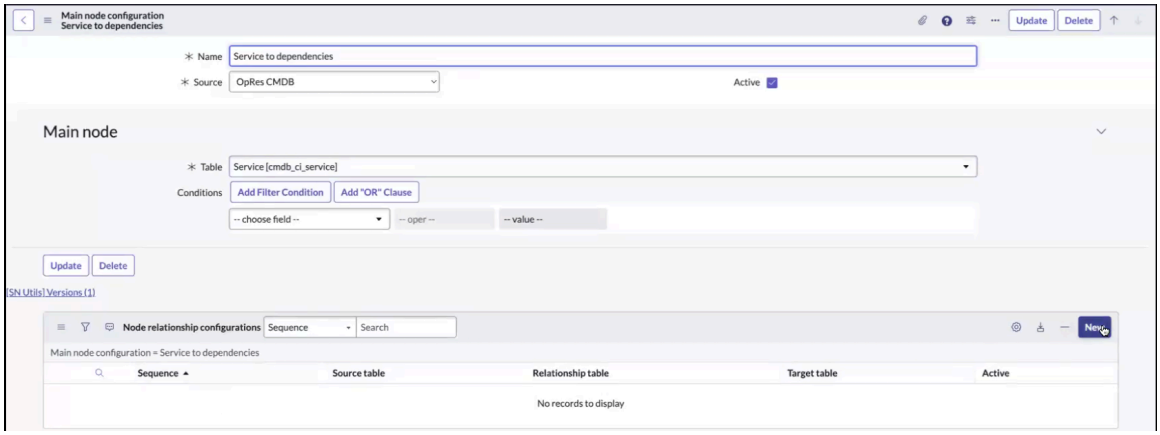


Based on your Main node configuration settings, data for business services, services, offerings, application services, business processes is brought from CMDB into Operational Resilience.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

Specify how the source table is connected to the target table in the Node relationship configurations.



For details, see Configure the Node relationship configurations.

Main node configuration form

Use the Main node configuration form to create a Main node configuration record in the Data Relationships Framework.

Main node configuration new record form

Main node configuration new record form

Field	Description
Name	Name of the Main node configuration record. For example, Service to dependencies.
Source	Source for the Main node configuration record. By default, it is OpRes CMDB.
Active	Option to indicate that the record is active. The value is **True** or **False**.
Main node	
Table	Table that is used to set up the relationship, for example, Configuration Item [cmdb_ci].
Conditions	Filter conditions used to set up the relationship for the configuration record. If you want a specific object from a table, you can set up the filter conditions accordingly.
Properties	
Maximum number of nodes	Maximum number of nodes that can be displayed in the map.
Maximum number of levels	Maximum number of levels that are set to be displayed in the map.

Configure the Node relationship configurations

Create a Node relationship configuration record to establish relationships between nodes. Update the node relationships including source table, both Configuration Items (CI) and non-CI

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

relationships. The Node relationship configurations define the connections between the source table and other tables (target tables), specifying how they are related.

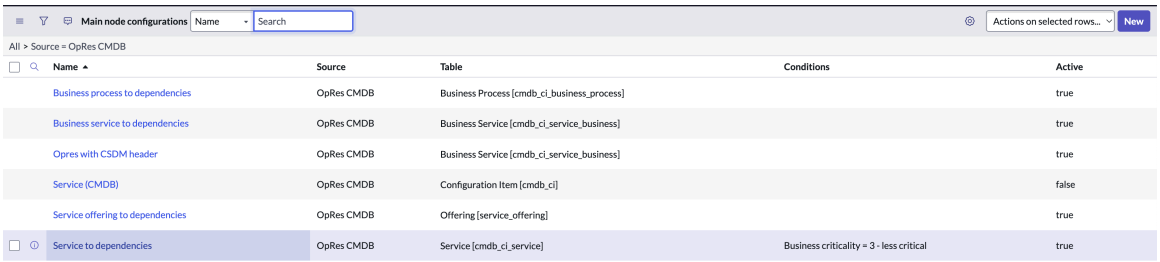
Before you begin

Role required: sn_oper_res.admin

Procedure

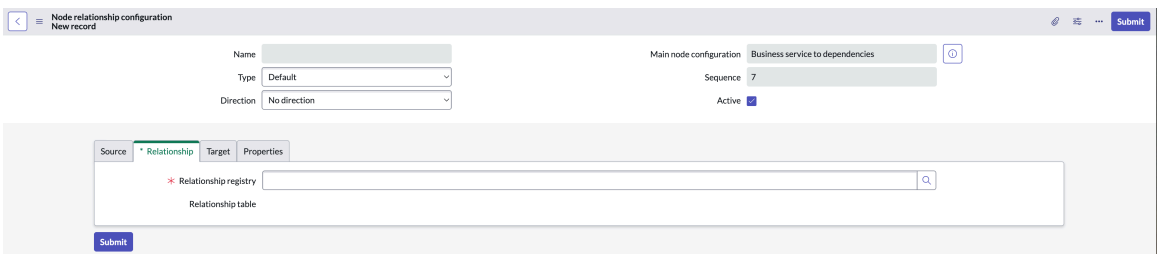
1. Navigate to **All** > **Data Relationships Framework** > **Main node configuration**.
2. Open the desired Main node configuration from the list.

   The following example shows the Main node configurations available in the instance.



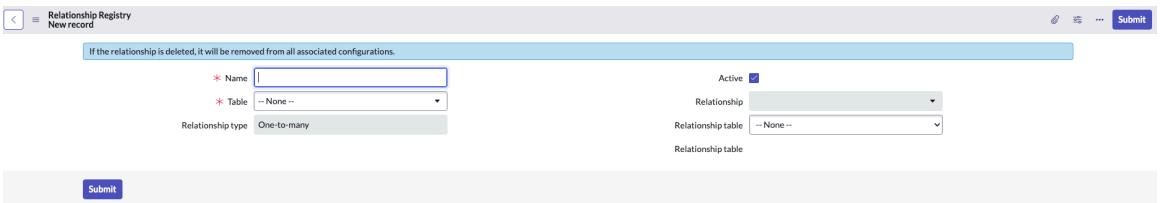
3. To add a Node relationship configuration, select **New** in the Node relationship configurations related list.

   The Node relationship configuration form is displayed.



   For description of the fields in the Node relationship configuration form, see Node relationship configuration form.

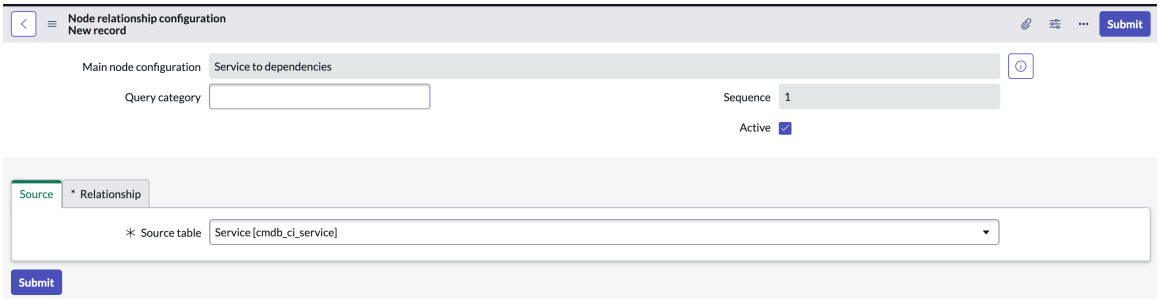
   You can set up these relationship registries by creating a Relationship Registry record in the Relationship Registries module. The Relationship Registry new record form is shown in the example.



   For the description of the fields in the Relationship registry form, see Relationship registry record form.

4. Select the table of your choice in the **Source table** field in the **Source** tab.

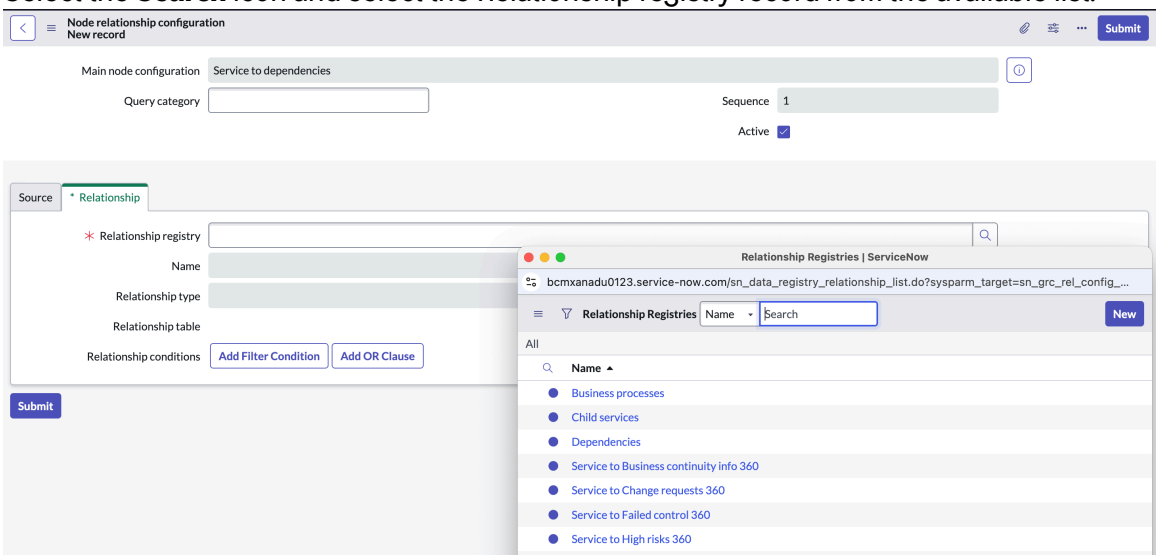
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



By default, the system auto-selects the table listed in the Main configuration record, the Service [cmdb_ci_service] table in this example. You can choose the auto-suggested table or a different table as per your requirements.

5. Select the relationship registry record in the **Relationship registry** field in the **Relationship** tab. The relationship registry record defines how the Source table links to another table.

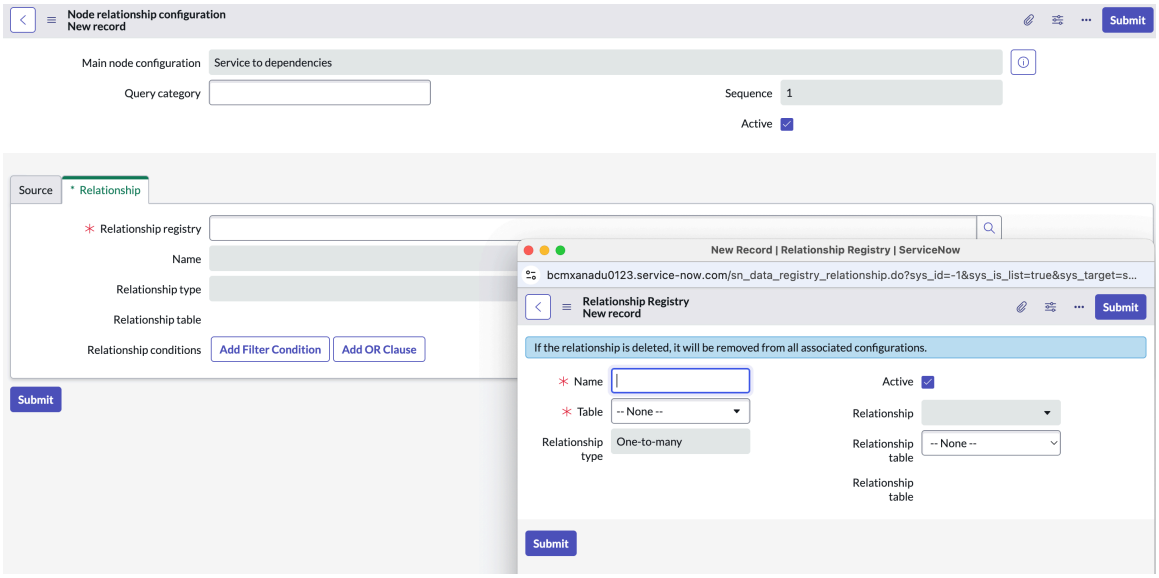
   a. Select the **Search** icon and select the Relationship registry record from the available list.



   Selecting the search icon shows the out-of-the-box Relationship registries that have Service as the source table. You can select a Relationship registry from the list.

   b. To select a new registry record instead of choosing a record from the out-of-the-box list, select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can create a new registry record if the out-of-the-box options do not meet your needs.

c. Add a meaningful name for the new Relationship registry record.
You can add a proper name to avoid confusion because there might be other registries with the same name.

d. Select the relationship table in the **Table** field.
The table should be the same as the Source table from the previous screen. This table name may be different from the table that you have defined in the Main node configuration record.

e. Select the relationship type for the table in the **Relationship type** field.

Once the table is selected, the following options are displayed in the drop-down.

i. One-to-one

ii. One-to-many

iii. Many-to-many

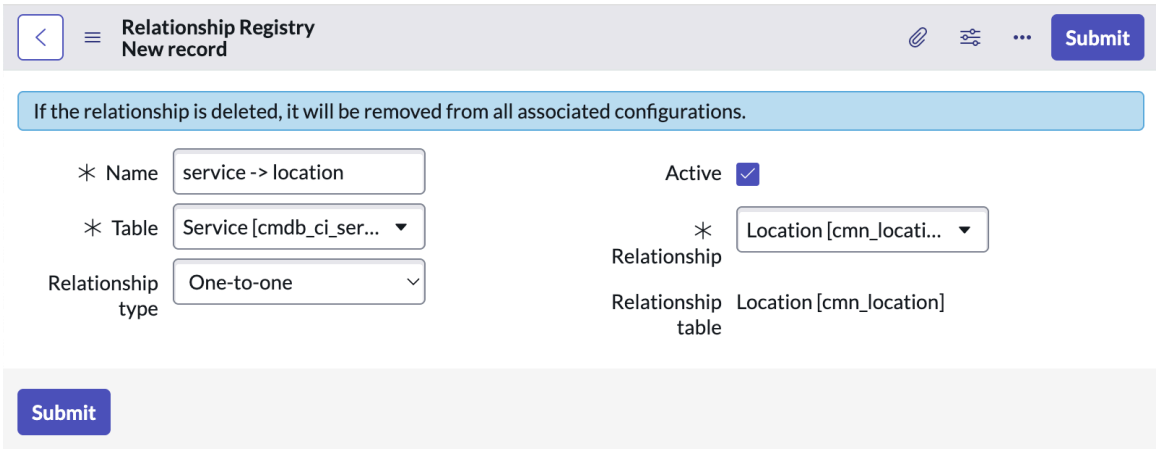
iv. Scripted relationship
Based on the selected drop-down value, a different list of tables is displayed in the **Relationship** field.

f. Select the relationship table in the **Relationship table** field.

For One-to-one relationship type, the **Relationship** field shows the list of tables that are used as reference fields in the Source table.

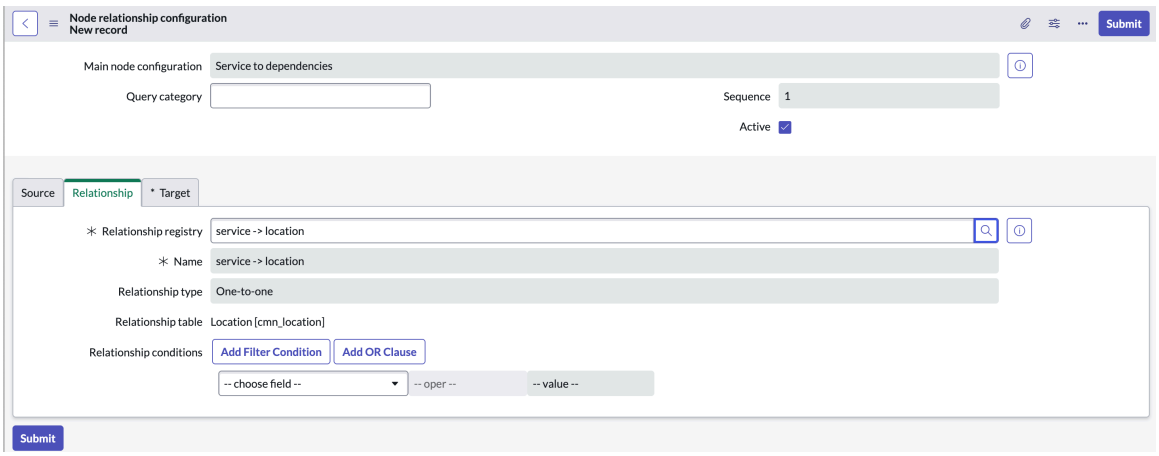
The table name is populated in the **Relationship** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

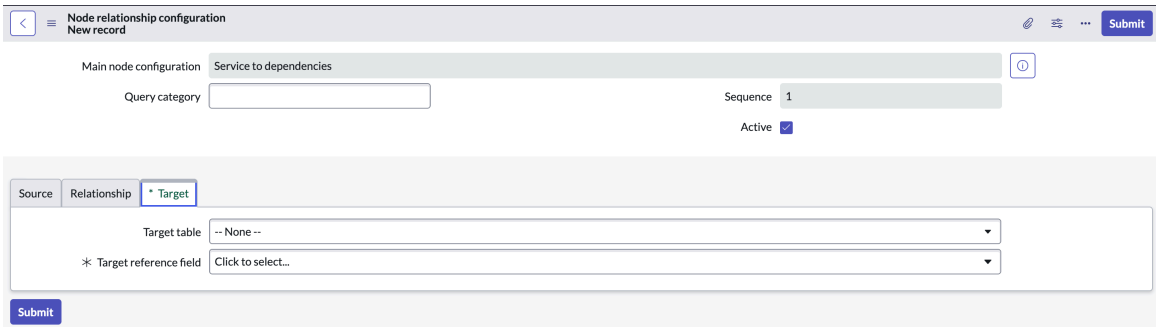


g. Select **Submit**.

You have configured the Source table and Relationship registry.



To select the target table, configure the Target section in the Node relationship configuration record in the next step.

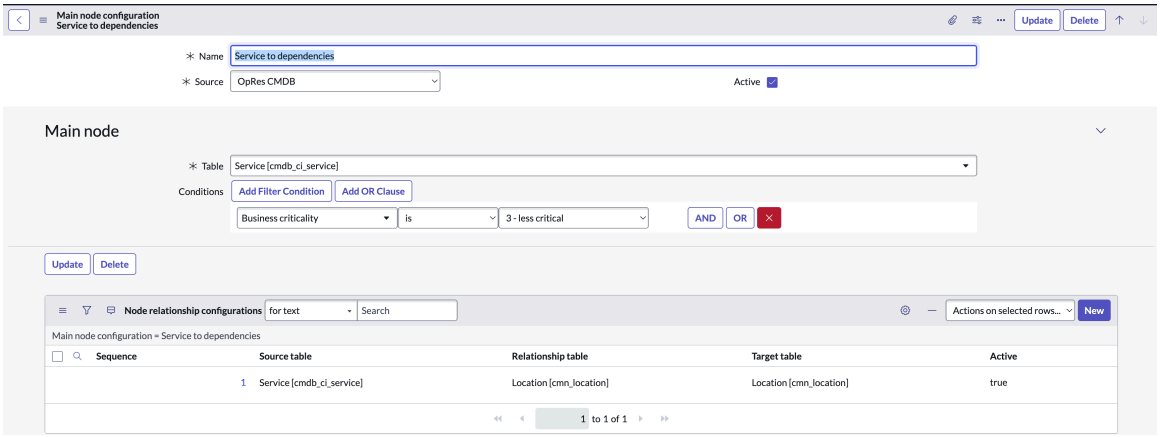


6. Configure the **Target** tab.
All the relationship options are explained in this step.

7. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Node relationship configuration for the Main configuration record is now updated. The example shows the Node relationship configuration for the **Service to Dependencies** Main configuration record.



Node relationship configuration form

Use the Node relationship configuration form to configure the node relationships. You can also view these settings in the Nexus map.

Node relationship configuration new record form

Node relationship configuration new record form

Field	Description
Name	Unique name for the Node relationship configuration.
Type	Type column has been added, offering two distinct options for displaying node relationship information: • Default type: As shown in the earlier illustration, the "Default type" column displays the hierarchy from top to bottom. It's the default option. • Group type: Aggregates data at a specific node, providing a more focused view.
Direction	Direction of the relationship between the source and target tables
Main node configuration	Main node configuration for which the Node relationship is configured. This field is auto-selected.
Sequence	Sequence of the Node relationship configuration. This field is auto-selected.
Active	Option to mark the Node relationship configuration as active.
Source	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Node relationship configuration new record form (continued)

Field	Description
Source table	Source table used for the Node relationship configuration.
Relationship	
Relationship registry	Table used to set up the relationship registry. **Note:** When you select the table in the **Relationship registry** field, the **Name**, **Relationship type**, **Relationship table**, **Relationship condition** fields are displayed.
Name	Name of the Relationship registry table. This field is auto-selected.
Relationship type	Relationship type for the Relationship registry table. This field is auto-selected.
Relationship table	Relationship table or the target table associated with the Relationship registry table. This field is auto-displayed.
Relationship conditions	Relationship conditions that you can set up for the Node relationship configuration.
Target	
Target reference field	Target reference field for the Node relationship configuration. For example, Sys ID.
Target table	Relationship table or the target table associated with the Relationship registry table.
Sort by	Parameter used to sort the target table, for example, Actual end date or Assigned to.
Target conditions	Conditions that you can set up for the target table used in the Node relationship configuration.
Properties	
Maximum number of nodes	Maximum number of nodes that can be displayed in the map.
Maximum number of levels	Maximum number of levels that are set to be displayed in the map.
Query category	Query category that can be used for the Node relationship configuration.

Relationship registry record form

Use the Relationship registry record form to create a relationship registry between objects.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Relationship registry new record form

Relationship registry new record form

Field	Description
Name	Name of the relationship registry record. For example, BIA analysis –> Issue.
Table	Table used to set up the relationship registry record. For example, Impact analysis [sn_bia_analysis].
Relationship type	Relationship type for the relationship registry record. Available options are: • **One-to-one**: One record has a relationship to one record in another table. • **One-to-many**: One record has a relationship to one or more records in another table. • **Many-to-many**: One or more records have a relationship to one or more records in another table. • **Scripted relationship**: Use scripts to define the relationship between the tables.
Active	Option to indicate that the relationship registry record is active.
Relationship	Table used to set up the relationship with the object that is defined in the **Table** field. For example, Issue [sn_grc_issue].
Relationship table	Read-only field. The table selected in the **Relationship** field is displayed as a relationship table by default. For example, Issue [sn_grc_issue].
Related field	List of fields that should be set as target or output of the relationship.

Configure the Nexus map configurations

Configure the appearance of the Nexus map (Resilience map) for a specific main node by defining its UI settings. It involves defining visual elements such as colors, icons, and edge configurations. By configuring the settings at the Nexus map level, you can associate a single main node with multiple Nexus configurations, enabling flexible loading of settings for different entities.

Before you begin

Role required: sn_oper_res.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

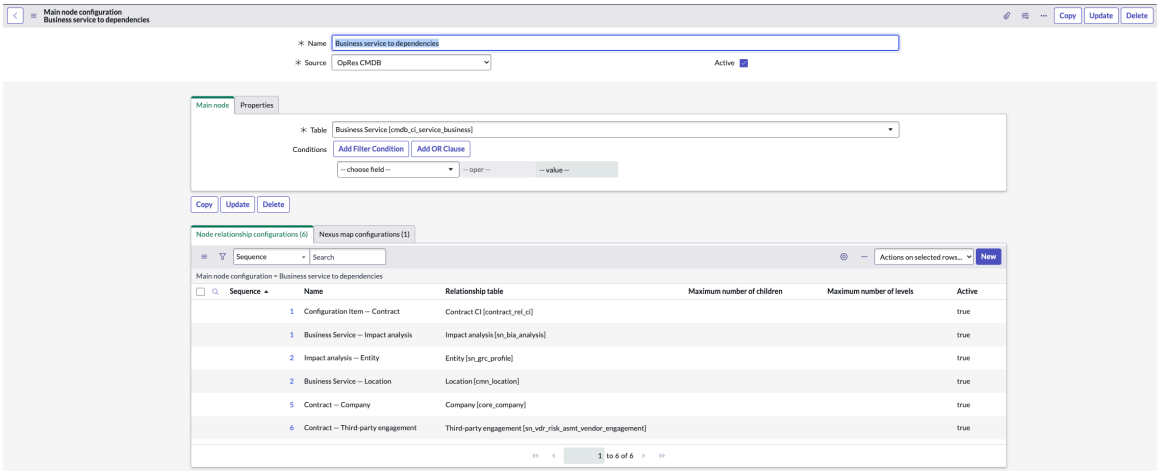
About this task

Note:
When you create the Nexus map configuration, the system automatically creates the nodes list and edges list from the Main node configuration, prompting you to configure the node and edge visualization. If you have already created a configuration for a specific node type in another Nexus map configuration, it is pre-populated with the most recently created configuration.

Procedure

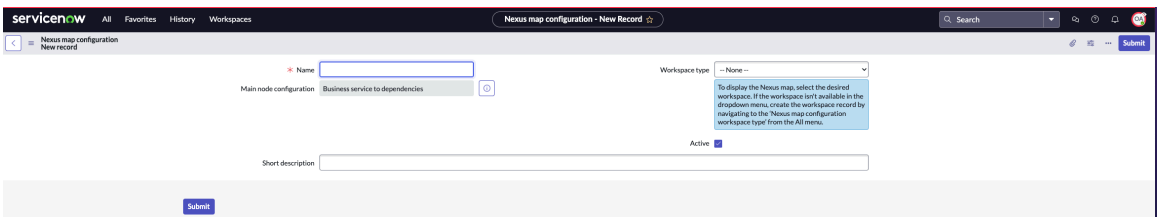
1. Navigate to **All** > **Data Relationships Framework** > **Main node configuration**.
2. Open the desired Main node configuration from the list.

   The following example shows the Main node configurations available in the instance.



3. In the Nexus map configurations related list, select **New**.

   The Nexus map configuration new record is displayed as shown in the example.



   For more information on the fields, see Nexus map configuration form.

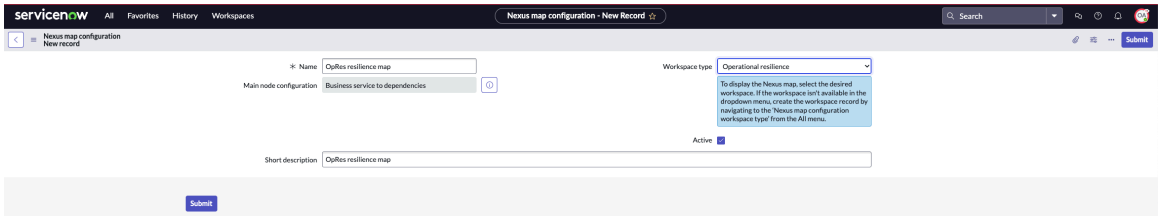
4. Enter a unique name for the Nexus map configuration in the **Name** field.
   The Main node configuration record for which the Nexus map configuration is being configured is displayed by default in the **Main node configuration** field.
5. Select the desired Workspace in the **Workspace type** field.

   Note:
   If the desired Workspace isn't available in the field, you can create a workspace record by accessing the "Nexus map configuration workspace type" module through the **All** menu.

6. Add a short description for the Nexus map configuration in the **Short description** field.
7. To mark the Nexus map configuration as active, select the **Active** option field.

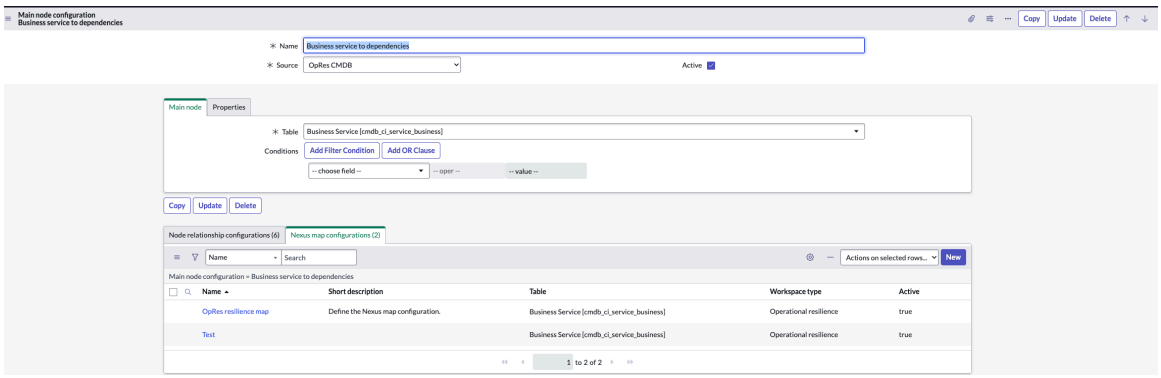
   A sample record is shown for reference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

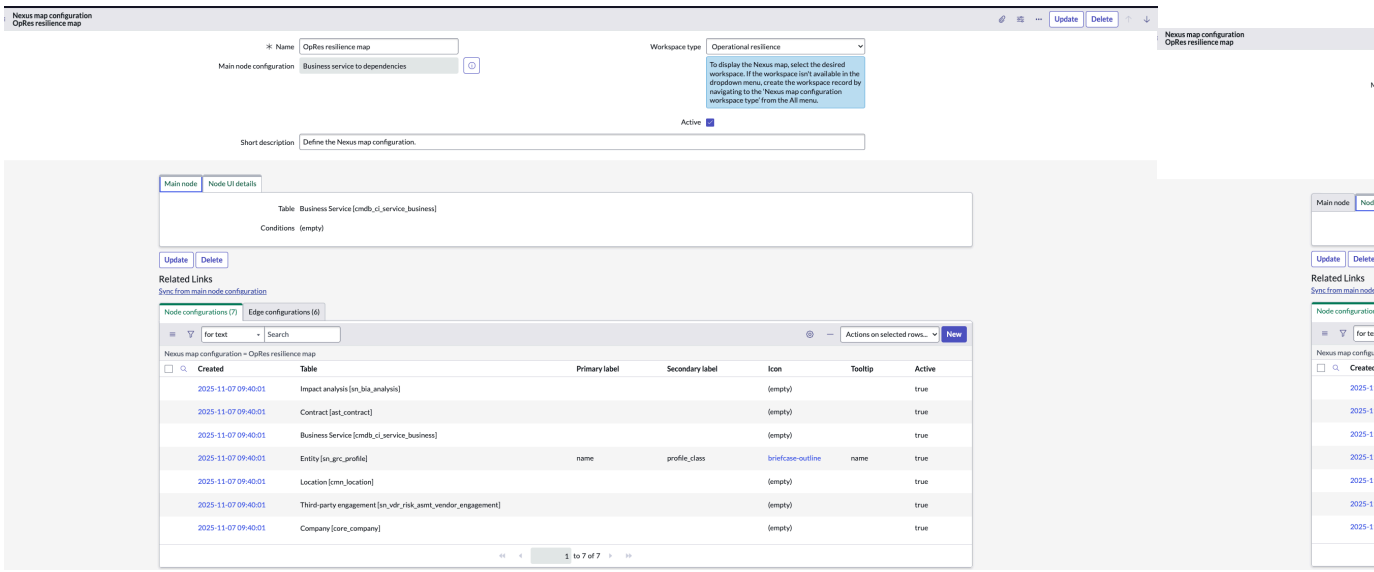


8. To submit the details of the Nexus map configuration, select **Submit**.

   The Nexus map configuration record is displayed in the Nexus map configurations related list as shown in the example.



   Opening the record shows the details of the Nexus map configuration as shown in the following examples.



   The **Main node** tab displays the name of the Main node table along with its associated conditions. The **Node UI details** tab shows the Node UI type, which is set to "Node map default node" by default.

   After creating the Nexus map configuration, if any changes are made at the Main node level, such as adding or modifying relationships, you can synchronize those changes into the Nexus map configuration by using the **Sync from main node configuration** UI action.

   The Node configurations and Edge configurations related lists for the selected Nexus map configuration, as shown in the examples, are displayed in the record.

What to do next

To configure the node settings for the Nexus map, see Configure the Node configurations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To configure the edge settings for the Nexus map, see Configure the Edge configurations.

Nexus map configuration form

Use the Nexus map configuration form to define the UI configuration for the selected Main node configuration. It also helps you to define the node and edge configurations, determining how the Nexus map is displayed.

Nexus map configuration new record form

Nexus map configuration new record form

Field	Description
Name	Unique name for the Nexus map configuration. For example, OpRes resilience map.
Workspace type	Desired Workspace for setting up the Nexus map. If the desired Workspace isn't available in the field, you can create a workspace record by accessing the "Nexus map configuration workspace type" module through the **All** menu.
Main node configuration	Main node configuration record displayed by default for which the Nexus map configuration is being configured.
Active	Option to indicate that the Nexus map configuration is active.
Short description	Short description of the Nexus map configuration.

Configure the Node configurations

Configure the settings for the selected node. It helps you to determine the UI display in the Nexus map. You can select the table associated with the node and configure the primary label, icon, secondary label, tooltip, and so on for the node.

Before you begin

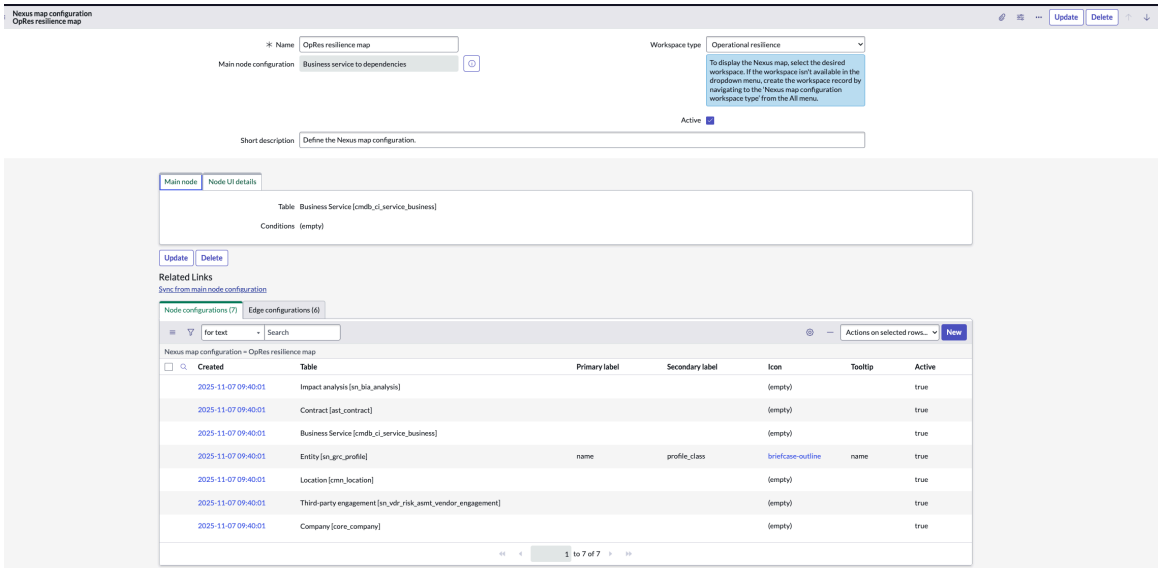
Role required: sn_oper_res.admin

Procedure

1. Navigate to **All** > **Data Relationships Framework** > **Main node configuration** and open the desired Main node configuration from the list view.
2. Open the Nexus map configuration record from the Nexus map configurations related list.

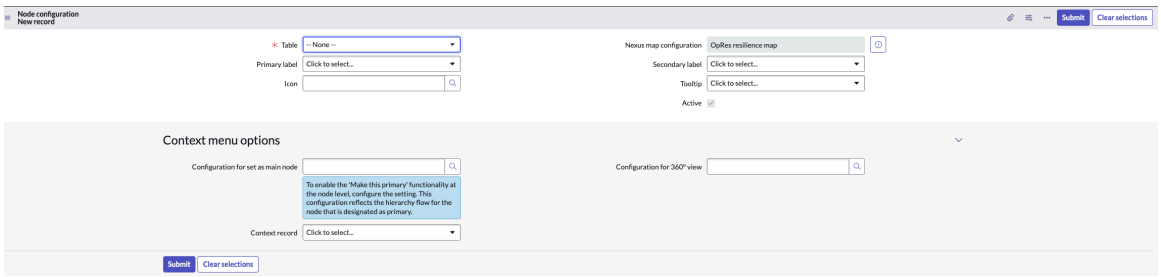
   The following example shows the Nexus map configuration record with the Node configurations related list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. In the Node configurations related list, select **New**.

   The Node configuration new record is displayed as shown in the example.

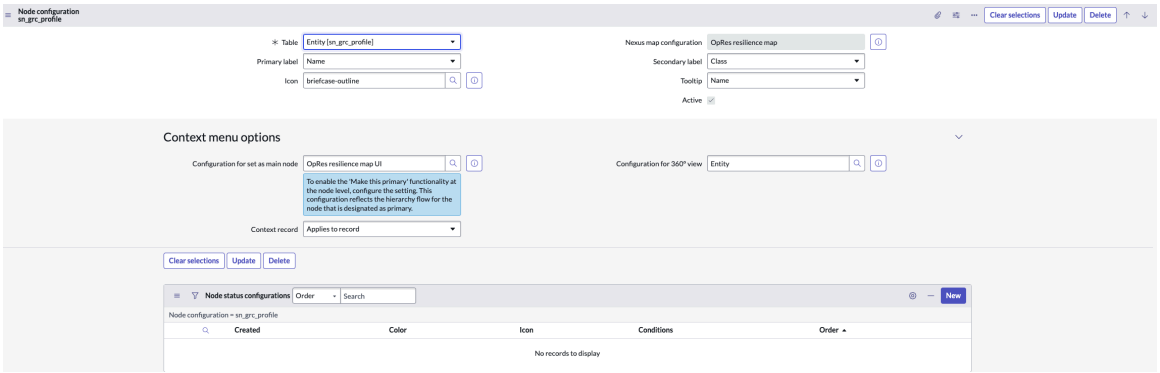


   For more information on the fields, see Node configuration form.

4. Select the table in the **Table** field.
   The Nexus map configuration record for which the Node configuration is being configured is displayed by default in the **Nexus map configuration** field.
5. Select the primary and secondary labels for the node in the **Primary label** and **Secondary label** fields.
6. Select the icon and tooltip for the node in the **Icon** and **Tooltip** fields.
7. To mark the Node configuration as active, select the **Active** option field.
8. To enable the 'Make this primary' functionality at the node level, configure the setting by selecting the Nexus map configuration in the **Configuration for set as main node** field.
   This configuration reflects the hierarchy flow for the node that is designated as primary.
9. Select the 360° view type in the **Configuration for 360° view** field.
10. Select the Context record in the **Context record** field.

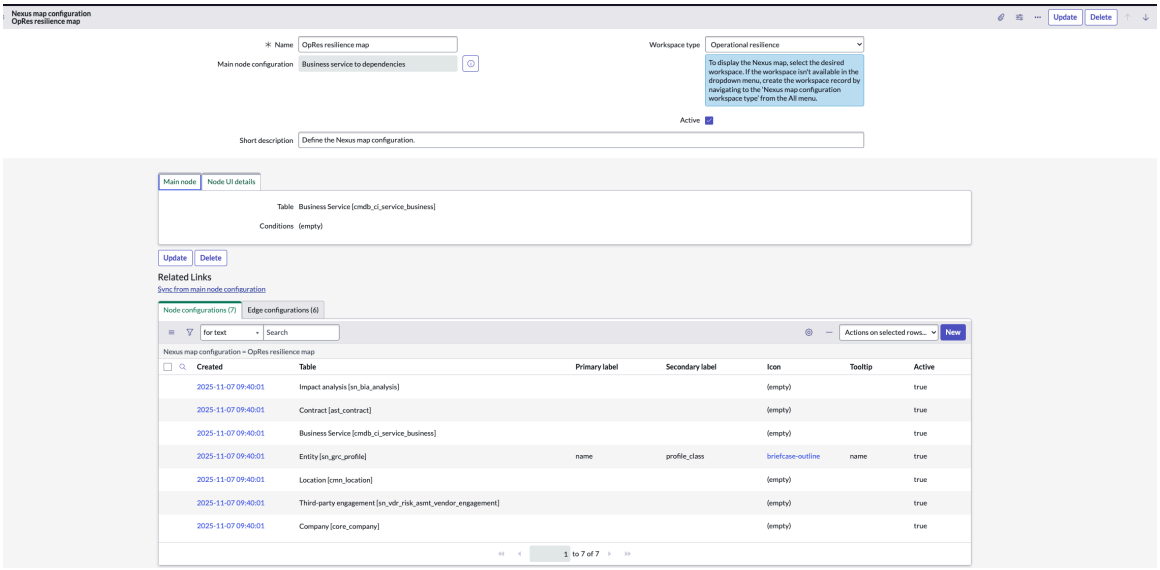
    A sample record with the details filled in is shown for reference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



11. To clear the selections for the context record, primary label, secondary label, tooltip, select **Clear selections**.
12. To submit the details of the Node configuration, select **Submit**.

    The Node configuration record is displayed in the Nexus map configurations related list.



What to do next

To customize the map display such as assigning specific colors and icons to nodes that meet certain conditions, configure the Node status configuration. For more information, see Configure the Node status configurations.

Node configuration form

Use the Node configuration form to configure the settings such as the primary label, icon, secondary label, tooltip for the selected node.

Node configuration new record form

Node configuration new record form

Field	Description
Table	Table associated with the node configuration.
Nexus map configuration	Nexus map configuration record displayed by default for which the Node configuration is being configured.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Node configuration new record form (continued)

Field	Description
Primary label	Primary label to be displayed for the node, for example, Name.
Secondary label	Secondary label to be displayed for the node, for example, class.
Icon	Icon to be used for the node in the main node UI, for example, briefcase-outline.
Tooltip	Tooltip to be displayed when hovering over the node, for example, Name.
Context menu options	
Configuration for set as main node	Nexus map configuration required to enable the "Make this primary" functionality at the node level. This configuration reflects the hierarchy flow for the node that is designated as primary.
Configuration for 360° view	360° configuration to open the 360 view of the record when you right-select on that particular node.
Context record	Context record to show or consider for the side panel and other context areas when you select that particular node.

Configure the Node status configurations

Configure the Node status conditions and parameters for the selected node configuration table. You can then customize the map display by assigning specific colors and icons to the nodes that meet certain conditions.

Before you begin

Role required: sn_oper_res.admin

Procedure

1. Navigate to **All** > **Data Relationships Framework** > **Main node configuration** and open the desired Main node configuration from the list.
2. Open the desired Nexus map configuration record from the Nexus map configurations related list.
3. Open the desired Node configuration record from the Node configurations related list.
4. In the Node status configurations related list, select **New**.

   You can customize the map display such as assigning specific colors and icons to nodes that meet certain conditions by configuring the Node status configuration record.

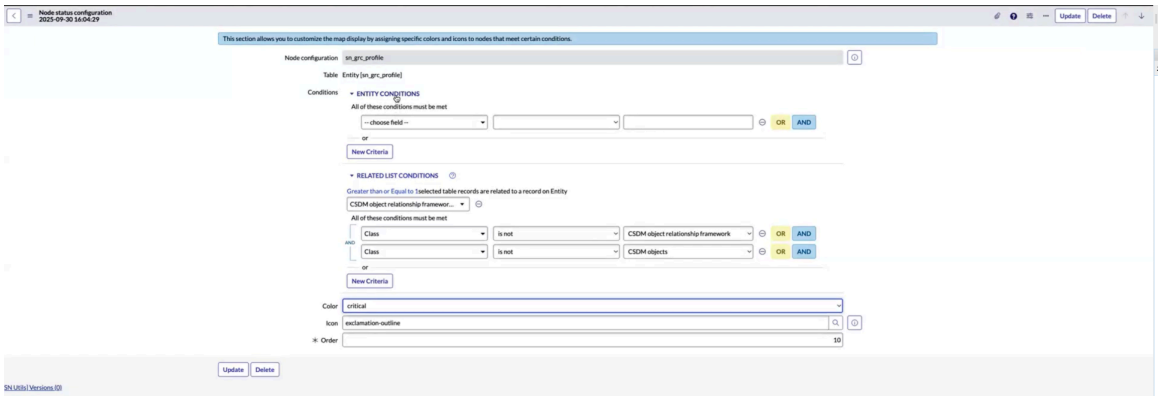
   For more information on the fields, see Node status configuration form.

   The Node status configuration record is displayed in which the **Node configuration** and **Table** are auto-populated.
5. Add the conditions that must be satisfied for the node status configuration in the **Conditions** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. Select the color for the node status in the **Color** field.
7. Select the icon for the node status in the **Icon** field.
   The order for the node status is auto-selected.

   A sample configuration is shown in the example.



8. To submit the details of the Node status configuration, select **Submit**.
   The Node status configuration record is displayed in the Node status configurations related list.

Node status configuration form

Use the Node status configuration form to configure the Node status conditions and parameters for the selected node configuration table.

Node status configuration new record form

Node status configuration new record form

Field	Description
Node configuration	Node configuration record for which the Node status configuration is being configured.
Table	Table associated with the node configuration for which the conditions and parameters are updated. For example, Entity [sn_grc_profile].
Conditions	Entity and related list conditions. Once the conditions are satisfied, the node status is updated and reflected in the Nexus map.
Color	Color to be displayed for the node status once the conditions are satisfied, for example, Critical or Magenta.
Icon	Icon to be used for the node in the main node UI, for example, exclamation-outline.
Order	Order assigned to the Node status configuration. This field is auto-assigned. The system selects the configuration to use when a node satisfies the condition and has the least order.
Context menu options	
Configuration for set as main node	Nexus map configuration required to enable the "Make this primary" functionality at the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Node status configuration new record form (continued)

Field	Description
	node level. This configuration reflects the hierarchy flow for the node that is designated as primary.
Configuration for 360° view	360° view type that is selected for the Nexus map configuration.
Context record	Context record for the table selected. This field is auto-filled. for example, for the Entity [sn_grc_profile] table, the "Applies to record" value is auto-filled for this field.

Configure the Edge configurations

Configure the Edge configurations settings for the selected Nexus map configuration. You can then configure the label, tooltip, default edge type for the edge of the selected node.

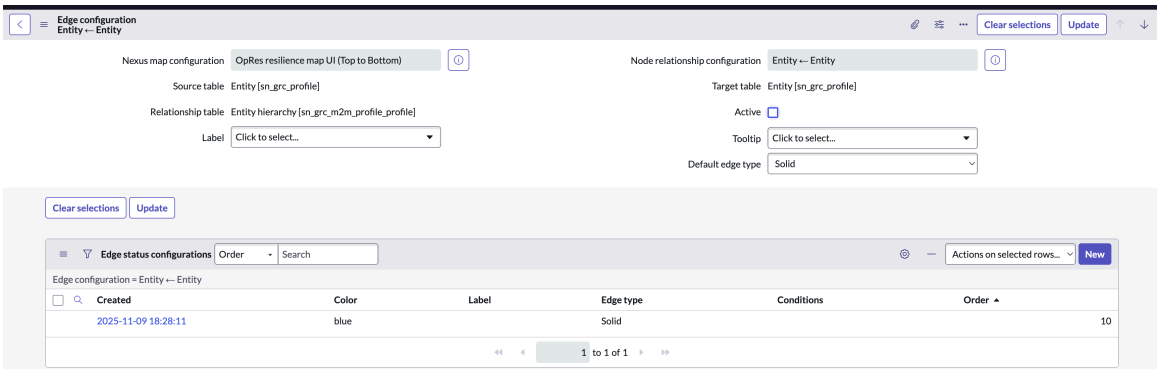
Before you begin

Role required: sn_oper_res.admin

Procedure

1. Navigate to **All** > **Data Relationships Framework** > **Main node configuration** and open the desired Main node configuration from the list view.
2. Open the Nexus map configuration record from the Nexus map configurations related list.
3. In the Edge configurations related list, select **New**.

   For more information on the fields, see Edge configuration form.



   The Nexus map configuration, Node relationship configuration, Source table, Target table, and Relationship table fields are auto-populated in the Edge configuration record.
4. To mark the Edge configuration as active, select the **Active** option field.
5. Select the label for the edge in the **Label** field.
6. Select the tooltip for the edge in the **Tooltip** fields.
7. Select the default edge type in the **Default edge type** fields.
8. To clear the selections for the label and tooltip, select **Clear selections**.
9. To submit the details of the Edge configuration, select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Edge configuration form

Use the Edge configuration form to configure the Edge configurations settings such as the label, tooltip, default edge type for the edge of the selected node.

Edge configuration new record form

Edge configuration new record form

Field	Description
Nexus map configuration	Nexus map configuration record for which the edge is being configured. For example, OpRes resilience map UI (Bottom to Top).
Node relationship configuration	Node relationship configuration for which the edge is being configured. For example, Entity ← Entity.
Source table	Source table for which the edge is being configured. For example, Entity [sn_grc_profile].
Target table	Target table for which the edge is being configured. For example, Entity [sn_grc_profile].
Relationship table	Relationship table for the source and target tables. For example, Entity hierarchy [sn_grc_m2m_profile_profile]
Active	Option to mark the Edge configuration as active.
Label	Label to be displayed for the edge configuration once the conditions are satisfied, for example, Class.
Tooltip	Tooltip to be used for the edge configuration, for example, Domain created by.
Default edge type	Default edge type for the edge configuration, for example, Solid.

Configure the Edge status configurations

Configure the Edge status configurations for the selected Nexus map configuration. You can customize the display of connectors that meet specific conditions by assigning them distinct colors and connector types.

Before you begin

Role required: sn_oper_res.admin

Procedure

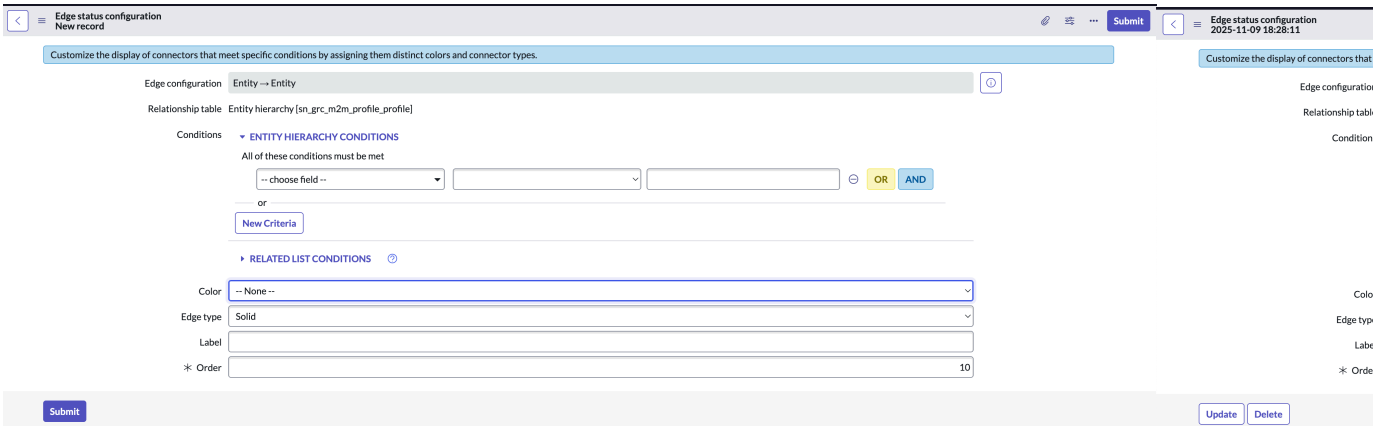
1. Navigate to **All** > **Data Relationships Framework** > **Main node configuration** and open the desired Main node configuration from the list.
2. Open the desired Nexus map configuration record from the Nexus map configurations related list.
3. Open the Edge configuration record from the Edge configurations related list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In the Edge configuration record, the details of the edge are auto-selected.

4. In the Edge status configurations related list, select **New**.

   You can customize the map display such as assigning specific colors and icons to nodes that meet certain conditions by configuring the Node status configuration record.



   For more information on the fields, see Edge status configuration form.

   The Edge status configuration record is displayed in which the **Edge configuration** and **Relationship table** are auto-populated.

5. Add the conditions that must be satisfied for the node status configuration in the **Conditions** field.
6. Select the color for the node status in the **Color** field.
7. Select the Edge type for the node status in the **Edge type** field.
   The order for the node status is auto-selected.
8. Select the label for the edge status in the **Label** field.
9. To submit the details of the Edge status configuration, select **Submit**.
   The Edge status configuration record is displayed in the Edge status configurations related list.

Edge status configuration form

Use the Edge configuration form to configure the Edge status settings for the selected Nexus map configuration. You can customize the display of connectors that meet specific conditions by assigning them distinct colors and connector types.

Edge status configuration new record form

Field	Description
Edge configuration	Edge configuration to be defined between two specific entities.
Relationship table	Relationship table for the source and target tables. For example, Entity hierarchy [sn_grc_m2m_profile_profile]
Conditions	Entity and related list conditions. Once the conditions are satisfied, the edge status is updated and reflected in the Nexus map.
Color	Color to be displayed for the edge status once the conditions are satisfied, for example, Critical or Magenta.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Edge status configuration new record form (continued)

Field	Description
Edge type	Edge type to be defined for the node, for example, Solid.
Label	Label to be defined for the node, for example, Primary.
Order	Order assigned to the Edge status configuration. This field is auto-assigned. The system selects the configuration to use when an edge satisfies the condition and has the least order.

Configure Operational Resilience properties

Configure main properties of the Operational Resilience so that you can set up and fetch data into the application for reporting purposes.

Before you begin

Role required: sn_oper_res.admin

About this task

Configurations and customizations: When you update an application property, it's considered a configuration. If a function change needs modifications to the code in#Operational Resilience, like the script include, it's classified as a customization.

Procedure

1. Navigate to **All** > **System Properties** > **All Properties**.
2. Filter the properties for GRC: Operational Resilience application.
   The properties for GRC: Operational Resilience application are displayed. For a list of the properties, see Properties installed with Operational Resilience.
3. Update the values of Dependency pillars in the *sn_oper_res.dependency_pillars* property by adding the sys_ids of the pillars to the **Value** field.
   You can add the sys_ids separated by commas such as e4f77de4537310108722ddeeff7b1263,ab5c78b0533112105806ddeeff7b126f,9c38fde4537310108722ddeeff7b1
   Refer to the following pillars and their corresponding sys_ids:
   - Application Service: e4f77de4537310108722ddeeff7b1263
   - People: ab5c78b0533112105806ddeeff7b126f
   - Data: 9c38fde4537310108722ddeeff7b12d0
   - Suppliers: a5187de4537310108722ddeeff7b127a
   - Technology: c4c775e4537310108722ddeeff7b12d7
   - Facilities: 2fad3034533112105806ddeeff7b123f
4. Update the *sn_oper_res.max_top* property.
   This property is used for the 'Top vulnerabilities to be fixed' section on the Home page. If the property value is set to 5, records are generated for the top 5 vulnerabilities which have most impacted entities, and they are displayed in the "Top vulnerabilities to be fixed' report on the Home page.
5. Configure the *sn_oper_res.top_class_name* property to designate any class as the top class in the dashboard.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Starting with Operational Resilience Release 21.0.x, this property is updated so that any node, such as business service, business process, or application service, can be the top node. This property is applicable only for the dashboards and not for the Workspace forms. For information on configuring the property, see Using the flexible data model.

6. Select **Update**.
   The updated properties are saved.

Configure 360° views for services and processes

Configure 360° views for the services, business services, business processes, and application services. You can select the table for which you want to update the sector configurations, relationship registries, and their positions on the 360° view.

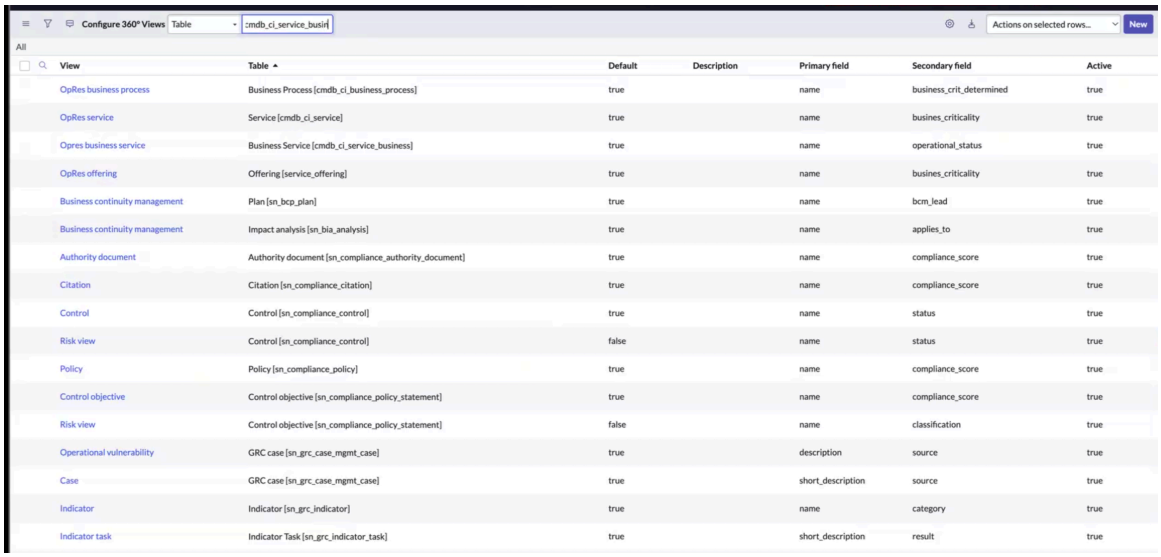
Before you begin

Role required: sn_oper_res.admin

Procedure

1. Navigate to **All** > **360° View Configurations** > **Configure 360° Views** > .
2. Select the table for which you want to configure 360° View.

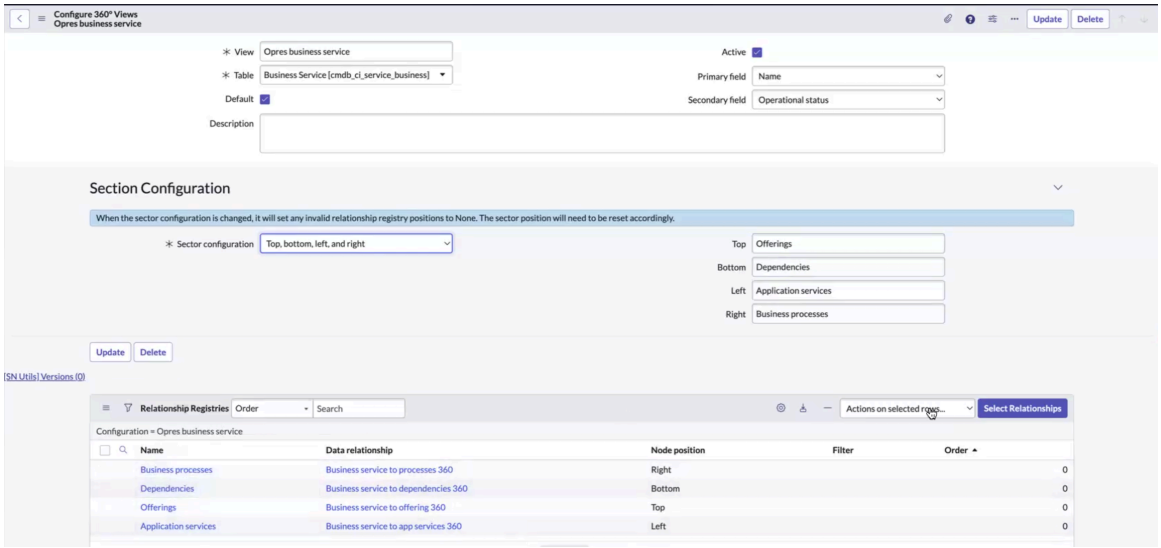
   You can select the table from the list view as shown in the example.



View	Table	Default	Description	Primary field	Secondary field	Active
OpRes business process	Business Process [cmdb_ci_business_process]	true		name	business_crit_determined	true
OpRes service	Service [cmdb_ci_service]	true		name	busines_criticality	true
Opres business service	Business Service [cmdb_ci_service_business]	true		name	operational_status	true
OpRes offering	Offering [service_offering]	true		name	busines_criticality	true
Business continuity management	Plan [sn_bcp_plan]	true		name	bcm_lead	true
Business continuity management	Impact analysis [sn_bia_analysis]	true		name	applies_to	true
Authority document	Authority document [sn_compliance_authority_document]	true		name	compliance_score	true
Citation	Citation [sn_compliance_citation]	true		name	compliance_score	true
Control	Control [sn_compliance_control]	true		name	status	true
Risk view	Control [sn_compliance_control]	false		name	status	true
Policy	Policy [sn_compliance_policy]	true		name	compliance_score	true
Control objective	Control objective [sn_compliance_policy_statement]	true		name	compliance_score	true
Risk view	Control objective [sn_compliance_policy_statement]	false		name	classification	true
Operational vulnerability	GRC case [sn_grc_case_mgmt_case]	true		description	source	true
Case	GRC case [sn_grc_case_mgmt_case]	true		short_description	source	true
Indicator	Indicator [sn_grc_indicator]	true		name	category	true
Indicator task	Indicator Task [sn_grc_indicator_task]	true		short_description	result	true

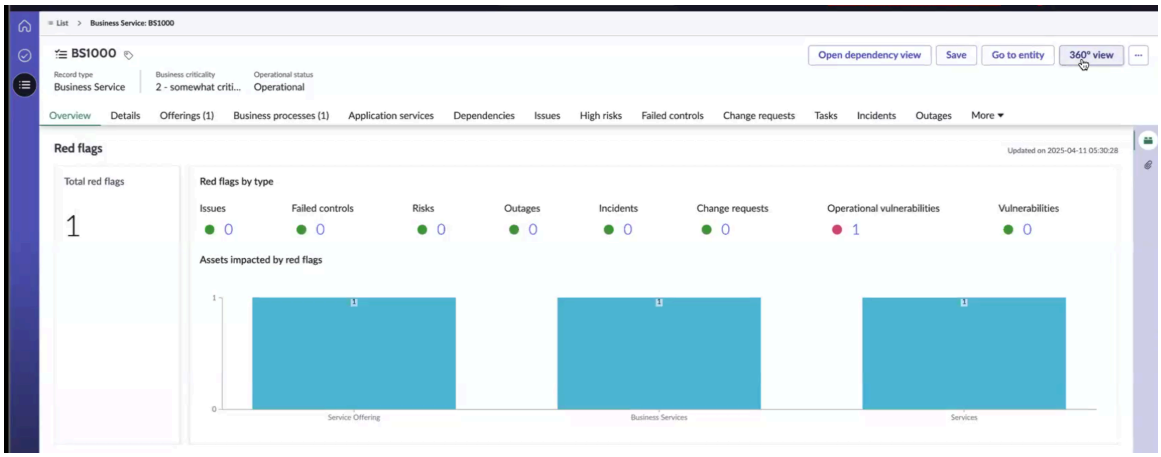
   The Configure 360° Views form for the selected table is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. Update the section configuration for the top, bottom, left, and right positions as desired in the **Sector configuration** field.
4. To update the relationship configurations, choose **Select Relationships** in the Relationships Registries related list.
5. Select **Update**.
   The selected relationships are saved in the application.
6. Navigate to the specific form in the Operational Resilience Workspace.
7. Select the **360° View** UI action.

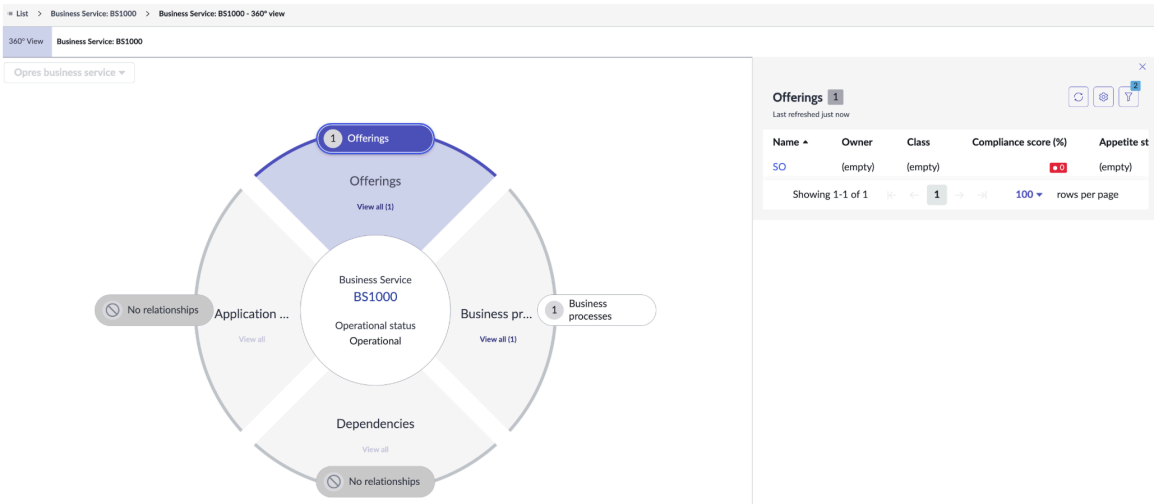
   You can navigate to the 360° view for the selected table.



8. Verify the positions of the relationships on the form.

   The 360° view shows the context information of the opened service, business service, service offering, and business process. When you select the node, it shows more information on the selected node in the right side panel. You can verify the placements and positions of the relationships on the form as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



For more information on 360° views, see Exploring the 360° view.

Opres with CSDM header Main node configuration

The Opres with CSDM header Main node configuration, used by new customers, fetches CMDB objects such as business services, business processes, service offerings, and application services into Operational Resilience. Existing customers typically use the Service (CMDB) Main node configuration. Administrators or UI Builder administrators can display or hide the **Services overview** or **Business services overview** tab from the Workspace view based on organizational needs.

For Opres with CSDM header configuration, Operational Resilience administrators set up the records in the following required tables:

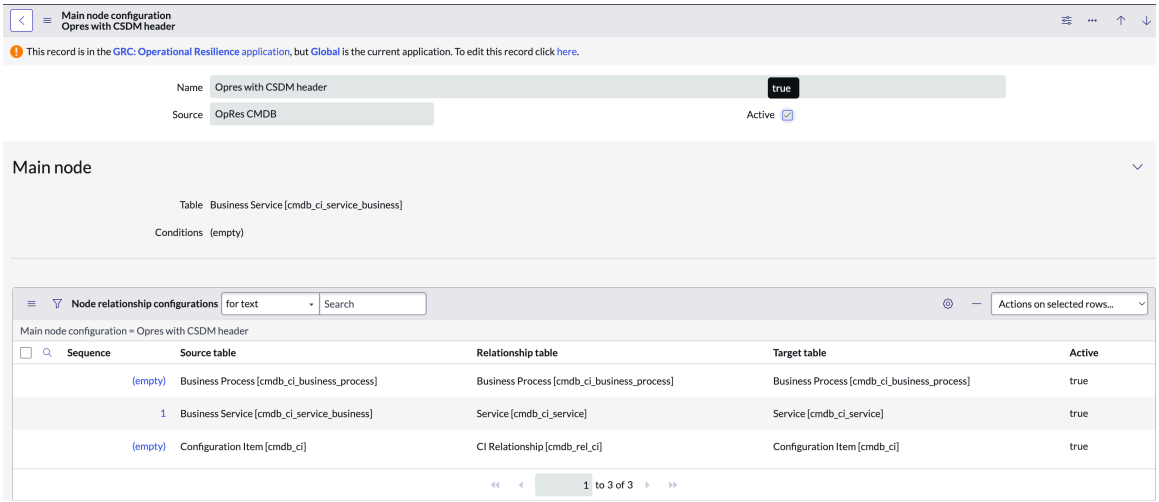
- Business Service [cmdb_ci_service_business]
- Service Offering [service_offering]
- Business Process [cmdb_ci_business_process]
- Application Service [cmdb_ci_service_auto]

After setting up the records in the required tables, Operational Resilience administrators define the hierarchy levels and add relationships for the records. For example, you can set up a hierarchy from business service to service offering, from service offering to business process, and from business process to application service.

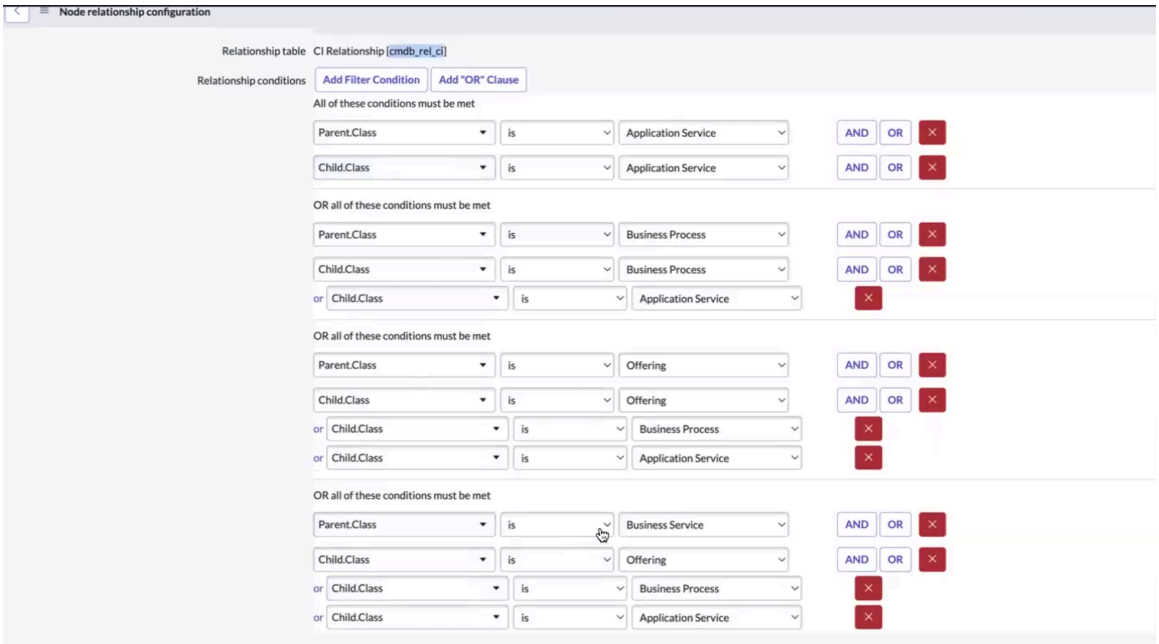
Node relationship configurations

You can configure the node relationships such as the sequence, source table, relationship table, target table, and active flag in the Opres with CSDM header Main node configuration as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

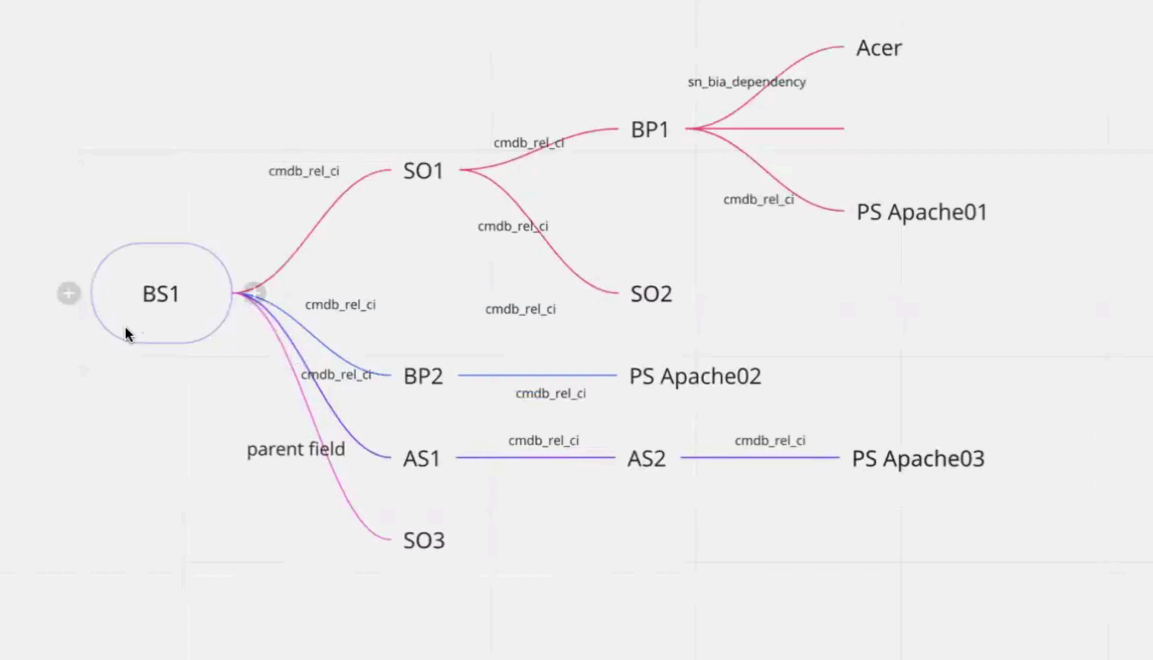


The following illustration shows the node relationship configurations for Opres with CSDM header Main node configuration, provided as the base version. For each relationship [cmdb_rel_ci] table, you can set up combined relationship configurations. For example, for a business service as the parent class, you can configure its relationship to a service offering, then to a business process, and to an application service.



The relationship of the CMDB objects is shown in the illustration. The data shown in the illustration exists in the CMDB tables. Main node relationships are configured to inform Operational Resilience about the type of data that should be imported into the application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



For information on updating the node relationship configurations, see Configure the Node relationship configurations

.

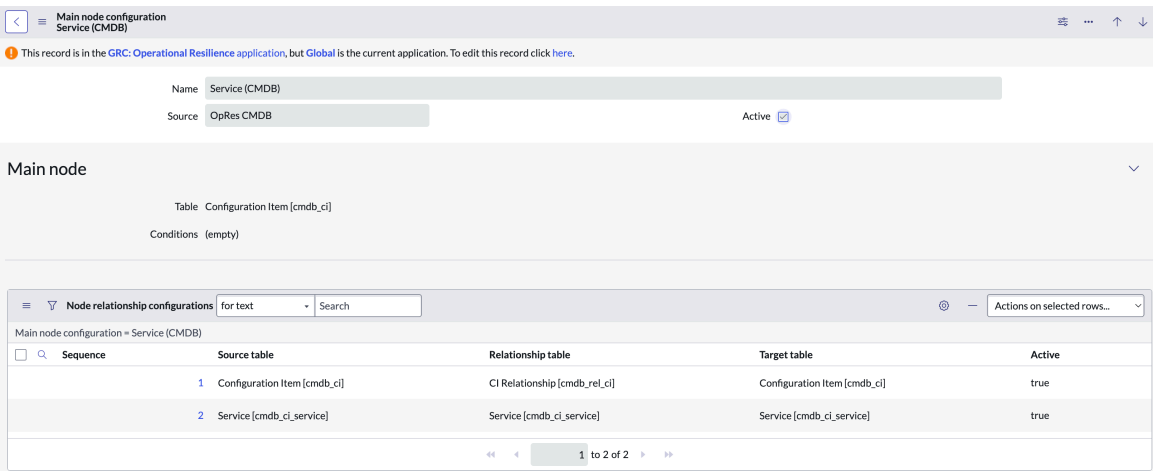
Service (CMDB) Main node configuration

The Service (CMDB) Main node configuration defines the relationships for the services. Existing customers typically use the Service (CMDB) Main node configuration, while new customers use the Opres with CSDM header Main node configuration. Administrators can display or hide the Services overview or Business services overview based on organizational needs.

For the Service (CMDB) Main node configuration, the source typically used is OpRes CMDB and the table used is Configuration Item [cmdb_ci].

Node relationship configurations

You can configure the node relationships such as the sequence, source table, relationship table, target table, and active flag in the Service (CMDB) Main node configuration as shown in the example.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

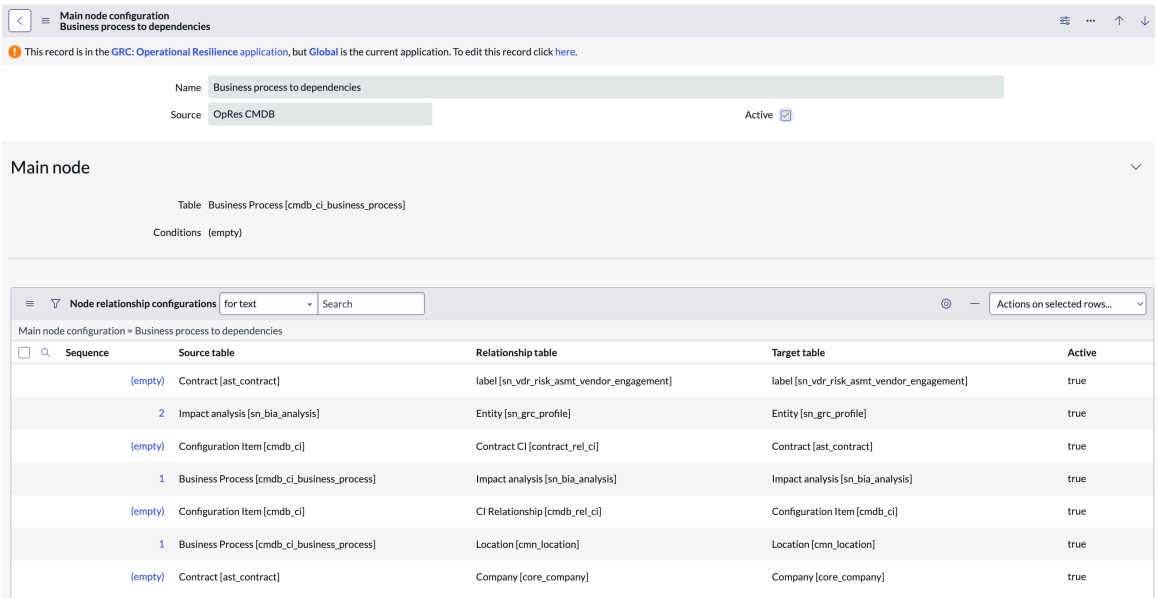
Business process to dependencies Main node configuration

The Business process to dependencies Main node configuration defines the relationships from a Business process to its dependencies.

For the Business process to dependencies Main node configuration, the source is OpRes CMDB and the table is Business Process [cmdb_ci_business_process].

Node relationship configurations

You can configure the node relationships such as the sequence, source table, relationship table, target table, and active flag in the Business process to dependencies Main node configuration as shown in the example.



Business service to dependencies Main node configuration

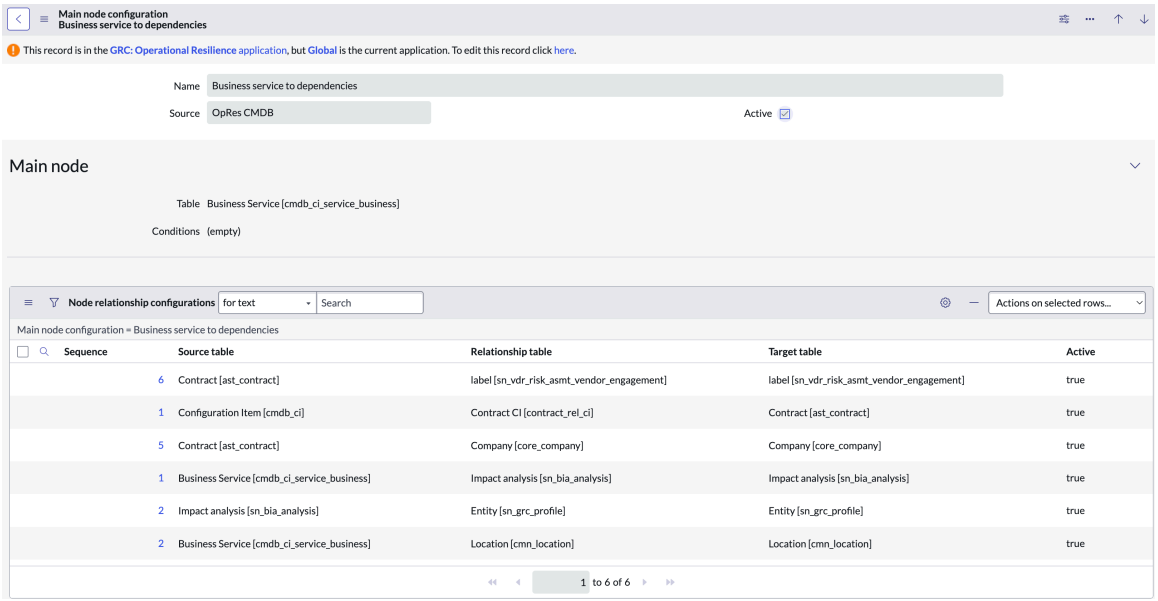
The Business service to dependencies Main node configuration defines the relationships from a Business service to its dependencies.

For the Business service to dependencies Main node configuration, the source is OpRes CMDB and the table is Business Service [cmdb_ci_service_business].

Node relationship configurations

You can configure the node relationships such as the sequence, source table, relationship table, target table, and active flag in the Business service to dependencies Main node configuration as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



TPRM integration: As shown in the node relationship configuration of the Business Service to Dependencies, if you have the TPRM application installed, you can establish relationships between a business service and a contract, and from a contract to a company or an engagement.

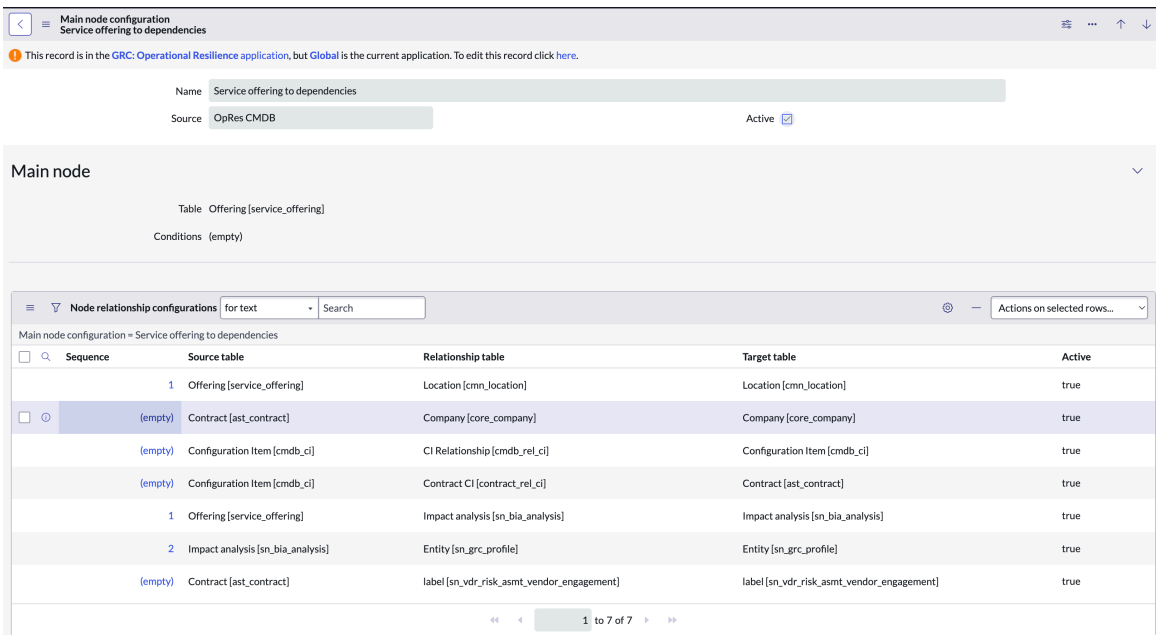
Service offering to dependencies Main node configuration

The Service offering to dependencies Main node configuration defines the relationships from a Service offering to its dependencies.

For the Service offering to dependencies Main node configuration, the source is OpRes CMDB and the table is Offering [service_offering].

Node relationship configurations

You can configure the node relationships such as the sequence, source table, relationship table, target table, and active flag in the Service offering to dependencies Main node configuration as shown in the example.



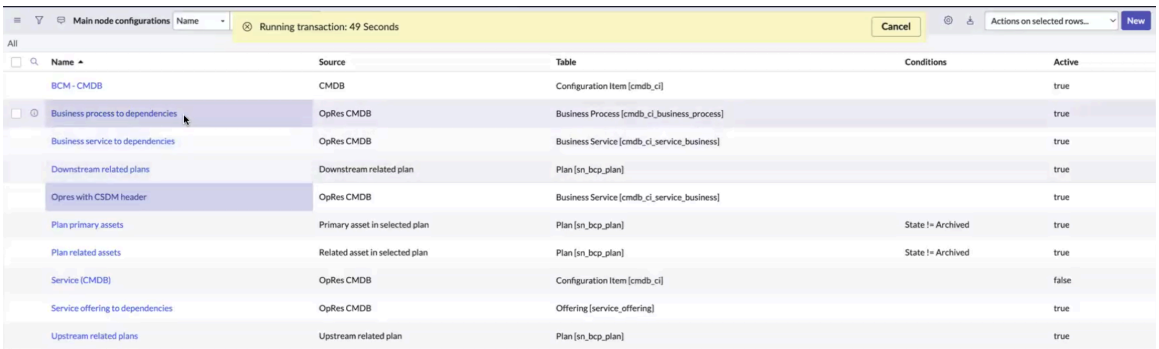
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

BCM dependencies related Main node configurations

When the Business Continuity Management application is installed in an instance, BCM dependencies are fetched into the Operational Resilience application.

When the Business Continuity Management application is installed in an instance, BCM dependencies are fetched into the Operational Resilience application as shown in the example.

- BCM - CMDB
- Downstream related plans
- Plan primary assets
- Plan related assets
- Upstream related plans



Name	Source	Table	Conditions	Active
BCM - CMDB	CMDB	Configuration Item [cmdb_ci]		true
Business process to dependencies	OpRes CMDB	Business Process [cmdb_ci_business_process]		true
Business service to dependencies	OpRes CMDB	Business Service [cmdb_ci_service_business]		true
Downstream related plans	Downstream related plan	Plan [sn_bcp_plan]		true
Opres with CSDM header	OpRes CMDB	Business Service [cmdb_ci_service_business]		true
Plan primary assets	Primary asset in selected plan	Plan [sn_bcp_plan]	State != Archived	true
Plan related assets	Related asset in selected plan	Plan [sn_bcp_plan]	State != Archived	true
Service (CMDB)	OpRes CMDB	Configuration Item [cmdb_ci]		false
Service offering to dependencies	OpRes CMDB	Offering [service_offering]		true
Upstream related plans	Upstream related plan	Plan [sn_bcp_plan]		true

Sample Services to dependencies configuration

Create a Services to dependencies sample Main node configuration record for linking services to dependencies.

Before you begin

Role required: sn_oper_res.admin

About this task

For the configuration sequence and instructions in Operational Resilience, see Configuring Operational Resilience.

For instructions on creating the Main node configuration records, see Configure the Main node configurations.

Procedure

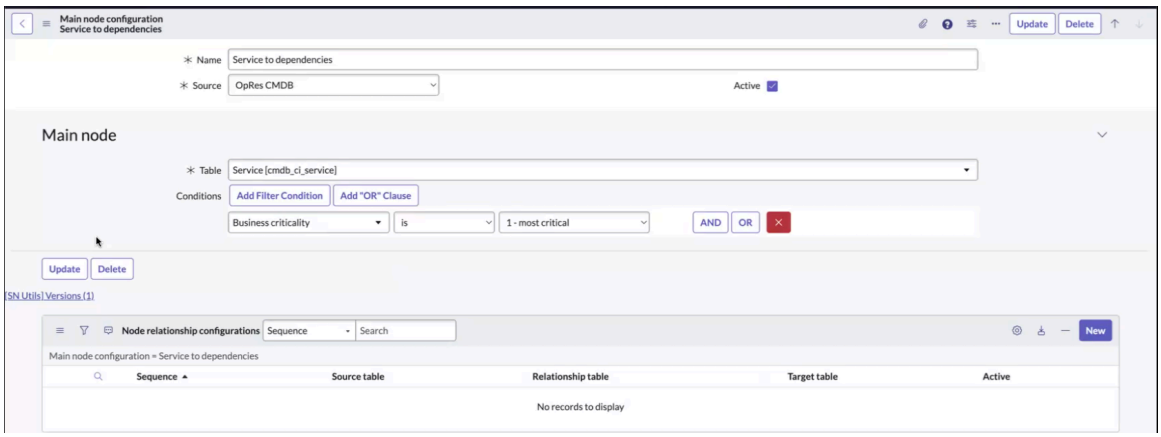
1. Download the Operational Resilience application in your instance.
   For instructions on downloading the Operational Resilience application, see Install Operational Resilience application.
2. Ensure that you have set up the pillars, entity types, entity filters and entities are generated.
   Refer to the configuration instructions on the Configuring Operational Resilience page.
3. Ensure that you have the Data Relationships Framework application, which is available by default, is available in your instance.
   Ensure that you have completed other pre-requisites listed in the Configure the Main node configurations.
4. Navigate to **All** > **Data Relationships Framework** > **Main node configurations**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
In order for the Main node configuration to be picked up by the scheduled job, its source should be **OpRes CMDB** and its status should be **True** (**Active**).

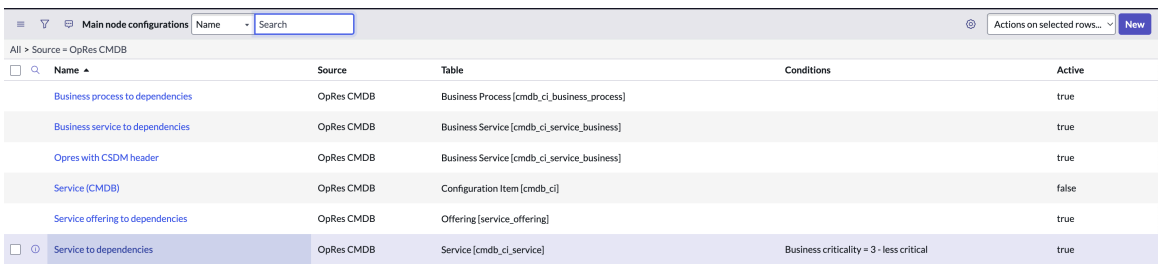
5. To create a new Main configuration record, select **New**.
   For descriptions of all the fields in the form, see Main node configuration form.
6. Add the name for the configuration as **Service to Dependencies**.
7. To use it in the Operational Resilience scheduled job, select the source as **OpRes CMDB** and set the status to **True**.
8. Select the table from where you want the hierarchy to start, for example, Service.
9. Add conditions to filter the records for which this main node definition is created.

   The following example shows the filter condition for the **Service to Dependencies** configuration.



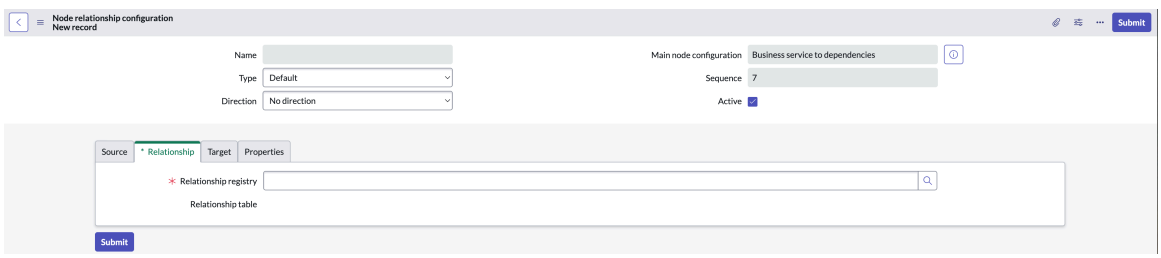
10. Select **Submit**.

    The **Service to Dependencies** Main node configuration is created and displayed in the Main node configurations list.



11. To define the node relationships, open the **Service to Dependencies** Main node configuration record and select **New** in the Node relationship configurations.

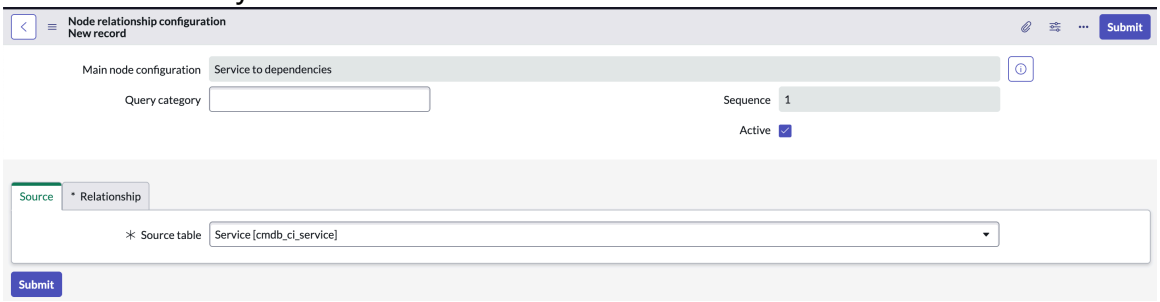
    The Node relationship configuration new record is displayed.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For description of the fields, see Relationship registry record form.

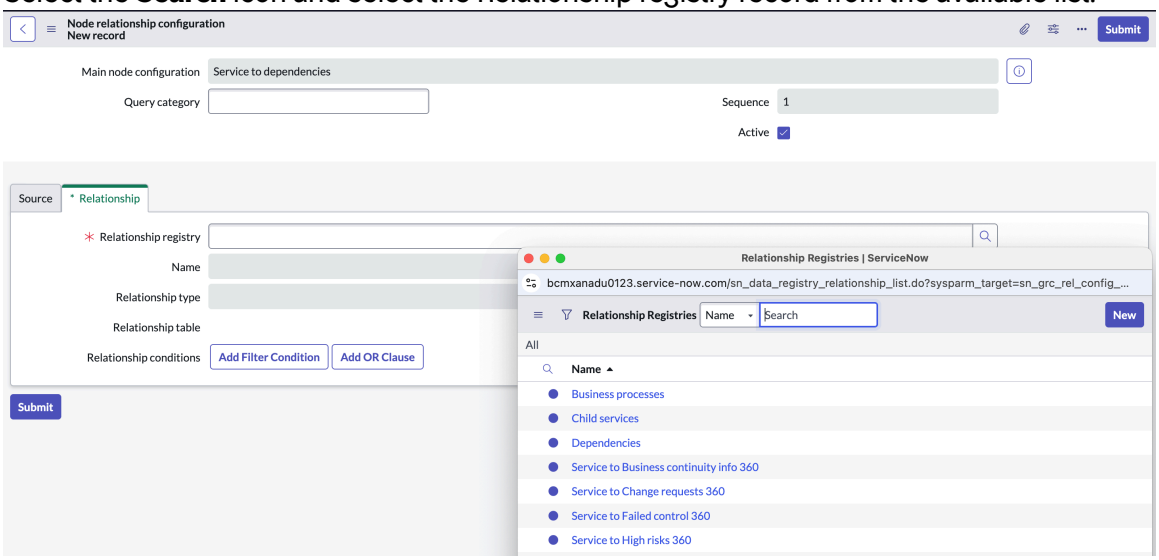
12. Select the table of your choice in the **Source table** field in the **Source** tab.



By default, the system auto-selects the table listed in the Main configuration record, the Service [cmdb_ci_service] table in this example. You can choose the auto-suggested table or a different table as per your requirements.

13. Select the relationship registry record in the **Relationship registry** field in the **Relationship** tab. The relationship registry record defines how the Source table links to another table.

    a. Select the **Search** icon and select the Relationship registry record from the available list.



    Selecting the search icon shows the out-of-the-box Relationship registries that have Service as the source table. You can select a Relationship registry from the list.

    b. To select a new registry record instead of choosing a record from the out-of-the-box list, select **New**.

    You can create a new registry record if the out-of-the-box options do not meet your needs.

    c. Add a meaningful name for the new Relationship registry record.
    You can add a proper name to avoid confusion because there might be other registries with the same name.

    d. Select the relationship table in the **Table** field.
    The table should be the same as the Source table from the previous screen. This table name may be different from the table that you have defined in the Main node configuration record.

    e. Select the relationship type for the table in the **Relationship type** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Once the table is selected, the following options are displayed in the drop-down.

i. **One-to-one**

ii. **One-to-many**

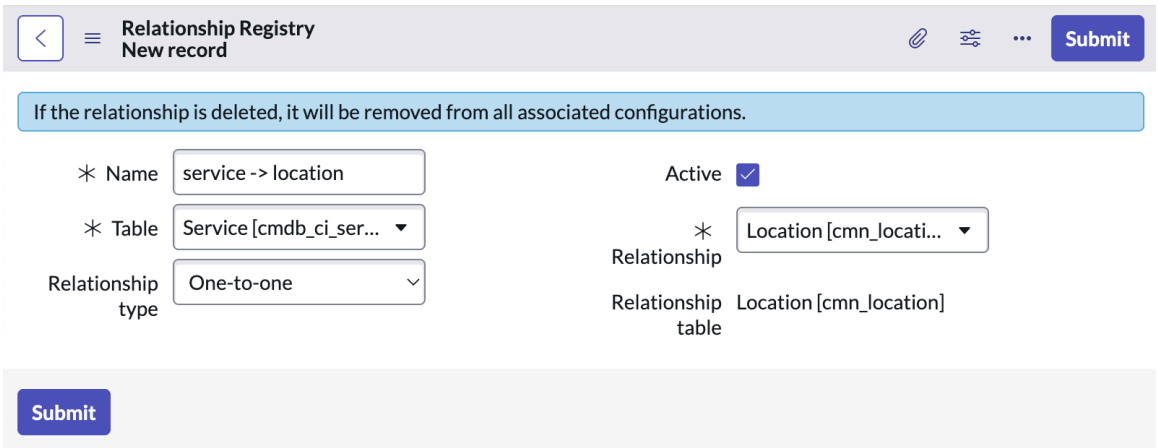
iii. **Many-to-many**

iv. **Scripted relationship**

Based on the selected drop-down value, a different list of tables is displayed in the **Relationship** field. The **One-to-one** option is considered in this example.

f. Select the relationship table in the **Relationship table** field.

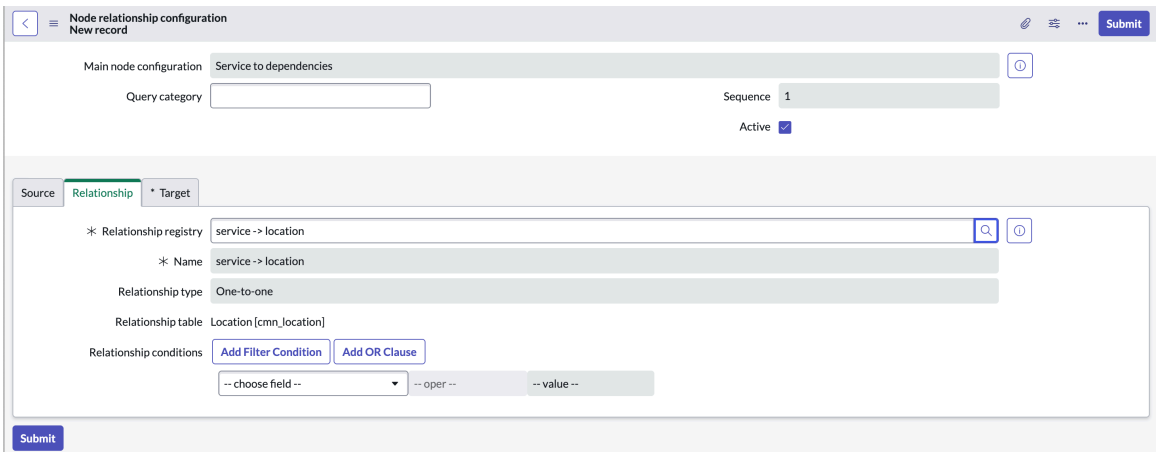
For One-to-one relationship type, the **Relationship** field shows the list of tables that are used as reference fields in the Source table.



After you select the relationship table, the table name is populated in the **Relationship** field.

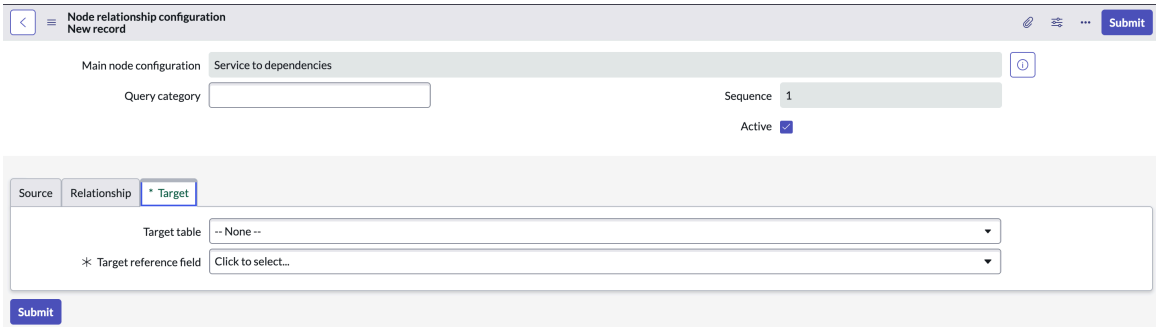
g. Select **Submit**.

You have configured the Source table and Relationship registry.



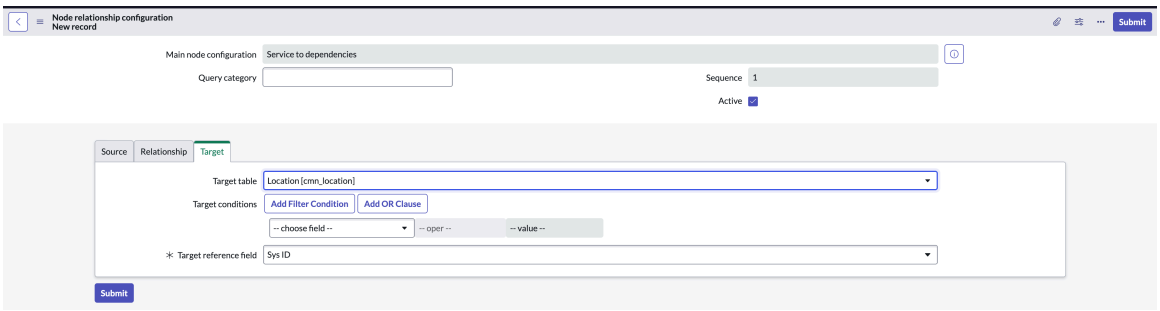
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can configure the Target section in the Node relationship configuration record in the next step.



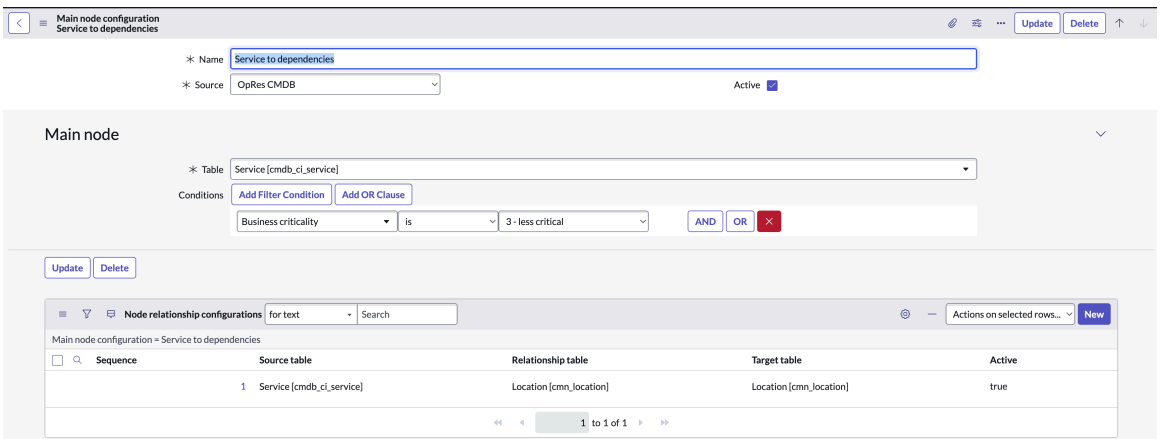
14. For non-m2m tables, in the **Target** tab, select **Sys ID** as the **Target reference field** and choose the Relationship table as the **Target table**.

    The Target table and Target reference field are shown in the example.



15. Select **Submit**.

    The Node relationship configuration for the **Service to Dependencies** Main configuration record is now updated.



Sample Application service to dependencies configuration

Create an Application service to dependencies sample Main node configuration record for linking an application service to the dependencies.

Before you begin

Role required: sn_oper_res.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

For the configuration sequence and instructions in Operational Resilience, see Configuring Operational Resilience.

For instructions on creating the Main node configuration records, see Configure the Main node configurations.

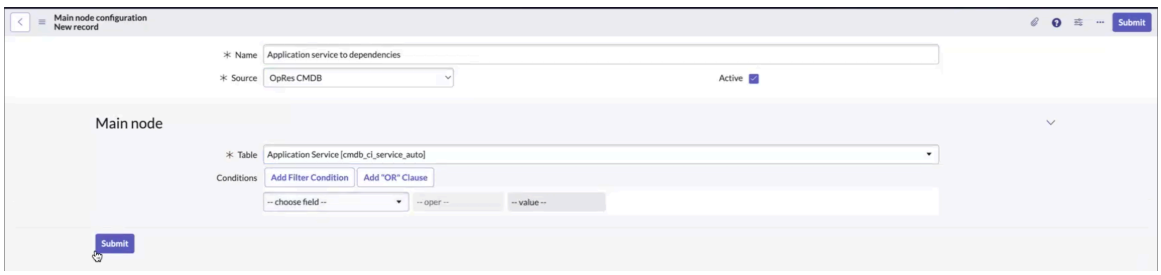
Procedure

1. Download the Operational Resilience application in your instance.
   For instructions on downloading the Operational Resilience application, see Install Operational Resilience application.
2. Ensure that you have set up the pillars, entity types, entity filters and entities are generated.
   Refer to the configuration instructions on the Configuring Operational Resilience page.
3. Ensure that you have the Data Relationships Framework application, which is available by default, is available in your instance.
   Ensure that you have completed other pre-requisites listed in the Configure the Main node configurations.
4. Navigate to **All** > **Data Relationships Framework** > **Main node configurations**.

   Note:
   In order for the Main node configuration to be picked up by the scheduled job, its source should be **OpRes CMDB** and its status should be **True** (**Active**).

5. To create a new Main configuration record, select **New**.
   For descriptions of all the fields in the form, see Main node configuration form.
6. Add the name for the configuration as **Application service to dependencies**.
7. To use it in the Operational Resilience scheduled job, select the source as **OpRes CMDB** and set the status to **True**.
8. Select the table from where you want the hierarchy to start, for example, Application Service [cmdb_ci_service_auto].
9. Add conditions to filter the records for which this main node configuration is created.
   This is an optional step.

   The **Application service to dependencies** Main node configuration is shown in the example.



10. Select **Submit**.

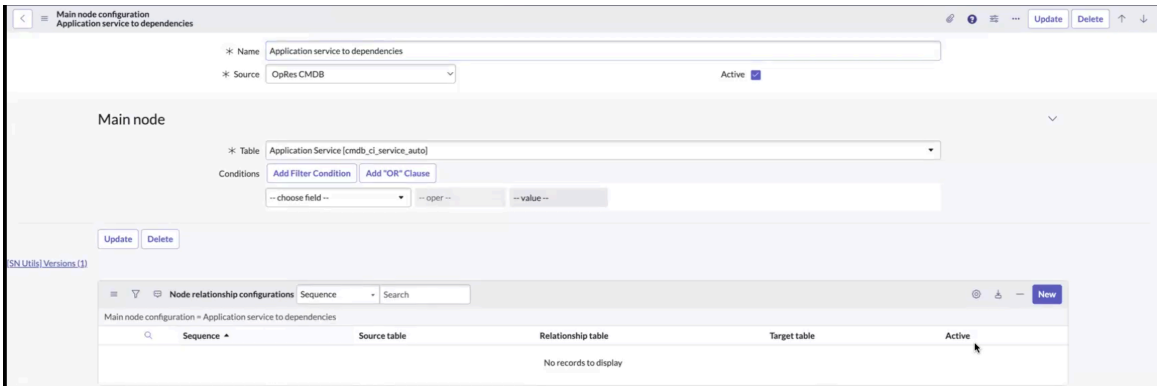
    The **Application service to dependencies** Main node configuration is created and displayed in the Main node configurations list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



11. To define the node relationships for the **Application service to dependencies** Main node configuration, open the record from the list and select **New** in the Node relationship configurations.

    The Node relationship configuration new record is displayed.



    For the description of the fields, see Relationship registry record form.

12. Select the table of your choice in the **Source table** field in the **Source** tab.

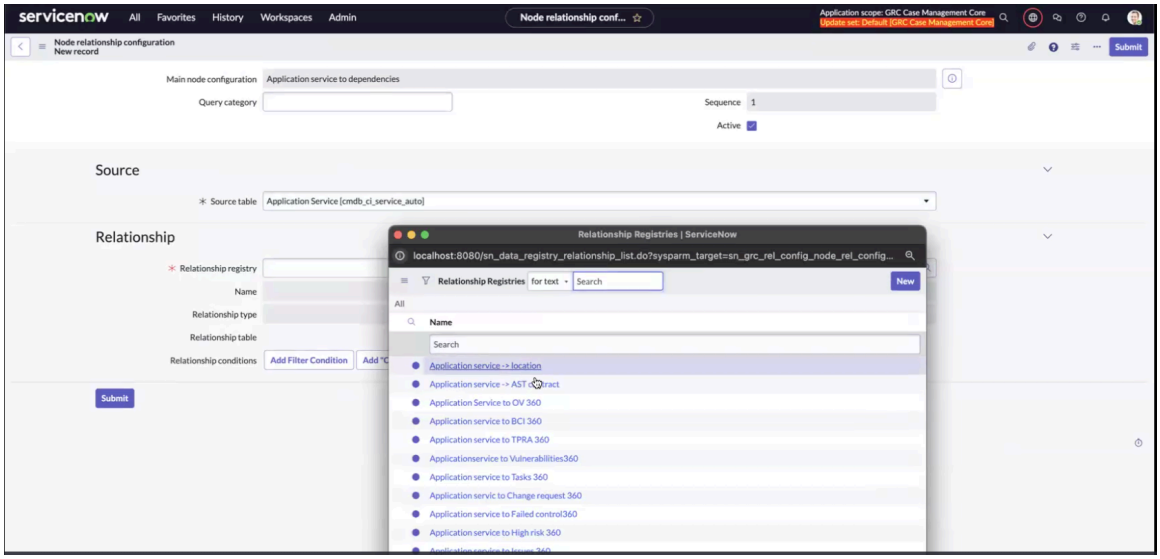
    By default, the system auto-selects the table listed in the Main configuration record, for example, Application Service [cmdb_ci_service_auto]. You can choose the auto-suggested table or a different table as per your requirements.

13. Select the relationship registry record in the **Relationship registry** field in the **Relationship** tab. The relationship registry record defines how the Source table links to another table.

    a. Select the **Search** icon and select the Relationship registry record from the available list.

       Selecting the search icon shows the out-of-the-box Relationship registries that have Service as the source table. You can select a Relationship registry from the list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can also create a new registry record if the out-of-the-box options do not meet your needs.

b. Add a meaningful name for the new Relationship registry record.
You can add a proper name to avoid confusion because there might be other registries with the same name.

c. Select the relationship table in the **Table** field.
The table should be the same as the Source table from the previous screen. This table name may be different from the table that you have defined in the Main node configuration record.

d. Select the relationship type for the table in the **Relationship type** field.

Once the table is selected, the following options are displayed in the drop-down.

i. One-to-one

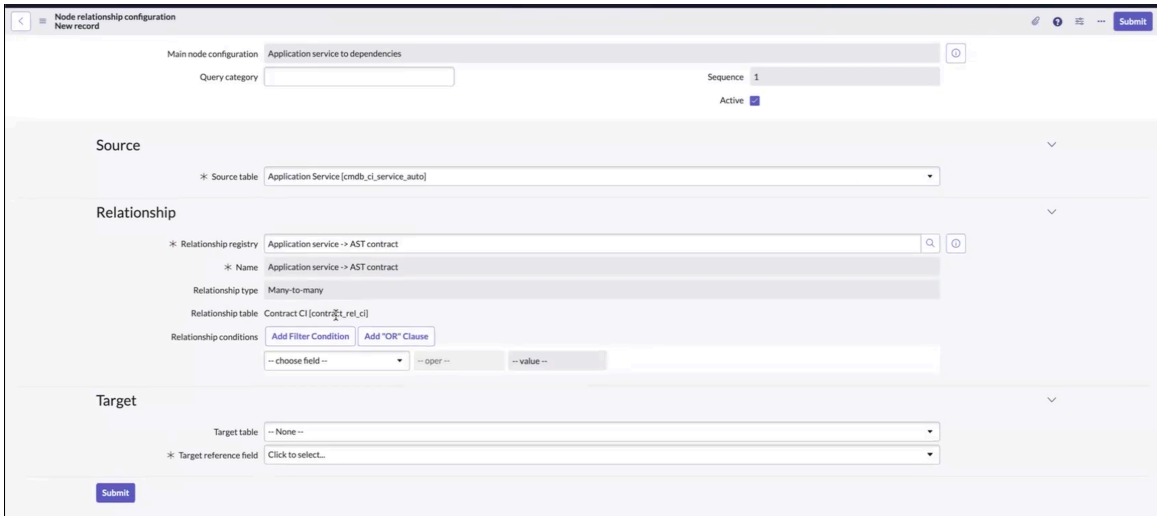
ii. One-to-many

iii. Many-to-many

iv. Scripted relationship
Based on the selected drop-down value, a different list of tables is displayed in the **Relationship** field. The **One-to-one** option is shown in this example.

e. Select the relationship table in the **Relationship table** field.

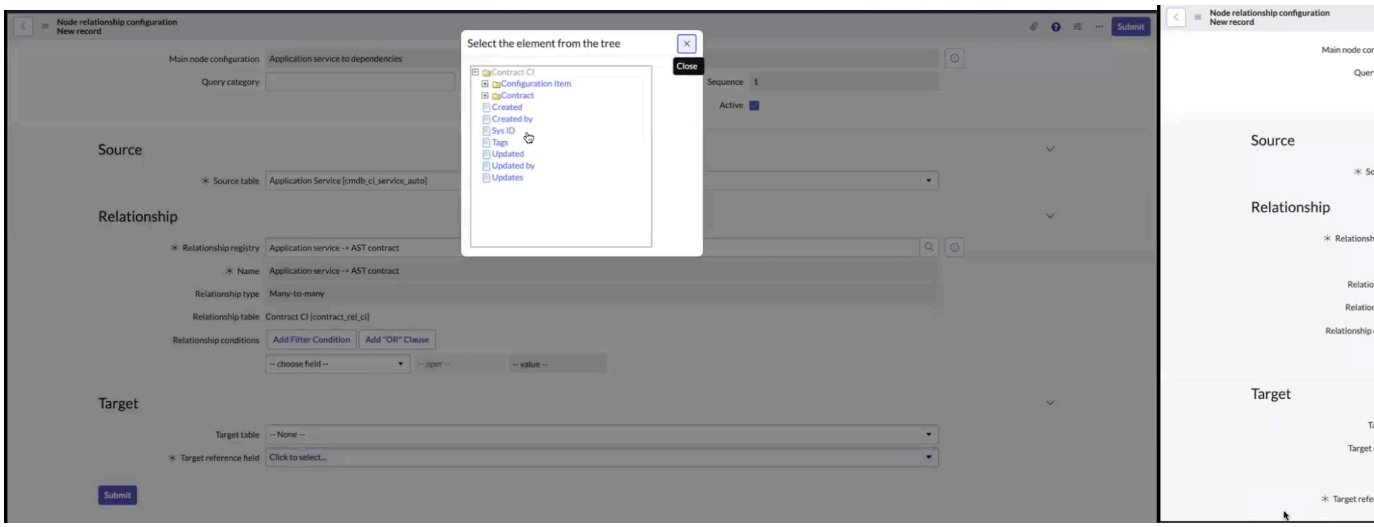
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



After you select the relationship table, the table name is populated in the **Relationship** field.

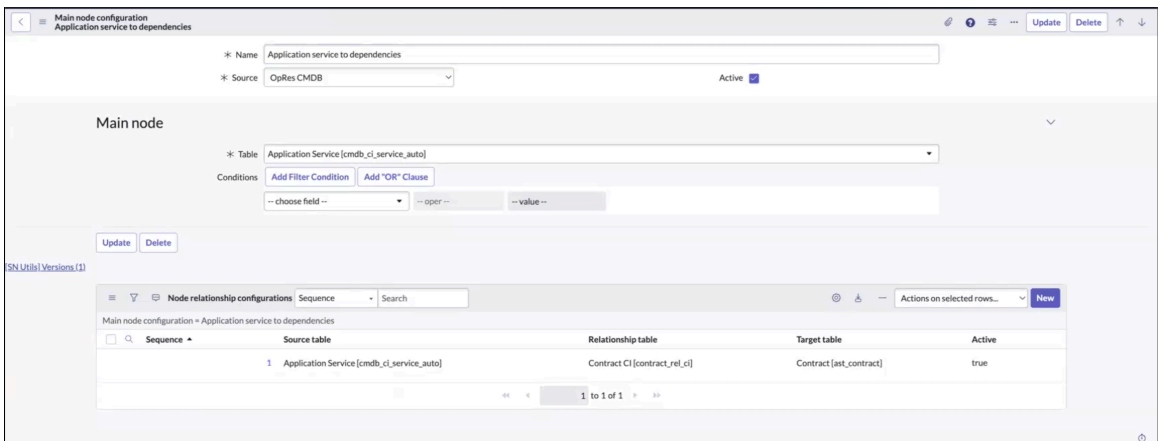
14. Select the **Target table** in the **Target** tab.

The Target table and Target reference field are shown in the example.



15. Select **Submit**.

The Node relationship configuration for the **Application service to dependencies** Main configuration record is now updated.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sample end-to-end workflow for business services

Configure an end-to-end workflow for the business service to fetch the CSDM dependencies and red flags data to Operational Resilience. You must ensure that entities are generated and associated with pillars, and that the Main node configurations are set up before fetching the required data.

Before you begin

Role required: sn_oper_res.manager

About this task

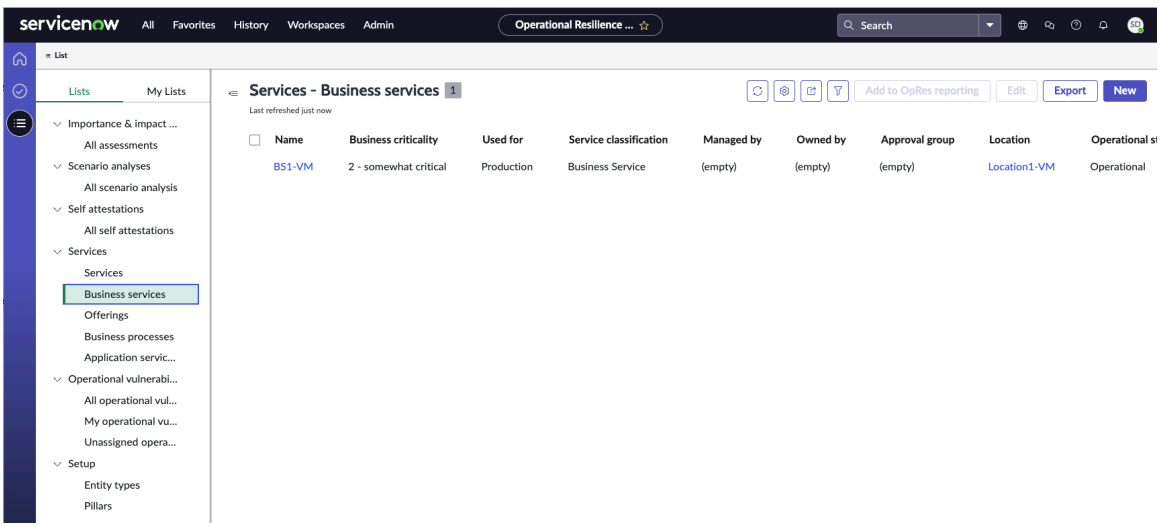
For the configuration sequence and instructions in Operational Resilience, see Configuring Operational Resilience.

For instructions on creating the Main node configuration records, see Configure the Main node configurations.

Procedure

1. Download the Operational Resilience application in your instance.
   For instructions on downloading the Operational Resilience application, see Install Operational Resilience application.
2. Ensure that you have set up the pillars, entity types, entity filters and entities are generated.
   Refer to the configuration instructions on the Configuring Operational Resilience page.
3. Navigate to **Operational Resilience Workspace** > **List** > **Business service** and select the business service.

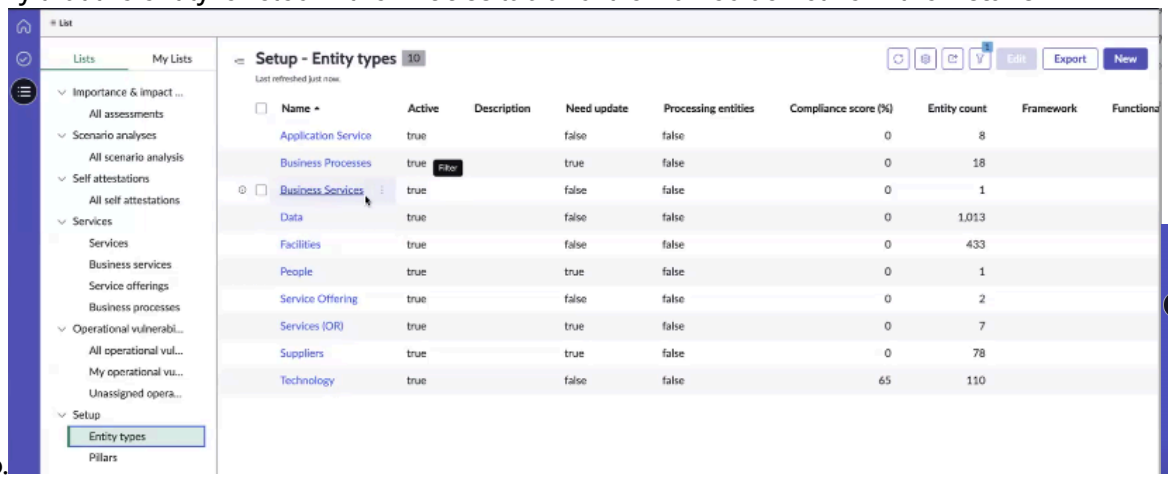
   You can select a business service, for example, BS1-VM as shown in the illustration.



4. To add the business service to Operational Resilience reporting, select the service from the list and select **Add to OpRes reporting**.
   The selected service is added to Operational Resilience reporting.
5. Verify that the entity is created for the business service, it is listed in the Business Services entity type on the Entity types page, and it is set to active on that page.

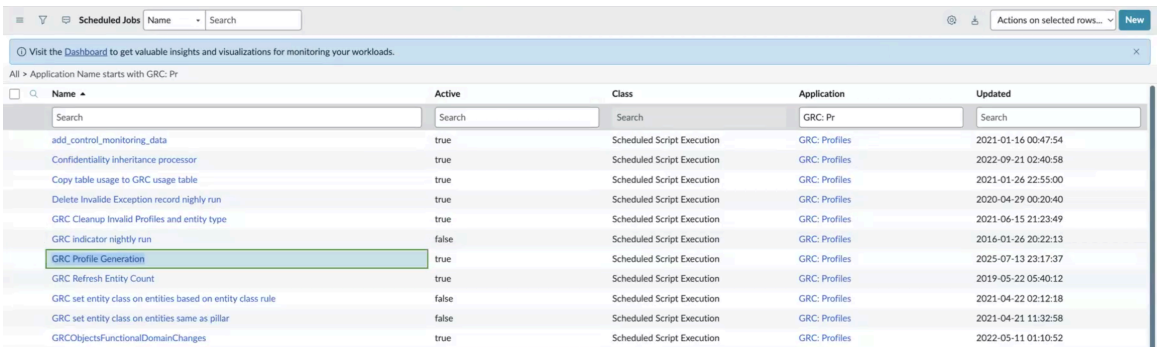
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can verify that the value of the Active column for the Business Services is set to **True**. Verify that the entity is listed in the **Entities** tab and it is marked as Active in the **Details** tab.



Note:
The following example illustrates how to use entity filters to generate entities. However, for actual entity creation, you should run the *GRC Profile Generation* scheduled job rather than using entity filters.

For reference, the *GRC Profile Generation* job details are shown.

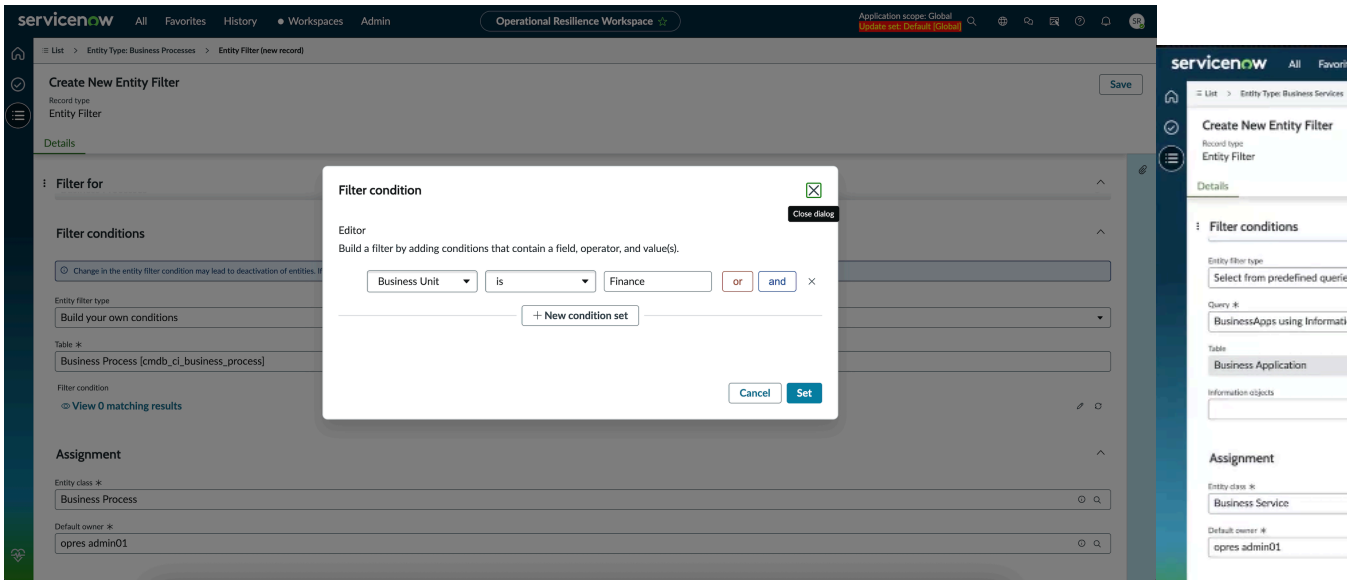


a. In the **Entity Filters** tab, verify the filter condition for the business service that you want to include and fetch it in Operational Resilience.

b. Use either **Build your own conditions** or **Select from predefined queries** option in the **Entity filter type** field and select **Save**.

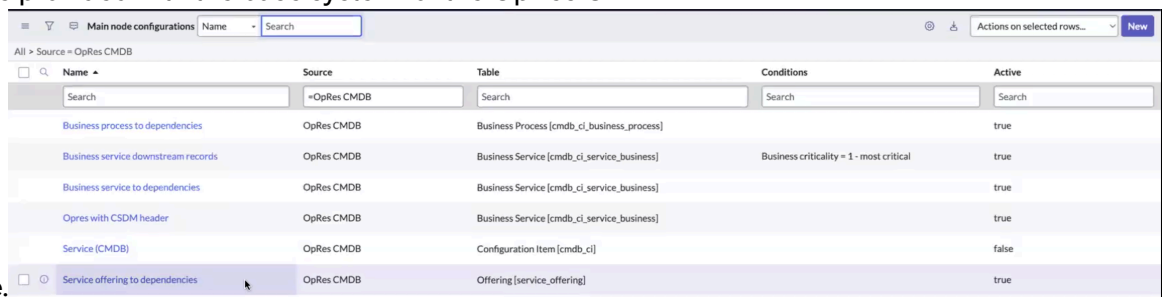
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can build your own conditions or use predefined queries as shown in the examples.



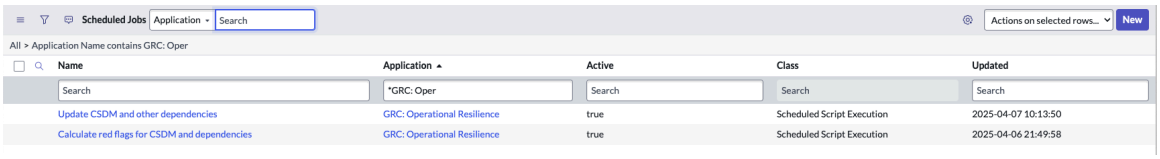
Once the filter condition or query is used, the entities are generated for the selected business service.

6. Navigate to **All** > **Data Relationships Framework** > **Main node configurations** and select the Main node configuration.
   The following example shows the Main node configurations that are provided with the base system for the OpRes CMDB source.



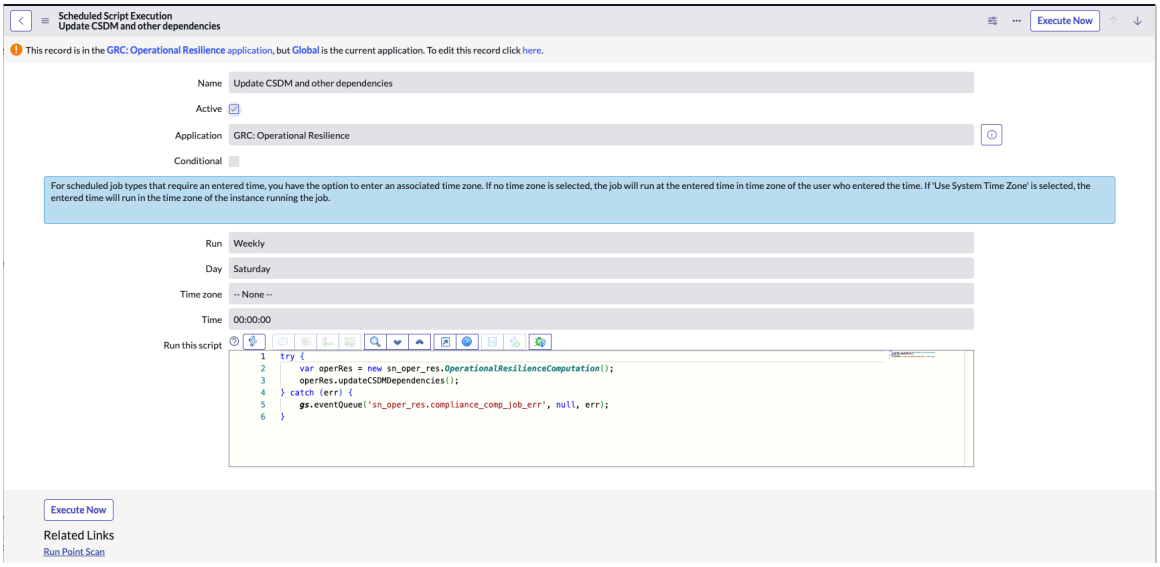
7. To fetch all these relationships into the entity hierarchies in Operational Resilience, execute the *`Update CSDM and other dependencies`* scheduled job.

   The following illustration shows all scheduled jobs.



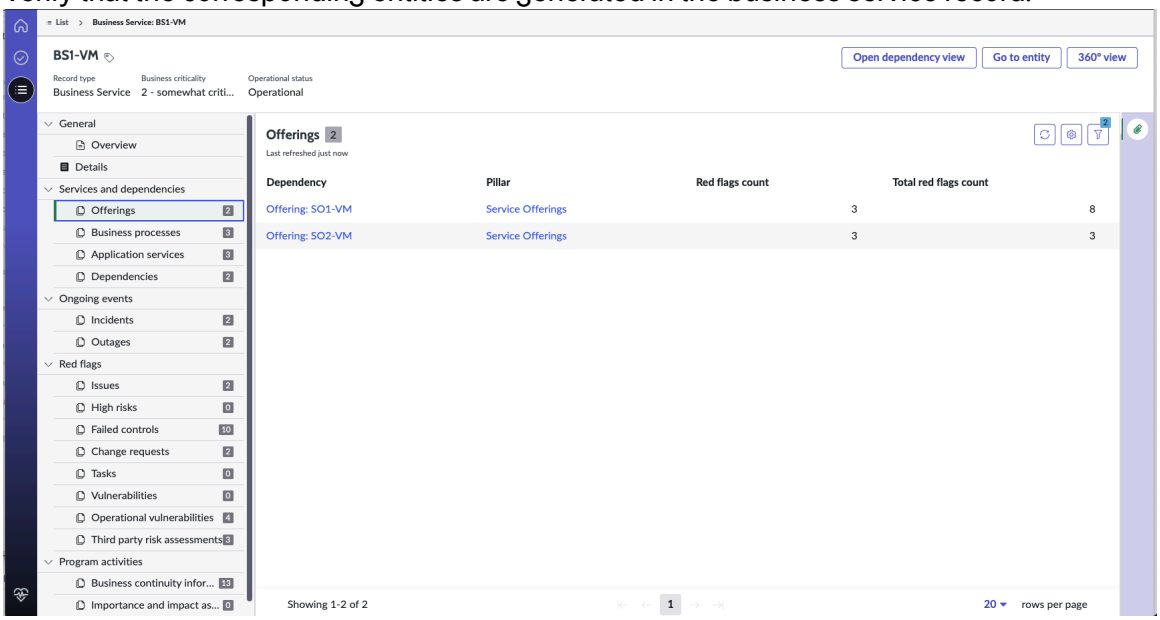
The `UpdateCSDMDependencies` function in the *`Update CSDM and other dependencies`* scheduled job fetches all dependencies of the business service into an entity hierarchy, as part of the Opres with CSDM header Main node configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



When the scheduled job is executed, it creates an entity hierarchy for preconfigured relationships in the Main node configurations.

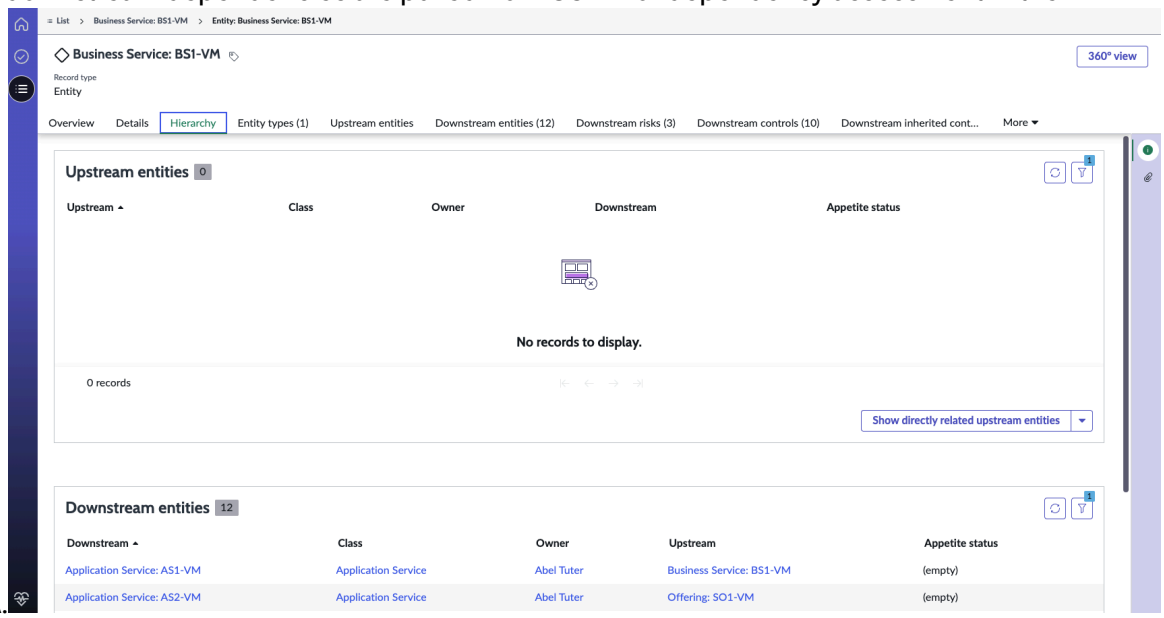
8. Verify that the corresponding entities are generated in the business service record.



9. In the business service record, select **Go to entities** and select the **Hierarchy** tab to view how the entities are inherited from each other.

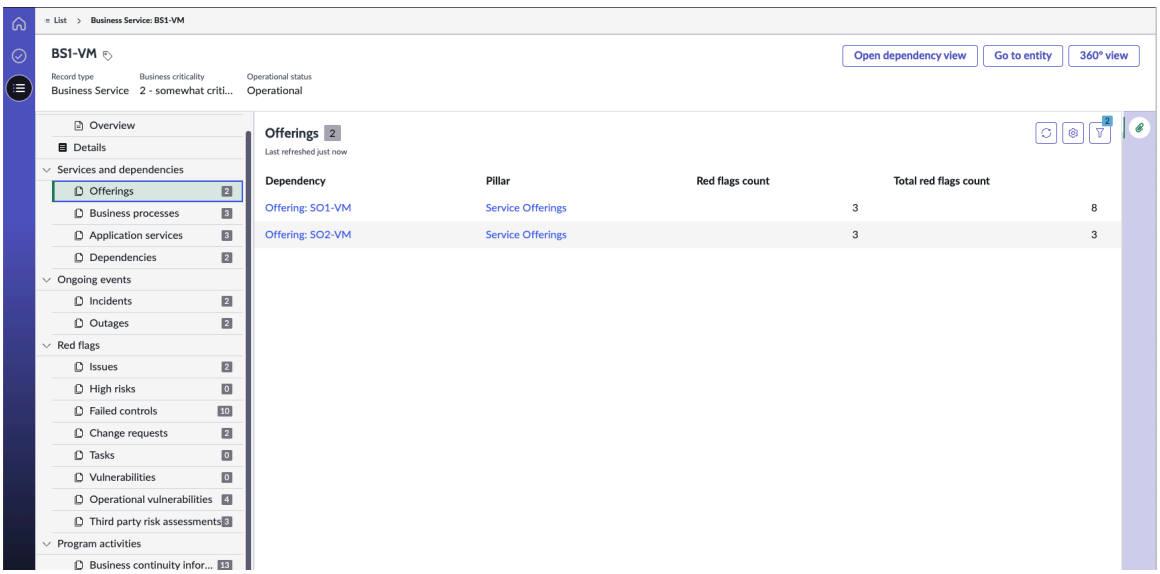
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Based on the node relationship configurations set up in each Main node configuration, the downstream dependencies are pulled from CSDM or dependency assessment in the BIA.



10. To calculate the red flags, execute the *`Calculate red flags for CSDM and dependencies`* scheduled job.

    When the *`Calculate red flags for CSDM and dependencies`* scheduled job is triggered, it cleans up all the staging records and then it starts calculating the red flags.

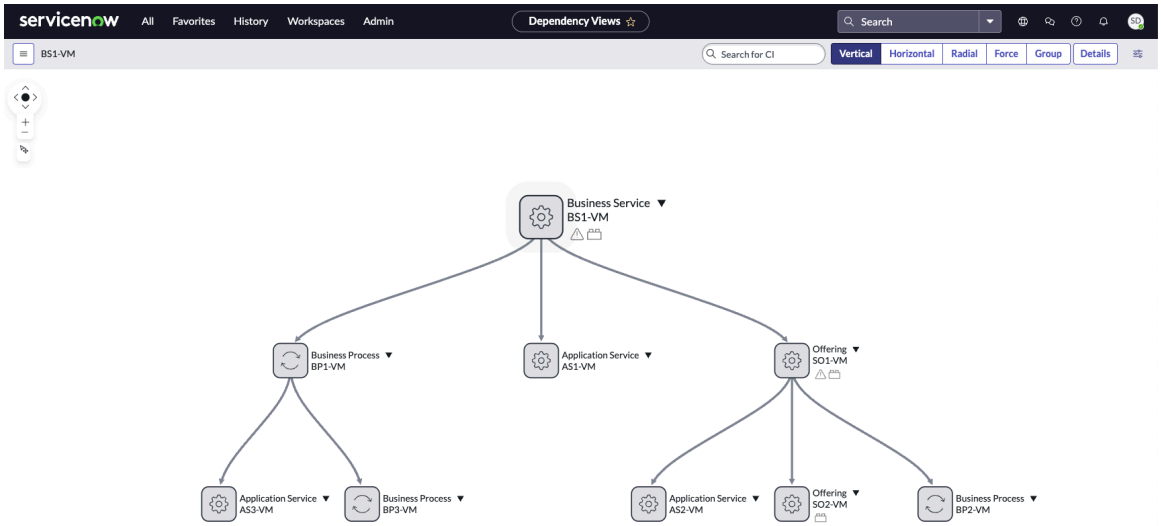


    The red flags data, including issues, high risks, failed controls, change requests, tasks, incidents, and outages, are listed for each dependency and also in the separate Red flags tabs in the business service record.

11. To view dependencies of the business service from the CMDB, select the **Open dependency view** option in the business service record.

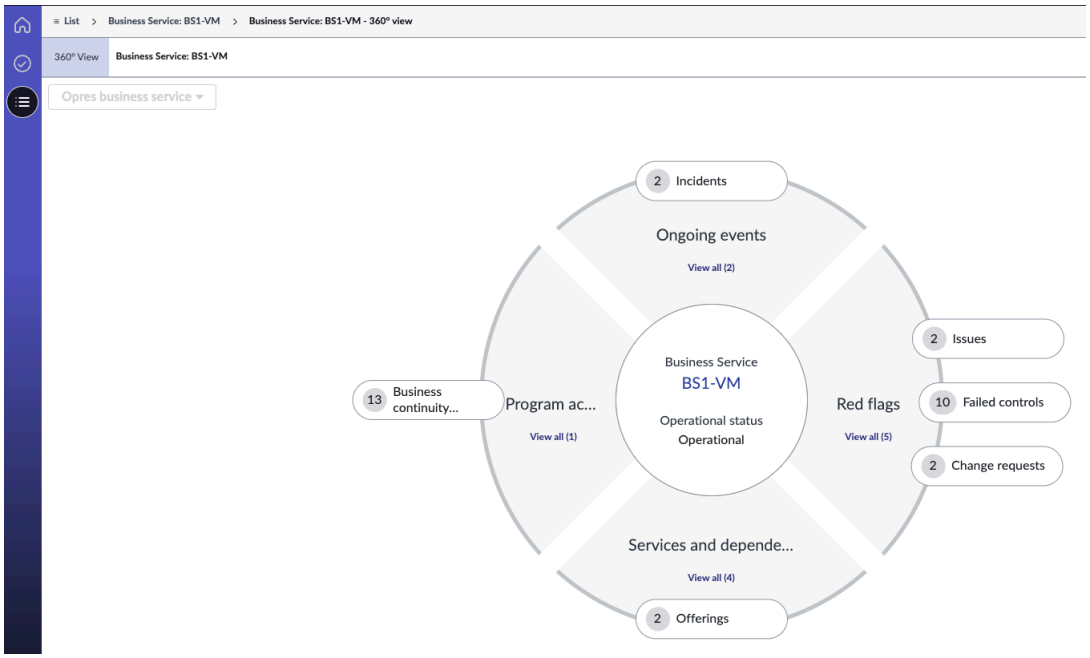
    The dependency view shows how the relationships of the selected business service are configured in the CMDB.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



12. To access a comprehensive overview of the business service record, select the **360° view** option.

    The 360° view of the business service record is displayed.



Sample end-to-end workflow for services

Configure an end-to-end workflow for the service to fetch the CSDM dependencies and red flags data to Operational Resilience. You must ensure that entities are generated and associated with pillars, and that the Main node configurations are set up before fetching the required data.

Before you begin

Role required: sn_oper_res.manager

About this task

For the configuration sequence and instructions in Operational Resilience, see Configuring Operational Resilience.

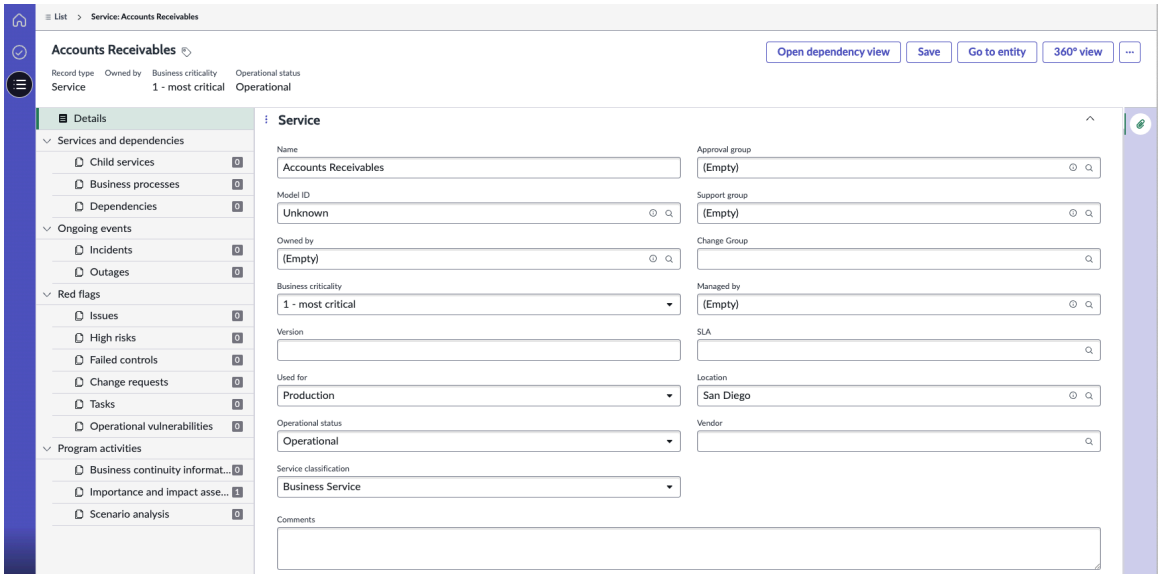
For instructions on creating the Main node configuration records, see Configure the Main node configurations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

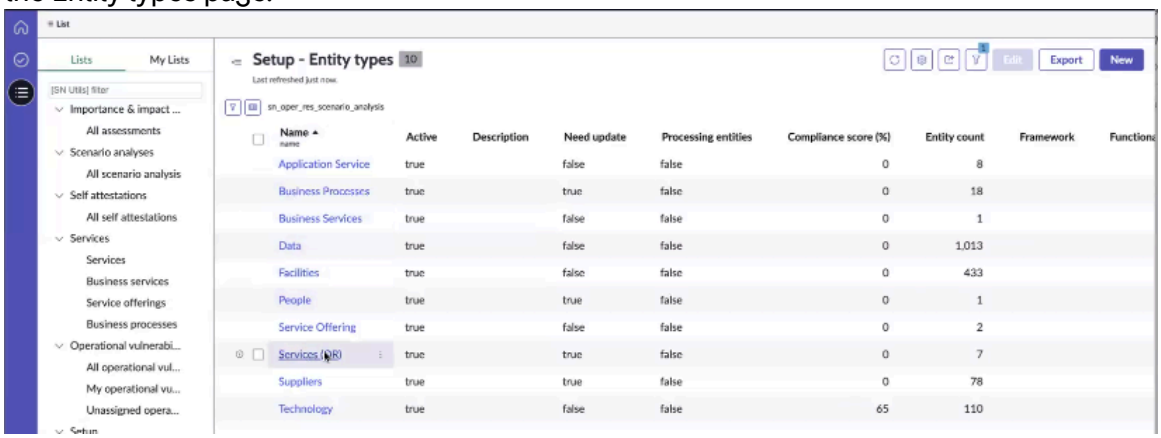
Procedure

1. Download the Operational Resilience application in your instance.
   For instructions on downloading the Operational Resilience application, see Install Operational Resilience application.
2. Ensure that you have set up the pillars, entity types, entity filters and entities are generated. Refer to the configuration instructions on the Configuring Operational Resilience page.
3. Navigate to **Operational Resilience Workspace** > **List** > **Service** and select the service.

   You can select a service record as shown in the illustration.

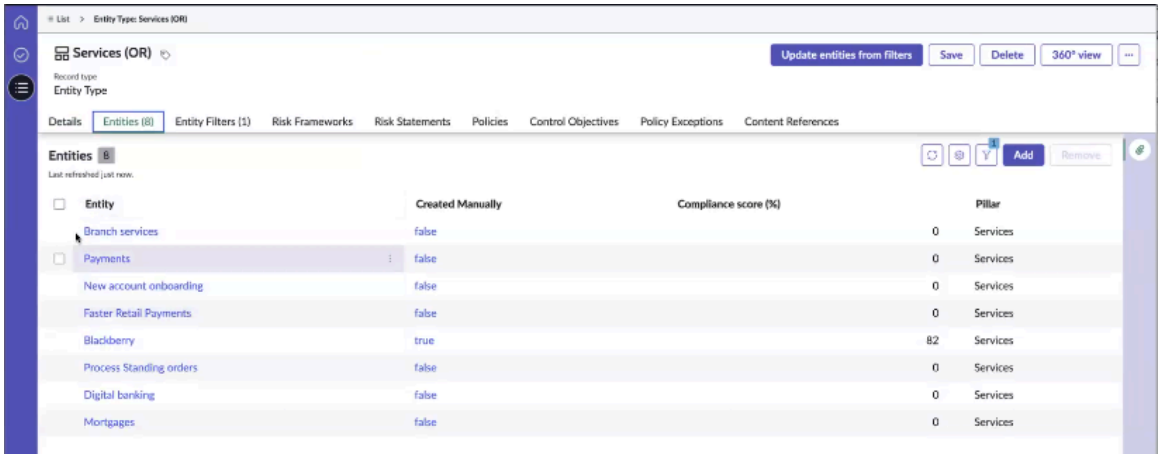


4. To add the service to Operational Resilience reporting, select the service from the list and select **Add to OpRes reporting**.
   The selected service is added to Operational Resilience reporting.
5. Verify that the entity is created for the service and it is listed in the Services (OR) entity type in the Entity types page.



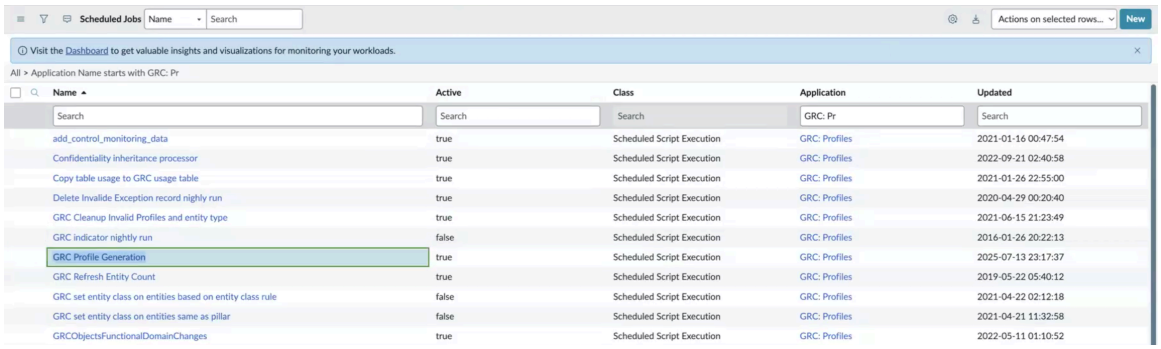
   Verify that the entity is listed in the **Entities** tab and it is marked as Active in the **Details** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note:
The following example illustrates how to use entity filters to generate entities. However, for actual entity creation, you should run the *GRC Profile Generation* scheduled job rather than using entity filters.

For reference, the *GRC Profile Generation* job details are shown.

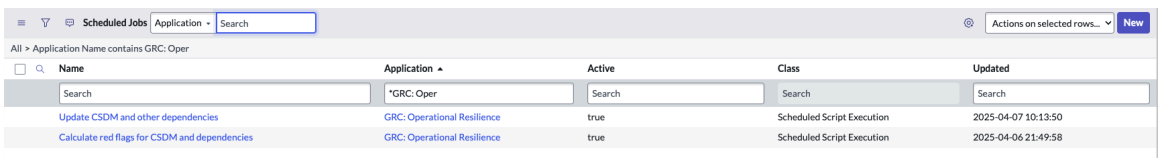


a. In the **Entity Filters** tab, verify the filter condition for the service that you want to include and fetch it in Operational Resilience.

b. Use either **Build your own conditions** or **Select from predefined queries** option in the Entity filter type and select **Save**.
Entities are generated for the selected service.

6. Navigate to **All** > **Data Relationships Framework** > **Main node configurations** and select the Main node configuration.
7. To fetch all these relationships into the entity hierarchies in Operational Resilience, execute the *Update CSDM and other dependencies* scheduled job.

   The following illustration shows all scheduled jobs and their set schedules.



The `UpdateCSDMDependencies` function in the *Update CSDM and other dependencies* scheduled job fetches all dependencies of the business service into an entity hierarchy, as part of the Opres with CSDM header Main node configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When the scheduled job is executed, it creates an entity hierarchy for preconfigured relationships in the Main node configurations.

8. To calculate the red flags, execute the *Calculate red flags for CSDM and dependencies* scheduled job.
   Red flags, including issues, high risks, failed controls, change requests, tasks, incidents, and outages, are updated in the business service record.
9. Verify that the corresponding entities are generated in the service record.
10. In the service record, select **Go to entities** and select the **Hierarchy** tab to view how the entities are inherited from each other.

    Based on the node relationship configurations set up in each Main node configuration, the downstream dependencies are pulled from the CSDM or dependency assessment in the BIA.
11. To view the dependencies of the service, select the **Open dependency view** option.
12. To access a comprehensive overview of the service record, select the **360° view** option.

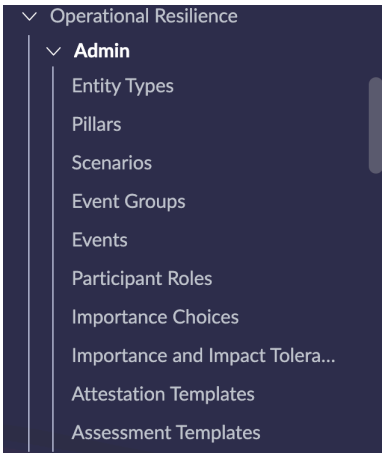
Completing general administrative tasks

A user with the sn_oper_res.admin role can perform the setup tasks in the Operational Resilience application.

Admin module in the classic Operational Resilience view

If you have the sn_oper_res.admin role, you can configure the Admin module and set up the administrative tasks in the Operational Resilience Workspace as shown in the following example:

Admin module in the classic view



A user with the sn_oper_res.admin role can set up the following entities by using the Admin module:

- Entity Types

> **Note:**
> Installing the Operational Resilience application inserts seed data to the Entity type [sn_grc_profile_type] table. Both entity types and entity filters are installed as inactive. When you activate them, it could lead to generation of thousands of entity records.

- Pillars
- Scenarios

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Event Groups
- Events
- Participant Roles
- Important Choices
- Importance and Impact Tolerance Rating Scale
- Attestation Templates
- Assessment Templates

Note:
When you log in to the application as a user with the sn_oper_res.admin role, you can view the Admin module.

Operational Resilience administrators can create pillars and can also modify the reports on the dashboard.

Note:
Though you can modify the entity types, their filters, and pillars as a user with the sn_oper_res.admin role, you must exercise proper caution while modifying them.

Administrative setup tasks

As a user with the sn_oper_res.admin role, you can complete the following general setup tasks:

- Create a scenario that represents a risk. For more information, see Create a scenario and link it to an event.
- Classify an event by associating it with an event group. For more information, see Create an event group for the scenario.
- Create an event that you can associate with a scenario. For more information, see Create an event for the scenario.
- Add a participant role for your scenario analysis. For more information, see Add a participant role for the scenario analysis.
- Update the assessment rating by using the Important choices module. For more information, see Update the Important choices module.
- Update the importance and impact rating scale. For more information, see Set up the Importance and Impact Tolerance Rating Scale.
- Create an attestation template. For more information, see Create and edit the attestation template.

Create a scenario and link it to an event

Create a scenario in the Operational Resilience application so that you can associate it with an event and assess its impact on your business services.

Before you begin
Role required: sn_oper_res.admin

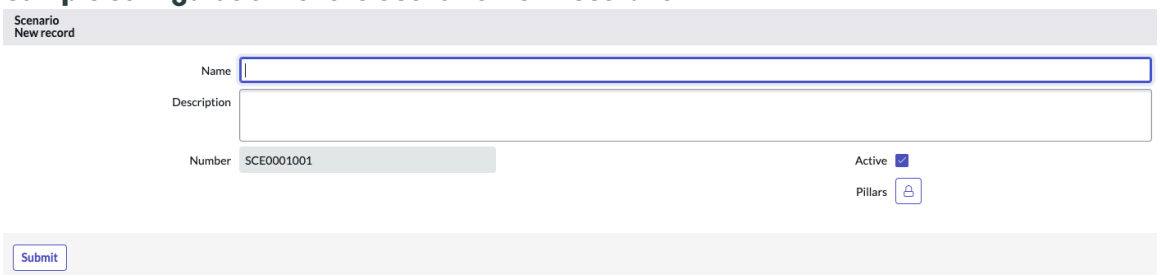
About this task
A scenario helps you to determine the risks that are applicable to your business. If you have the sn_oper_res.admin role, you can create a scenario in the Operational Resilience application. You can use a scenario to test how an event can impact your organization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

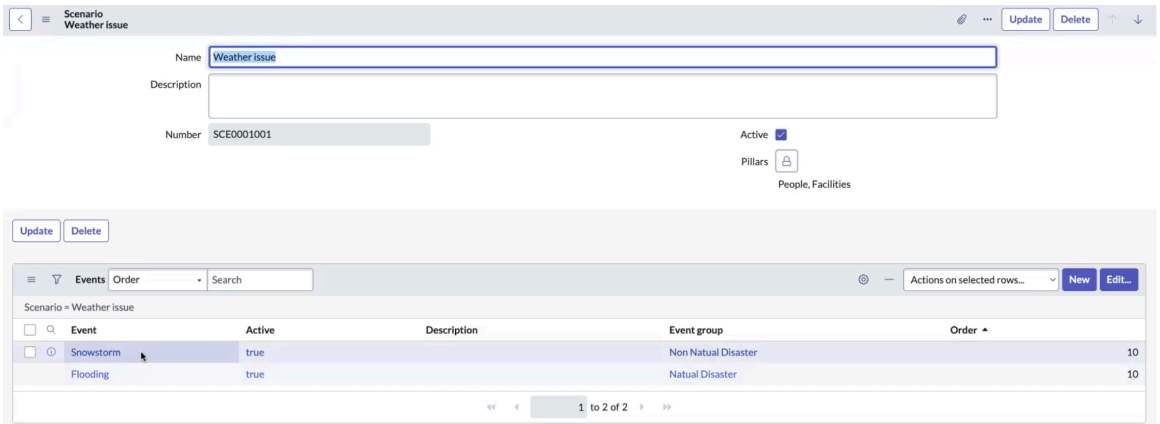
1. Navigate to **All** > **Operational Resilience** > **Admin** > **Scenarios**.
2. Click **New**.
   The sample configuration for the Scenario New record form is shown in the following example.

Sample configuration for the Scenario New record form



3. On the form, fill in the fields.
   For the description of the field values, see Scenario New record form.
4. Click **Submit**.
   You have associated an event with a scenario. The Events related list displays the associated events as shown in the following example.

Events that are associated with a scenario



The order for the event is tied to the scenario and it is auto-filled by default in the related list.

Scenario New record form

Use the Scenario New record form to create a scenario and test how an event that is associated with a scenario can impact your organization.

Scenario New record form

For a description of the field values, see the following table.

Scenario New record form

Field	Description
Name	Name of the scenario.
Description	Description of the scenario.
Number	Number of the scenario record. This field is auto-filled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scenario New record form (continued)

Field	Description
Active	Option to mark the scenario as active.
Pillars	List of pillars that you can associate with the scenario. The following pillars are provided with the Operational Resilience base system: • Facilities • People • Process • Suppliers • Technology
Related list (Displayed after a scenario is added)	
Events	Events that are related to a scenario. The related list displays the name of the event, its active status, description, associated event group, and its order that is related to the scenario. The order for the event is tied to the scenario and it is auto-filled by default in the related list. **Note:** You can add a new event or edit an existing event that is related to a scenario.

Create an event group for the scenario

Create an event group in the Operational Resilience application so that you can categorize the events that are defined in a scenario.

Before you begin

Role required: sn_oper_res.admin

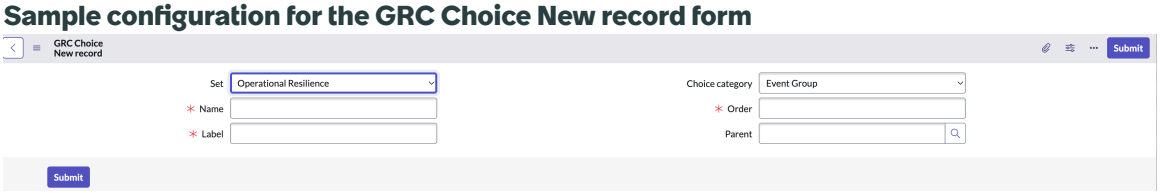
About this task

Classify the events of a similar type into an event group for your scenario. For example, you can classify a natural event, such as flooding, into the Weather event group. Similarly, you can classify a power outage under the Energy Issues event group.

Procedure

1. Navigate to **All** > **Operational Resilience** > **Admin** > **Event Groups**.
2. Click **New**.
3. In the **Name** field, enter the name for the event group.
4. In the **Label** field, enter the label for the event group.
   The configuration of a sample event group is shown in the following example.

Sample configuration for the GRC Choice New record form



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. In the **Order** field, enter the order for the event group and click **Submit**.
   For more information on the fields in the Event group form, see GRC Choice New record form.

GRC Choice New record form

Use the GRC Choice New record form to classify your events and organize them into event groups.

GRC Choice New record form

For a description of the field values, see the following table.

GRC Choice New record form

Field	Description
Set	View that is set to Operational Resilience by default.
Name	Name of the event group. For example, Weather or Energy Issues.
Label	Label for the event group that appears in the UI.
Choice category	Category that is set to **Event group** by default.
Order	Order of the event group.
Parent	Parent category that you associate with an event group.

Create an event for the scenario

Create an event in the Operational Resilience application so that you can associate it with a scenario and assess its impact on your services.

Before you begin

Role required: sn_oper_res.admin

About this task

If you have the sn_oper_res.admin role, you can create an event in the Operational Resilience application. An event can be something like flooding or a power outage. You can classify the events that are of a similar type under an event group.

Procedure

1. Navigate to **All** > **Operational Resilience** > **Admin** > **Events**.
2. Click **New**.
3. In the **Name** field, enter the name for the event.
4. In the **Description** field, enter the description for the event.
5. In the **Event group** field, select an event group.

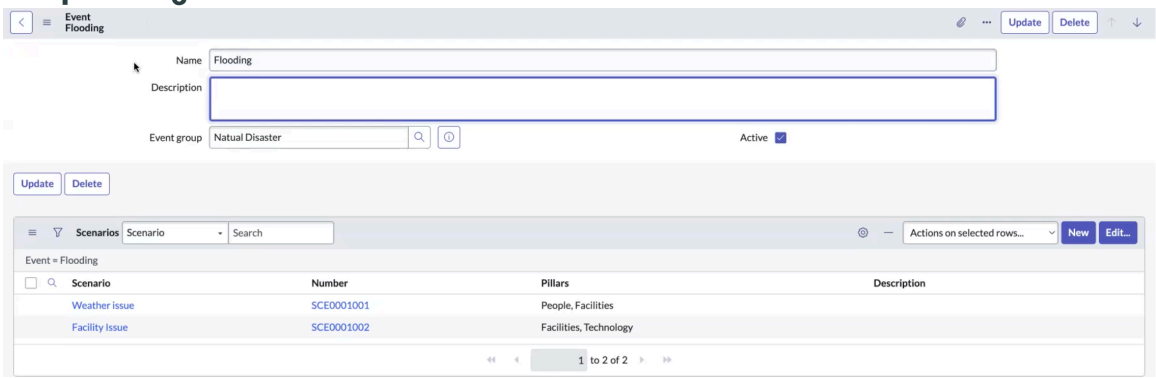
   For a description of the field values in the form, see Event New record form.

   Note:
   You can add an event to many scenarios, but you can add an event to a scenario only once.

6. Click **Submit**.
   You can classify an event under an event group as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sample configuration for the Event New record form



As shown in the example, the scenarios for an event can be associated with different pillars.

Event New record form

Use the Event New record form to create an event that you can associate with a scenario and assess its impact on your services.

Event New record form

For a description of the field values, see the following table.

Event New record form

Field	Description
Name	Name of the event. For example, Flooding or Earthquake.
Description	Description of the event.
Event group	Event group that you associate with the event. For example, Weather Issues.
Active	Option to mark the event as active.

Add a participant role for the scenario analysis

Add a participant role for your scenario analysis in the Operational Resilience application so that you can collect the observations and recommendations of the participants by their roles and functions.

Before you begin

Role required: sn_oper_res.admin

About this task

Depending on the scenario analysis type, such as a scenario analysis for critical services, you can add the participants from the associated business functions and assign various roles. For example, you can add HR, Legal, Finance, or Procurement roles to your participants.

Procedure

1. Navigate to **All** > **Operational Resilience** > **Admin** > **Participant Roles** and click **New**.
2. In the **Set** field, select **Operational Resilience**.
3. In the **Name** field, enter the name for the participant role.
4. In the **Label** field, enter a label for the participant role.
5. In the **Choice category** field, select **Role**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. In the **Value** field, enter the value of the choice for the participant role.
7. In the **Order** field, enter an order for the participant role.
   This field displays the order of the participant role in the GRC Choice table.
8. In the **Parent** lookup list options, select a parent service.
   See the sample configuration for a participant role as shown in the following example.

Sample configuration for the GRC Choice New record form



9. Click **Submit**.

Result

In the Participant Roles module in the application UI, the participant role is listed in the Roles list view.

GRC Choice New record form

Use the GRC Choice New record form to add a role for the participants of your scenario analysis.

GRC Choice New record form for the role

For a description of the field values, see the following table.

GRC Choice New record form

Field	Description
Set	View that is set to Operational Resilience by default.
Name	Name of the role. For example, Facilities or Finance.
Label	Label for the role that appears in the UI.
Choice category	Category that is set to **Role** by default.
Value	Integer value that you set for the role.
Order	Order of the role. This field displays the order of the participant role in the GRC Choice table.
Parent	Parent category that you associate with the role.

Update the Important choices module

Update the rating of the assessment in the Operational Resilience application so that you can update the criticality and the order of the assessment for your business services.

Before you begin

Role required: sn_oper_res.admin

About this task

You can update the criticality and the order of the assessment rating by using the Important choices module. This task is optional.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

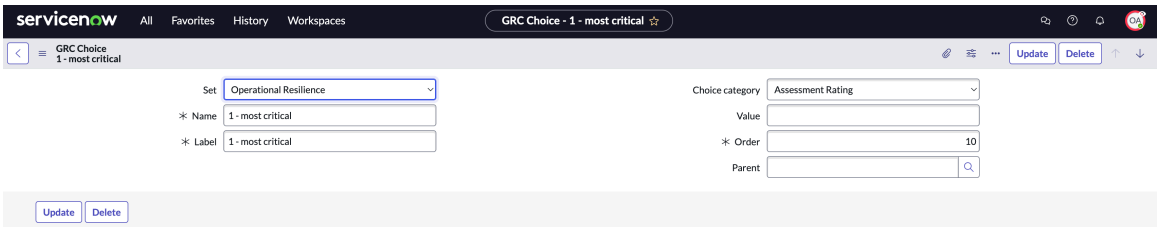
Procedure

1. Navigate to **All** > **Operational Resilience** > **Admin** > **Important Choices**.
   You see the default assessment rating that is shown in the following example.

Default assessment rating



   A sample assessment rating is shown in the following example.



2. Click **New**.
3. On the form, fill in the fields and select **Submit**.
   For a description of the field values on the GRC Choices form, see GRC Choices form.

GRC Choices form

Use the GRC Choices form to set up the rating of the assessment by updating its criticality and the order of the choice in the Important choices module.

GRC Choices form

For a description of the field values, see the following table.

GRC Choices form

Field	Description
Set	View that is set to Operational Resilience.
Name	Name of the assessment rating. For example, **1- Most Critical**.
Label	Label of the assessment rating. For example, **1- Most Critical**.
Choice category	Choice category. It is set to **Assessment Rating** by default.
Order	Field used for sorting the order of the assessment rating. Based on the Importance and Impact Assessment score, the application selects the corresponding rating. 
Parent	Parent setting that is associated with the assessment rating. For example, the **Technology** pillar can be associated with the assessment rating.
Active	Indicates whether the configuration record is currently active and available for selection in the GRC Choice table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Set up the Importance and Impact Tolerance Rating Scale

Set up the Importance and Impact Tolerance Rating Scale in the Operational Resilience application so that you can define new parameters for your business services.

Before you begin

Role required: sn_oper_res.admin

About this task

Define new parameters such as importance, impact tolerance, impact tolerance icon and its color, minimum and maximum tolerance value, and the tolerance order for your business service. When the options in the sn_grc_choice table are set as *choice_category=opres_asmt_rating* and *set=operational_resilience*, the Operational Resilience application delivers the following default importance rating scales. This task is optional.

Default importance rating scales

Importance	Impact tolerance	Impact tolerance icon	Minimum-maximum score	Order
1—Most critical	1 Day	flag-fill	76—100	10
2— Somewhat critical	2 Days	triangle-exclamation-fill	51—75	20
3—Less critical	3 Days	binoculars-fill	26—50	30
4—Not critical	4 Days	circle-check-fill	0—25	40

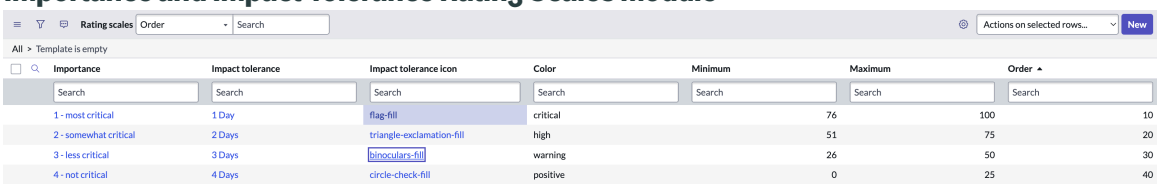
When a new questionnaire template is created, the application clones the default rating scale to it.

A user with the sn_oper_res.admin role can change the rating scale for the individual templates.

Procedure

1. Navigate to **All** > **Operational Resilience** > **Admin** > **Importance and Impact Tolerance Rating Scale**.
   You see the default importance and impact tolerance rating scales as shown in the following example.

Importance and Impact Tolerance Rating Scales module



2. Click **New**.
   You can define new parameters such as the importance, impact tolerance, impact tolerance icon and its color, minimum and maximum tolerance value, and the tolerance order for your business service.
3. On the form, fill in the fields and click **Submit**.
   For a description of the field values on the Rating Scale New Record form, see Rating Scale New Record form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Rating Scale New Record form

Use the Rating Scale New Record form to set up the default importance rating scale to define the parameters of the rating scale for your business services.

Rating Scale New Record form

For a description of the field values, see the following table.

Rating Scale New Record form

Field	Description
Importance	Importance scale for the service. Available options are as follows: • **1- Most critical** • **2- Somewhat critical** • **3- Less critical** • **4- Not critical**
Color	Color for the selected tolerance rating. Available options are: • none • blue • brown • critical • gray • green • green-yellow • high • info • low • magenta • moderate • orange • pink • positive • purple • teal • warning • yellow
Order	Order for the defined importance and tolerance duration.
Minimum	Minimum score for the tolerance level of the disruption.
Maximum	Maximum score for the tolerance level of the disruption.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Rating Scale New Record form (continued)

Field	Description
Impact tolerance	Impact tolerance duration in days as per the defined importance of the service.
Impact tolerance icon	Impact tolerance icon for the selected tolerance rating.

Create and edit the attestation template

Create a customized attestation template in the Operational Resilience application that suits your business needs. By customizing an attestation template, you can add your own questions for your self-attestation. You can also edit an existing attestation template for your own business needs.

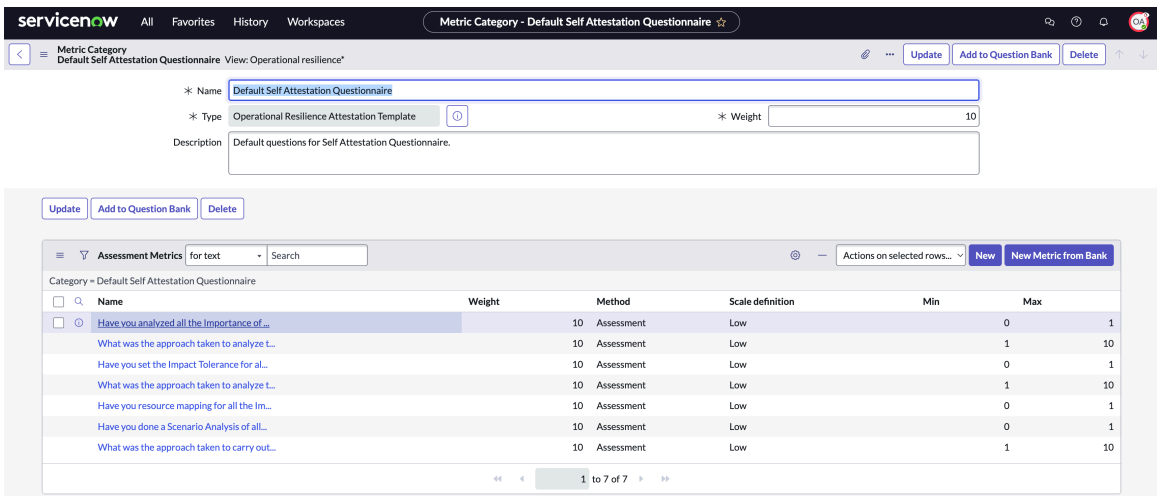
Before you begin

Role required: sn_oper_res.admin

About this task

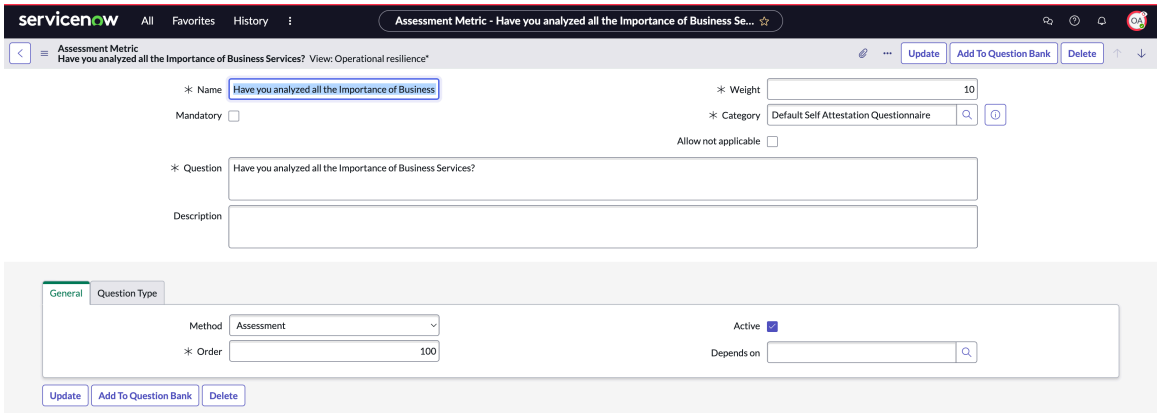
The Operational Resilience application provides you with an attestation template as part of the base system. Creating an attestation template is optional.

If you have the sn_oper_res.admin role, you can also edit an existing attestation template for your own business needs. You can select and update the questions in the attestation template as shown in the following example.



You can update the questions according to your business requirements as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Procedure

1. Navigate to **Workspaces** > **Assessment Workspace** to access the Assessment Workspace landing page.
2. Select **New template** and then fill in the Template details in the Create assessment template form.

   a. Enter the name of the template in the **Template name** field in the Details section of the **General** tab.
   You can add the name for the self-attestation template, for example, the self attestation assessment template.

   b. Add details about the template in the **Description** field.

   c. Select **Self attestation assessment** as the purpose from the Assessment templates list. Ensure that you select the correct purpose, as it is crucial for the self-attestation process.

   d. Select the assessment target as **Self attestation**.

   e. Select **Create**.

   f. In the Settings section, add the duration of the assessment in the number of days, assign Assessment reader role such as sn_oper_res.user, and select **Save**.

   g. Add questions and set up automation in the **Questions** and **Automation** tabs respectively. For more information, see Add instructions and questions to an assessment template and Automate response.

   h. To publish the template, select **Publish**.

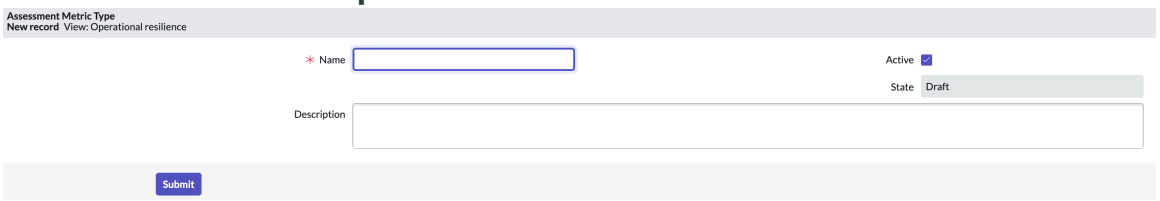
3. To update the legacy template, complete the following steps.

   a. Navigate to **All** > **Operational Resilience** > **Admin** > **Attestation Templates**.

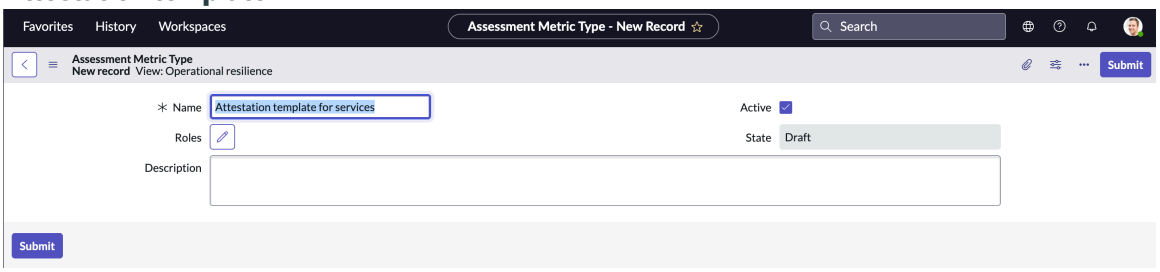
   b. To create a customized template, select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Customized attestation template



Attestation template

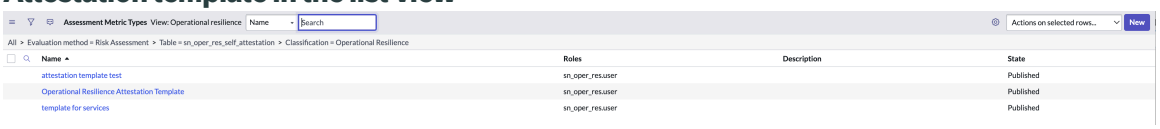


c. On the Assessment Metric Type New Record form, enter the name for the attestation template and select **Submit**.

For a description of the field values on the form, see Assessment Metric Type New Record form.

The attestation template is displayed in the templates list view as shown in the following example.

Attestation template in the list view



By selecting **Submit**, you add the Operational Resilience tables and the application users to your customized attestation template.

Assessment Metric Type New Record form

Use the Assessment Metric Type New Record form to create an attestation template to create the attestations. Use the template form to create a record.

Assessment Metric Type New Record form

For a description of the field values on the form, see the following table.

Assessment Metric Type New Record form

Field	Description
Name	Name of the template.
Description	Information about the template.
Active	Option to enable the template.
State	State of the assessment. The available options are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment Metric Type New Record form (continued)

Field	Description
	• **Draft** • **Published** This field is auto-filled.
Metric categories	Category that represents a theme for evaluating assessable records in a given metric type. It displays the name of the template, description of the category, its weight, order, and so on. For information on Weight categories and metrics in the Assessments application, see Assessment metric categories.

Create a Smart Assessment template

Create a Smart Assessment template and impact automation that can be used in the vulnerability types of an operational vulnerability.

Before you begin

Role required: sn_oper_res.admin

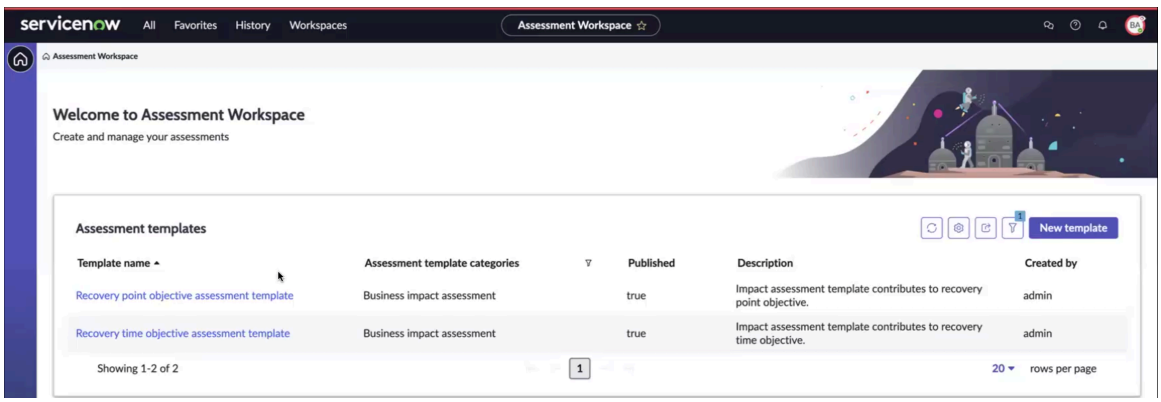
About this task

Operational Resilience administrators contain the flow_designer role, enabling them to update automation flows as needed.

Procedure

1. Navigate to **Workspaces** > *Assessment Workspace* or navigate to **All** > *Smart Assessment Engine* > **Administration** > **Template Categories**.
2. Select **New template**.

   You can create assessment templates to manage your assessments in the Assessment Workspace. The following example shows demo data in an instance.



   When you select **New template**, the **General** and **Questions** tabs are displayed.
3. In the Create assessment template form, fill in the fields.

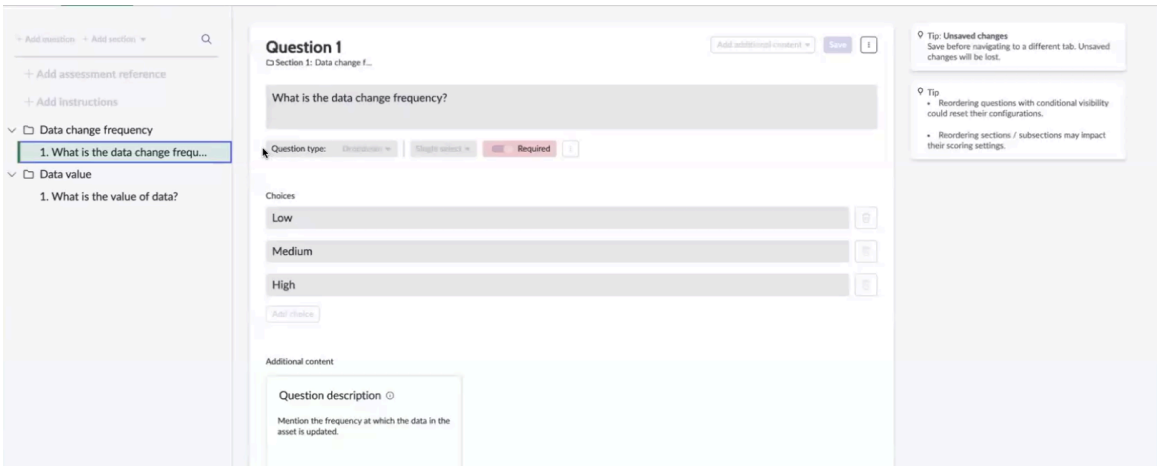
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create assessment template form

Field	Description
Template name	Unique meaningful name for the template, for example, BIA template using Smart Assessment.
Description	Description of the template such as why it is being used.
Purpose	Purpose or intended use of the template, such as, Self attestation assessment.
Assessment target	Table records that are used for the assessment.

You can now fill in the template with instructions, questions, and optional guidance for responding to a question, as well as sections that group the related questions.

4. Navigate to the **General** tab.
   a. Verify the template details, displayed in the **Details** section of the **General** tab.
   b. In the Settings section, assign the Assessment reader role in the **Assessment reader role** field.
   c. Select **Save**.
   For information on creating an assessment template, see Create an assessment template.
5. Navigate to the **Questions** tab and set up the assessment questions.
   For information on adding instructions and questions to the assessment template, see Add instructions and questions to an assessment template.



6. In the **Automations** tab, view the user responses and select **Open** to view the actions that are automatically triggered based on user responses.
7. Select **Save** and **Publish**.
   A message is displayed that the assessment template is published and it can be used to send assessments. You can select **OK** or select **Return to template list**. The **Automations** and **Scoring** tabs are displayed in the assessment template. The Smart Assessment template is created and saved in the instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next
Configure the vulnerability type after adding the Smart Assessment template. For more information, see Set up the Operational vulnerability type.

Set up Legacy assessment template

Create your own questionnaire (assessment) template instead of using the default template in the Operational Resilience application to suit your business needs.

Before you begin
Role required: sn_oper_res.admin

About this task
Create your own questionnaire (assessment) template and request the responses from the assessor. This task is optional.

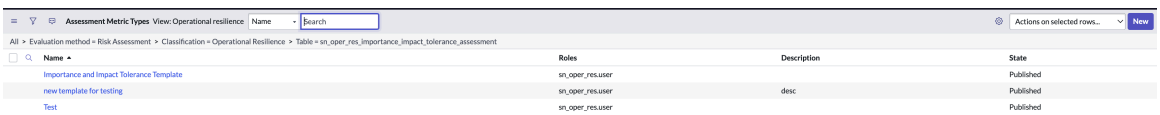
Procedure
1. Navigate to **All** > **Operational Resilience** > **Administration** > **Assessment Templates**.
2. To create an assessment template, click **New** as shown in the following example.

New risk assessment



3. On the Assessment Metric Type form, fill in the fields and click **Submit**.
   The new assessment template is listed in the Assessment Metric Types list as shown in the following example.

New assessment



For a description of the field values on the Assessment Templates form, see Assessment Metric Type form.

Assessment Metric Type form

Use the Assessment Metric Type form to create an assessment questionnaire template instead of using the default template. You can also use this form to request responses from the assessor.

Assessment Metric Type form
For a description of the field values, see the following table.

Assessment Metric Type form

Field	Description
Name	Name of the assessment template.
Roles	Additional user roles that can view the results and access records that are associated with this template. Users with the specified roles have read access to this template record

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment Metric Type form (continued)

Field	Description
	and to the associated categories, metrics, assessable records and scorecards, category users, stakeholders, and decision matrices.
Active	Option to enable the assessment template.
State	Status of the assessment: **Draft** or **Published**. This field is auto-filled.
Description	Helpful information about the assessment template. Enter a clear description of the template and its purpose.

Create HTML and PDF document templates

Create a customized HTML document template in the Operational Resilience application to suit your business needs. You can use the customized HTML document template instead of the default HTML template to export an attestation.

Before you begin

Role required: sn_oper_res.admin

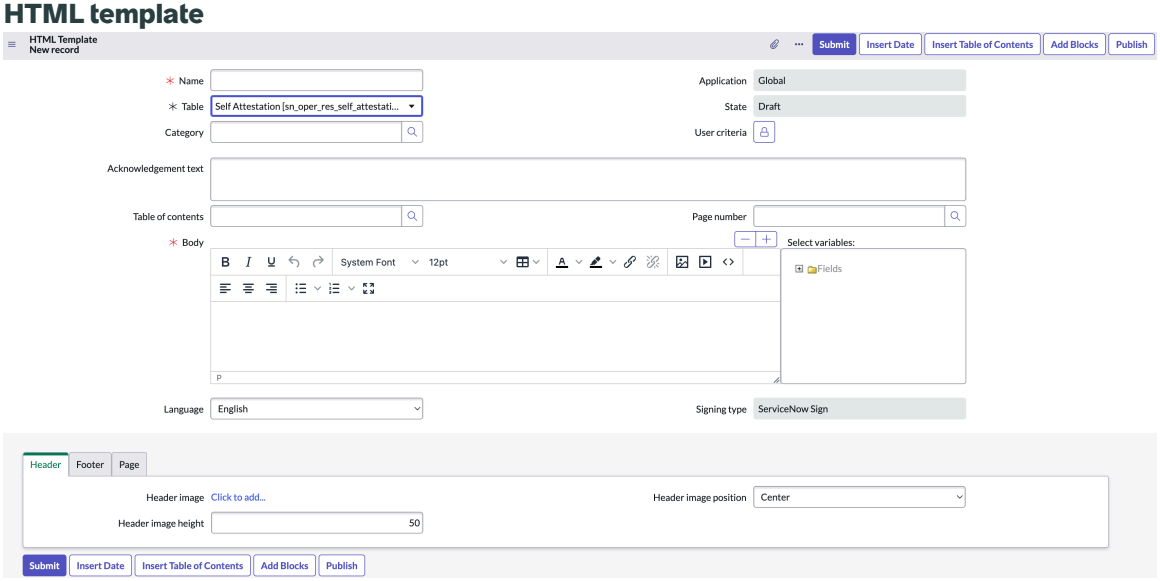
About this task

Creating a customized HTML document template is optional.

Procedure

1. Navigate to **All** > **Document Templates** > **All Document Templates** and click **New**.
   The following question is displayed on the form: *What kind of document template would you like to create?* The available options are as follows:
   - HTML Document Template
   - PDF Document Template
2. Select **HTML Document Template**.
3. In the **Table** field, select the **Self Attestation [sn_oper_res_self_attestation]** table.
   The sample form is shown in the following example.

HTML template



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. On the form, fill in the fields and click **Submit**.
   The new template is displayed in the Document Templates list. For descriptions of the field values, see HTML Template form.

Result

If you have the sn_oper_res.manager role, you can use the HTML template to generate a self-attestation report.

HTML Template form

If you have the sn_oper_res.admin role, use the HTML Template form to create an HTML template instead of using the default HTML template.

HTML Template form

For a description of the field values on the form, see the following table.

HTML Template form

Field	Description
Name	Unique name for the HTML template.
Table	Type of table that is used for the template. The default value is the Self attestation [sn_oper_res_self_attestation] table.
Category	Category of the document template, such as Operational Resilience.
Application	Type of the application such as Global. This field is auto-filled.
State	State of the application such as Global. This field is auto-filled.
User criteria	Target record for the user criteria such as GRC Business Users.
Acknowledgment text	Acknowledgment text for the HTML template.
Page number	Page number for the HTML template such as Default.
Body	Body text for the HTML template.
Language	Language for the HTML template. The default is English.
Signing type	Signature type for the HTML template.
Related lists	
Header	Information about the header image. The options are as follows: • **Header image**: Click to add a header image. • **Header image position**: Position the header image by using the following options:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

HTML Template form (continued)

Field	Description
	○ **Left**: Align the header image on the left of the page. ○ **Center**: Align the header image in the center of the page. ○ **Right**: Align the header image on the right of the page. • **Header image height**: Value of the header image height in pixels.
Footer	Information about the footer image. The options are as follows: • **Footer image**: Click to add a footer image. • **Footer image position**: Position the footer image by using the following options: ○ **Left**: Align the footer image on the left of the page. ○ **Center**: Align the footer image in the center of the page. ○ **Right**: Align the footer image on the right of the page. • **Footer image height**: Enter the value of the footer image height. • **Footer text**: Add a footnote on the document. • **Footer text position**: Position the footer text by using the following options: ○ **Left**: Align the footer text on the left of the page. ○ **Center**: Align the footer text in the center of the page. ○ **Right**: Align the footer text on the right of the page. • **Vertical alignment**: Align the footer text by using the following options: ○ **Above the footer image**: Align the footer text above the footer image. ○ **Below the footer image**: Align the footer text below the footer image.
Page	Information about the page. The options are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

HTML Template form (continued)

Field	Description

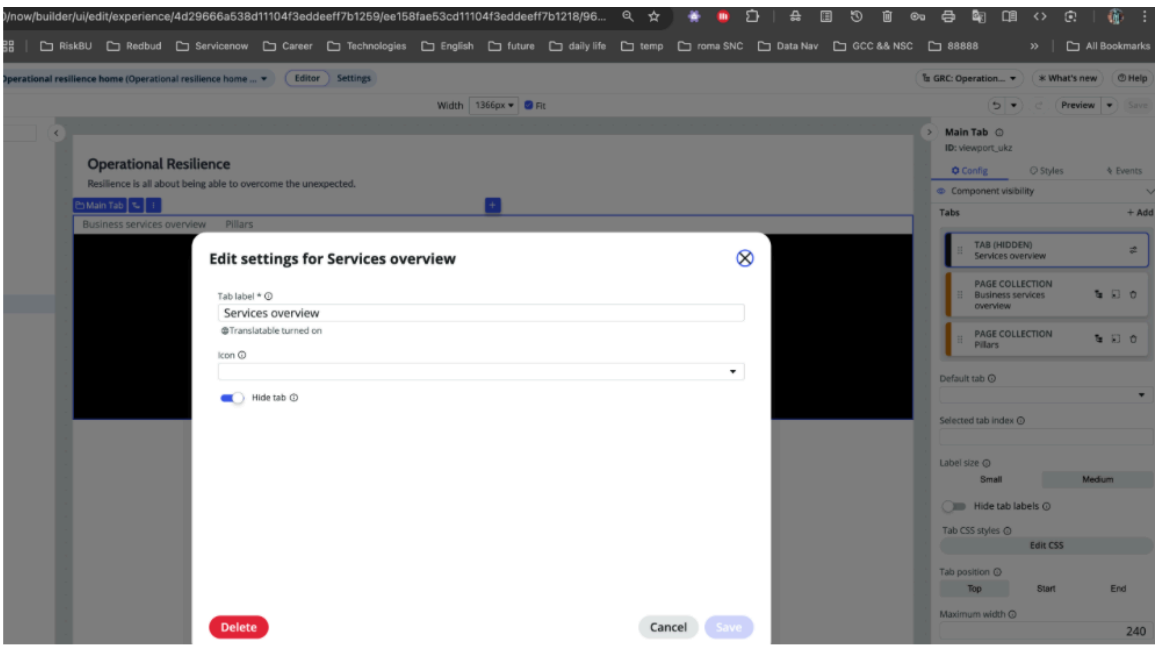
	• Page size: Size of the page. The available options are as follows:
	  ○ **A4**: A4 page size for the HTML template.
	  ○ **Letter**: Letter page size for the HTML template.
	  ○ **Legal**: Legal page size for the HTML template.
	• **Top/Bottom margin**: Top and bottom margin dimensions for the page in pixels.
	• **Left/Right margin**: Left and right margin dimensions for the page in pixels.

Show Business services overview tab in Workspace view

Starting with Release 20.1.x, the **Services overview** and **Business services overview** tabs are displayed on the landing page of the Operational Resilience Workspace. Administrators or UI Builder administrators can show or hide one of these tabs from the Workspace view based on organizational needs.

Showing the Business services overview tab

To show the **Business services overview** tab and hide the **Services overview** tab, UI Builder administrators can open the **Settings** tab in the UI Builder and choose **Hide tab** as shown in the example.

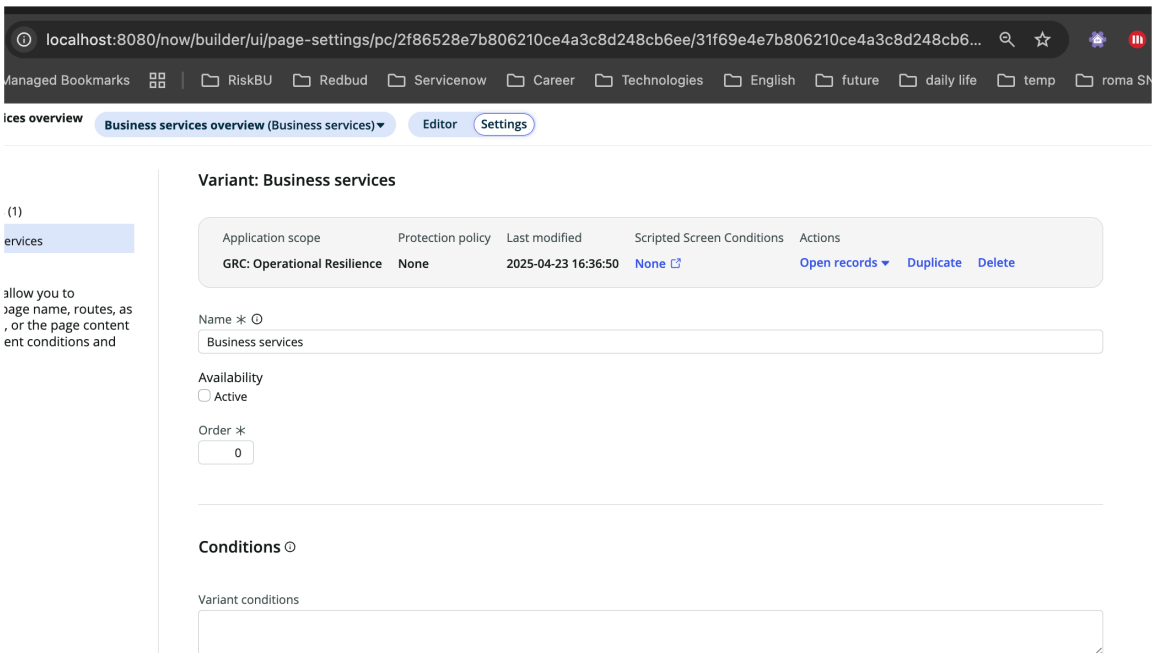


Once the settings are saved, the **Business services overview** tab is displayed and the **Services overview** tab is hidden from the landing page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Showing the Services overview tab

To show the **Services overview** tab and hide the **Business services overview** tab, UI Builder administrators can open the **Settings** tab in the UI Builder and deselect the **Active** flag (mark it as inactive) as shown in the example.



Once the settings are saved, the **Services overview** tab is displayed and the **Business services overview** tab is hidden from the landing page.

UIB setup to display or hide a tab

UI Builder administrators can configure the UI Builder pages to show or hide a tab in the Workspace view as needed.

For more information, see the following reference links:

- UIB setup for tabs
- Community article on displaying a component in UI Builder

Setting up the Operational vulnerability module

Configure the Operational vulnerability feature in the Operational Resilience Workspace to help identify and address operational vulnerabilities within your organization.

Operational vulnerability configuration overview

The Operational vulnerability feature is included by default with the Operational Resilience application.

Here are the typical configuration steps in the Operational Resilience Workspace:

1. Report an operational vulnerability by creating an Operational vulnerability record.
2. Review the assigned and unassigned Operational vulnerability records. The Operational Resilience administrator [sn_oper_res.admin] can assign the Operational vulnerability record.
3. Review the status of the approvals for the assigned operational vulnerabilities.
4. Set up the Operational vulnerability type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Set up the State model and Action task model to define the state transitions for the operational vulnerability record and action tasks.
6. Set up the Vulnerability Assessment Template for configuring important assessment details such as the assessment duration, associated tables, filter conditions of the operational vulnerability.
7. Set up the Document Template (HTML Template) for generating the PDF of the operational vulnerability.

Set up the Operational vulnerability type

Set up the Operational vulnerability type. By defining the type and nature of the Operational vulnerability, Operational Resilience administrators can efficiently assign the operational vulnerabilities to the appropriate teams and address any issues in a timely manner.

Before you begin

Role required: sn_oper_res.admin

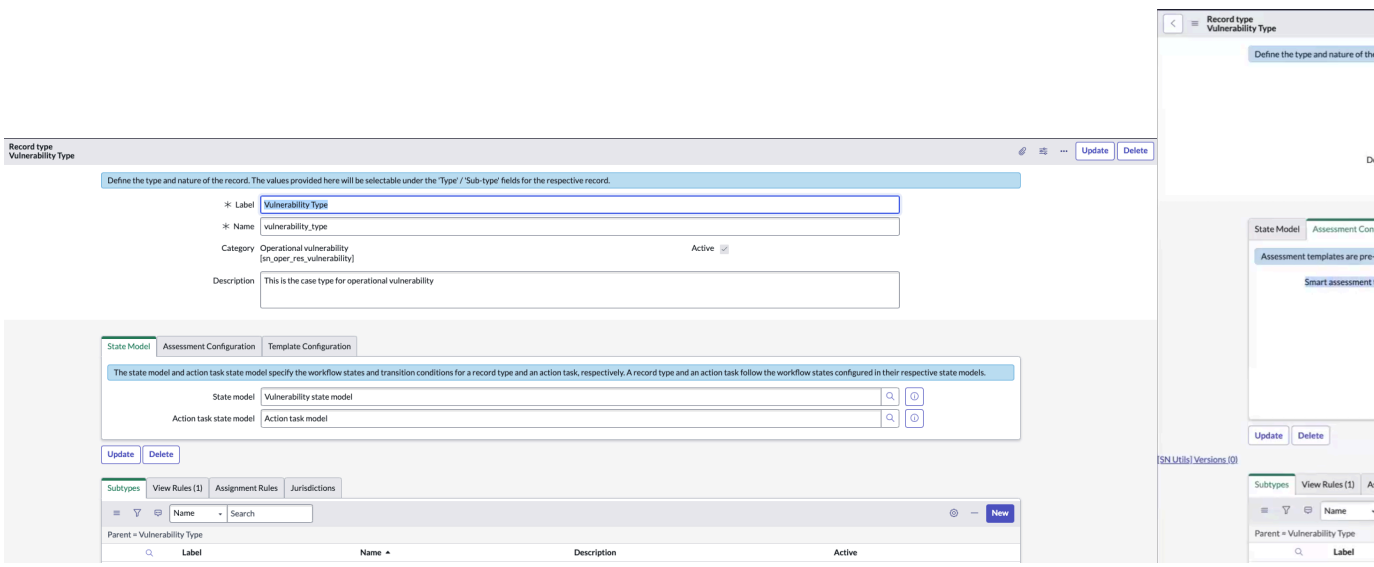
About this task

Administrators of Operational Resilience can create only one Vulnerability Type record within the Operational Resilience Workspace.

Procedure

1. Navigate to **All** > **Operational Vulnerability** > **Vulnerability Types**.
2. On the Vulnerability Type record form, fill in the fields.

   The Vulnerability Type record form is shown in the example.



   For more information on the fields, see Vulnerability Type form.

3. Select the Smart Assessment template for the vulnerability type.
4. To update the record, select **Update**.
   The Smart Assessment template is used to process the operational vulnerability.
5. To delete a record, select **Delete**.

Vulnerability Type form

On the Vulnerability Type form, fill in the fields for Operational vulnerability.

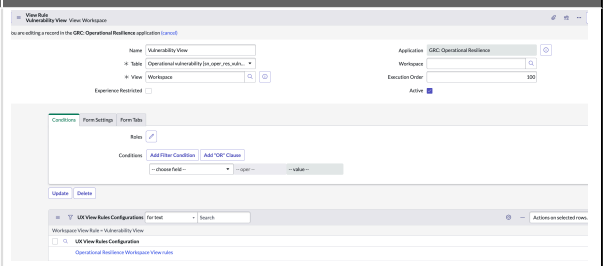
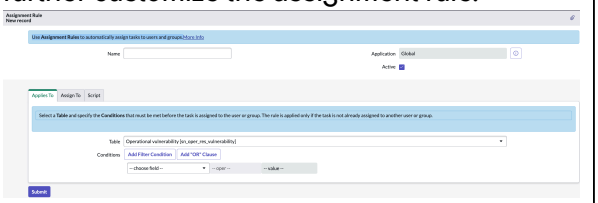
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Operational vulnerability form

Field	Description
Label	Label for the vulnerability type record.
Name	Name of the vulnerability type. For example, vulnerability_type.
Category	Category of the vulnerability type. For example, Operational vulnerability [sn_oper_res_vulnerability].
Description	Description of the vulnerability type.
Active	Option to activate the vulnerability type.
State Model	
State Model	Vulnerability state model. The state model and action task state model specify the workflow states and transition conditions for a record type and an action task, respectively.
Action task state Model	Action task model. A record type and an action task follow the workflow states configured in their respective state models.
Assessment Configuration	
Assessment templates	Pre-defined formats to request responses from assessors or reviewers that help to evaluate the record. You can use one or multiple assessment templates and use them in the action tasks. Use the Smart Assessment template that has been added to the vulnerability type.
Template Configuration	
Document templates	Pre-defined formats to generate the PDF of the vulnerability record.
Related lists	
Subtypes	Sub-type of vulnerability type record. For example, **Documentation Loss**.
View Rules	Rules to define the form view of the vulnerabilities in the Operational Resilience Workspace. Specifying the rules helps you to define the view you want to use for the vulnerabilities and control how the vulnerability form appears. For example, Default view or Workspace view.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Operational vulnerability form (continued)

Field	Description
	
Assignment Rules	Rules to assign the tasks to users and groups by default. **Note:** Assignment rules apply only when the operational vulnerability is created from the Employee Center. Otherwise, they do not apply. In the Applies to related list, you can select a table and specify the conditions that must be met before the task is assigned to the user or group. The rule is applied only if the task is not already assigned to another user or group. In the Script related list, you can use a script to further customize the assignment rule. 
Jurisdiction	Jurisdictions for the impacted regions. **Note:** Jurisdictions are not currently supported in Operational vulnerability.

Set up the State model and Action task model

Set up the Vulnerability state model and Action task model to manage the workflow of the Operational vulnerability record. These models define the workflow states and transition conditions for a record type and an action task, respectively. Both the Operational vulnerability record type and the action task adhere to the workflow states configured in their corresponding models.

Before you begin

Role required: sn_oper_res.admin

About this task

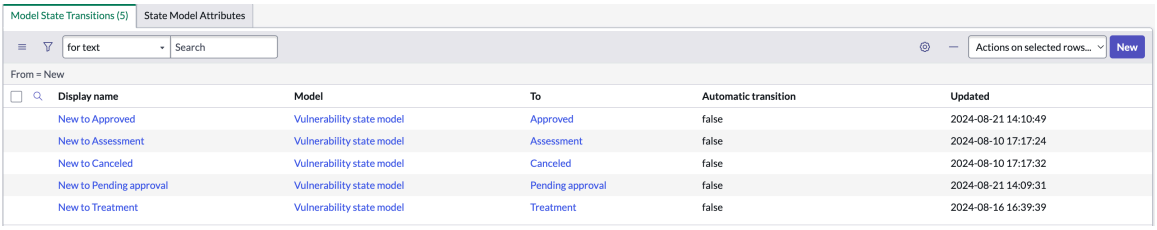
An operational vulnerability typically goes through the following workflow states:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

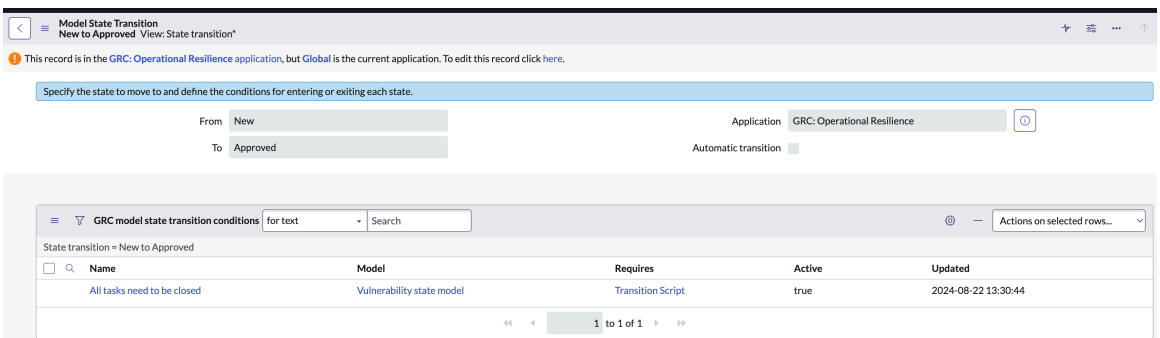
- **New**: The vulnerability has been opened and it is in the initial stage of review.
- **Assessment**: The vulnerability is being evaluated to determine the appropriate course of action.
- **Treatment**: The vulnerability is being actively investigated to gather information and evidence. The course of action and treatment is being decided.
- **Pending approval**: The vulnerability is being worked on to find a resolution.
- **Approved**: A review of the vulnerability is being done after it is resolved.
- **Closed**: The vulnerability is closed and is no longer active.
- **Canceled**: The vulnerability is canceled and it is no longer being pursued.

When the state transition conditions are satisfied, each vulnerability state gets updated to the next state. For example, the **New** state can be transitioned to the following states as shown in the example:

- **Assessment**
- **Treatment**
- **Pending approval**
- **Approved**
- **Closed**
- **Canceled**

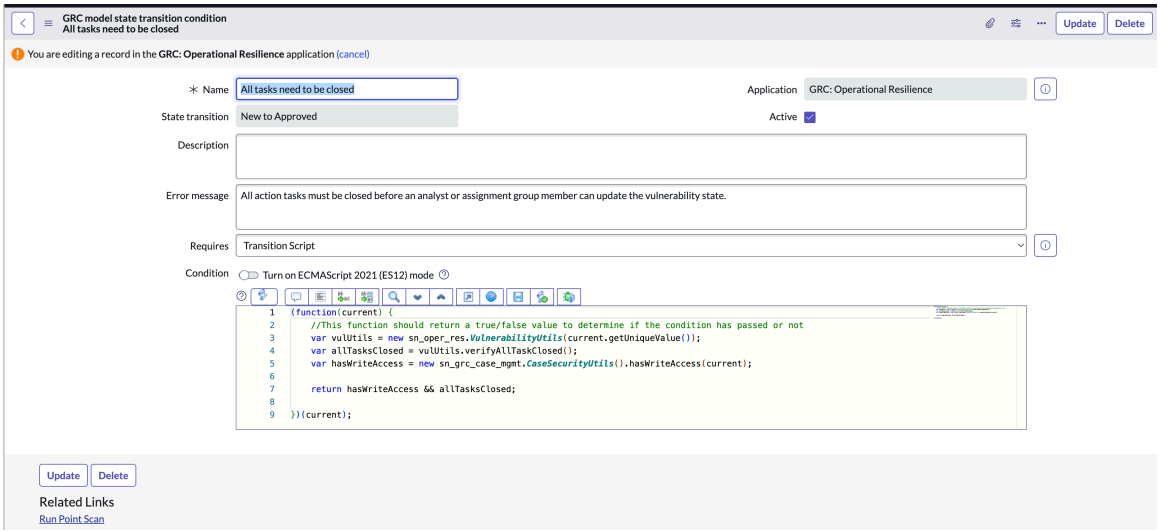


- **New to Approved**: Users can select **New to Approved** to view the state transition condition. Once this condition is met, the vulnerability status updates from **New** to **Approved** as shown in the example.



When all action tasks are closed, the users with write access can update the state as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



- **New to Assessment**: Once the state transition condition is met, the vulnerability status updates from **New** to **Assessment**.
- **New to Canceled**: Once the state transition condition is met, the vulnerability status updates from **New** to **Canceled**. The vulnerability is canceled and it is no longer being pursued.
- **New to Pending approval**: Once the state transition condition is met, the vulnerability status updates from **New** to **Pending approval**. The vulnerability is being worked on to find a resolution.
- **New to Treatment**: Once the state transition condition is met, the vulnerability status updates from **New** to **Treatment**. The vulnerability is being actively investigated to gather information and evidence. The course of action and treatment is being decided.

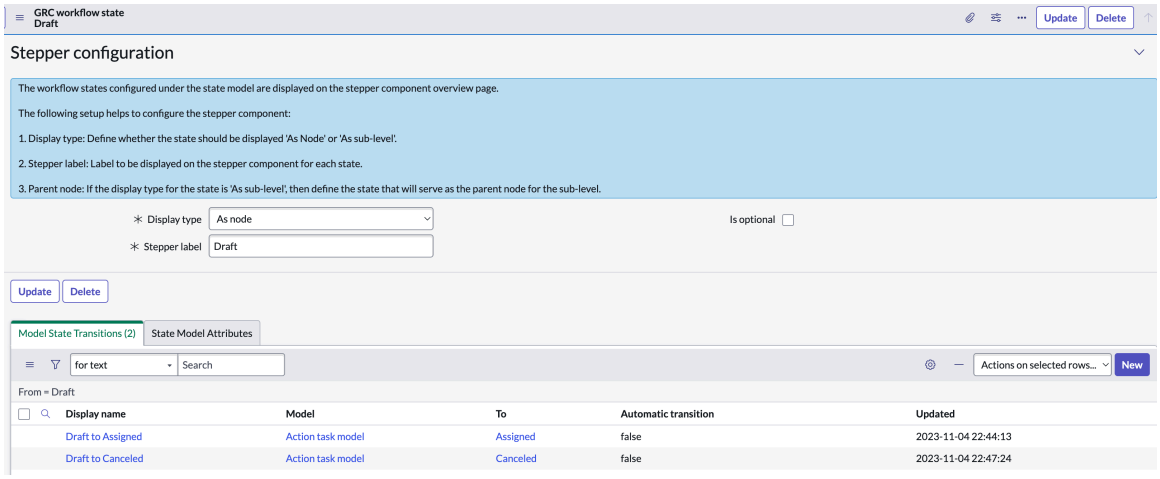
The following model state transitions are displayed in the Model State Transitions related list: These states can vary depending on the organization's vulnerability management process.

Workflow states for an action task are defined as follows:

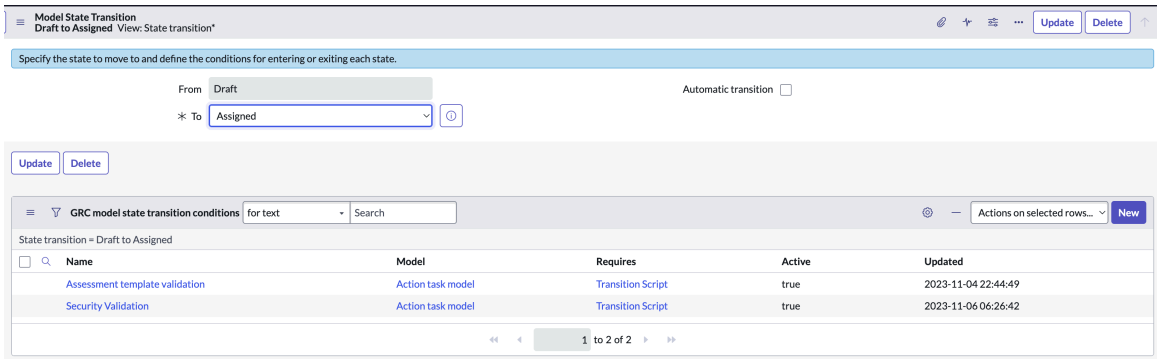
- **Draft**: The action task is in the draft stage.
- **Assigned**: The action task has been assigned to an appropriate user.
- **Work in progress**: Work on the action task is in progress.
- **Review**: The action task is in the review stage.
- **Closed complete**: The action task is in the Closed complete stage.
- **Closed incomplete**: The action task is in the Closed incomplete stage.
- **Canceled**: The action task has been canceled.

When the action task transition conditions are satisfied, each action task state gets updated to the next state. For example, the **Draft** state can be transitioned to the **Assigned** and **Canceled** states as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Once the condition is met, the action task is updated from **Draft** to **Assigned** as shown in the example.



When the state transition condition is fulfilled, the state gets updated or else an error message is displayed as shown in the example.

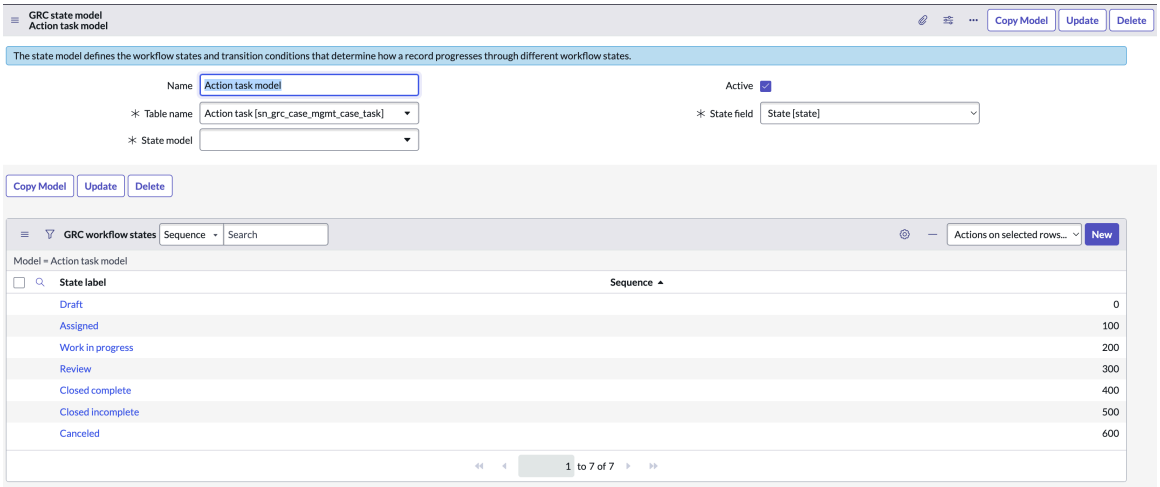


Procedure

1. Navigate to **All** > **Operational Vulnerability** > **State Models**.
2. Update the table name.

   The Action task model is shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

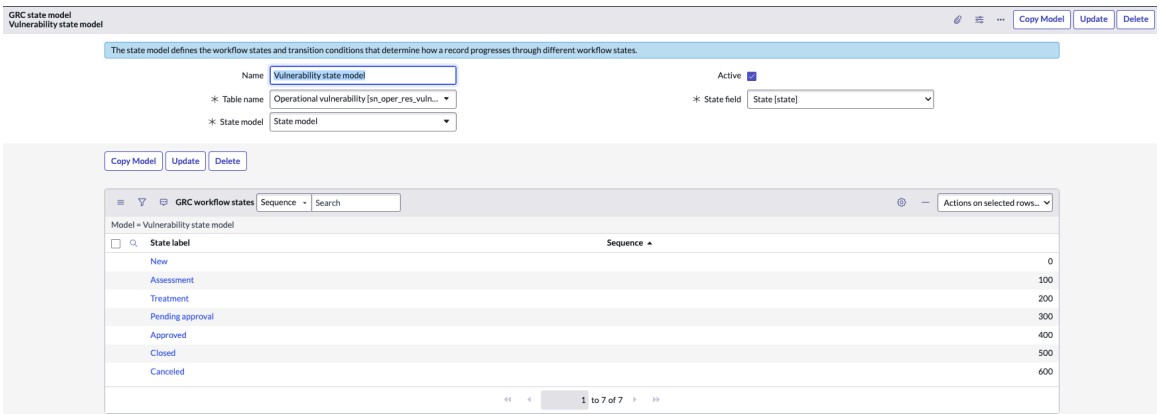


3. On the State model form, fill in the other fields.

   For more information on the fields, see GRC state model form.

4. Select **Submit**.
5. To copy an existing State model, select it from the state models list and select **Copy Model**.

   You can copy an existing Vulnerability state model as shown in the following example.



6. To update an existing State model, select it from the list and select **Update**.
7. To delete an existing State model, select it from the list and select **Delete**.

GRC state model form

On the GRC state model form, fill in the fields.

State model form

Field	Description
Name	Name of the state model. For example, `IT vulnerability`.
Table name	Table that the state model applies to. Available options are: • To configure Vulnerability state model, select **New** and select Operational vulnerability [sn_oper_res_vulnerability] as the table name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

State model form (continued)

Field	Description
	• To configure Action task model, select **New** and select Action task [sn_grc_case_mgmt_case_task] as the table name.
State model	Fields that contain the state model value in the table that this state model applies to.
Active	Option to indicate that the state model is active or inactive.
State field	Fields that contain the state value in the table that this state model applies to. This field is automatically set to **State [state]**.

Define the state transitions model

Define the model state transitions and conditions to control how a vulnerability traverses through the different workflow states.

Before you begin

Role required: sn_oper_res.admin

About this task

The workflow states set up within the state model are shown on the stepper component overview page. Refer to the following setup to configure the stepper component:

1. Display type: Specify whether the state should appear as **As Node** or **As sub-level**.
2. Stepper label: This label is displayed on the stepper component for each state.
3. Parent node: If the display type for the state is set to **As sub-level**, then define the state that will act as the parent node for this sub-level.

Procedure

1. Navigate to **All** > **Operational Vulnerability** > **State Models**.
2. To add a new workflow state, select **New** in the State label column.
3. On the form, fill in the fields.

Workflow state form

Field	Description
State	Name of the workflow state. Choices is: **New**
Model	State model that uses this workflow state. This field is automatically set to the state model name.
Display type	Display type of the workflow state. Choices are the following:

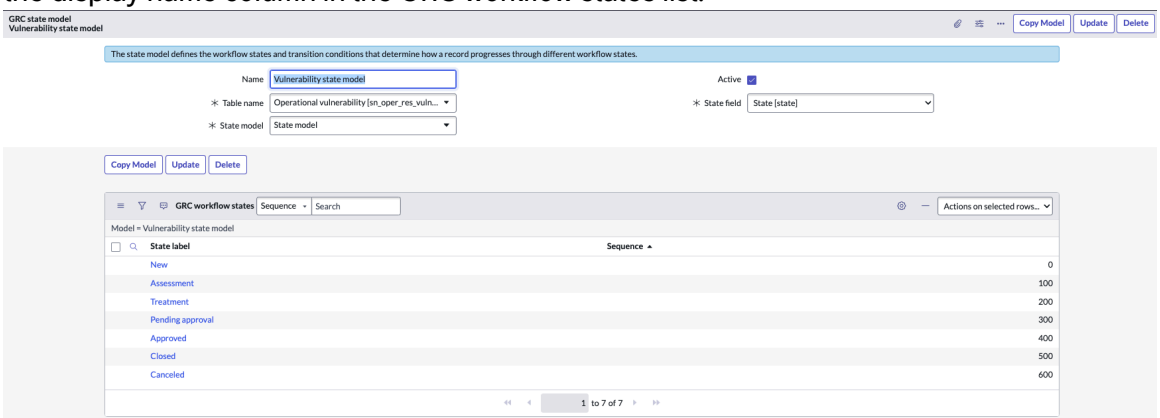
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **As node**: Display as a parent state. ○ **As sub-level**: Display as a sub-state of the parent state.
Stepper label	Label to be displayed on the stepper component for the state. This field is automatically set to the state.
Is optional	Option to select the state as optional. This field appears only when **As node** is selected from the **Display type** field.

4. Select **Update**.

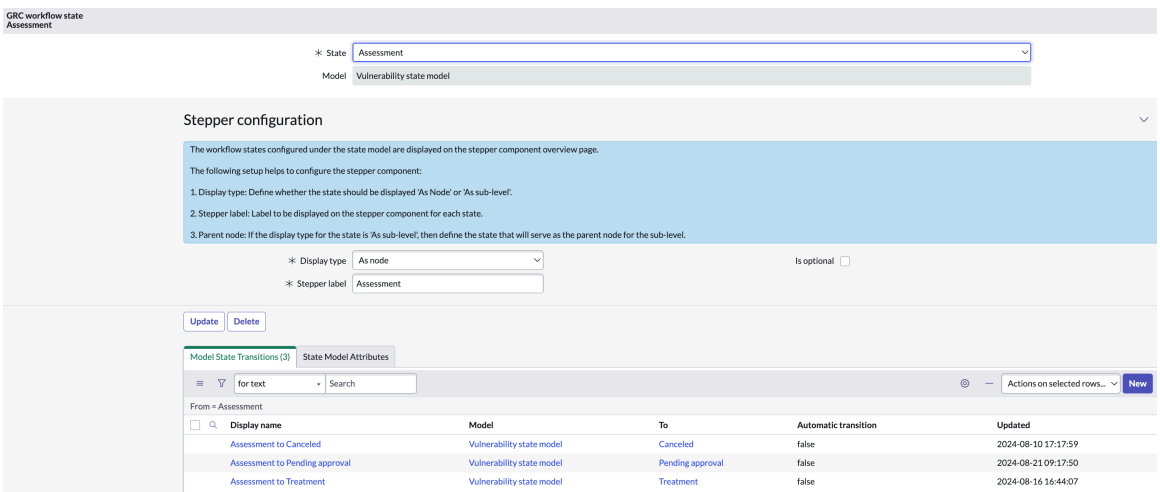
   The example shows the Assessment state. The Model State Transitions and State Model Attributes related lists are displayed.

5. To update the model state transition from the Model State Transitions related list, select it from the display name column in the GRC workflow states list.



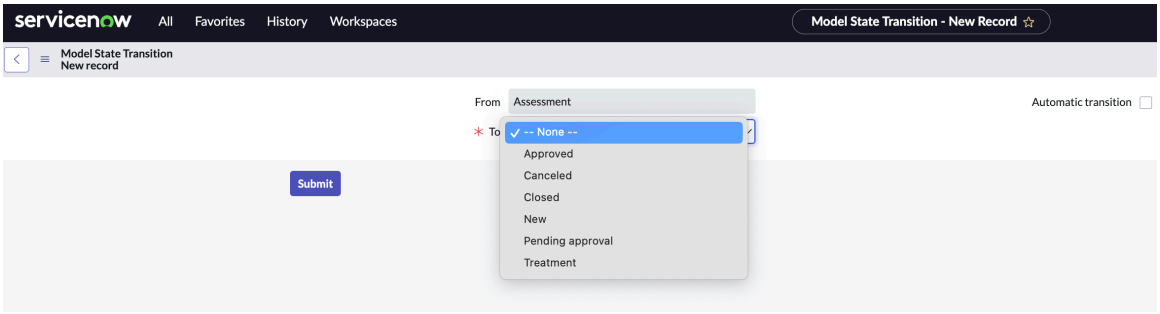
6. To add the model state transition, select **New** on the Model State Transitions context menu.

   The Model State Transitions context menu is shown in the example.



   The Model State Transition New record is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



7. On the Model State Transition record form, fill in the fields.

Model State Transition record form

Field	Description
From	Name of the state. This field is automatically set to **State [state]**.
To	State that you want to move to from the selected state
Automatic transition	Option to enable the automatic transition of the workflow state.

8. Select **Submit**.

   The newly added Model State Transition is displayed in Model State Transitions related list.

Set up the Vulnerability Assessment Template

Create the Vulnerability Assessment Template by defining the assessment parameters for Operational vulnerability. The assessment template is based on the Metric type assessment. It helps you to define important assessment details such as the assessment duration, associated tables, filter conditions, and so on.

Before you begin

Role required: sn_oper_res.admin

Procedure

1. Navigate to **All** > **Operational Vulnerability** > **Vulnerability Assessment Template**.
2. To create the Vulnerability Assessment (Assessment Metric Type) template, select **New**.
3. On the Assessment Metric Type record form, fill in the fields.

   For more information on the fields, see Assessment metric type form.
4. Use the Smart Assessment template that has been added to the vulnerability type.
5. Select **Submit**.
6. To copy an existing assessment template, select it from the list and select **Copy**.
7. To update an existing assessment template, select it from the list and select **Update**.
8. To delete an existing assessment template, select it from the list and select **Delete**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment metric type form

Use the Assessment Metric Type form to create an assessment questionnaire template instead of using the default template for Operational vulnerability.

Assessment metric type form

For a description of the fields, see the following table:

Assessment metric type form

Field	Description
Name	Name of the assessment template.
Assessment duration	Length of time allowed for completing the assessment from the time the assessment is generated.
Table	Table this assessment template applies to.
State	Status of the assessment. This field is automatically set to **Draft**. After creating the assessment template, ensure that you publish it and the state is set to **Published**. Or else, you cannot generate the instance.
Enforce condition	Option to indicate that the Enforce condition is active or inactive.
Roles	Roles that have read access to the template.
Scale factor	Scale value for all assessment results.
Condition	Filter conditions for the assessment template.
Description	Purpose of the assessment template and the reason for its creation.
Related lists	
Metric categories	All metric categories for this assessment. For more information on the Metric category form, see Metric Category form.
Assessable records	All assessable records associated to the metric category. For more information on the Assessable records, see Assessable records.

Set up the Document Template

Set up the Document Template (HTML Template) that is used for generating the PDF of the Operational vulnerability record.

Before you begin

Role required: sn_oper_res.admin

Procedure

1. Navigate to **All** > **Operational Vulnerability** > **Document Templates**.
2. To create the document template, select **New**.
3. On the HTML Template record form, fill in the fields.

   For more information on the fields, see HTML Template form.
4. Select **Submit**.
5. To insert date variables in the PDF, select **Insert Date**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can use the button multiple times to add different types of dates based on the variables you choose.

6. To insert the table of contents in the PDF, select **Insert Table of Contents**.
7. To add blocks for advanced search, select **Add Blocks**.

Option	Description
To add an existing document block to the template	In Search blocks, type in the name of an ex isting document block, select the document block, and select **Insert**.
To add a new document block to the tem plate	Select **Create New Block**.

8. To publish the template, select **Publish**.
   Ensure that the template is published so that the PDF is generated with the right attributes.
9. To copy an existing assessment template, select it from the list and select **Copy**.
10. To update an existing assessment template, select it from the list and select **Preview**.
11. To update an existing assessment template, select it from the list and select **Update**.

HTML Template form

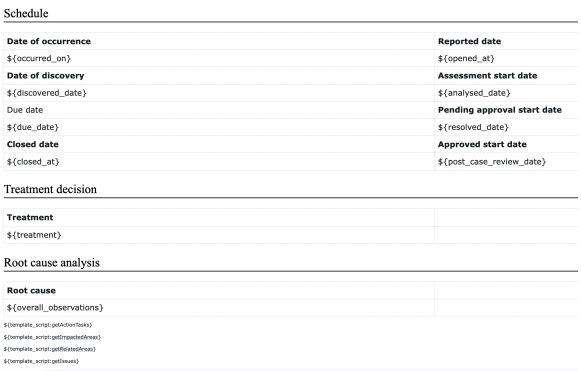
On the HTML Template form, fill in the fields.

HTML Template form

Field	Description
Name	Name of the document template.
Table	Table associated with the type of template. The table determines the available variables that can be used. **Note:** Tables appear based on the application scope that is selected.
Category	Document category in which the template is added.
Application	Application that you are working in. This field is automatically set to **Global**.
State	State of the record. This field is automatically set to **Draft**.
Template date format	Format in which you want the date to appear when the user previews the document, generates the attachment, or initiates document tasks for participants. Available options are: • **MM-dd-yyyy** • **MM/dd/yyyy** • **dd/MM/yyyy** • **dd-MM-yyyy**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

HTML Template form (continued)

Field	Description
	• **dd.MM.yyyy** • **yyyy-MM-dd**
User criteria	Audience criteria for this document. For example, you can create a letter intended for only US employees.
Acknowledgement text	Acknowledgement text to be used in the document.
Table of contents	Table of contents in the template.
Page number	Page number in the template.
Body	Body text in the template. To insert variables, place your cursor in the desired location and select the variable. Available variables are listed under Fields. Use the formatting tools in the Body to apply formatting options, such as bold, italic, underline, font styling. The body is a place holder for HTML text and tokenized variables. For example, you can select **Fullscreen** to view how the PDF layout is formatted. In the Root cause analysis (Overall observations) section of the PDF, you can include the following related lists information:  Schedule **Date of occurrence** / **Reported date** ${occurred_on} / ${opened_at} **Date of discovery** / **Assessment start date** ${discovered_date} / ${analysed_date} Due date / **Pending approval start date** ${due_date} / ${resolved_date} **Closed date** / **Approved start date** ${closed_at} / ${post_case_review_date} Treatment decision **Treatment** ${treatment} Root cause analysis **Root cause** ${overall_observations} ${template_script:getActionTasks} ${template_script:getImpactedAreas} ${template_script:getRelatedAreas} ${template_script:getIssues} • Action tasks • Impacted areas • Related areas • Issues
Select variables	List of variables that can be used in the body of the template. Variables pull information from the selected table to customize the template.
Template language	Language used for both full template translation and translation of fillable fields during attachment preview and generation.
Signing type	Option to specify the application that is used for signing the document. This field is automatically set to **ServiceNow Sign**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

HTML Template form (continued)

Field	Description
Header	
Header image	Image to be displayed in the header. You can add your company logo using this feature.
Header image height	Height of the image in the header.
Header image position	Position where you want the header image to appear: left, right, or center.
Footer	
Footer image	Image to be displayed in the footer.
Footer image height	Height of the image in the footer.
Footer image position	Position where you want the footer image to appear: left, right, or center.
Footer text	Text to be displayed in the footer. For example, you can add proprietary and confidential statements.
Footer text position	Position where you want the footer image to appear: left, right, or center.
Vertical alignment	Vertical alignment of the footer text with the footer image.
Page	
Page size	Size of the page that can be selected from the list such as Letter, A4, or Legal.
Top/Bottom margin	Space from the top of the page until the starting of the HTML content or space from the bottom of the page until the ending of the HTML content.
Left/Right margin	Space from the left of the page until the starting of the HTML content or space from the right of the page until the ending of HTML content.

Managing Operational Resilience

Starting with GRC version 16.x.x, a new workspace has been introduced for the GRC: Operational Resilience application. You can use Operational Resilience Workspace for managing your resilience tasks and monitoring the resilience metrics from a single dashboard.

Overview of Operational Resilience Workspace

Operational Resilience Workspace provides a single-pane view for an improved User Experience (UX) and a simplified user journey. The highlights of Operational Resilience Workspace are as follows:

- Configure the resilience tasks by using the interactive forms.
- Visualize the resilience metrics on the dashboard.
- Track the risks, controls, and issues from the GRC applications on the related tabs in the Service form.
- Remediate the incidents, outages, vulnerabilities, and change requests for a business service.

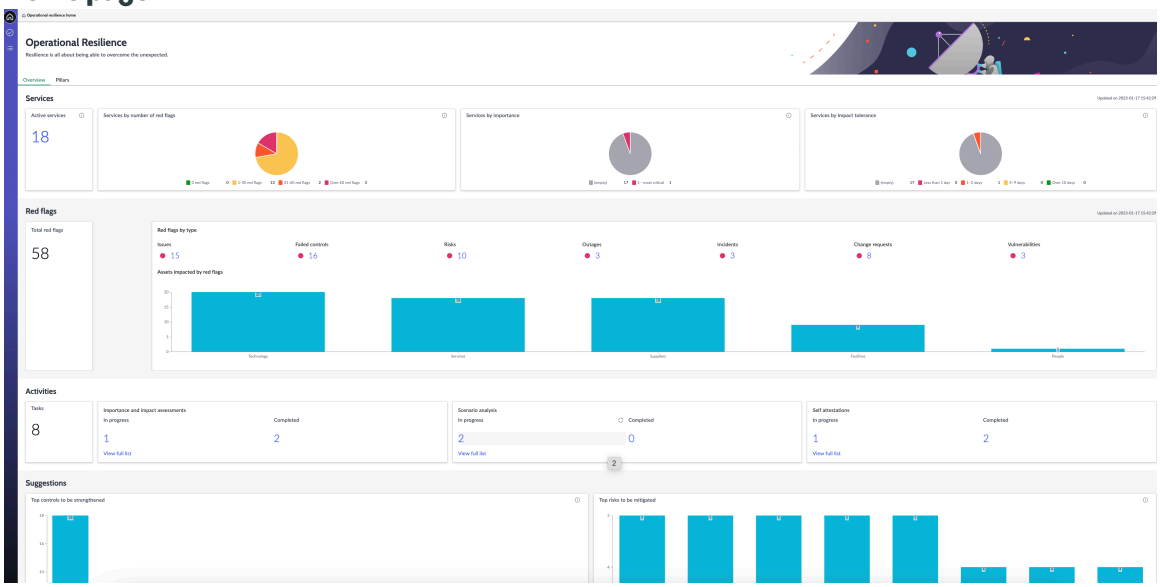
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can view the data visualization components of the resilience metrics on the following pages:

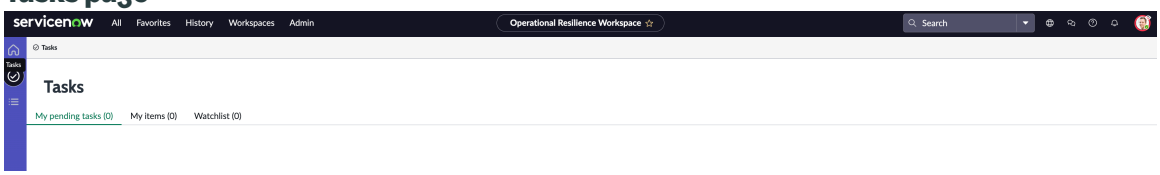
- Home page: The Home page displays the status of the services and the pillars on the dashboard.
- Tasks page: The Tasks page displays your individual tasks and your team's tasks on the dashboard.
- List page: The List page displays the configurable resilience tasks, such as the importance and impact tolerance assessment or a scenario analysis in the list format.

The Home page, Tasks page, and List page are displayed in the following examples.

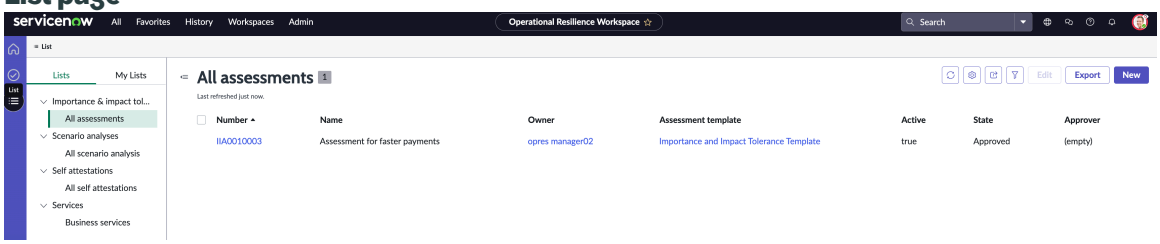
Home page



Tasks page



List page



Roles required to access Operational Resilience Workspace

You can access Operational Resilience Workspace with the following user roles:

- Operational Resilience administrator [sn_oper_res.admin]
- Operational Resilience manager [sn_oper_res.manager]
- Operational Resilience user [sn_oper_res.user]

Note:
For information on the administrative tasks, see Completing general administrative tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configurable features in Operational Resilience Workspace

You can configure the following Operational Resilience features in Operational Resilience Workspace:

- Importance and impact tolerance assessments
- Scenario analyses
- Self-attestations
- Business services
- Operational vulnerability

Gathering data aligned with the CSDM setup

Beginning with Release 20.1.x, the Operational Resilience application supports the latest Common Service Data Model (CSDM). This section details the steps for setting up services, business services, service offerings, and business processes in Operational Resilience and gathering data aligned with the latest CSDM setup.

Using the flexible data model

Starting with Operational Resilience, Release 21.0.x, the flexible data model enhances operational resilience metrics by improving data visualization and the flow of dependent services. It also supports multiple dashboards with insights into red flags, business service importance, and impact tolerance.

Starting with Operational Resilience, Release 20.1.x, the Main node configurations, supported by the Data Relationships Framework, were introduced with Operational Resilience to define dependency roll-up chains. The Main node configurations, with the source being the OpRes CMDB, are shipped out-of-the-box. For information on the Main node configurations, creating a new Main node configuration, or updating an existing Main node configuration, see Main node configurations: A component of the Data Relationships Framework.

In the previous data model, the CSDM objects [sn_oper_res_profile] table stored the entire dependency chain, including all possible combinations, making data retrieval cumbersome and maintenance challenging. This approach has been deprecated in favor of a more efficient model.

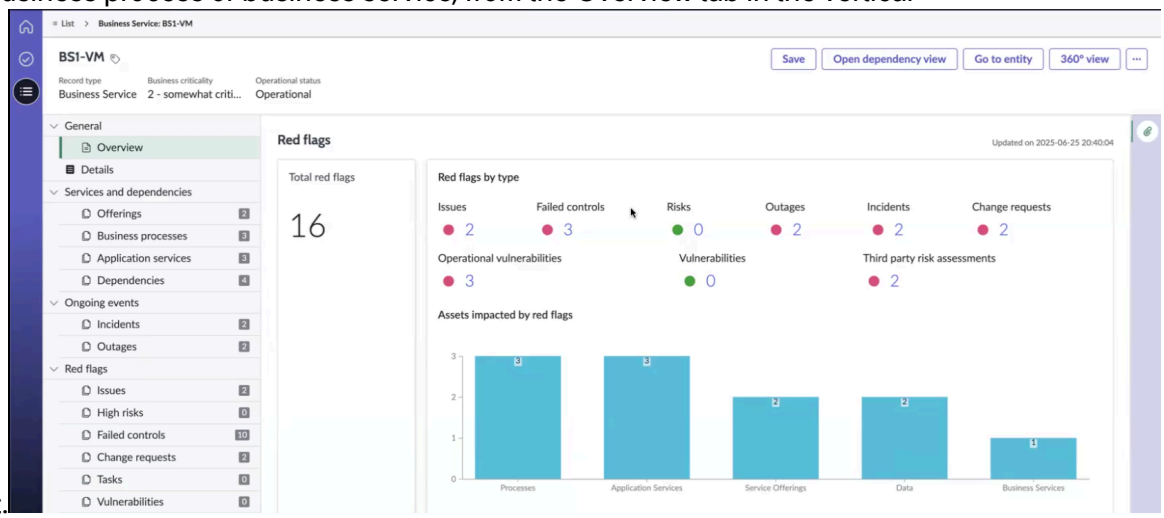
Key features of the flexible data model

The flexible data model offers several key features that enhance operational resilience metrics.

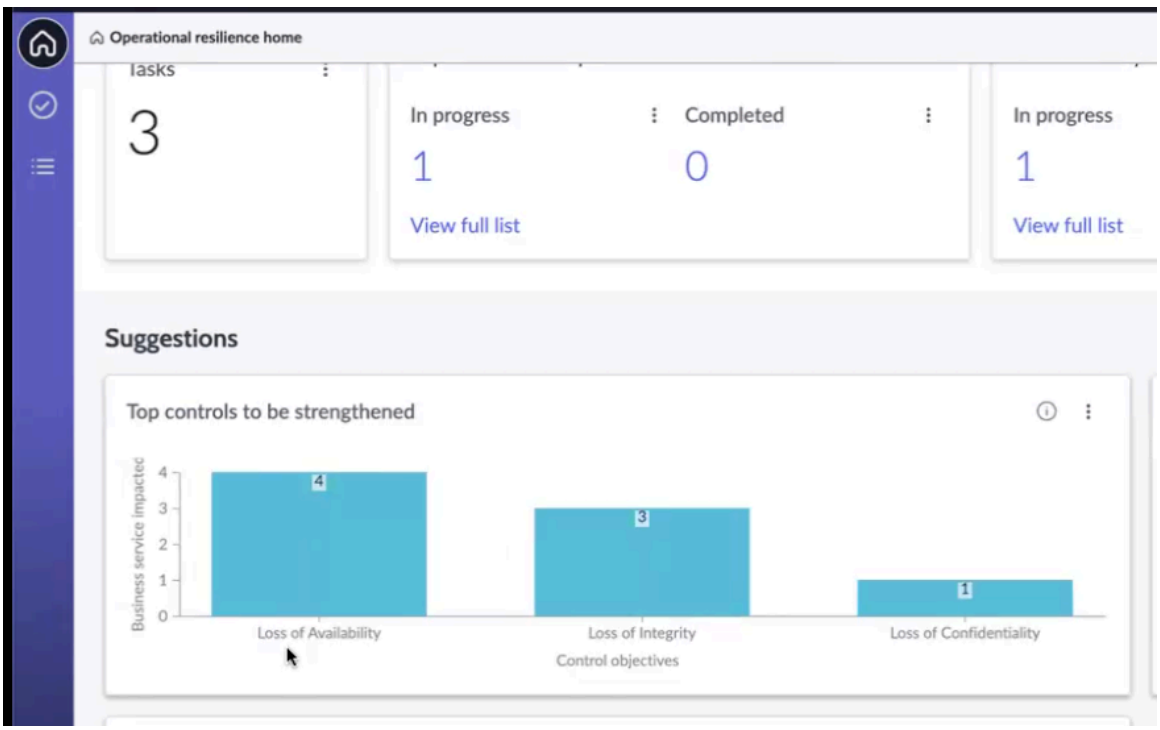
- Enhanced data visualization: The Services, Business services, Offerings, Business processes, and Application services modules now feature a vertical layout, replacing traditional horizontal tabs and enhancing navigation within the Operational Resilience Workspace. You can view the entire resilience metrics for an object, such

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

as a business process or business service, from the Overview tab in the vertical layout.

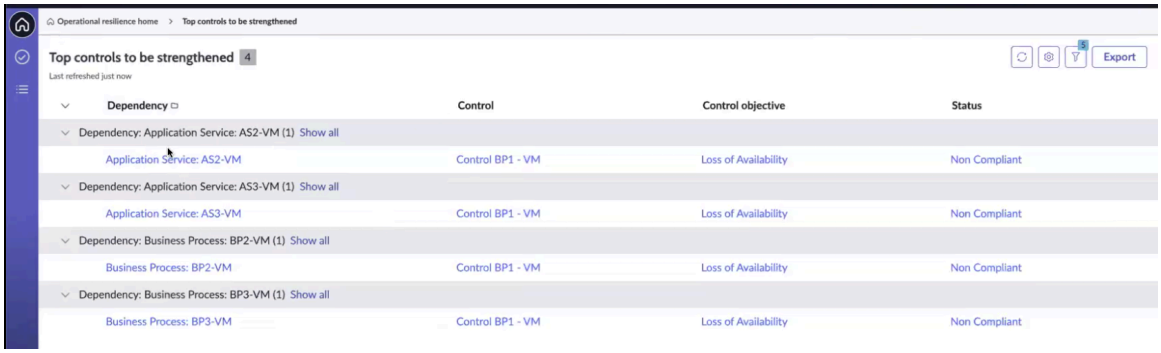


You can then view the downstream data and various dashboards based on the selected top class. The following example shows the top controls to be strengthened for the business service.



Selecting the graph shows detailed information on the dependency records, related controls, control objectives.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

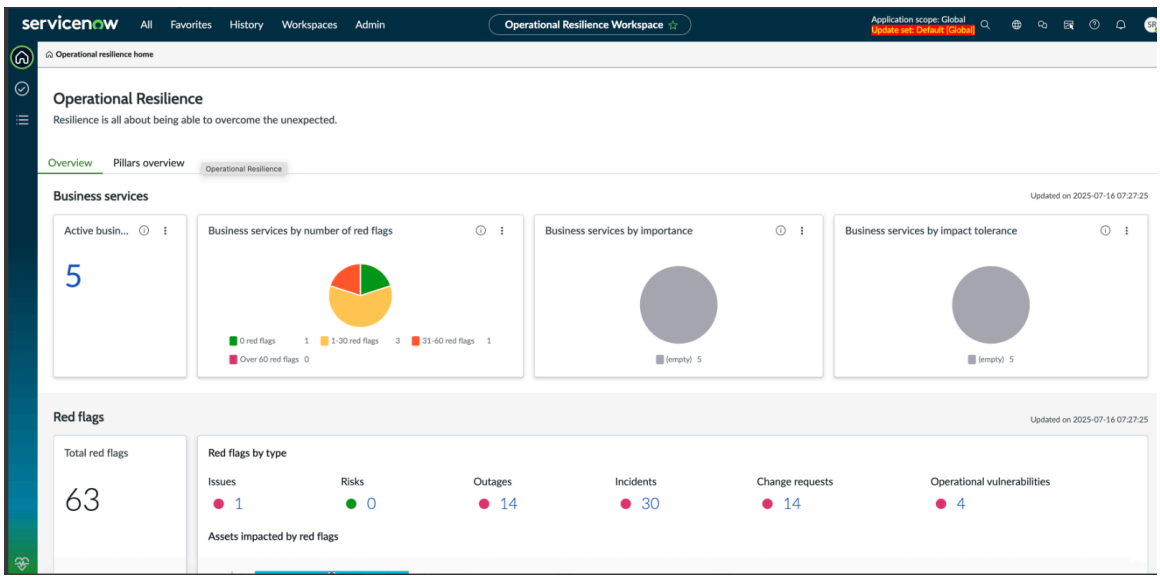


- Streamlined navigation: You can directly access related lists and metrics for a specific business service, such as its service offerings, business processes, application services, dependencies, incidents, and metrics from the vertical layout.

Technical implementation

Starting with Operational Resilience, Release 21.0.x, the data model for operational resilience configurations has been optimized. Now, each node in a hierarchical chain, such as a business service to offering to processes, is stored separately in the [sn_oper_res_profile] CSDM objects table along with its class and parent nodes. This means that only relevant objects (for example, 500 out of 1,000 entities) that are part of main node configurations are stored, improving data management efficiency.

The flexible data model introduced with Operational Resilience, Release 21.0.x provides a foundation for the dashboards and tracks the flow of dependent services. The data, including red flags by type, such as failed controls, incidents, and outages, and business service metrics such as number of flags, importance, and impact tolerance, is updated in the dashboard through changes to the flexible data model.



The data shown in the example is for business services such as business service by number of red flags, business service by importance, business service by impact tolerance. You can configure the *sn_oper_res.top_class_name* property to designate any class as the top class.

Configuring the sn_oper_res.top_class_name property

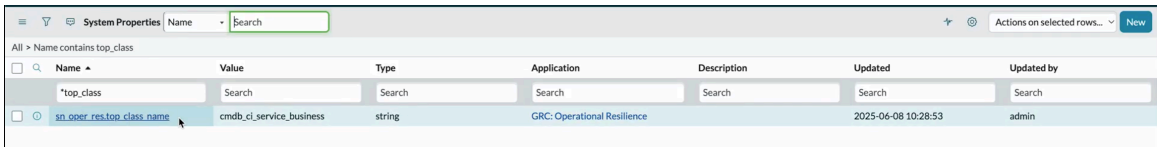
You can configure the *sn_oper_res.top_class_name* property to designate any class as the top class in the dashboard view so that any node, such as business service, business

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

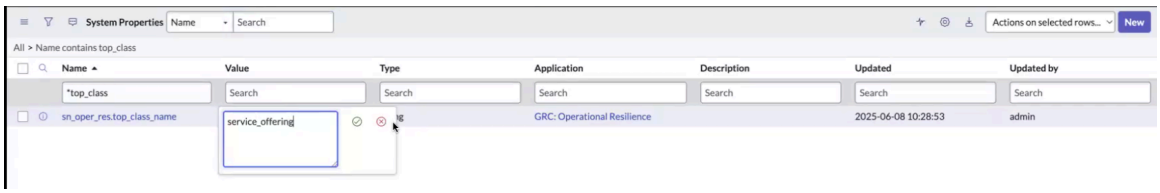
process, or application service, can be the top node. You can then view the downstream data and various dashboards based on the selected top class, such as the number of application services that are under a business service. It enables you to switch between different views, such as business services, service offerings, business processes, or applications, on the dashboard and view relevant data accordingly.

For example, if the data is displayed for a business service, you can change the top class to service offerings, business processes, or application services by configuring the *sn_oper_res.top_class_name* property. You can then change the top class to another object and the system shows data with respect to that specific top class. This property is applicable only for the dashboards and not for the Workspace forms. For more information on the properties, see Configure Operational Resilience properties.

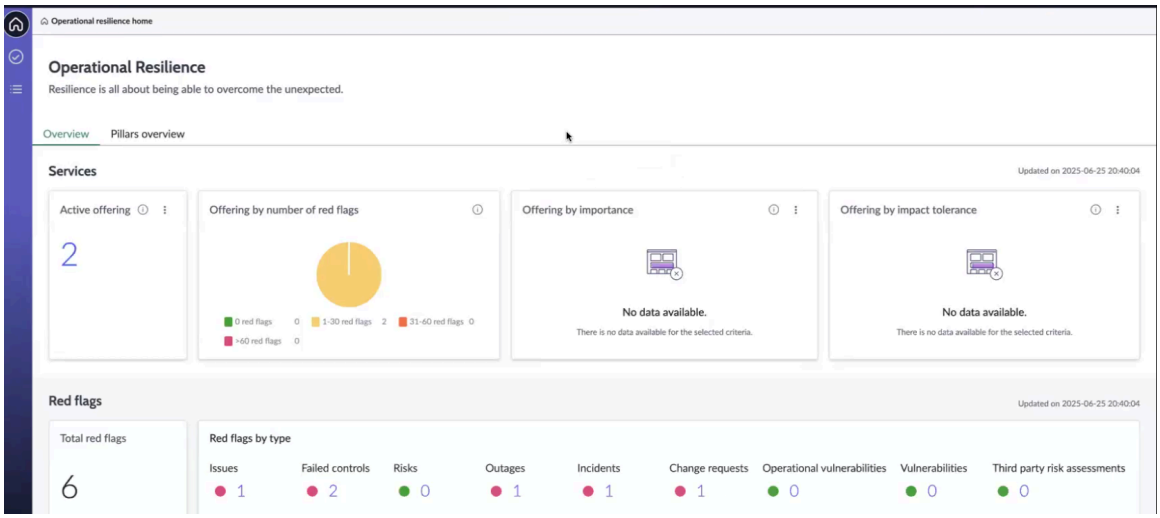
The following example shows that the top class name is set to *cmdb_ci_service_business*.



You can modify the property value to represent a service offering or application, and the dashboard will populate with the corresponding data. The following example demonstrates how to update the top class name to "service offering."



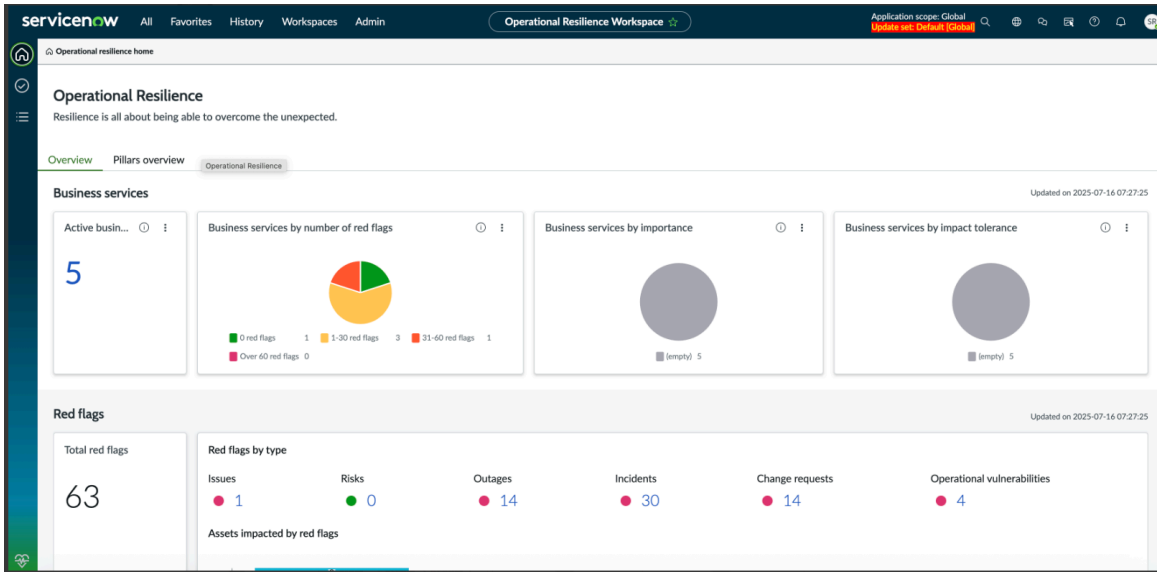
Based on the updated property name, data for service offering is displayed in the Operational Resilience dashboard as shown in the example.



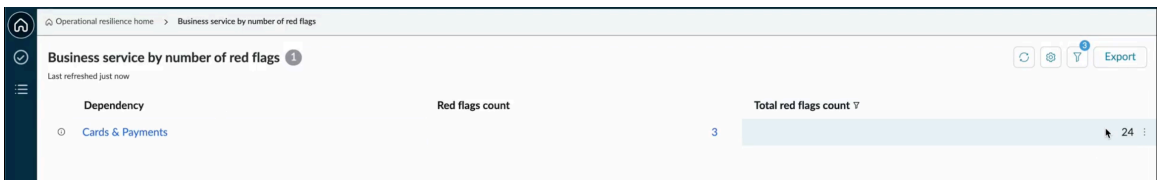
Calculation and roll-up of red flags

When the *Calculate red flags for CSDM and dependencies* scheduled job is executed, the red flags data is populated in the dashboard. The dashboard in the following example displays a range of 1-30 red flags in the "Business service by number of red flags" section.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Selecting the card shows a detailed breakdown for the business service. It shows a total of 24 red flags, with 3 specifically attributed to the "Cards and payments" service. The following illustration shows the roll-up functionality, which aggregates the red flags for the entities associated with the selected "Cards and Payments" business service, providing a hierarchical view of the data.

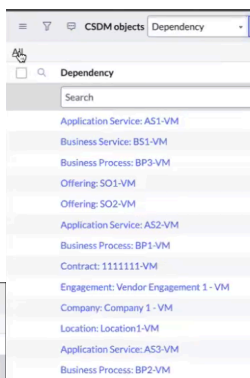


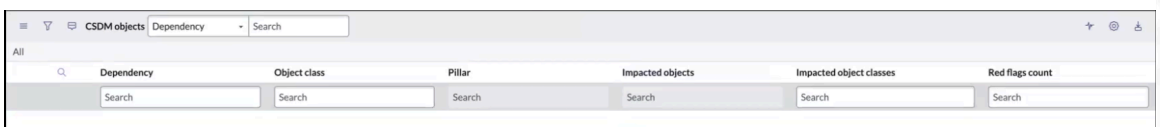
The value "24" shown in the Total red flags count column is the roll-up value of the red flags for all entities under the "Cards and Payments" business service.

CSDM objects table

In the CSDM objects [sn_oper_res_profile.list] table, the following columns are displayed:

- The Impacted objects column displays the parent objects.
- The Impacted objects classes column shows the classes.
- The Red flags count column indicates the number of the red flags that are directly assigned to a node.
- The Total red flags count column displays the total count of the red flags directly assigned to a node and its children as shown in the table.

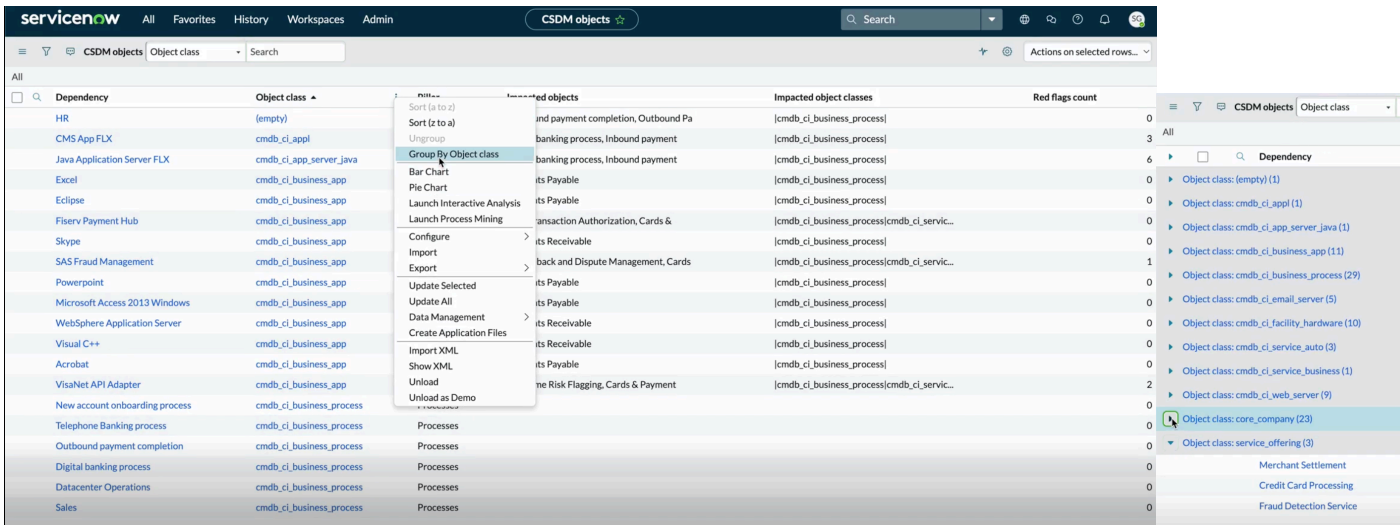




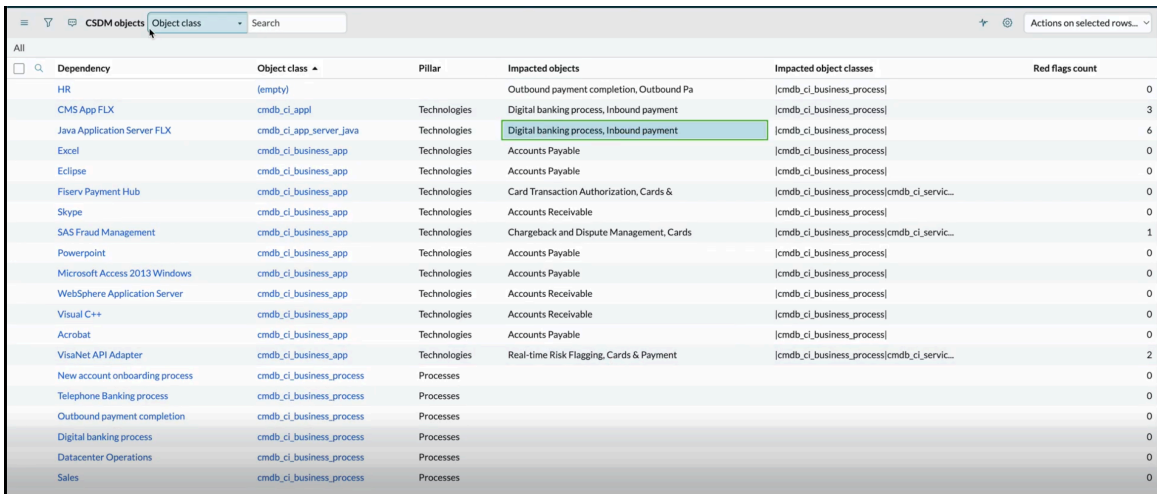
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The object classes displayed in the Object class column in the example provide a clear representation of various entities, including business applications and processes. This data is then fed into the system using fix scripts, ensuring that the information is accurately populated and up-to-date. By using these scripts, the system can effectively display and manage the complex relationships between different object classes.

You can group the objects with respect to their object classes. Then you can the object classes for service offerings, core company, business processes, and so on.



The upstream impacted objects for a specific object class are added to the Impacted objects column. For example, the Java Application Server FLX has upstream impacted objects such as digital banking process and inbound payment, which get added and are shown in the Impacted objects column.



This process starts with the lowest level object and includes the level above it, populating the impacted objects. The data is then directly integrated into the main node configurations.

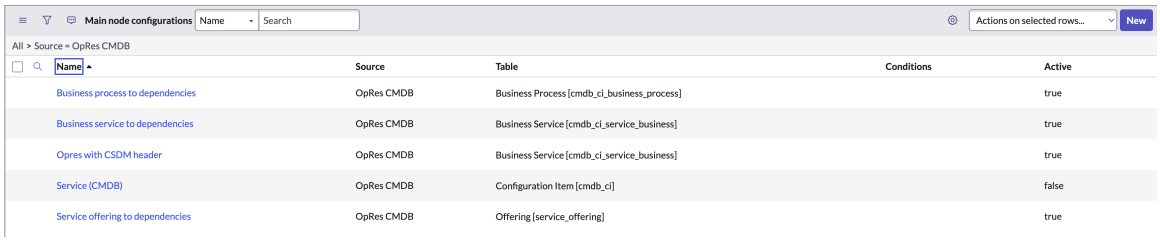
Main node configurations

The Main node configurations provide the data flow of what you want to see. The following Main node configurations, with the source being the OpRes CMDB, are shipped out-of-the-box:

- Business process to dependencies
- Business service to dependencies
- Opres with CSDM header

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Service (CMDB)
- Service offering to dependencies



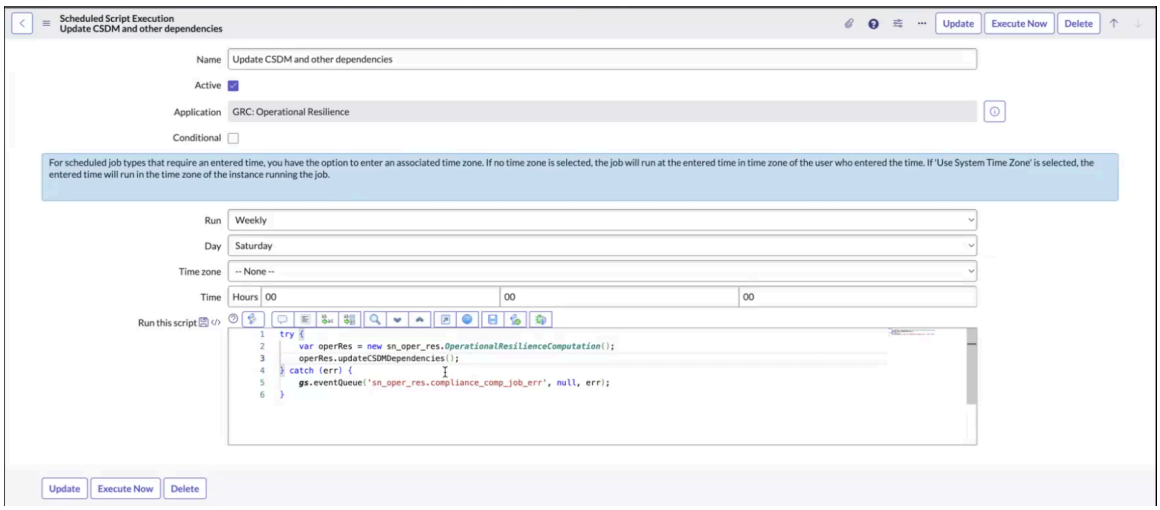
The entire flow that goes from a business service to business process to service offering and then to an application is created in the Main node configurations and then the configurations are mapped to the impacted objects.

For information on setting up the Main node configurations, see Configure the Main node configurations.

Running the scheduled jobs

Two scheduled jobs, *`Update CSDM and other dependencies`* and *`Calculate red flags for CSDM and dependencies`* run at regular intervals populate data in the CSDM objects [sn_oper_res_profile.list] table and the red flags. For more information, see Execute the scheduled jobs.

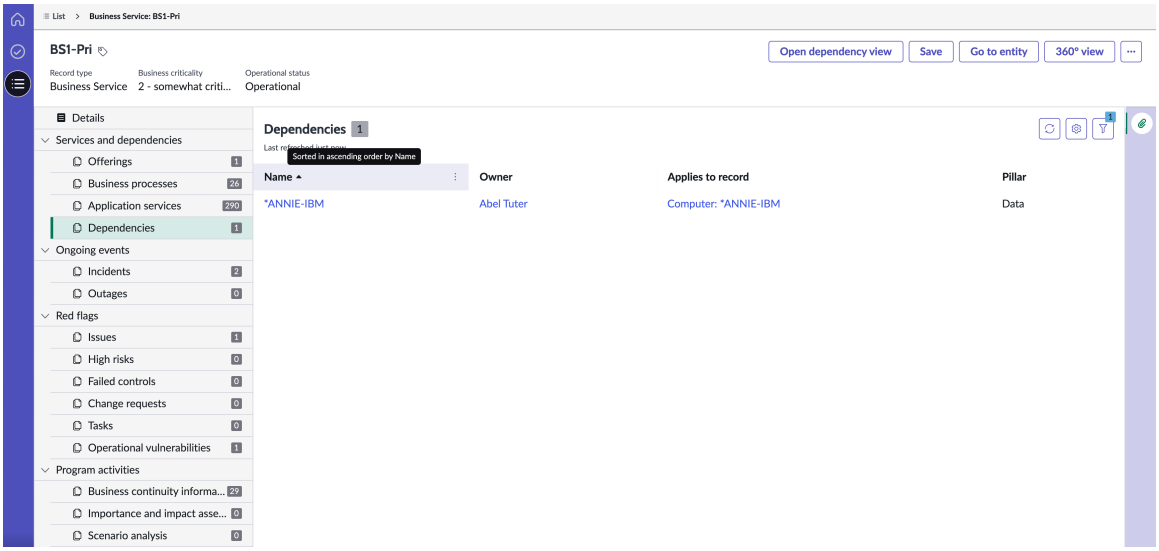
All the Main node configurations are handled in parallel. A separate event is triggered for each Main node configuration, enabling parallel processing. The enhanced configuration eliminates the need for sequential processing, significantly improving efficiency.

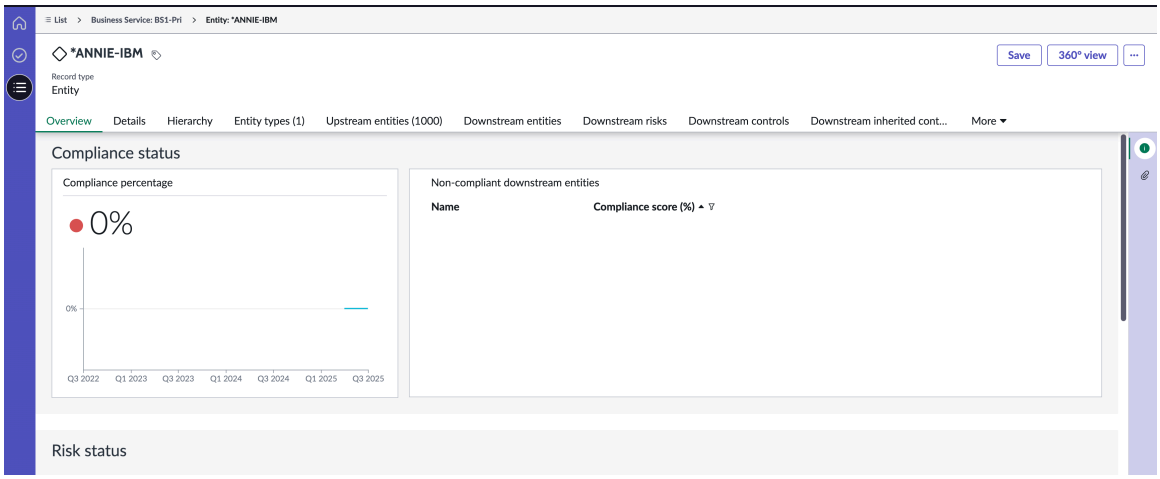


After running the *`Update CSDM and other dependencies`* scheduled job, the data is fetched into the CSDM Objects table. Dependencies are updated for the objects and are shown in the modules.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Service form



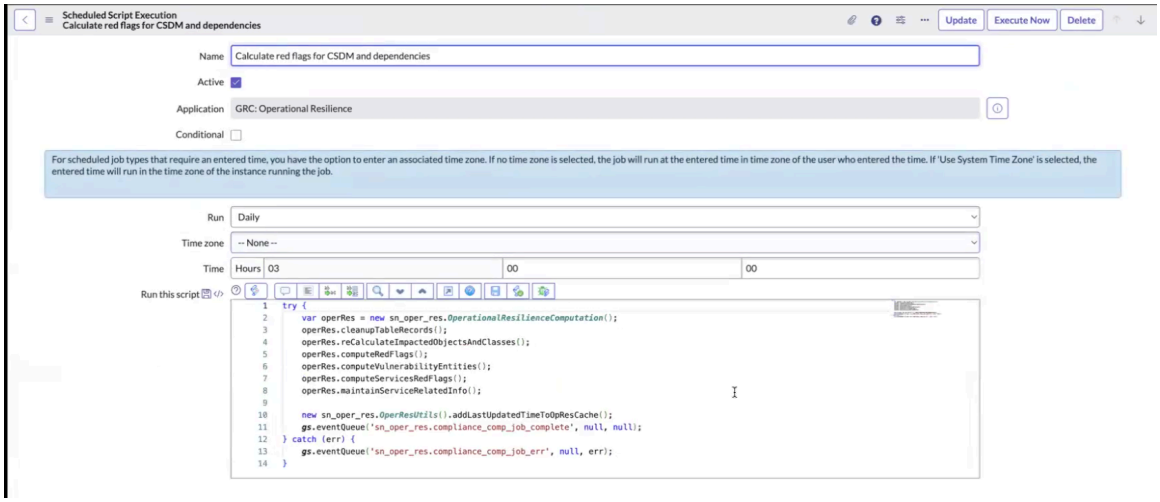


Previously, traversing many-to-many tables to find related records was time-consuming. Now, by storing impacted objects in the table itself, you can directly retrieve related records from a single column, eliminating the need for recursive hierarchy creation, improving efficiency significantly.

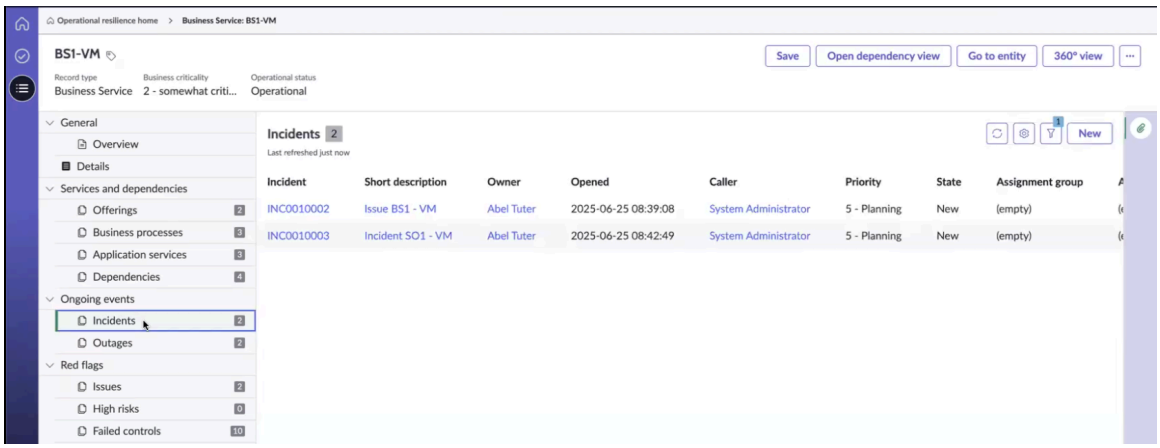
Dependencies are fetched from the Entity [sn_grc_profile] (many-to-many) table first. When you run the *`Calculate red flags for CSDM and other dependencies`* scheduled job, the red flags data is fetched and rolled up according to the configured settings.

After the scheduled job is completed, the Main node configurations are no longer required. The dashboard uses the top class property to traverse the red flags staging table and retrieve downstream red flags that match the specified record type, such as business service or service offering, and so on.

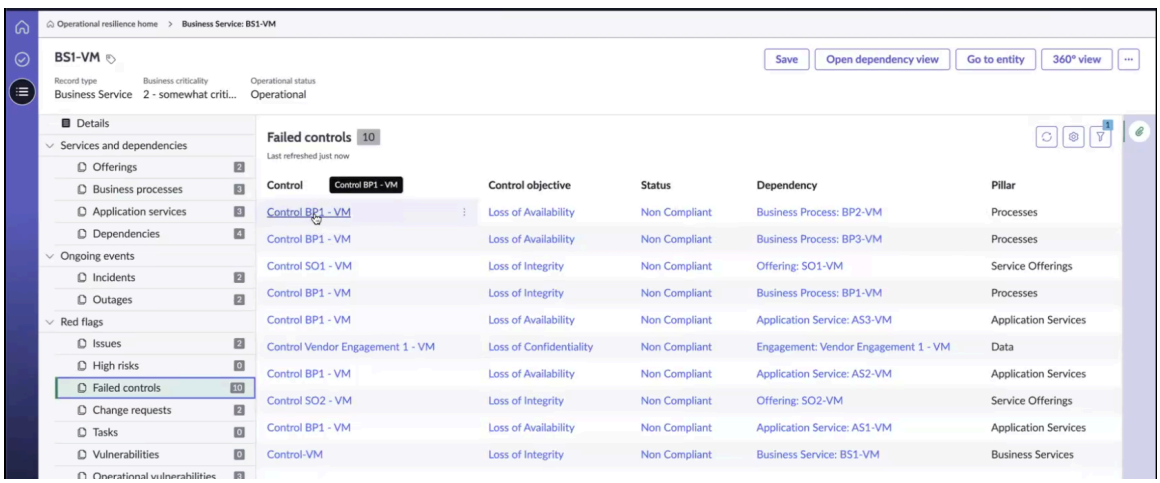
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The following example shows that Incident SO1 - VM is rolled up from SO1.



Failed controls from business processes and service offerings are rolled up and shown in the modules.



Data setup for business services

Operational Resilience managers typically verify that data is set up for services or business services and monitor their resilience metrics on the dashboard. The Service (CMDB) Main node configuration fetches service-related data, while the Opres with CSDM header Main node configuration sets up the business services-related data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Business services overview on the dashboard

A service performs a business-level function, such as email, IT services, e-commerce, or telephone banking. Existing customers use the Service (CMDB) Main node configuration, while new customers use the OpRes with CSDM header Main node configuration. The Service form or the business services form list risks, issues, control failures, and other areas that require attention.

Note:
Administrators can show or hide the **Services overview** or **Business services overview** tabs based on their organizational needs. For more information, see Show Business services overview tab in Workspace view.

Setup of entity types and pillars

Before proceeding, ensure that entity types and pillars are properly configured; refer to the Set up pillars, entity types, and generate entities for setup instructions.

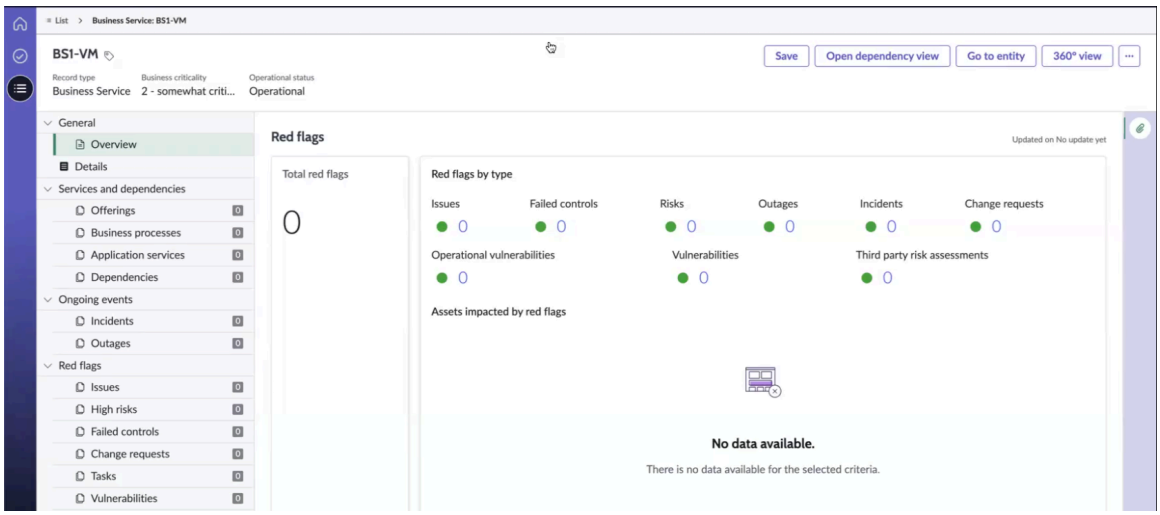
Vertical layout for Service records

Beginning with Operational Resilience, Release 21.0.x, records in the Services, Business services, Offerings, Business processes, and Application services modules feature a vertical layout.

The vertical layout within the Operational Resilience Workspace eliminates the need for horizontal tabs. Instead, it maps the business services, offerings, business processes, and application services to organize related information in a more streamlined manner.

When viewing a specific business service, such as "Cards and Payments," all dependent lists are accessible through this vertical menu. This includes service offerings, business processes, application services, dependencies, incidents, and relevant metrics. The new layout allows users to directly access related information, streamlining navigation and improving the overall user experience.

This layout displays detailed information, including service dependencies, events, red flags data, and related issues, making it easier to read and understand.

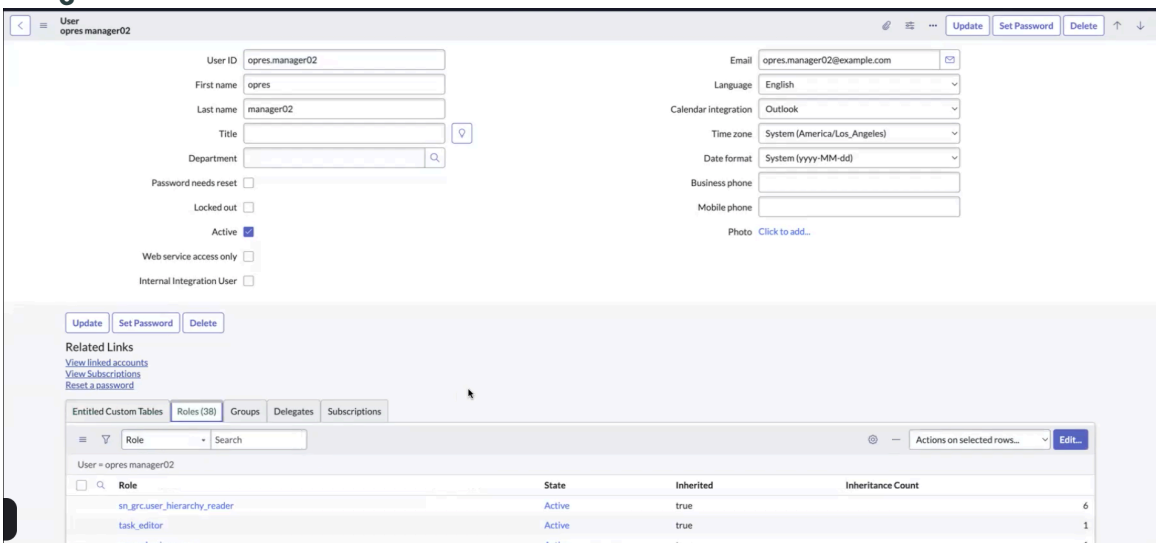


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

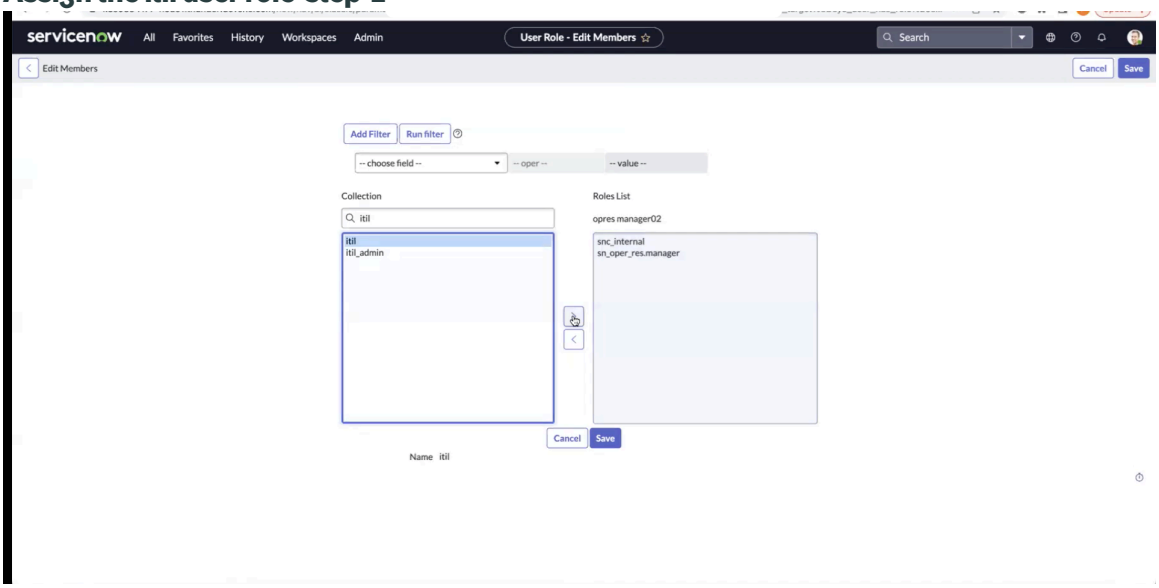
Assigning the itil user role to the Operational Resilience administrators or managers

To configure child services or processes for a service, assign the itil user role to Operational Resilience administrators or managers in the following steps.

Assign the itil user role



Assign the itil user role-step-2



Note:

To add or remove services and processes in the Operational Resilience Workspace, you must have the sn_oper_res.manager and itil role or the sn_oper_res.admin and itil roles. In the CMDB, granting the itil role allows users to add or remove services and processes from the backend. However, the Operational Resilience Workspace application prevents users with the sn_oper_res.user role from making these changes in the Operational Resilience Workspace.

Adding a service to reporting

You can add a service to Operational Resilience reporting by selecting the **Add to OpRes reporting** UI action as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Instead of adding services directly to Operational Resilience reporting, set up the entity filters for the desired services. For instructions on setting up the entity filters, see Configure entity types and entity filters.

Add a service to OpRes reporting



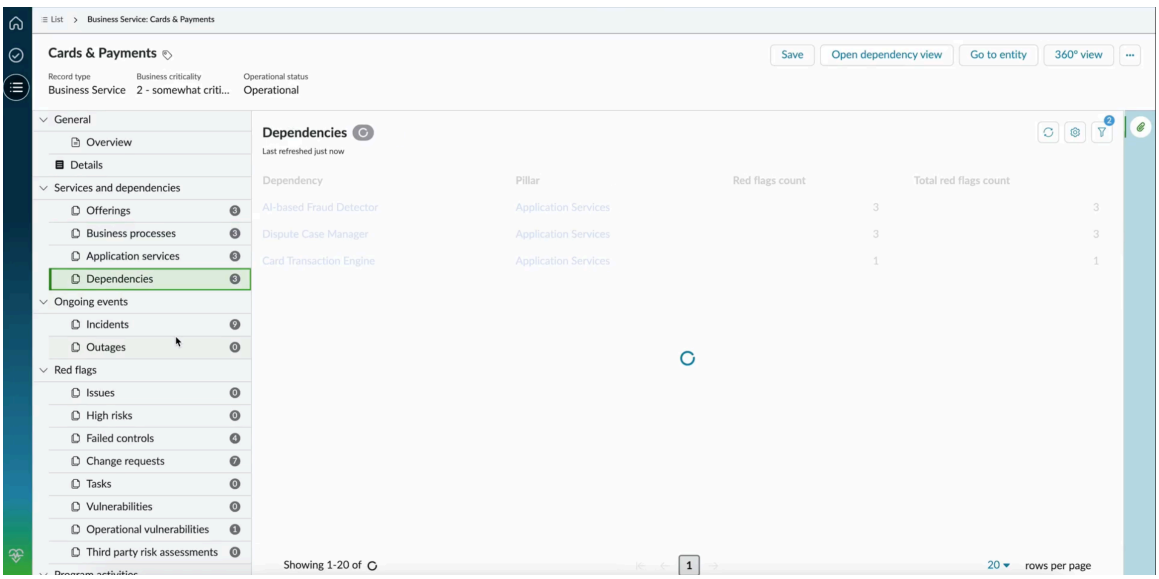
Note:
After adding a service to Operational Resilience reporting in the Operational Resilience Workspace, the **Add to OpRes reporting** option is no longer displayed in the UI for that service.

After adding a service to Operational Resilience reporting, you can view the **Add** or **New** options in the Service form. Use these options to configure the relationship between the service and its entities. To remove an associated service or process, select the service or process and then choose **Remove**.

Overview and Details tabs in the Service form

On the **Overview** tab in the Service form, you can view the resilience metrics for a service as shown in the following example.

Resilience metrics on the Overview tab

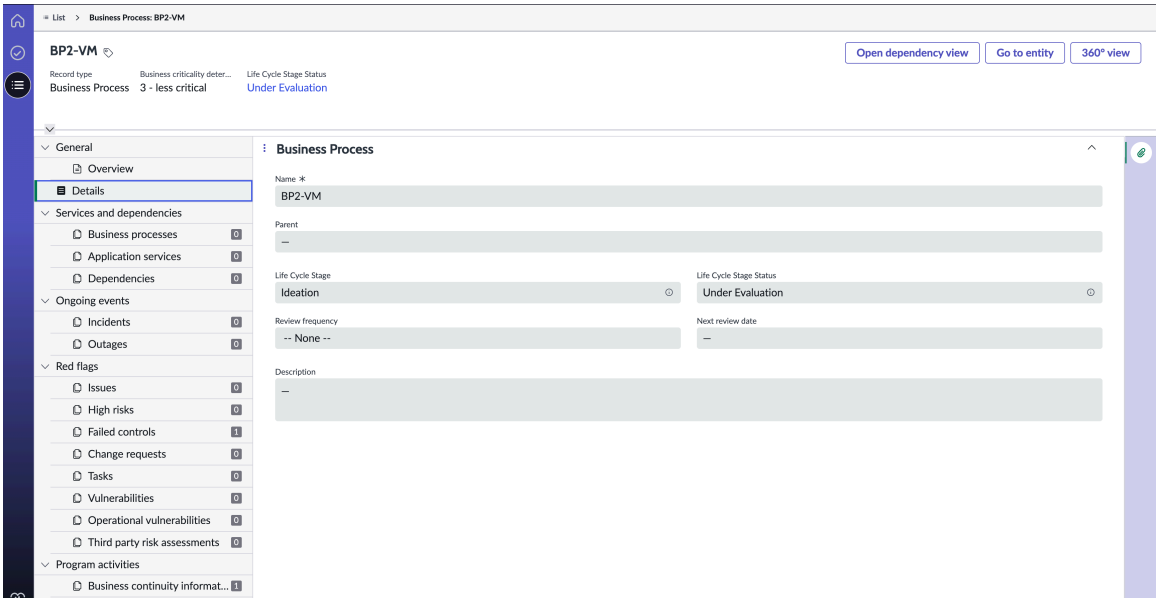


The Red flags section displays the total number of red flags, red flags by type, and details of the assets that are impacted by the red flags.

On the **Details** tab in the Service form, you can view the key attributes of a service as shown in the following example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

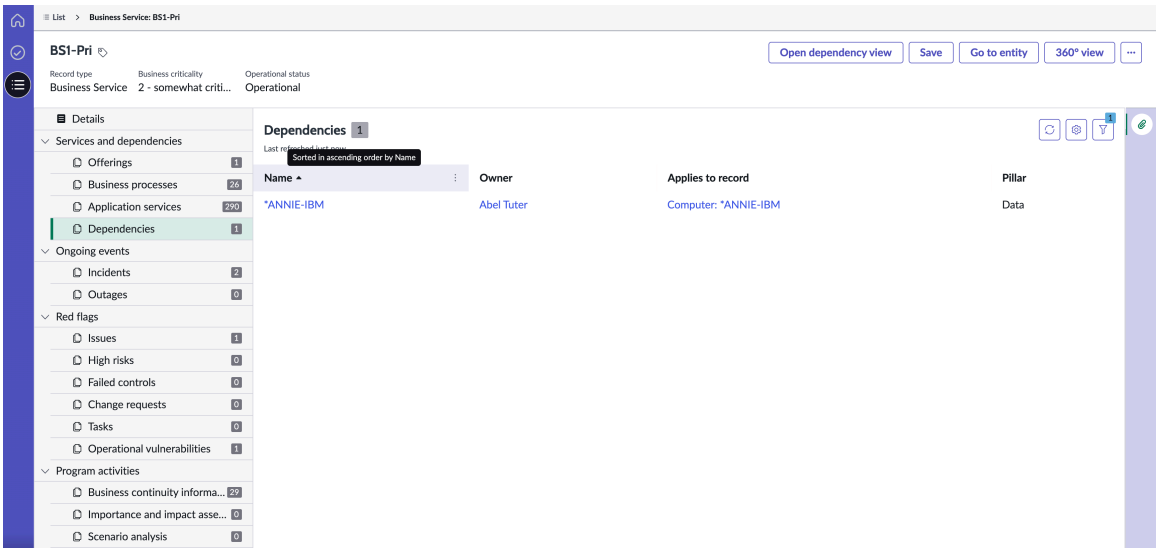
Details tab



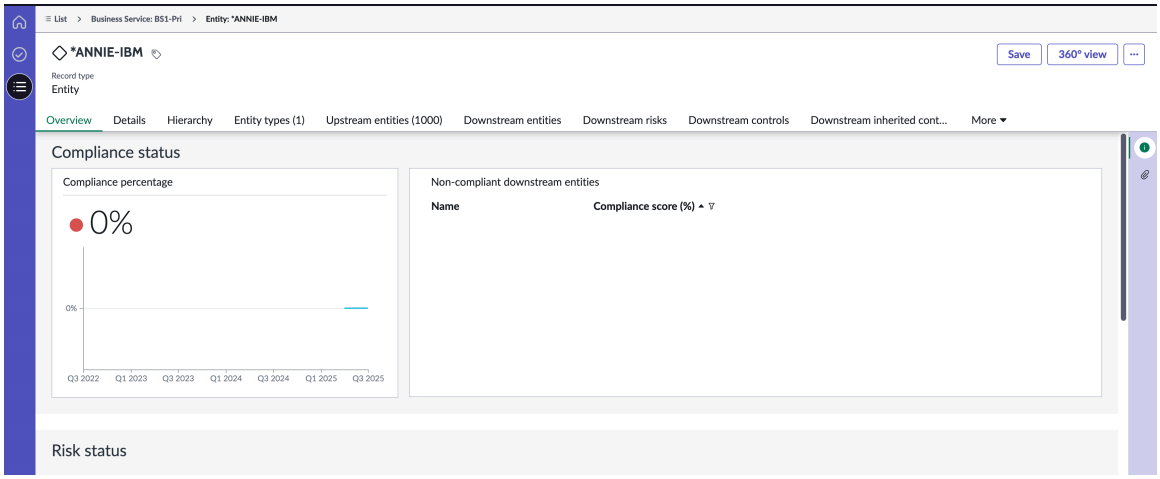
Child services, processes, and dependencies of a service

When you add a service to Operational Resilience reporting, you can view and configure its child services, processes, and dependencies, as shown in the following examples.

Service form



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Reporting data for an object without a business service as the parent entity

When you have a business service or service as the parent entity, any red flags or dependencies roll up to that business service or service. Even if an object like a service offering (SO) or business process (BP) does not have a business service or service as the parent entity, running the scheduled job still fetches its dependencies and integrates them with the red flags.

Other related lists in the Service form

Depending on the integrations and installed applications, the following related lists are displayed in the Service form.

Other related tabs that are displayed in the Service form

Tab	Description	New action	Add action	Remove action
Child services	List of the child services for a service. To associate an existing child service with a service, select **Add**. To create a child service for the current service, select **New**.	Form where you can add a child service. On this form, you can create a relationship between the child service and the current service.	Table view where you can select multiple services that you can add as the child services of the current service.	Form where you can remove a child service from the service.
Business processes	List of business processes that are associated with a service.	Not applicable	Table view where you can select multiple processes that you can add as the child services of the current service.	Form where you can remove a process from the service.
Dependencies	List of the dependencies that are	Not applicable	Table view where you can select multiple assets (entities) that	Form where you can remove an asset from the service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Other related tabs that are displayed in the Service form (continued)

Tab	Description	New action	Add action	Remove action
	associated with a service.		you can add as the downstream entities of the current service.	
Issues	List of the issues that are associated with a service. You can select **Add** to associate an existing issue with a service as shown in the following example. To create an issue for a service, you can also select **New**.	Form where you can create an issue for a service.	Form where you can add an existing issue to a service.	Not applicable
High risks	List of the high-risk items or the risk assessments in the monitor state that are associated with the service. Risks are rolled up from dependencies.	Not applicable	Not applicable	Not applicable
Failed controls	List of the failed or common controls where the status of the control is non-compliant and the reliant entity is the service. Controls are rolled up from dependencies.	Not applicable	Not applicable	Not applicable
Change requests	List of the change requests that are associated with a service.	Change Request form. When you submit the Change Request form, the application creates a record in the Services table.	Not applicable	Not applicable
Tasks	List of the tasks that are	List of the task tables, from	Not applicable	Not applicable

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Other related tabs that are displayed in the Service form (continued)

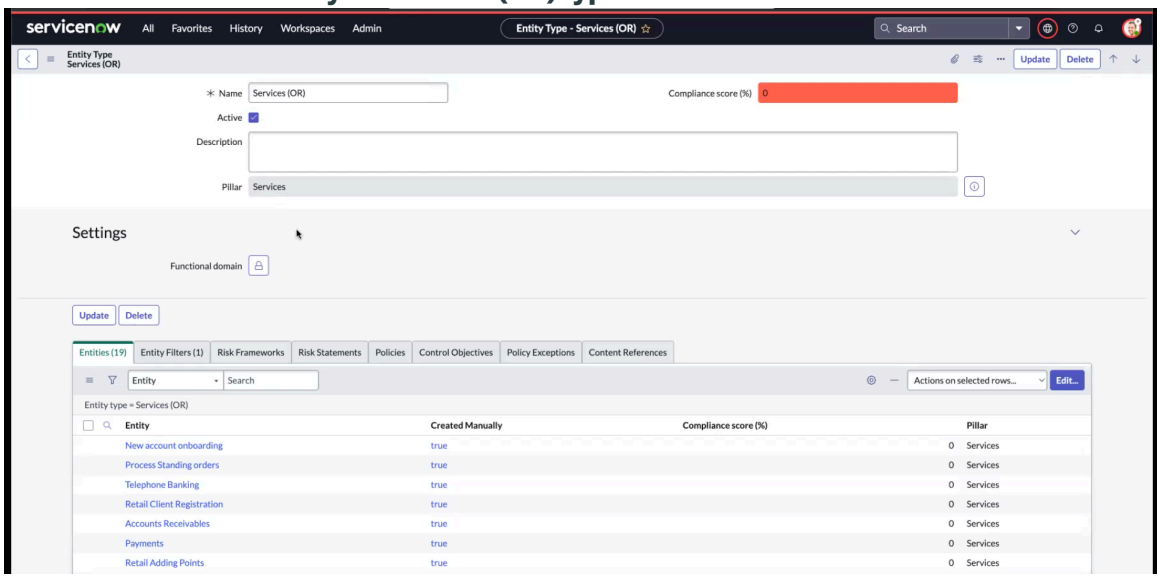
Tab	Description	New action	Add action	Remove action
	associated with a service.	where you can select the type of the task that you want to create. When you submit the form, the application creates a record in the Services with the Tasks table.		
Incidents	List of the incidents that are associated with all the dependencies and services.	Incident form. When you submit the Incident form, it creates a record in the Services table.	Not applicable	Not applicable
Outages	List of the open outages that are associated with all the dependencies and services.	Outage form. When you submit the form, the application creates a record in the Services table.	Not applicable	Not applicable
Business continuity plans	List of the Business continuity plans that are associated with a service.	Not applicable	Not applicable	Not applicable
Vulnerabilities	List of vulnerabilities that are associated with a service.	Vulnerabilities for a service.	Not applicable	Not applicable
Importance and impact assessment	List of the approved Importance and impact assessments.	Not applicable	Not applicable	Not applicable
Scenario analysis	List of the approved Scenario analyses.	Not applicable	Not applicable	Not applicable
Operational vulnerabilities	Operational vulnerabilities associated with a service.	Not applicable	Not applicable	Not applicable

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Service added as an entity of Services (OR) type

When you add a service to the Operational Resilience reporting, the service is added as an entity of the Services (OR) type, as shown in the following example.

Service added as an entity of Services (OR) type

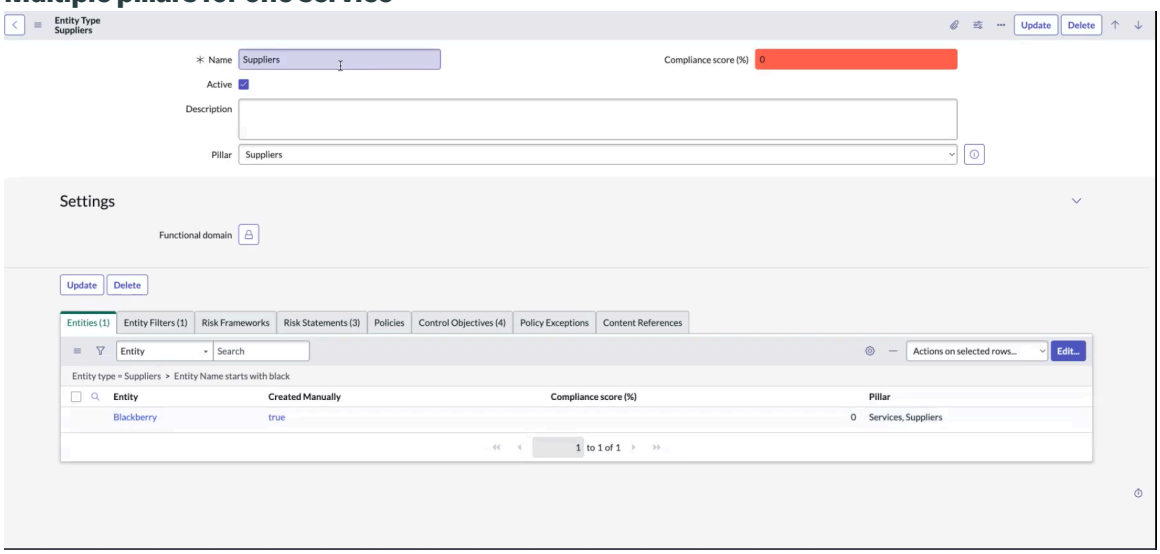


All services in Operational Resilience belong to the Services pillar. As shown in the example, the Pillar column for the entities displays the Services pillar.

Note:
You can only add the entities that are part of the [cmdb_ci_service] table to the Services (OR) entity type.

Similarly, a service (as an entity) can belong to multiple pillars. The following example shows a service that belongs to two pillars, such as the Services and Suppliers pillars.

Multiple pillars for one service



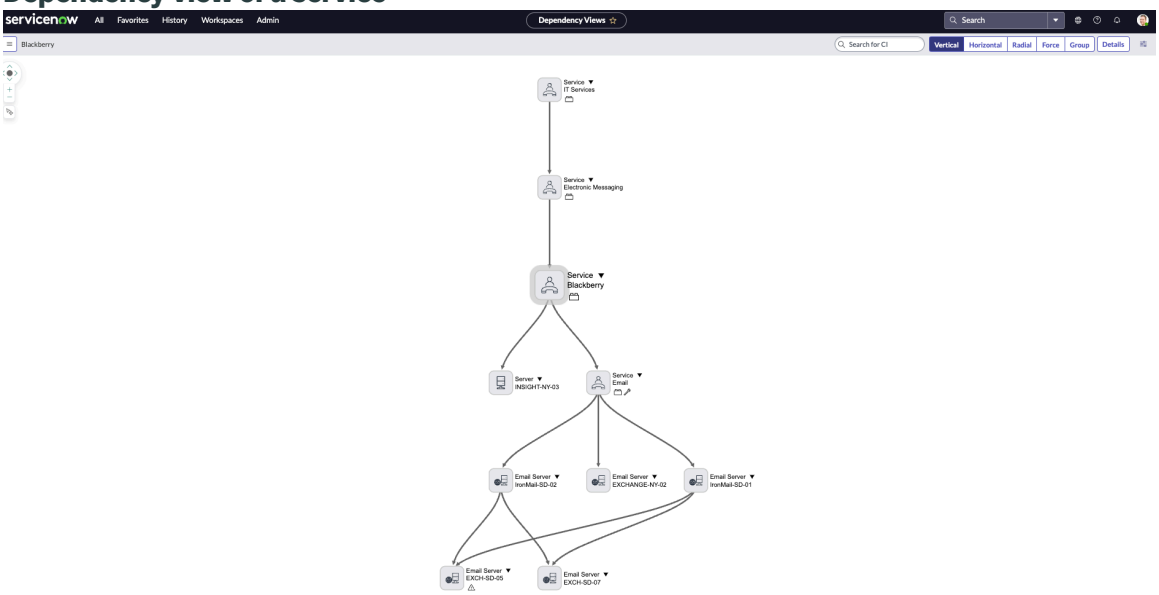
Open dependency view and 360-degree view for a service

In the Service form, you can select the **Open dependency view** option to display the infrastructure relationship for a service. The dependency view of a service displays its

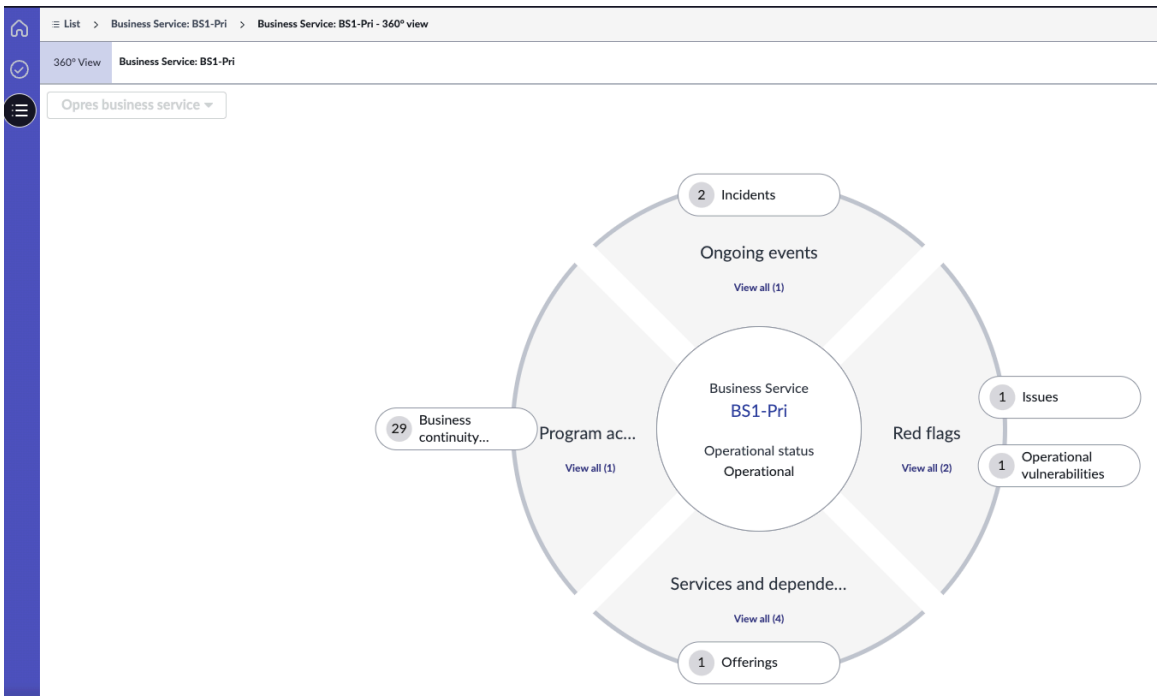
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

relationship with the parent services, child services, and processes as shown in the following example.

Dependency view of a service



On the **360° view** tab, the Operational Resilience managers can monitor the 360-degree view of a service and measure its performance.



If you have the Operational Resilience manager role, in the 360-degree view for a service, you can visualize the following entities:

- Parent and child services
- Dependencies that are related to a pillar, such as the Process, Technology, People, Supplier, and Facility pillars in your organization
- Operational Resilience metrics

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Add a service to Operational Resilience reporting

Manage services, business services, service offerings, business processes, and application services from the CSDM modules in the Operational Resilience Workspace.

Before you begin

Role required: sn_oper_res.manager with the itil user role, sn_oper_res.admin with the itil user role

About this task

Beginning with Operational Resilience, Release 21.0.x, records in the Services, Business services, Offerings, Business processes, and Application services modules feature a vertical layout.

The following modules are displayed in the Operational Resilience Workspace.

- Services
- Business services
- Offerings
- Business processes
- Application services

Note:
The Services module is typically used by existing customers whereas the Business services module is used by new customers.

When the *Compute Operational Resilience Compliance* scheduled job runs in the background daily, you can view the status reports of the services in Operational Resilience. The Services module in the Operational Resilience Workspace is mostly used by the existing customers.

Procedure

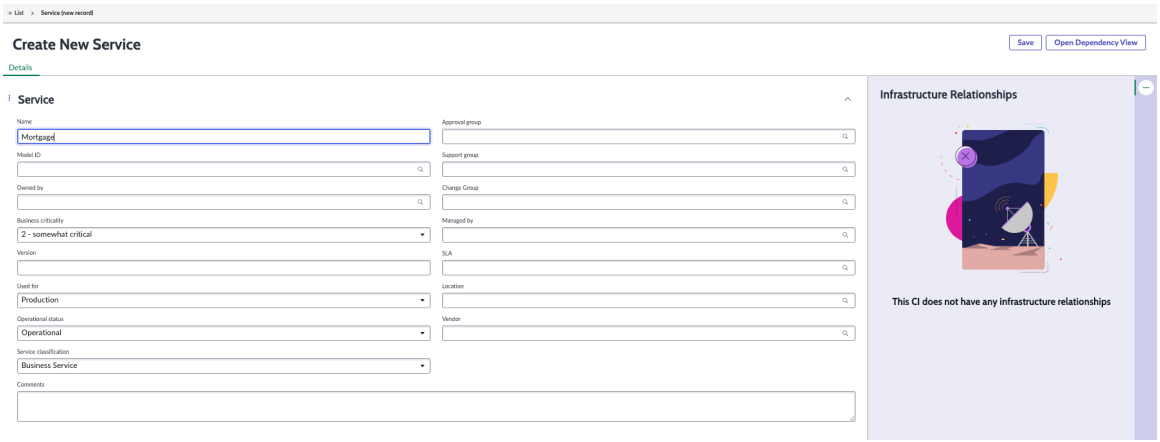
1. Navigate to **Operational Resilience Workspace** > **List** > **Services**.
   A list of the available services is displayed in the form.
2. To add a service to Operational Resilience, select **New** in the Services list view and fill in the details regarding the service on the Create New service form.

   Note:
   You must have the itil user role to create a service. If you do not have the itil user role, the **New** button for creating a service is not displayed.

   For a description of the field values on the Service form, see Create New Service form.
   The Create New Service form is displayed.
3. In the **Details** tab, fill in the fields.
   A sample **Details** tab is shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Details tab in the Create New Service form



4. To save details of the service, select **Save**.

Details of a service



In releases prior to 20.x.x, a single level of hierarchy was supported, such as from a parent service to the child service, from the child service to the process, and from the process to a dependency. This hierarchy is supported for services for existing customers and it is displayed in the Services form, as shown in the example.

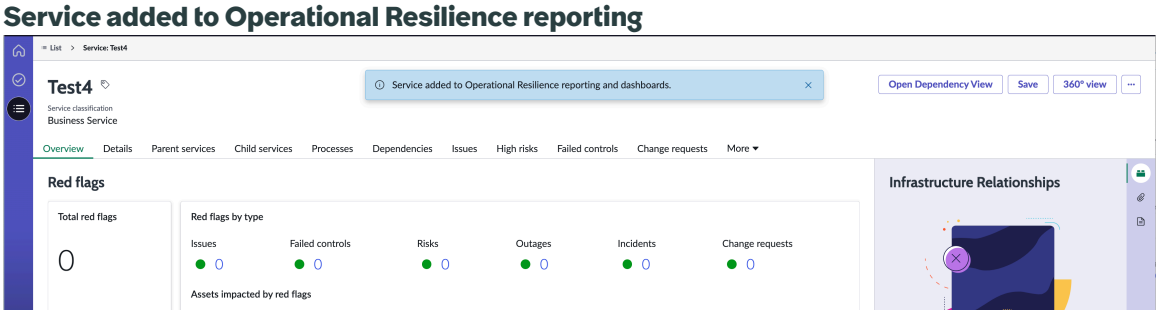
5. To add the selected service to Operational Resilience reporting, select **Add to OpRes reporting**.
   A message is displayed that the selected service is synchronized with Operational Resilience reporting and dashboards.

   a. To navigate to the entity record and maintain the upstream and downstream entities, select **Go to entity**.

      Once you add the service to Operational Resilience reporting, its entity record is created and the **Go to entity** UI action is displayed on the form.

      The service is added to Operational Resilience reporting as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



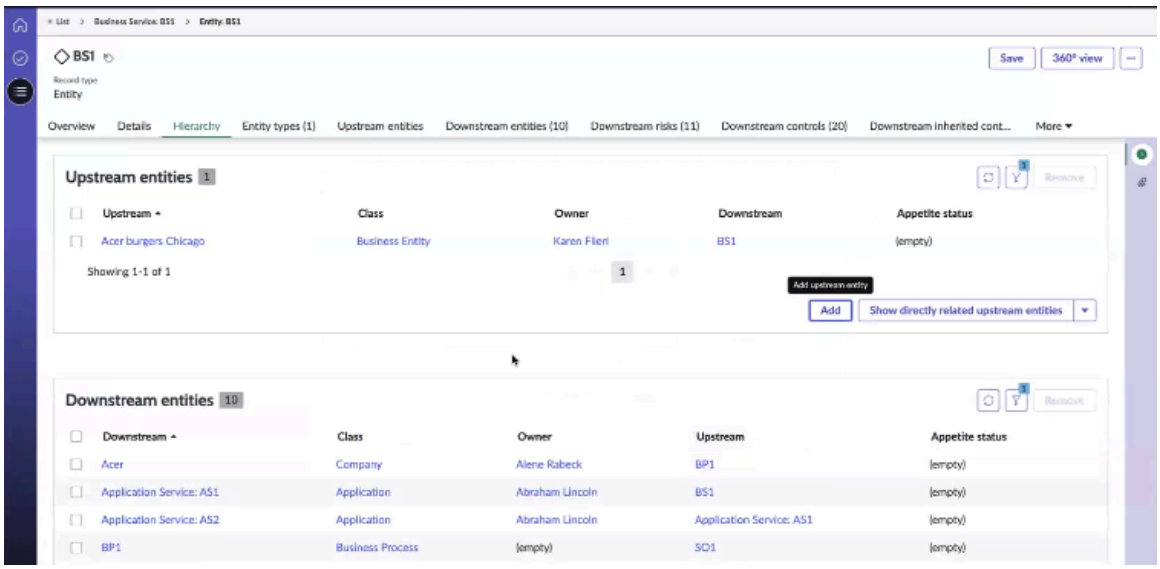
Note:
After you've added the service to Operational Resilience reporting, the **Add to OpRes reporting** option isn't displayed for the service anymore on the Service form.

6. To maintain the upstream and downstream relationships for the selected record, select **Go to entity**.
   The **Go to entity** button is visible only if the entity for the record has already been created. It is provided to maintain the upstream and downstream relationships for the selected record. Operational Resilience managers can add the upstream and downstream dependencies. Selecting **Go to entity** displays the entity record for the select object.

   a. Navigate to the **Hierarchy** tab in the entity record.

   b. Add upstream or downstream entities for the selected record.

      You can add upstream or downstream entities to the entity record as shown in the example.

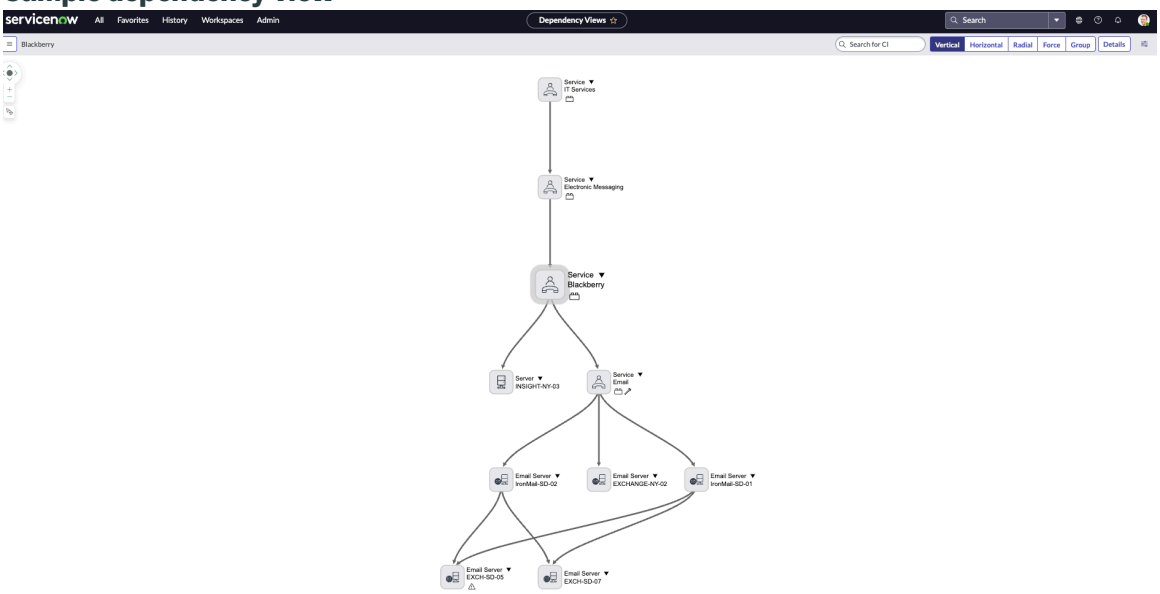


   c. To save the upstream or downstream relationships, select **Save**.

7. To view the infrastructure relationship of the service, select **Open dependency view**.
   The infrastructure relationship of a service with its parent services and child services is displayed as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

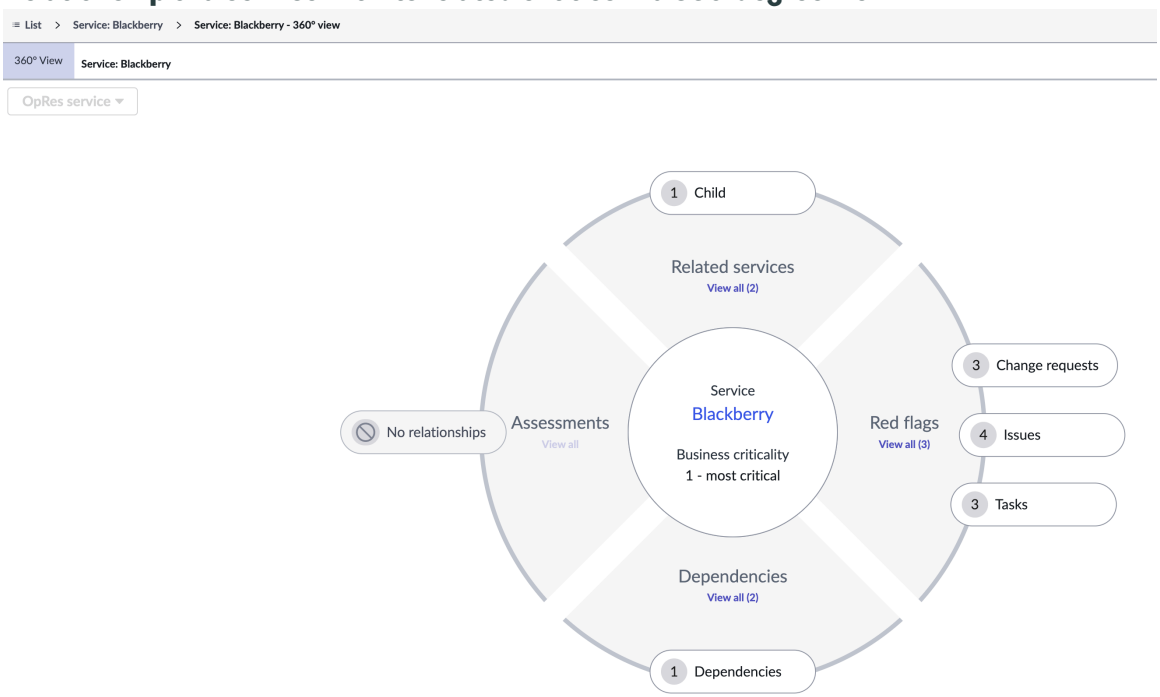
Sample dependency view



You can view the dependencies in the desired map view such as the vertical, horizontal, radial, force, group, or details view.

8. To view the relationship of the service with its related entities, select **360° view**.
   The relationship of a service with its related entities, such as the dependencies and red flags in a 360-degree view, is displayed as shown in the following example.

Relationship of a service with its related entities in a 360-degree view

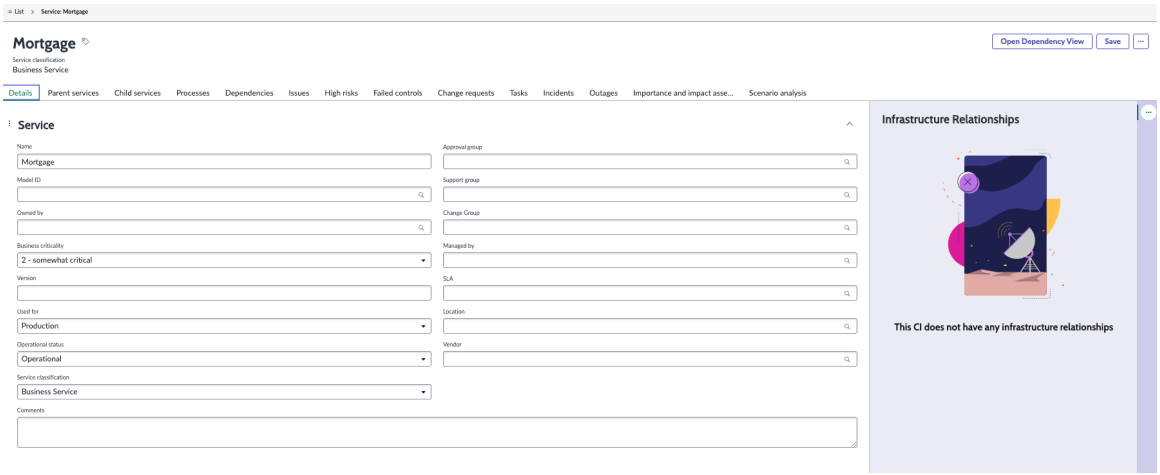


9. To save the details on the form, select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Service form is displayed as shown in the following example.

Service form with the related tabs



Create New Service form

Use the Create New Service form in Operational Resilience Workspace to set up a business service and configure its related lists.

Create New Service form

For a description of the field values, see the following table.

Create New Service form

Field	Description
Details tab	
Name	Name of the service.
Approval group	Approval group that is responsible for the approval of the service. For example, Application Development or Application Security group.
Model ID	Model ID for the service.
Support group	Support group for the service.
Owned by	Owner of the service. This field is auto-filled.
Change group	Change group that is responsible for updating the service.
Business criticality	Criticality of the service. The available options are as follows: • 1—most critical • 2—somewhat critical • 3—less critical • 4—not critical
Managed by	User that manages the service.
Version	Version of the service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Service form (continued)

Field	Description
SLA	Service level agreements (SLAs) for the service.
Used for	Usage category that the service is used for. For example, Staging. The available options are as follows: • Production • Staging • QA • Test • Development • Demonstration • Training • Disaster recovery
Location	Physical location of the service.
Operational status	Operational status of the service. The available options are as follows: • Operational • Non-Operational • Repair in Progress • DR Standby • Ready • Retired • Pipeline • Catalog
Vendor	Vendor that is responsible for operating the service.
Service classification	Classification of the service. The available options are as follows: • Business Service • Technical Service • Application Service
Comments	Comments section for the service. Typically, the Operational Resilience administrators add the comments about the service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs

In the Create New Service form, you can add a parent service, child service, and process for the business service. You can also configure the related tabs, such as the tabs for change requests, incidents, and tasks for the service. You can then view the service attributes and resilience metrics on the dashboard. The following table describes the related tabs that are associated with a service.

Related tabs that are associated with the service

Related tab	Description
General	
Overview tab	Displays the following red flags data: **1.** Total red flags **2.** Red flags by type ○ Issues ○ Failed controls ○ Risks ○ Outages ○ Incidents ○ Change requests ○ Operational vulnerabilities ○ Vulnerabilities ○ Third party risk assessments **3.** Assets impacted by red flags
Details tab	Details of the selected service record. For more information on the fields and their description, see the "Create New Service form" table on this page.
Services and dependencies	
Child services	Child services that are associated with the service. The tab displays the following sample information about the child services: • Dependency • Pillar • Impacted objects • Red flags count
Business processes	Processes that are associated with the service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the service (continued)

Related tab	Description
	The tab displays the following sample information about the business processes: • Dependency • Pillar • Impacted objects • Red flags count
Dependencies	Dependencies that are associated with the service. The tab displays the following sample information about the dependencies: • Dependency • Pillar • Impacted objects • Red flags count
Ongoing events	
Incidents	Incidents that are associated with the service. The tab displays the following sample information about the incidents: • Incident • Short description • Owner • Opened • Caller • Priority • State • Category • Assignment group • Assigned to • Updated • Updated by • Dependency • Pillar
Outages	Outages that are associated with the current service. You can create an outage for the service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the service (continued)

Related tab	Description
	The tab displays the following sample information about the outages: • Number • Outage • Type • Begin • End • Dependency • Pillar
Red flags	
Issues	Issues that are associated with the service. The tab displays the following sample information about the issues: • Issue • Priority • Status • Planned end date • Dependency • Pillar
High risks	High risks that are associated with the service. The tab displays the following sample information about the high risks: • Risk • Risk assessment • Risk statement • Risk response • Inherent rating • Computed inherent rating • Residual rating • Computed residual rating • Dependency • Pillar
Failed controls	Failed controls that are associated with the service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the service (continued)

Related tab	Description
	The tab displays the following sample information about the failed controls: • Control • Control objective • Status • Dependency • Pillar
Change requests	Change requests that are associated with the service. The tab displays the following sample information about the change requests: • Change request • Short description • Type • State • Planned start date • Planned end date • Assigned to • Dependency • Pillar
Tasks	Tasks that are associated with the service. The tab displays the following sample information about the tasks: • Task • Short description • State • Task type • Priority • Assigned to • Dependency • Pillar
Vulnerabilities	Vulnerabilities associated with the service. The tab displays the following sample information about the vulnerabilities:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the service (continued)

Related tab	Description
	• Vulnerability • Dependency • Pillar
Operational vulnerabilities	Operational vulnerabilities associated with the service. The tab displays the following sample information about the operational vulnerabilities: • Number • Case • Related area • Related area table • Title • Related area type • Domain
Third party risk assessments	Third party risk assessments associated with the service. The tab displays the following sample information about the Third party risk assessments: • Third party risk assessment • Dependency • Pillar
Program activities	
Business continuity plans	List of the Business continuity plans that are associated with the service. The tab displays the following sample information about the plans: • Plan • Plan asset • Activated plan • Event • Event asset • Dependency • Pillar • Status • RTO

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the service (continued)

Related tab	Description
	• RPO • BIA date • RTO gap
Importance and impact assessment	Importance and impact assessment that is done for the service. The tab displays the following sample information about the assessment: • Impact tolerance (Duration) • Impact tolerance assessment • Justification for overriding impact tolerance (Duration) • Justification for overriding impact tolerance (Customer impact) • Justification for overriding impact tolerance (Financial impact) • Justification for overriding impact tolerance (Transaction Volume) • Overridden importance • Impact tolerance (Customer impact) • Impact tolerance (Financial impact) • Impact tolerance (Transaction Volume) • Importance
Scenario analysis	Scenario analysis that is associated with the service. The tab displays the following sample information about the scenario analysis: • Breach status • Disruption duration • Impact tolerance • Deviation (%) • Importance • Scenario analysis • Service • Created by • Created • Domain

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To view Related lists and Red flags data in the Operational Resilience Workspace, you must have appropriate user roles. See the "Roles to view elated lists and Red flags data" table for more information.

Roles to view Related lists and Red flags data

Related lists and Red flags data	Roles required	Notes
Business continuity information related list	BCM manager role	
Failed controls red flags	BCM manager role	
Risks and Third party risk assessments red flags	IRM manager role	**TPRM is not installed** If TPRM is not installed, Operational Resilience users cannot access risk red flags without the IRM roles. **TPRM is installed** However, if TPRM is installed, Operational Resilience users can access both risk red flags and Third-party Risk Management red flags because they are assigned the TPRM viewer role. The TPRM viewer role includes risk viewer capabilities, thus eliminating the need for IRM roles.
Rest of the related lists and red flags in the dashboard	Accessible with Operational Resilience roles	

Add a business service to Operational Resilience reporting

Add a business service to Operational Resilience reporting in the Operational Resilience Workspace. The Operational Resilience managers with [sn_oper_res.manager] roles can add business services, service offerings, business processes, and application services to their entity types from the business service form or the list actions.

Before you begin

Role required: sn_oper_res.manager with the itil user role, sn_oper_res.admin with the itil user role

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

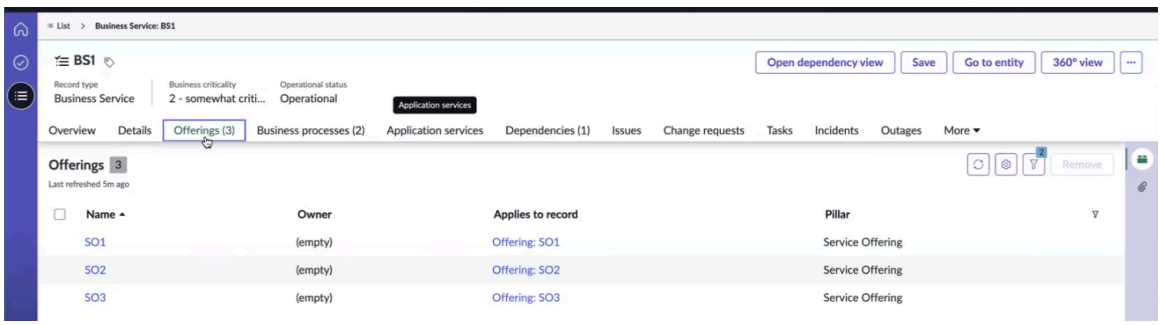
Beginning with Operational Resilience, Release 21.0.x, records in the Services, Business services, Offerings, Business processes, and Application services modules feature a vertical layout.

Note:
The Services module is typically used by existing customers whereas the Business Services module is used by new customers.

Procedure

1. Navigate to **Operational Resilience Workspace** > **List** > **Business service**.
2. Open any one record of a business Service.

   The form view of the Business Service form is visible.



   As shown in the example, a business service could have a service offering. A service offering such as SO1 could have an embedded child service offering SO2. Similarly, associated business processes, application services, dependencies are shown in the form.

   The Operational Resilience managers can perform UI actions such as Open dependency view, 360 view. In the record header, the Operational Resilience managers can view the Record Type, Owned by, Business criticality, and Operational status.

   The following related lists are displayed:

   - Overview
   - Details
   - Service offering
   - Business Process
   - Application Service
   - Dependencies

   All the UI actions such as viewing the records, removing the records can be performed by the Operational Resilience managers in the related list.

   The **Add** and **Remove** buttons are visible on the related list through which the managers can add or remove the records in the related list. The related list records are the entity of the displayed record.

3. Select **Open dependency view** to display the hierarchy relationship for the record.

   Note:
   The hierarchy relationship for the record is displayed only when the relationship is added in the records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

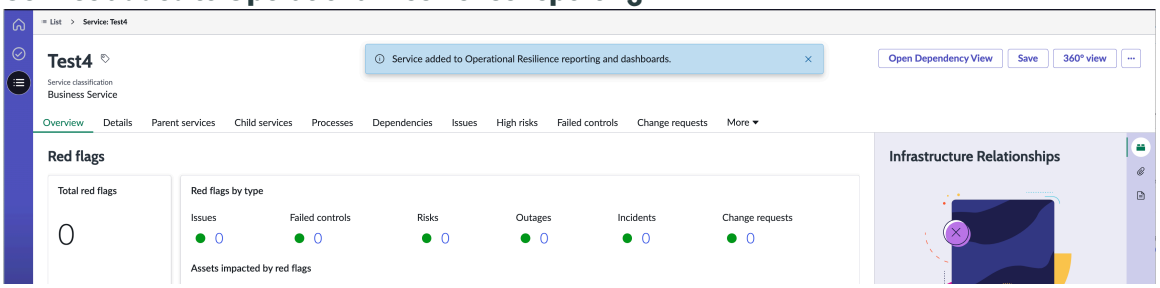
4. Select **360 view** to display all the related records.
5. To add a business service to the Operational Resilience application, select **New** in the Business services list view and fill in the details regarding the service on the Create New service form.
   For a description of the field values on the Business service form, see Create New Business Service form.
6. To save updates to the existing record, select **Save**.
7. To add the selected business service to Operational Resilience reporting, select the **Add to OpRes reporting** UI action.
   A message is displayed that the selected business service is synchronized with Operational Resilience reporting and dashboards.

   a. To navigate to the entity record and maintain the upstream and downstream entities, select **Go to entity**.

      Once you add the service to Operational Resilience reporting, its entity record is created and the **Go to entity** UI action is displayed on the form.

      The service is added to Operational Resilience reporting as shown in the following example.

Service added to Operational Resilience reporting



Note:
After you've added the service to Operational Resilience reporting, the **Add to OpRes reporting** option isn't displayed for the service anymore on the Service form.

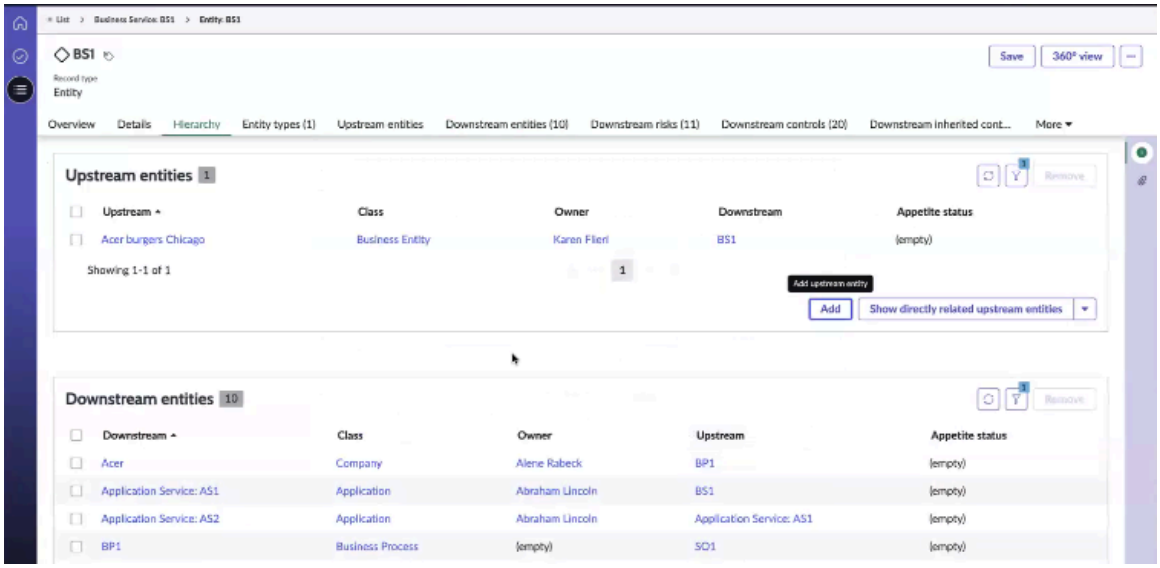
8. To maintain the upstream and downstream relationships for the selected record, select **Go to entity**.
   The **Go to entity** button is visible only if the entity for the record has already been created. It is provided to maintain the upstream and downstream relationships for the selected record. Operational Resilience managers can add the upstream and downstream dependencies. Selecting **Go to entity** displays the entity record for the select object.

   a. Navigate to the **Hierarchy** tab in the entity record.

   b. Add upstream or downstream entities for the selected record.

      You can add upstream or downstream entities to the entity record as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



c. To save the upstream or downstream relationships, select **Save**.

9. To view dependencies of the selected business service, select the **Open dependency view**. You can view the dependencies in the desired map view such as the vertical, horizontal, radial, force, group, or details view.

10. To navigate to the 360° view and monitor upstream and downstream relationships, entity class, entity types of the business service, select the **360° view**.

Create New Business Service form

Use the Create New Business Service form in Operational Resilience Workspace to set up a business service and configure its related lists.

Create New Business Service form

For a description of the field values, see the following table.

Create New Business Service form

Field	Description
Details tab	
Name	Name of the business service.
Approval group	Approval group that is responsible for the approval of the business service. For example, Application Development or Application Security group.
Model ID	Model ID for the business service.
Support group	Support group for the business service.
Owned by	Owner of the business service. This field is auto-filled.
Change group	Change group that is responsible for updating the business service.
Business criticality	Criticality of the business service. The available options are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Business Service form (continued)

Field	Description
	• 1—most critical • 2—somewhat critical • 3—less critical • 4—not critical
Managed by	User that manages the business service.
Version	Version of the business service.
SLA	Service level agreements (SLAs) associated with the business service.
Used for	Usage category that the business service is used for. For example, Staging. The available options are as follows: • Production • Staging • QA • Test • Development • Demonstration • Training • Disaster recovery
Location	Location of the business service, such as Seattle or Fairfax.
Operational status	Operational status of the business service. The available options are as follows: • Operational • Non-Operational • Repair in Progress • DR Standby • Ready • Retired • Pipeline • Catalog
Vendor	Vendor that is responsible for operating the business service.
Service classification	Classification of the business service. The available options are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Business Service form (continued)

Field	Description
	• Application Service • Business Service • Technical Service
Comments	Comments section for the business service. Typically, the Operational Resilience administrators add the comments about the business service.

Related tabs that are associated with the business service

Related tab	Description
General	
Overview tab	Displays the following red flags data: **1.** Total red flags **2.** Red flags by type ○ Issues ○ Failed controls ○ Risks ○ Outages ○ Incidents ○ Change requests ○ Operational vulnerabilities ○ Vulnerabilities ○ Third party risk assessments **3.** Assets impacted by red flags
Details tab	Details of the selected business record. For more information on the fields and their description, see the "Create New Service form" table on this page.
Services and dependencies	
Child services	Child services that are associated with the business service. The tab displays the following sample information about the child services: • Dependency • Pillar

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the business service (continued)

Related tab	Description
	• Impacted objects • Red flags count
Business processes	Processes that are associated with the business service. The tab displays the following sample information about the business processes: • Dependency • Pillar • Impacted objects • Red flags count
Dependencies	Dependencies that are associated with the business service. The tab displays the following sample information about the dependencies: • Dependency • Pillar • Impacted objects • Red flags count
Ongoing events	
Incidents	Incidents that are associated with the business service. The tab displays the following sample information about the incidents: • Incident • Short description • Owner • Opened • Caller • Priority • State • Category • Assignment group • Assigned to • Updated • Updated by

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the business service (continued)

Related tab	Description
	• Dependency • Pillar
Outages	Outages that are associated with the current business service. You can create an outage for the service. The tab displays the following sample information about the outages: • Number • Outage • Type • Begin • End • Dependency • Pillar
Red flags	
Issues	Issues that are associated with the business service. The tab displays the following sample information about the issues: • Issue • Priority • Status • Planned end date • Dependency • Pillar
High risks	High risks that are associated with the business service. The tab displays the following sample information about the high risks: • Risk • Risk assessment • Risk statement • Risk response • Inherent rating • Computed inherent rating • Residual rating

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the business service (continued)

Related tab	Description
	• Computed residual rating • Dependency • Pillar
Failed controls	Failed controls that are associated with the business service. The tab displays the following sample information about the failed controls: • Control • Control objective • Status • Dependency • Pillar
Change requests	Change requests that are associated with the business service. The tab displays the following sample information about the change requests: • Change request • Short description • Type • State • Planned start date • Planned end date • Assigned to • Dependency • Pillar
Tasks	Tasks that are associated with the business service. The tab displays the following sample information about the tasks: • Task • Short description • State • Task type • Priority • Assigned to

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the business service (continued)

Related tab	Description
	• Dependency • Pillar
Vulnerabilities	Vulnerabilities associated with the business service. The tab displays the following sample information about the vulnerabilities: • Vulnerability • Dependency • Pillar
Operational vulnerabilities	Operational vulnerabilities associated with the business service. The tab displays the following sample information about the operational vulnerabilities: • Number • Case • Related area • Related area table • Title • Related area type • Domain
Third party risk assessments	Third party risk assessments associated with the business service. The tab displays the following sample information about the Third party risk assessments: • Third party risk assessment • Dependency • Pillar
Program activities	
Business continuity plans	List of the Business continuity plans that are associated with the business service. The tab displays the following sample information about the plans: • Plan • Plan asset • Activated plan • Event

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the business service (continued)

Related tab	Description
	• Event asset • Dependency • Pillar • Status • RTO • RPO • BIA date • RTO gap
Importance and impact assessment	Importance and impact assessment that is done for the business service. The tab displays the following sample information about the assessment: • Impact tolerance (Duration) • Impact tolerance assessment • Justification for overriding impact tolerance (Duration) • Justification for overriding impact tolerance (Customer impact) • Justification for overriding impact tolerance (Financial impact) • Justification for overriding impact tolerance (Transaction Volume) • Overridden importance • Impact tolerance (Customer impact) • Impact tolerance (Financial impact) • Impact tolerance (Transaction Volume) • Importance
Scenario analysis	Scenario analysis that is associated with the business service. The tab displays the following sample information about the scenario analysis: • Breach status • Disruption duration • Impact tolerance • Deviation (%) • Importance • Scenario analysis

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the business service (continued)

Related tab	Description
	• Service • Created by • Created • Domain

Add a service offering to Operational Resilience reporting

Add a service offering to Operational Resilience reporting.

Before you begin

Role required: sn_oper_res.manager

About this task

Beginning with Operational Resilience, Release 21.0.x, records in the Services, Business services, Offerings, Business processes, and Application services modules feature a vertical layout.

Procedure

1. Navigate to **Operational Resilience Workspace** > **List** > **Services**.
   The following modules are displayed:
   - Services
   - Business Services
   - Service Offerings
   - Business Process
2. To add a service offering to the Operational Resilience application, select **New** in the Service offerings list view and fill in the details regarding the service offering on the Create New Offering form.
3. Select **Save**.

Create New Offering form

Use the Create New Offering form in Operational Resilience Workspace to set up a service offering and configure its related information.

Create New Offering form

For a description of the field values, see the following table.

Create New Offering form

Field	Description
Details tab	
Name	Name of the offering, for example, Service Offering for Datacenter.
Approval group	Approval group that is responsible for the approval of the service offering. For example,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Offering form (continued)

Field	Description
	Application Development or Application Security group, for example, capacity Mgmt.
Model ID	Model ID for the service offering, for example, Dell Inc. 7700FullHD.
Support group	Support group for the service offering, for example, Application Development.
Owned by	Owner of the service offering.
Change group	Change group that is responsible for updating the service offering, for example, App Engine Admins.
Business criticality	Criticality of the service offering. The available options are as follows: • 1—most critical • 2—somewhat critical • 3—less critical • 4—not critical
Managed by	User that manages the service offering.
Version	Version of the service offering.
SLA	Service level agreements (SLAs) associated with the service offering.
Used for	Usage category that the service offering is used for. For example, Staging. The available options are as follows: • Production • Staging • QA • Test • Development • Demonstration • Training • Disaster recovery
Location	Physical location of the service offering.
Operational status	Operational status of the service offering. The available options are as follows: • Operational • Non-Operational • Repair in Progress

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Offering form (continued)

Field	Description
	• DR Standby • Ready • Retired • Pipeline • Catalog
Vendor	Vendor that is responsible for operating the service offering such as APC or Amazon.
Service classification	Classification of the service. The available options are as follows: • Application Service • Business Service • Technology Management Service
Comments	Comments section for the service offering. Typically, the Operational Resilience administrators add the comments about the offerings.

Related tabs that are associated with the offering

Related tab	Description
General	
Overview tab	Displays the following red flags data: **1.** Total red flags **2.** Red flags by type ○ Issues ○ Failed controls ○ Risks ○ Outages ○ Incidents ○ Change requests ○ Operational vulnerabilities ○ Vulnerabilities ○ Third party risk assessments **3.** Assets impacted by red flags
Details tab	Details of the selected record. For more information on the fields and their description,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the offering (continued)

Related tab	Description
	see the "Create New Service form" table on this page.
Services and dependencies	
Child services	Child services that are associated with the offering. The tab displays the following sample information about the child services: • Dependency • Pillar • Impacted objects • Red flags count
Business processes	Processes that are associated with the offering. The tab displays the following sample information about the business processes: • Dependency • Pillar • Impacted objects • Red flags count
Dependencies	Dependencies that are associated with the offering. The tab displays the following sample information about the dependencies: • Dependency • Pillar • Impacted objects • Red flags count
Ongoing events	
Incidents	Incidents that are associated with the offering. The tab displays the following sample information about the incidents: • Incident • Short description • Owner • Opened • Caller

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the offering (continued)

Related tab	Description
	• Priority • State • Category • Assignment group • Assigned to • Updated • Updated by • Dependency • Pillar
Outages	Outages that are associated with the current offering. The tab displays the following sample information about the outages: • Number • Outage • Type • Begin • End • Dependency • Pillar
Red flags	
Issues	Issues that are associated with the offering. The tab displays the following sample information about the issues: • Issue • Priority • Status • Planned end date • Dependency • Pillar
High risks	High risks that are associated with the offering. The tab displays the following sample information about the high risks: • Risk • Risk assessment

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the offering (continued)

Related tab	Description
	• Risk statement • Risk response • Inherent rating • Computed inherent rating • Residual rating • Computed residual rating • Dependency • Pillar
Failed controls	Failed controls that are associated with the offering. The tab displays the following sample information about the failed controls: • Control • Control objective • Status • Dependency • Pillar
Change requests	Change requests that are associated with the offering. The tab displays the following sample information about the change requests: • Change request • Short description • Type • State • Planned start date • Planned end date • Assigned to • Dependency • Pillar
Tasks	Tasks that are associated with the offering. The tab displays the following sample information about the tasks: • Task • Short description

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the offering (continued)

Related tab	Description
	• State • Task type • Priority • Assigned to • Dependency • Pillar
Vulnerabilities	Vulnerabilities associated with the offering. The tab displays the following sample information about the vulnerabilities: • Vulnerability • Dependency • Pillar
Operational vulnerabilities	Operational vulnerabilities associated with the offering. The tab displays the following sample information about the operational vulnerabilities: • Number • Case • Related area • Related area table • Title • Related area type • Domain
Third party risk assessments	Third party risk assessments associated with the offering. The tab displays the following sample information about the Third party risk assessments: • Third party risk assessment • Dependency • Pillar
Program activities	
Business continuity plans	List of the Business continuity plans that are associated with the offering. The tab displays the following sample information about the plans:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the offering (continued)

Related tab	Description
	• Plan • Plan asset • Activated plan • Event • Event asset • Dependency • Pillar • Status • RTO • RPO • BIA date • RTO gap
Importance and impact assessment	Importance and impact assessment that is done for the offering. The tab displays the following sample information about the assessment: • Impact tolerance (Duration) • Impact tolerance assessment • Justification for overriding impact tolerance (Duration) • Justification for overriding impact tolerance (Customer impact) • Justification for overriding impact tolerance (Financial impact) • Justification for overriding impact tolerance (Transaction Volume) • Overridden importance • Impact tolerance (Customer impact) • Impact tolerance (Financial impact) • Impact tolerance (Transaction Volume) • Importance
Scenario analysis	Scenario analysis that is associated with the offering. The tab displays the following sample information about the scenario analysis: • Breach status • Disruption duration

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the offering (continued)

Related tab	Description
	• Impact tolerance • Deviation (%) • Importance • Scenario analysis • Service • Created by • Created • Domain

Add a business process to Operational Resilience reporting

Add a business process to Operational Resilience reporting.

Before you begin

Role required: sn_oper_res.manager

About this task

Beginning with Operational Resilience, Release 21.0.x, records in the Services, Business services, Offerings, Business processes, and Application services modules feature a vertical layout.

Procedure

1. Navigate to **Operational Resilience Workspace** > **List** > **Services**.
   The following modules are displayed:
   - Services
   - Business Services
   - Service Offerings
   - Business Process
2. To add a business process to the Operational Resilience application, select **New** in the Business processes list view and fill in the details regarding the business process on the Create New Business Process form.
3. Select **Save**.

Create New Business Process form

Use the Create New Business Process form in Operational Resilience Workspace to set up a business process and configure its related lists.

Create New Business Process form

For a description of the field values, see the following table.

Create New Business Process form

Field	Description
Details tab	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Business Process form (continued)

Field	Description
Name	Name of the business process.
Parent	Parent service that is associated with the business process.
Life Cycle Stage	Life cycle stage of the business process, for example, Ideation.
Life Cycle Stage Status	Status of the life cycle stage, for example, Evaluation.
Review frequency	Review frequency for the business process. Available options are: • **Monthly** • **Quarterly** • **Semi Annual/Half Yearly** • **Annually**
Next review date	Next review date for the business process. This field is auto-assigned by the system.
Description	Description of the business process.

Related tabs that are associated with the business process

Related tab	Description
General	
Overview tab	Displays the following red flags data: **1.** Total red flags **2.** Red flags by type ○ Issues ○ Failed controls ○ Risks ○ Outages ○ Incidents ○ Change requests ○ Operational vulnerabilities ○ Vulnerabilities ○ Third party risk assessments **3.** Assets impacted by red flags
Details tab	Details of the selected business process record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the business process (continued)

Related tab	Description
Services and dependencies	
Child services	Child services that are associated with the business process. The tab displays the following sample information about the child services: • Dependency • Pillar • Impacted objects • Red flags count
Business processes	Processes that are associated with the business process. The tab displays the following sample information about the business processes: • Dependency • Pillar • Impacted objects • Red flags count
Dependencies	Dependencies that are associated with the business process. The tab displays the following sample information about the dependencies: • Dependency • Pillar • Impacted objects • Red flags count
Ongoing events	
Incidents	Incidents that are associated with the business process. The tab displays the following sample information about the incidents: • Incident • Short description • Owner • Opened • Caller • Priority

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the business process (continued)

Related tab	Description
	• State • Category • Assignment group • Assigned to • Updated • Updated by • Dependency • Pillar
Outages	Outages that are associated with the business process. You can create an outage for the service. The tab displays the following sample information about the outages: • Number • Outage • Type • Begin • End • Dependency • Pillar
Red flags	
Issues	Issues that are associated with the business process. The tab displays the following sample information about the issues: • Issue • Priority • Status • Planned end date • Dependency • Pillar
High risks	High risks that are associated with the business process. The tab displays the following sample information about the high risks:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the business process (continued)

Related tab	Description
	• Risk • Risk assessment • Risk statement • Risk response • Inherent rating • Computed inherent rating • Residual rating • Computed residual rating • Dependency • Pillar
Failed controls	Failed controls that are associated with the business process. The tab displays the following sample information about the failed controls: • Control • Control objective • Status • Dependency • Pillar
Change requests	Change requests that are associated with the business process. The tab displays the following sample information about the change requests: • Change request • Short description • Type • State • Planned start date • Planned end date • Assigned to • Dependency • Pillar
Tasks	Tasks that are associated with the business process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the business process (continued)

Related tab	Description
	The tab displays the following sample information about the tasks: • Task • Short description • State • Task type • Priority • Assigned to • Dependency • Pillar
Vulnerabilities	Vulnerabilities associated with the business process. The tab displays the following sample information about the vulnerabilities: • Vulnerability • Dependency • Pillar
Operational vulnerabilities	Operational vulnerabilities associated with the business process. The tab displays the following sample information about the operational vulnerabilities: • Number • Case • Related area • Related area table • Title • Related area type • Domain
Third party risk assessments	Third party risk assessments associated with the business process. The tab displays the following sample information about the Third party risk assessments: • Third party risk assessment • Dependency • Pillar
Program activities	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the business process (continued)

Related tab	Description
Business continuity plans	List of the Business continuity plans that are associated with the business process. The tab displays the following sample information about the plans: • Plan • Plan asset • Activated plan • Event • Event asset • Dependency • Pillar • Status • RTO • RPO • BIA date • RTO gap
Importance and impact assessment	Importance and impact assessment that is done for the business process. The tab displays the following sample information about the assessment: • Impact tolerance (Duration) • Impact tolerance assessment • Justification for overriding impact tolerance (Duration) • Justification for overriding impact tolerance (Customer impact) • Justification for overriding impact tolerance (Financial impact) • Justification for overriding impact tolerance (Transaction Volume) • Overridden importance • Impact tolerance (Customer impact) • Impact tolerance (Financial impact) • Impact tolerance (Transaction Volume) • Importance
Scenario analysis	Scenario analysis that is associated with the business process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the business process (continued)

Related tab	Description
	The tab displays the following sample information about the scenario analysis: • Breach status • Disruption duration • Impact tolerance • Deviation (%) • Importance • Scenario analysis • Service • Created by • Created • Domain

Add an application service to Operational Resilience reporting

Add an application service to Operational Resilience reporting. Beginning with Operational Resilience, Release 21.0.x,the Application services module is supported in the Operational Resilience Workspace.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Operational Resilience Workspace** > **List** > **Services**.
   The following modules are displayed:
   - Services
   - Business services
   - Offerings
   - Business processes
   - Application services
2. To add an application service to the Operational Resilience application, select **New** in the Application services list view.
3. On the form, fill in the fields.
   You can fill in the details of the application service in the form. For information on the fields, see Create New Service Instance form.
4. Select **Save**.

Create New Service Instance form

Use the Create New Service Instance form in Operational Resilience Workspace to set up an application service and configure its related lists.

Create New Service Instance form

For a description of the field values, see the following table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Service Instance form

Field	Description
Details tab	
Name	Name of the application service.
Approval group	Approval group that is responsible for the approval of the application service, for example, Analytics setting managers or Application Security group.
Model ID	Model ID for the application service, for example, AT&T SoundPoint IP 560.
Support group	Support group for the application service, for example, App Engine Admins.
Owned by	Owner of the application service.
Change group	Change group that is responsible for updating the application service, for example, Application Development.
Business criticality	Criticality of the application service. The available options are as follows: • 1—most critical • 2—somewhat critical • 3—less critical • 4—not critical
Managed by	User that manages the application service.
Version	Version of the application service.
SLA	Service level agreements (SLAs) associated with the application service, for example, Finance 99.99.
Used for	Usage category that the application service is used for. For example, Staging. The available options for the usage category are as follows: • Production • Staging • QA • Test • Development • Demonstration • Training • Disaster recovery
Location	Location and the physical address for the application service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Service Instance form (continued)

Field	Description
Operational status	Operational status of the application service. The available options are as follows: • Operational • Non-Operational • Repair in Progress • DR Standby • Ready • Retired • Pipeline • Catalog
Vendor	Vendor that is responsible for operating the application service, for example, Acer or Adobe Systems.
Service classification	Classification of the service. The available options are as follows: • Application Service • Business Service • Technology Management Service
Comments	Comments section for the application service. Typically, the Operational Resilience administrators add comments about the application service.

Related tabs that are associated with the application service

Related tab	Description
General	
Overview tab	Displays the following red flags data: **1.** Total red flags **2.** Red flags by type ○ Issues ○ Failed controls ○ Risks ○ Outages ○ Incidents ○ Change requests ○ Operational vulnerabilities

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the application service (continued)

Related tab	Description
	○ Vulnerabilities ○ Third party risk assessments **3.** Assets impacted by red flags
Details tab	Details of the selected application service record.
Services and dependencies	
Child services	Child services that are associated with the application service. The tab displays the following sample information about the child services: • Dependency • Pillar • Impacted objects • Red flags count
Business processes	Processes that are associated with the application service. The tab displays the following sample information about the business processes: • Dependency • Pillar • Impacted objects • Red flags count
Dependencies	Dependencies that are associated with the application service. The tab displays the following sample information about the dependencies: • Dependency • Pillar • Impacted objects • Red flags count
Ongoing events	
Incidents	Incidents that are associated with the application service. The tab displays the following sample information about the incidents:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the application service (continued)

Related tab	Description
	• Incident • Short description • Owner • Opened • Caller • Priority • State • Category • Assignment group • Assigned to • Updated • Updated by • Dependency • Pillar
Outages	Outages that are associated with the current application service. You can create an outage for the service. The tab displays the following sample information about the outages: • Number • Outage • Type • Begin • End • Dependency • Pillar
Red flags	
Issues	Issues that are associated with the application service. The tab displays the following sample information about the issues: • Issue • Priority • Status • Planned end date

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the application service (continued)

Related tab	Description
	• Dependency • Pillar
High risks	High risks that are associated with the application service. The tab displays the following sample information about the high risks: • Risk • Risk assessment • Risk statement • Risk response • Inherent rating • Computed inherent rating • Residual rating • Computed residual rating • Dependency • Pillar
Failed controls	Failed controls that are associated with the application service. The tab displays the following sample information about the failed controls: • Control • Control objective • Status • Dependency • Pillar
Change requests	Change requests that are associated with a business service. The tab displays the following sample information about the change requests: • Change request • Short description • Type • State • Planned start date • Planned end date

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the application service (continued)

Related tab	Description
	• Assigned to • Dependency • Pillar
Tasks	Tasks that are associated with the application service. The tab displays the following sample information about the tasks: • Task • Short description • State • Task type • Priority • Assigned to • Dependency • Pillar
Vulnerabilities	Vulnerabilities associated with the application service. The tab displays the following sample information about the vulnerabilities: • Vulnerability • Dependency • Pillar
Operational vulnerabilities	Operational vulnerabilities associated with the application service. The tab displays the following sample information about the operational vulnerabilities: • Number • Case • Related area • Related area table • Title • Related area type • Domain
Third party risk assessments	Third party risk assessments associated with the application service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the application service (continued)

Related tab	Description
	The tab displays the following sample information about the Third party risk assessments: • Third party risk assessment • Dependency • Pillar
Program activities	
Business continuity plans	List of the Business continuity plans that are associated with the application service. The tab displays the following sample information about the plans: • Plan • Plan asset • Activated plan • Event • Event asset • Dependency • Pillar • Status • RTO • RPO • BIA date • RTO gap
Importance and impact assessment	Importance and impact assessment that is done for the application service. The tab displays the following sample information about the assessment: • Impact tolerance (Duration) • Impact tolerance assessment • Justification for overriding impact tolerance (Duration) • Justification for overriding impact tolerance (Customer impact) • Justification for overriding impact tolerance (Financial impact) • Justification for overriding impact tolerance (Transaction Volume) • Overridden importance

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related tabs that are associated with the application service (continued)

Related tab	Description
	• Impact tolerance (Customer impact) • Impact tolerance (Financial impact) • Impact tolerance (Transaction Volume) • Importance
Scenario analysis	Scenario analysis that is associated with the application service. The tab displays the following sample information about the scenario analysis: • Breach status • Disruption duration • Impact tolerance • Deviation (%) • Importance • Scenario analysis • Service • Created by • Created • Domain

Verify the Main node configurations and relationships

Verify that the Main node configurations are set up and the relationships are configured in Operational Resilience.

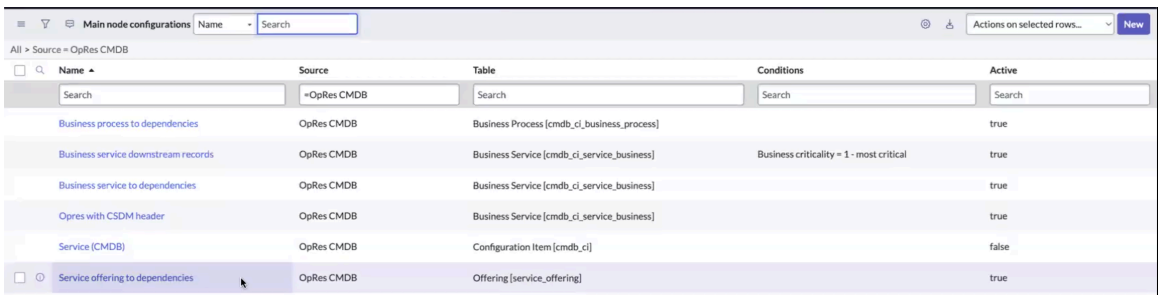
Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **All** > **Data Relationships Framework** > **Main node configurations**.

   The Main node configurations that are provided with the base system are displayed.



2. Verify that and CI and non-CI relationships are configured in CMDB, Main node configurations and node relationship configurations are set up, and entities are generated in Operational Resilience.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

To fetch the dependencies, execute the scheduled job. For more information, see Execute the scheduled jobs.

Execute the scheduled jobs

Execute the scheduled jobs required for the main node relationships. After the scheduled jobs are executed, CSDM objects with their configured relationships are imported into Operational Resilience for reporting.

Before you begin

Role required: sn_oper_res.manager

Before executing the scheduled job, ensure that the following pre-requisites are met:

1. Entity types and pillars have been defined and entities have been generated.
2. Configuration item (CI) relationships have been created as required for the Main node configuration relationships.

Once all these pre-requisites are met, you can execute the scheduled job.

Note:
All configurations with the source as **OpRes CMDB** run in parallel.

About this task

Note:

The *Update CSDM and other dependencies* and *Calculate red flags for CSDM and dependencies* scheduled jobs create an entity hierarchy and all types of red flags. All CSDM and red flags are rolled up based on their entity hierarchy.

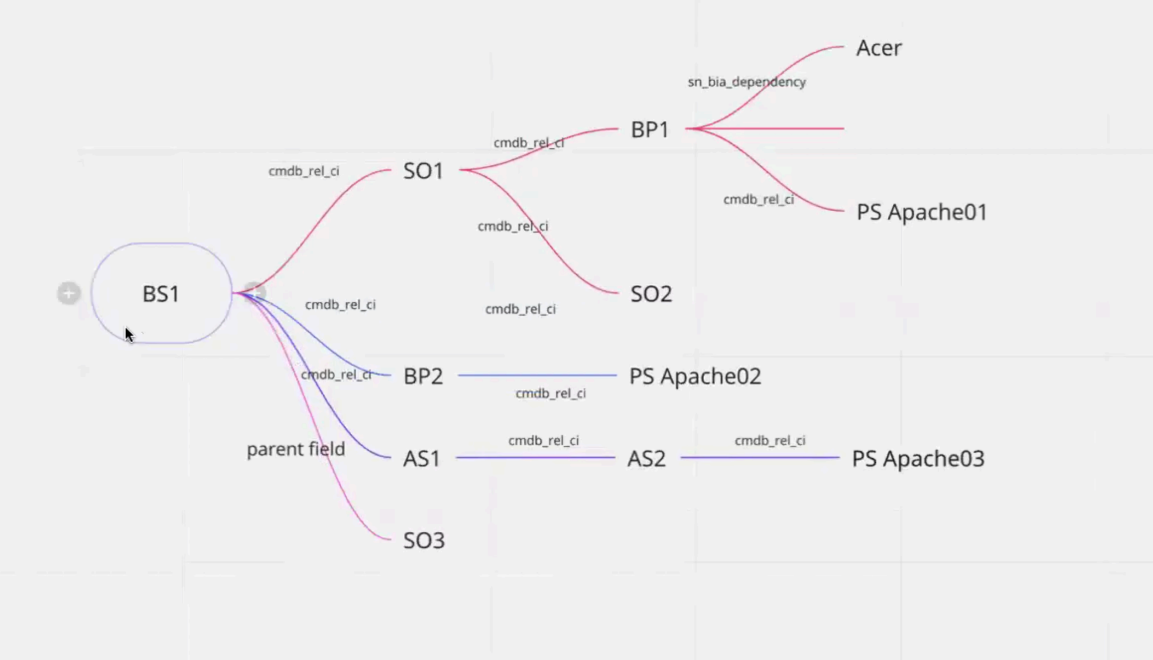
The scheduled jobs are configured to run according to the following schedule:

1. The *Update CSDM and other dependencies* scheduled job updates CSDM and other dependencies. It is configured to run weekly at midnight local time.
2. The *Calculate red flags for CSDM and dependencies* scheduled job calculates the red flags for the CSDM and its dependencies. It is configured to run daily at 3:00 AM local time.

Operational Resilience administrators can perform all the functions as the Operational Resilience managers. The Operational Resilience users cannot execute the scheduled job but they can verify the records in the entity and entity hierarchy tables.

Before running the scheduled job, verify that the relationships are set up for an object as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Procedure

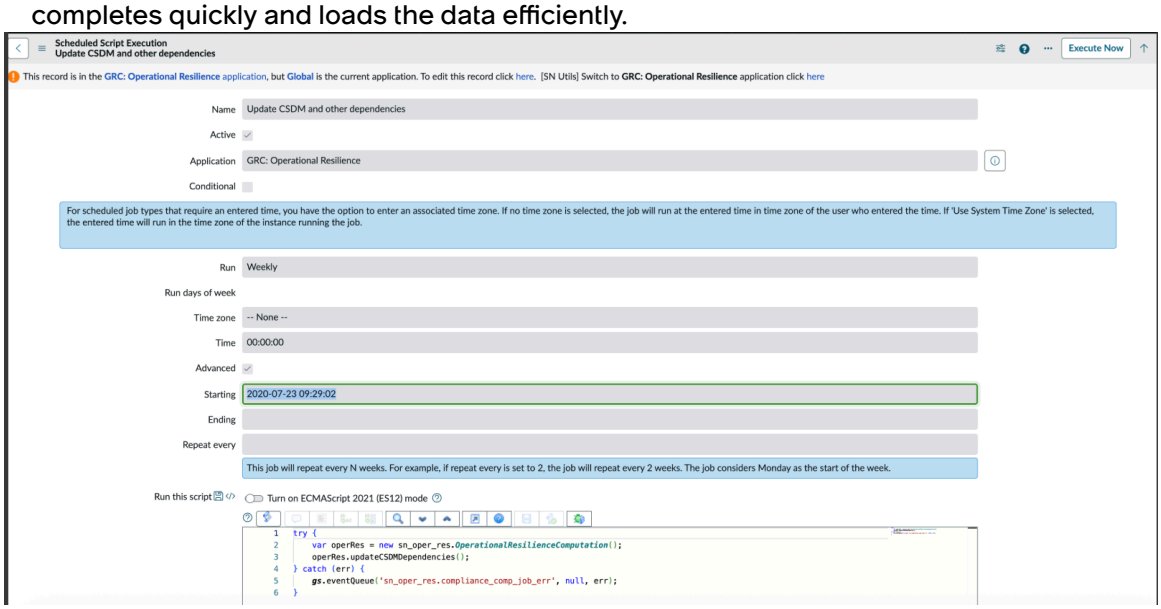
1. Navigate to **All** > **system definition** > **Scheduled Jobs**.
2. Choose the *`Update CSDM and other dependencies`* scheduled job.

   The illustration shows the steps executed in the script of the scheduled job.

   a. When the script is run, it cleans all the records in the staging tables. Staging tables are used in Operational Resilience to save the red flags, which are displayed on the dashboard.

   b. Next, it updates the CSDM dependencies by calling the relationship API.

   c. As the final step, it runs the configurations in parallel to ensure that the scheduled job completes quickly and loads the data efficiently.



3. Select **Execute Now**.

   After the scheduled job is executed, all CMDB objects are fetched into Operational Resilience.

4. Verify that the Main node configuration, node relationship configuration, and node configuration results are displayed correctly.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Verify that staging records are created according to entity hierarchies after running the scheduled job.
   Depending on the installed applications, the staging tables are created in Operational Resilience. For example, when the scheduled job is run, the following staging tables are created.
   - sn_oper_res_failed_control
   - sn_oper_res_risk
   - sn_oper_res_bcm_plan
   - sn_oper_res_vul_profile
   - sn_oper_res_third_party_risk
   - sn_oper_res_task
   - sn_oper_res_change_request
   - sn_oper_res_critical_service_outage
   - sn_oper_res_incident
   - sn_oper_res_issue

   The business views are mapped into the entity hierarchy. Red flags for the entities, such as Failed controls, High risks, Issues, Vulnerability response, are displayed in the reports on the landing page. For more information, see Business services overview tab.

Interacting with the Nexus map UI from the Workspace

Use the Nexus map (Resilience map) to define relationships between different records and configuration to show related data with hierarchy and plot those in a node map. You can examine the map's current configuration and identify areas for change. By modifying the configuration, you can observe how the map is updated accordingly.

Before you begin

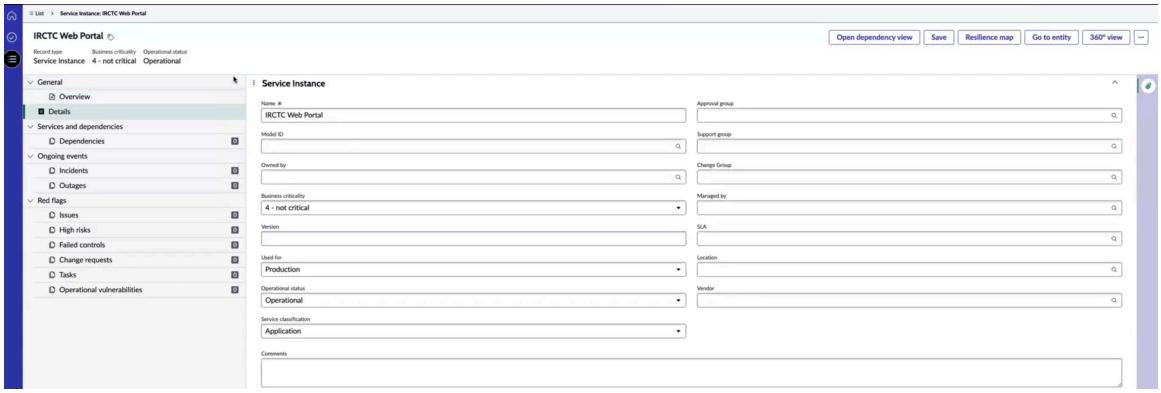
Role required: sn_oper_res.manager

Procedure

1. Navigate to **Operational Resilience Workspace** > **List** > **Services**.
2. From any of the Services modules, open the desired record that you want to work on.
   You can open the record from one of the following Services modules:
   - Services
   - Business services
   - Offerings
   - Business processes
   - Application services

   The following example shows the service record for IRCTC Web Portal.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



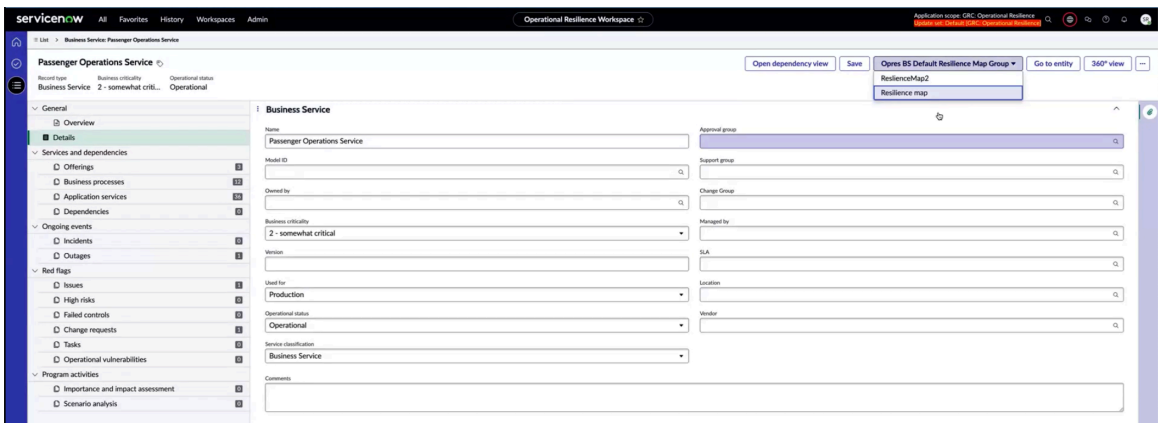
3. To open and update the map view of the configuration record, select the **Resilience map** UI action.

   The **Resilience map** UI action is the default entry point for the node map and it's configured as the primary access point. You can navigate to this map from any entity overview, such as a service or business service overview in the Operational Resilience Workspace. After doing so, you're directed to the default resilience map that has been configured.

   Note:
   The sys_id of the nexus map is defined in the respective declarative actions.

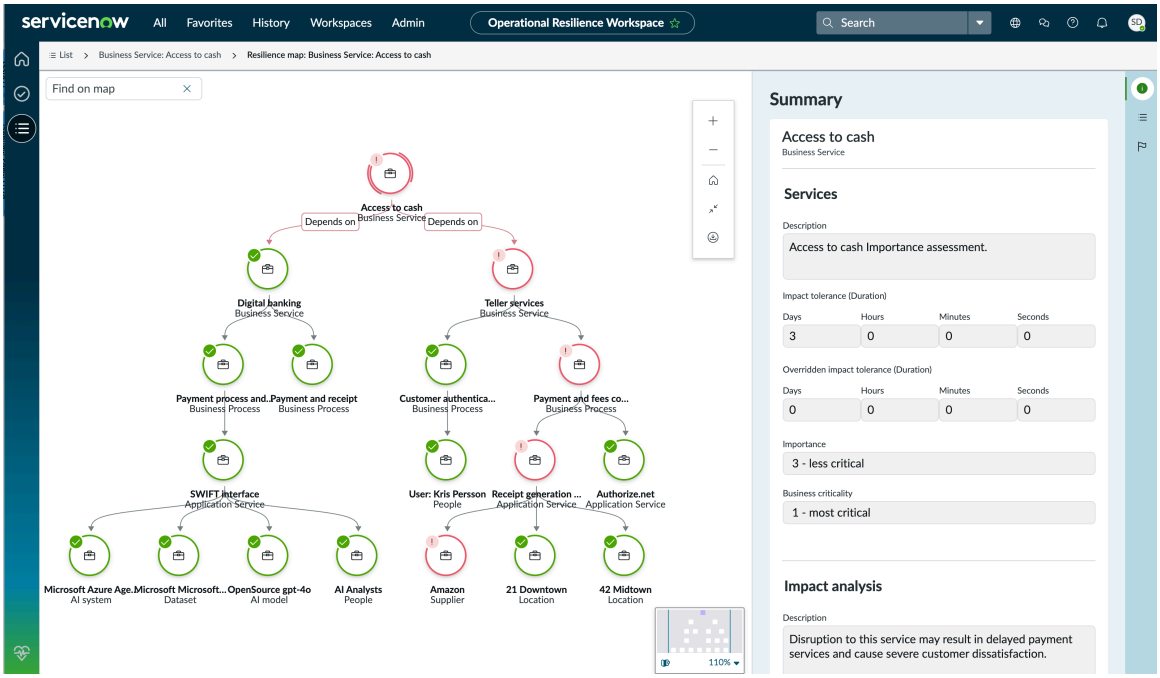
   Multiple Nexus maps: You can configure multiple Nexus maps for a single main node. When configuring a specific entity, such as a business service, you can create multiple Nexus map configurations. For example, you can configure a Nexus map for a business service resilience map group, which includes multiple buttons that link to different node maps. The group name can be customized to suit your needs.

   In the following example, two buttons are configured for the business service resilience map group, each depicting a specific node map. This functionality enables for a tailored visualization of the business service and its associated nodes. By customizing the group name and node maps, you can create a more informative and user-friendly Nexus map.



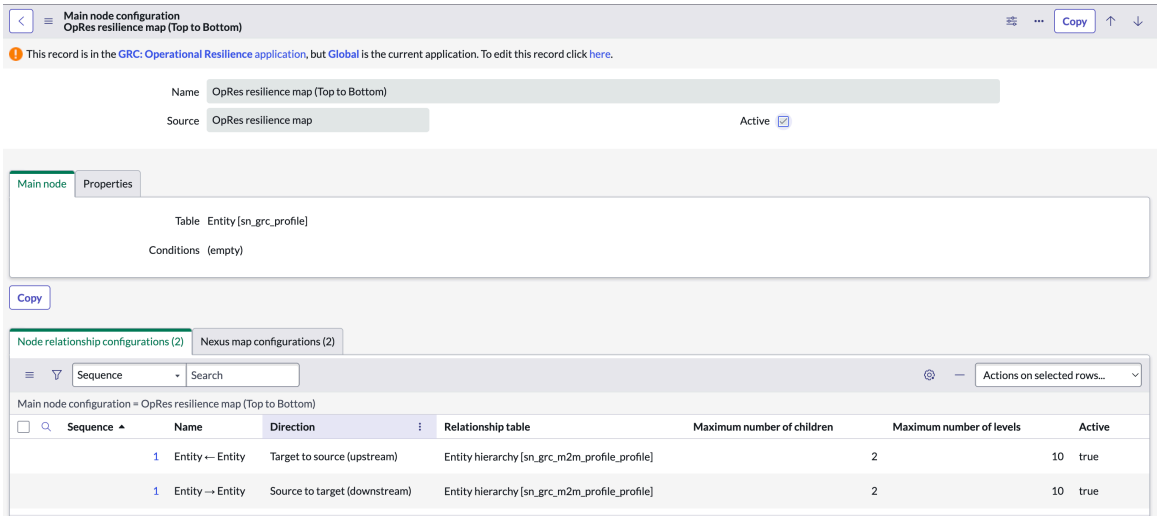
   When you navigate to the Resilience map, the default configuration loads automatically. Selecting a specific root node as shown in the example, displays the corresponding configuration associated with that node.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The root node's styling is displayed, referencing a specific node within the map. The Main node configuration supports both top-to-bottom and bottom-to-top directions, enabling for flexible hierarchical visualization.

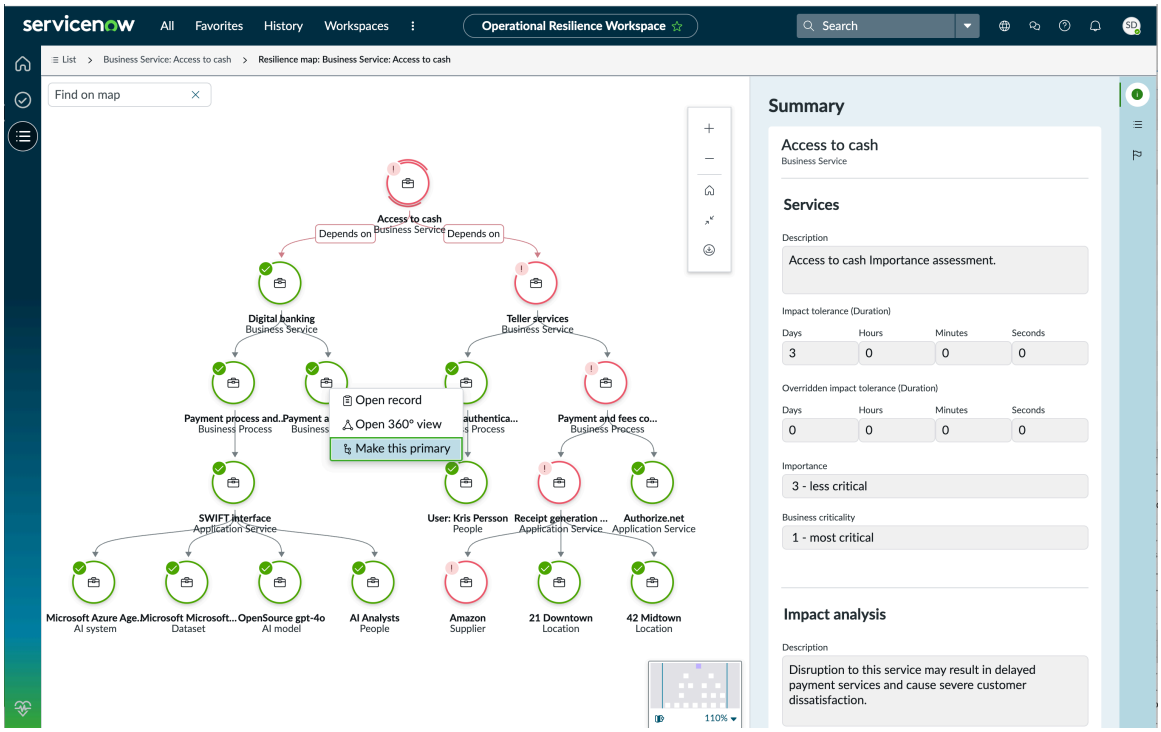
The Direction column in the example shows that both upstream and downstream Main node configurations are enabled, reflecting the same hierarchy in the map.



4. To designate a different node as the primary node, simply select it from the map, select and hold (or right-click) on it, and choose the **Make this primary** option.

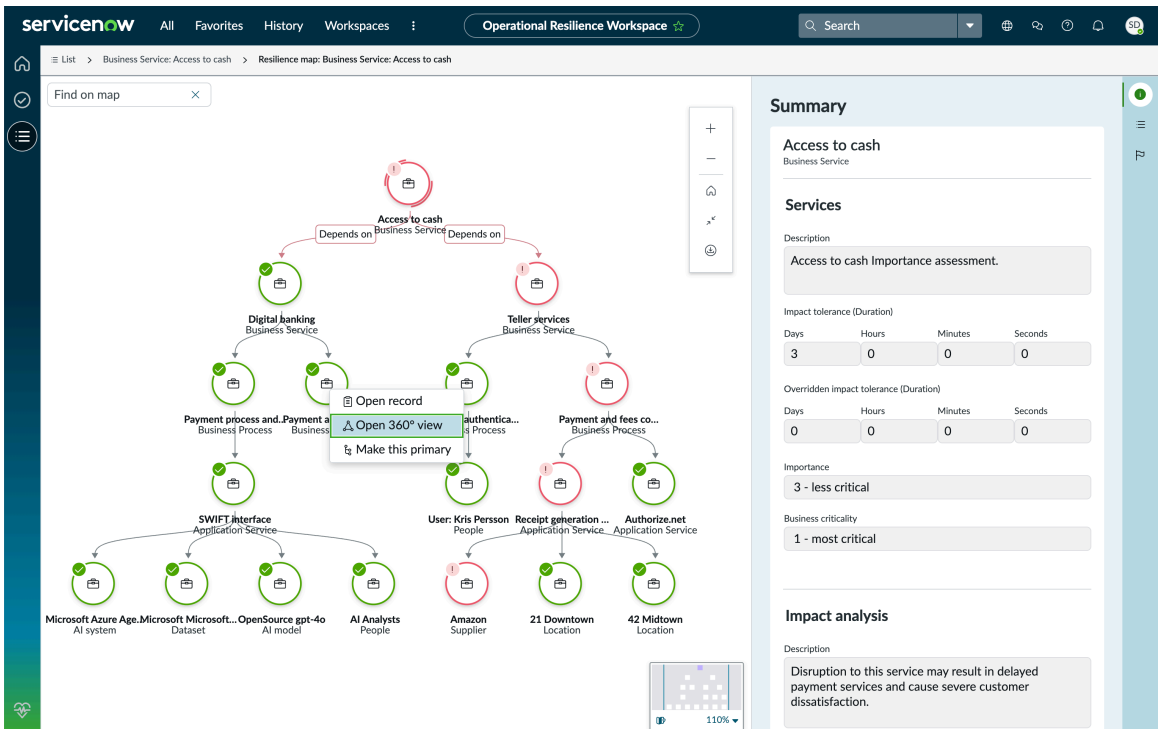
   The **Make this primary** option is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



When you select this option, the map reloads, and a breadcrumb is added to reflect the newly designated root node. You can navigate back to the root node by selecting on the Home icon, which centers the root node on the page. The map then displays the upstream and downstream connections related to the root node.

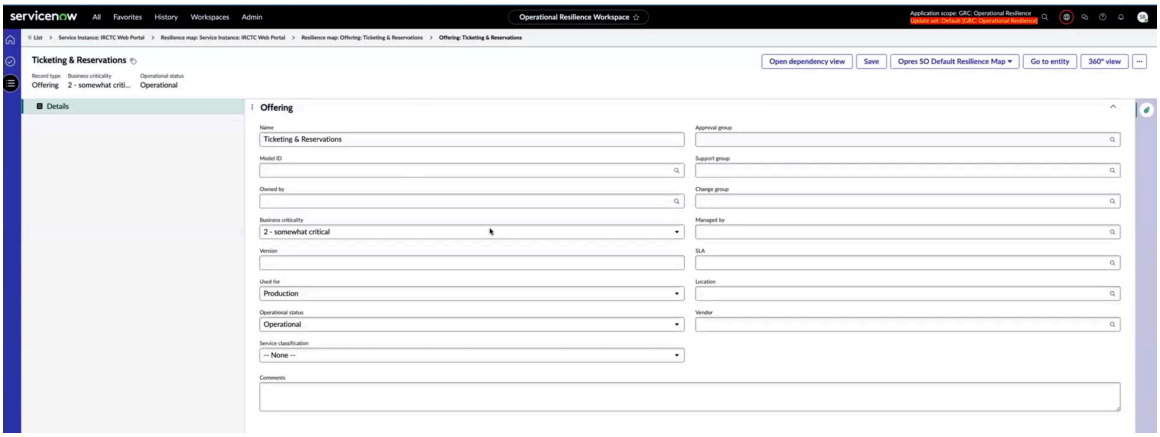
When you update a node to be the primary (root) node, the available options are limited to **Open record** and **Open 360° view** as shown in the example.



5. To open the record associated with the node, select **Open record**.

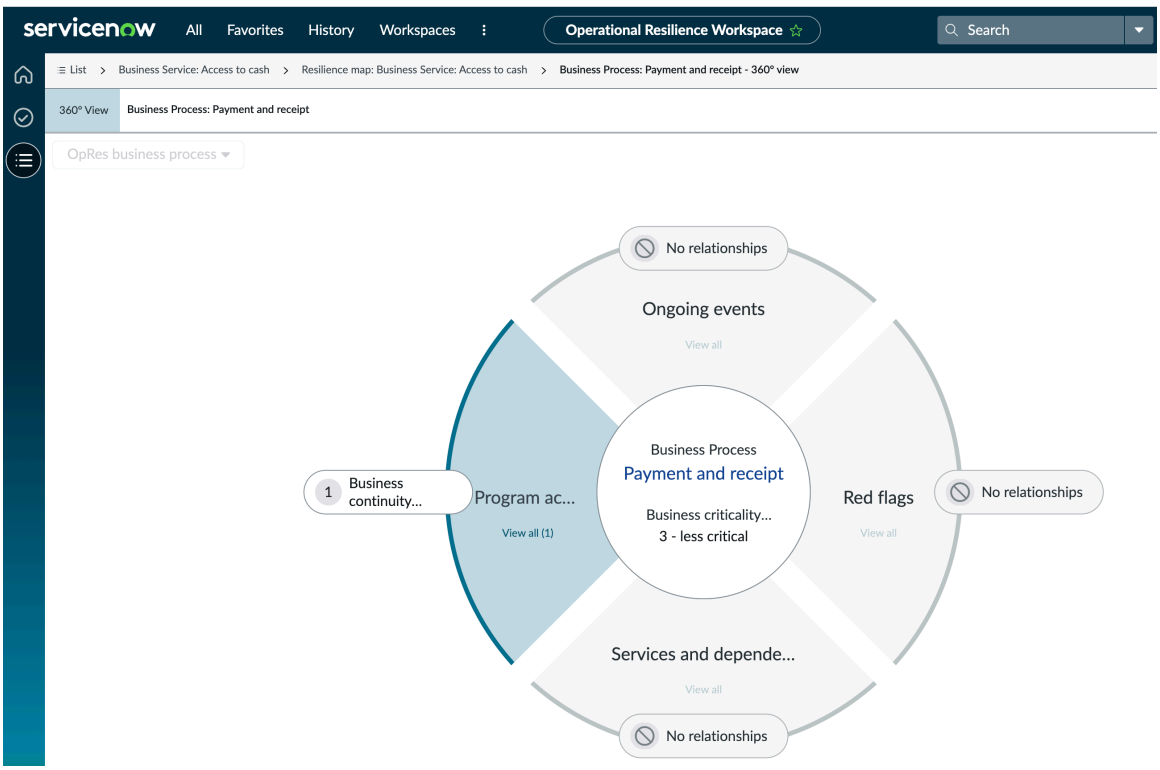
   If you choose **Open record**, it redirects you to the node's overview page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. To open the 360° view associated with the node, select **Open 360° view**.

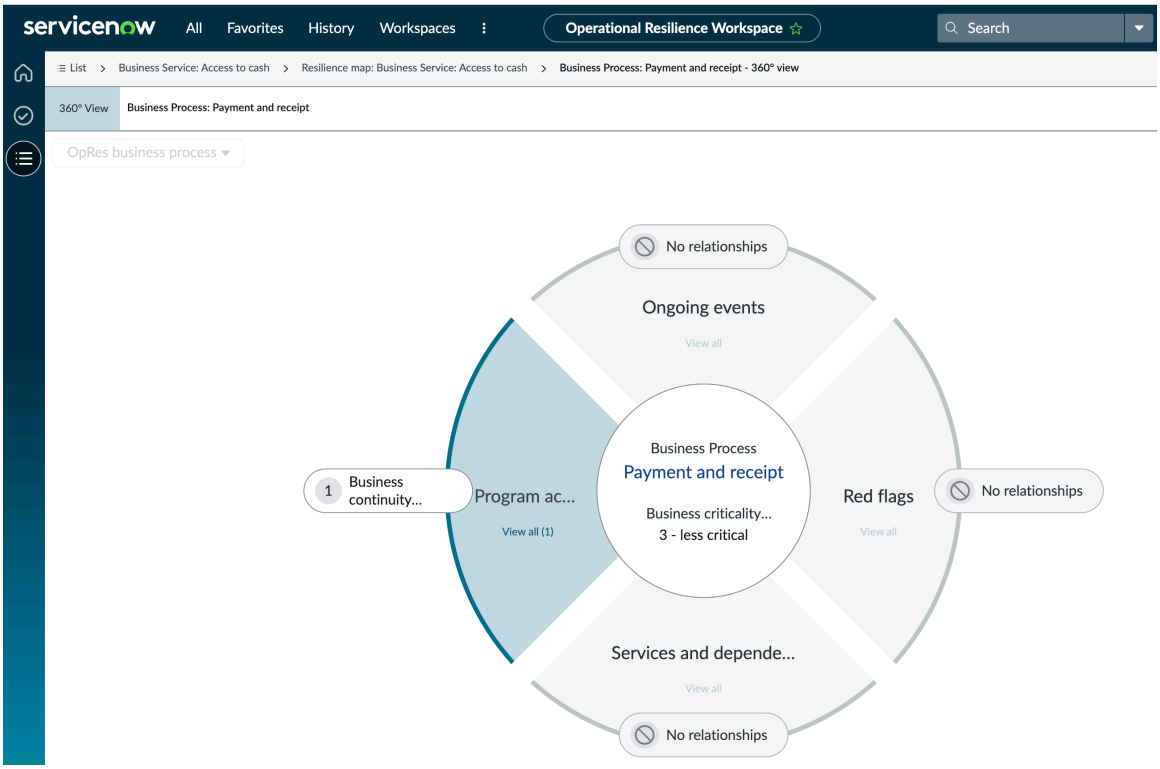
   Selecting **Open 360° view** loads the 360° view configured for that node, as defined in the node configuration settings.



7. To navigate to the Service record or the list view, use the breadcrumb menu option in the UI.

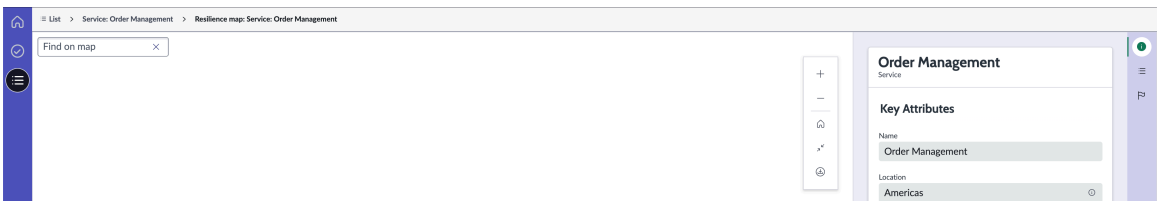
   The example displays the breadcrumb trail navigation to the Service record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



8. To search for a specific service on the map, select **Find on map**.

   The node map includes a "Find on map" feature that enables you to search for a specific service.

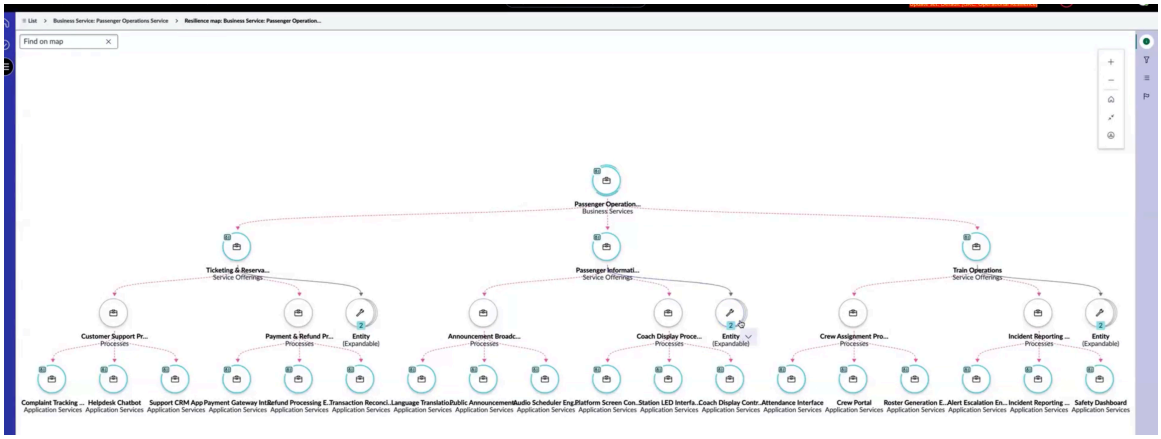


   When you initiate a search, the corresponding node is highlighted in the map, and you can select it for further actions. Clearing the search returns the map to its previous state. You can also designate the searched node as the primary node, which updates the map to display the node as the root, along with its upstream and downstream connections.

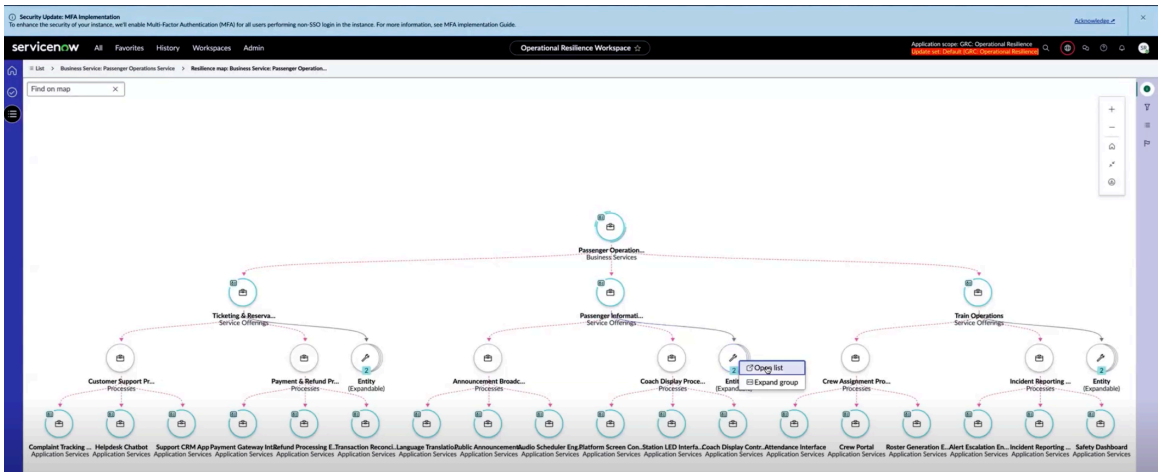
9. To view the list of grouped nodes or expand them individually, right-select on the grouped nodes.

   The node map displays grouped nodes, such as first node, second node, and third group as expandable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

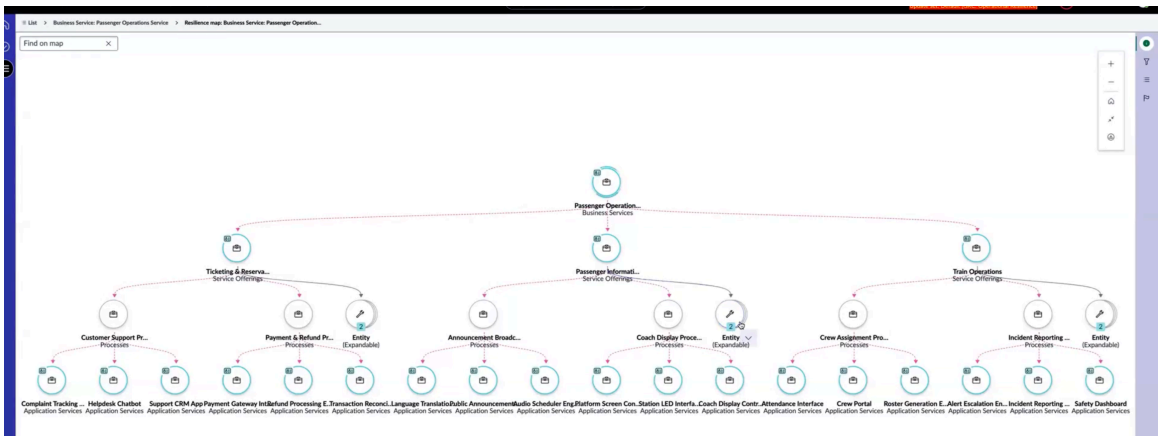


Right-selecting on the grouped node provides options to either view the open list, which lists the number of nodes grouped at that point, or expand the node.



10. To view additional nodes associated with the selected node, expand the nodes.

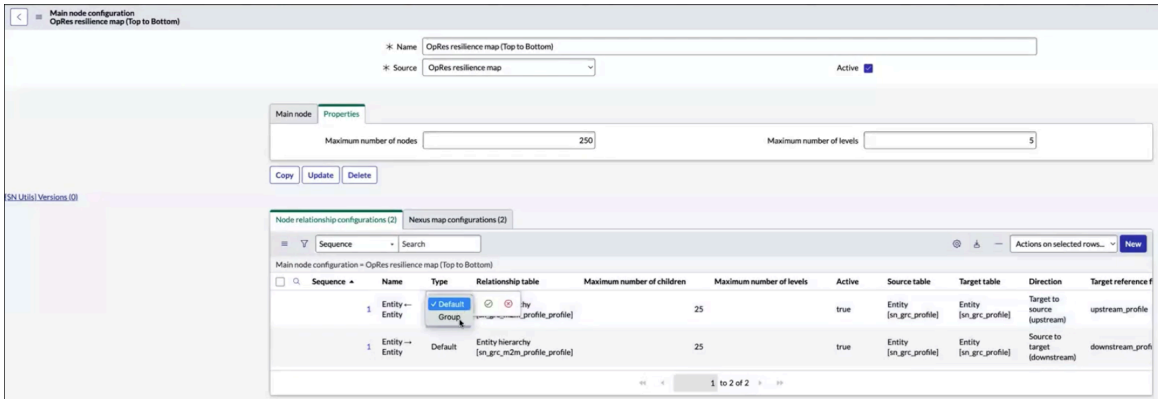
The node expansion feature enables you to view additional nodes associated with the selected node, such as the "passenger information" level shown in the example. The expansion of the nodes is updated dynamically based on the number of levels available, enabling a more detailed and controlled exploration of the node map. By using the expand and open list options, you can efficiently navigate the map and better understand the relationships between nodes.



11. To aggregate nodes at a specific level, change the main node configuration type from "Default" to "Group" and display the consolidated view.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

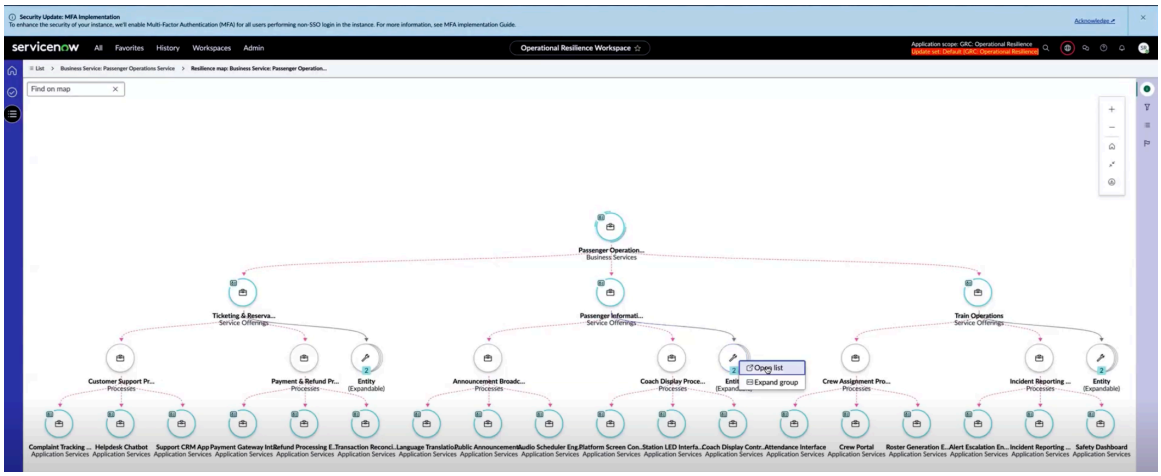
The node map includes an aggregation feature that enables you to group nodes at a specific level. You can change the main node configuration type from "Default" to "Group" as shown in the example.



This action aggregates the nodes at the selected level, providing a more consolidated view.

12. To open the grouped nodes in the list format, right-select on the grouped node and select **Open list**.

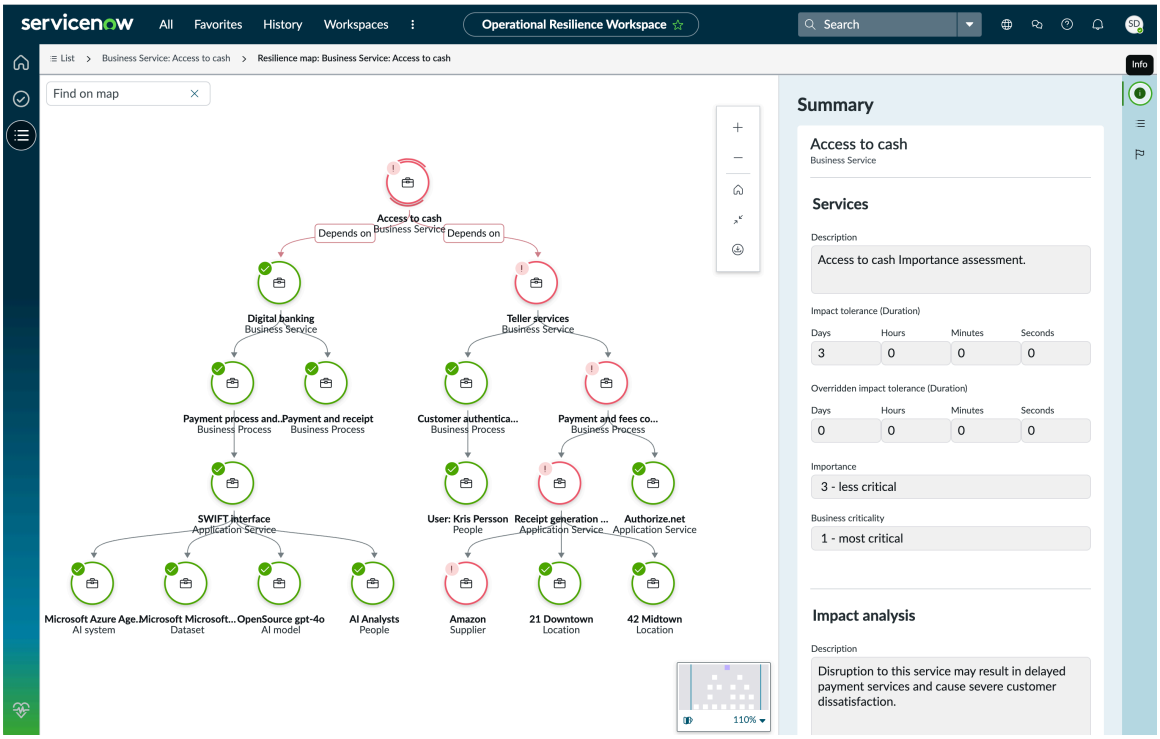
    This action lists the entities that have been aggregated at that point, giving you a clear understanding of the nodes involved.



13. To access information about the selected node from the side panel, choose the **Info** icon in the side-panel summary.

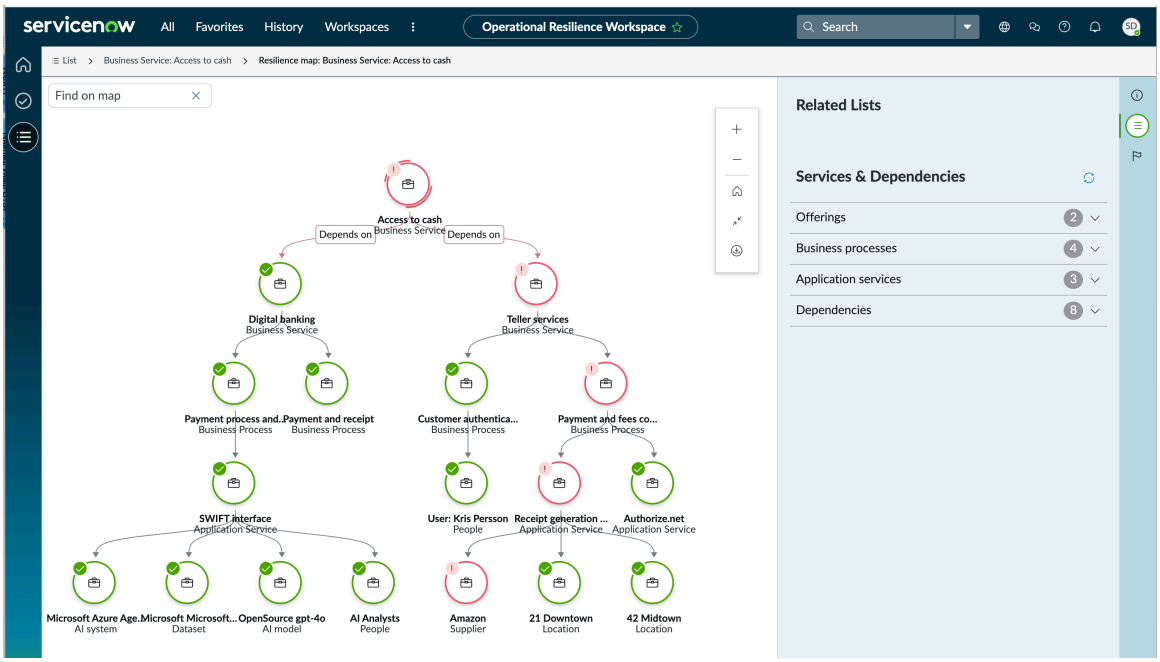
    The node map includes a side panel that provides an overview of the selected configuration. When a node is selected, the side panel displays its details, which update dynamically as you switch between nodes. The default information is shown initially. The **Info** icon is displayed in the side-panel summary as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



14. To access information about the related lists for the selected node, choose the **Related lists** icon in the side-panel summary.

For a selected node, the side panel shows its associated services and dependencies. For example, if you select the "delay alerts process" node, the side panel displays its three application services or dependencies. Switching to a different node, such as the root node, updates the services and dependencies displayed in the side panel.

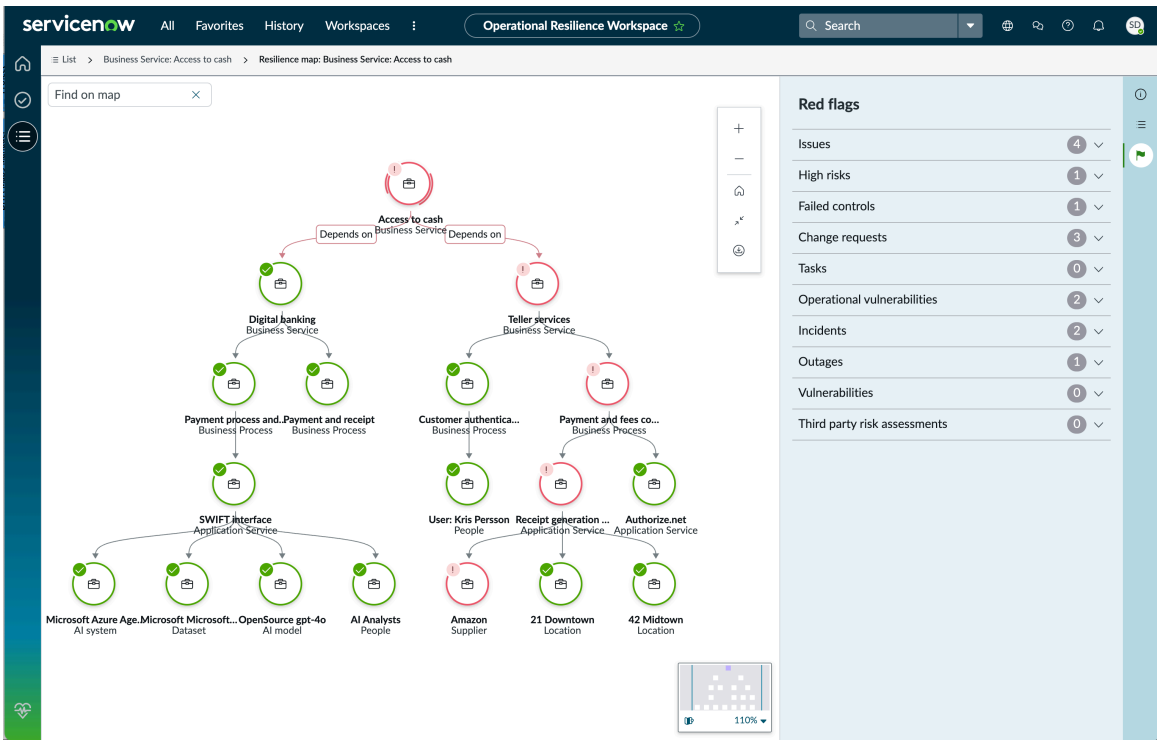


For the selected node, you can view its associated services and dependencies. The **Refresh** option reloads the related lists to verify you have the most up-to-date information. Meanwhile, the **View all** option displays all available related lists, providing a comprehensive overview.

15. To access information about the red flags for the selected node, choose the **Red flags** icon in the side-panel summary.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The side panel also displays red flags, which indicate issues or outages related to the selected node. When a node has a red flag, it's marked as critical with an exclamation mark. For instance, if there's an outage or issue with a node like "SMS alert" or "live status update," it's highlighted in red.



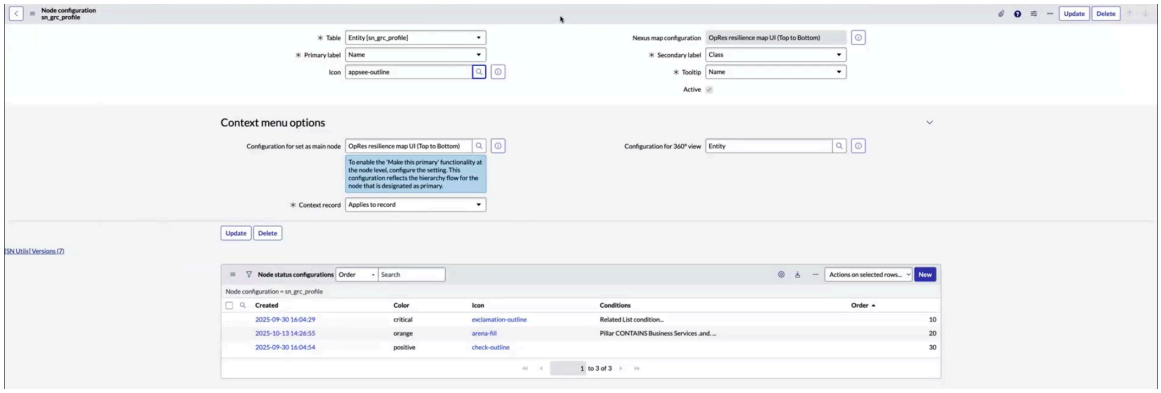
For the selected node, the following red flags are displayed:

- Issues
- High risks
- Failed controls
- Change requests
- Tasks
- Operational vulnerabilities
- Incidents
- Outages
- Crisis events
- Vulnerabilities
- Third party risk assessments

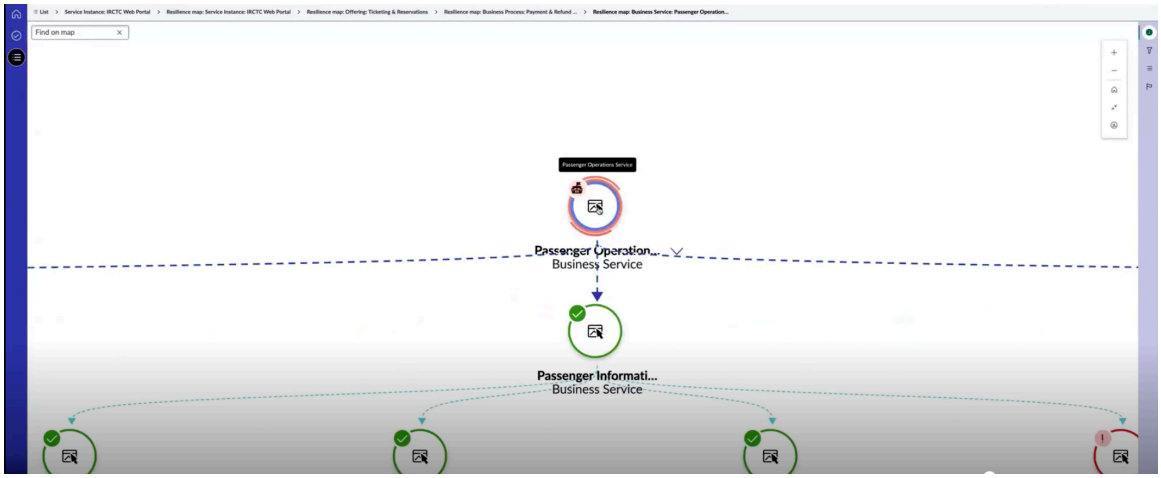
16. Change the node configuration by modifying the Node Configuration setting in the Nexus map.

    The example shows how to update the Node Configuration setting in the Nexus map.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The modified Node configuration is shown in the example.

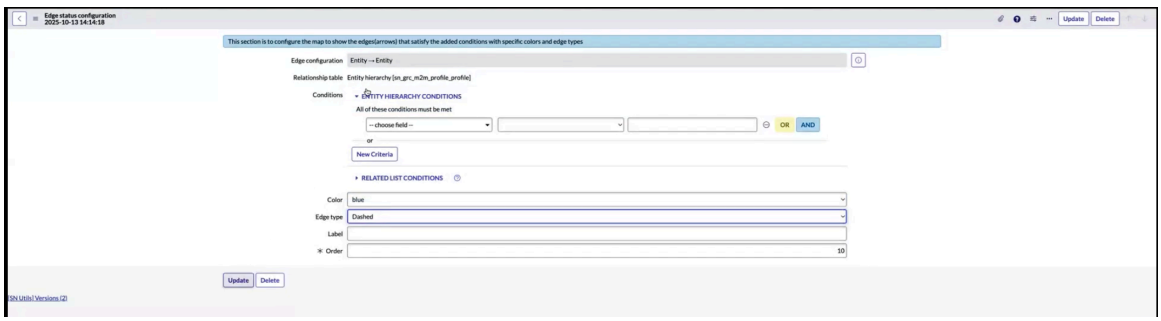


17. To customize the Edge status configuration such as changing the color, modify the settings in the Edge status configuration within the Nexus map configuration.

    In the example, the node's edges are highlighted in magenta.

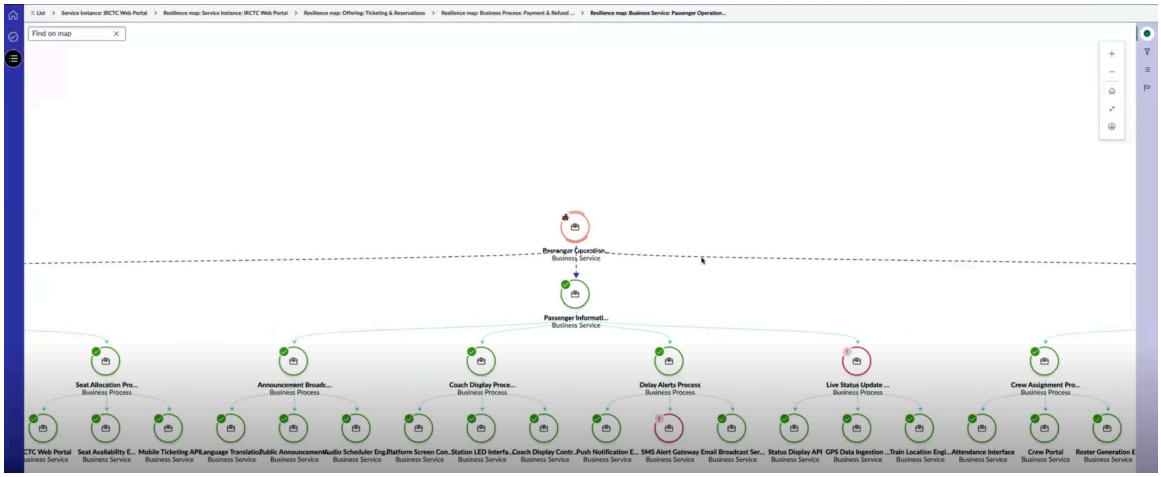


The example illustrates how to modify Edge status settings such as color and type.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When you save and reload the map, it reflects the updated edge configuration, displaying all edges as dashed lines in blue as shown in the example.



To refresh the map, you can either return to the initial main node configuration or simply reload it.

18. To update the zoom level of the map, adjust the percentage of the map in the Zoom level window.
19. To zoom in or zoom out of the map, select "**+**" or "**-**" in the position menu bar.

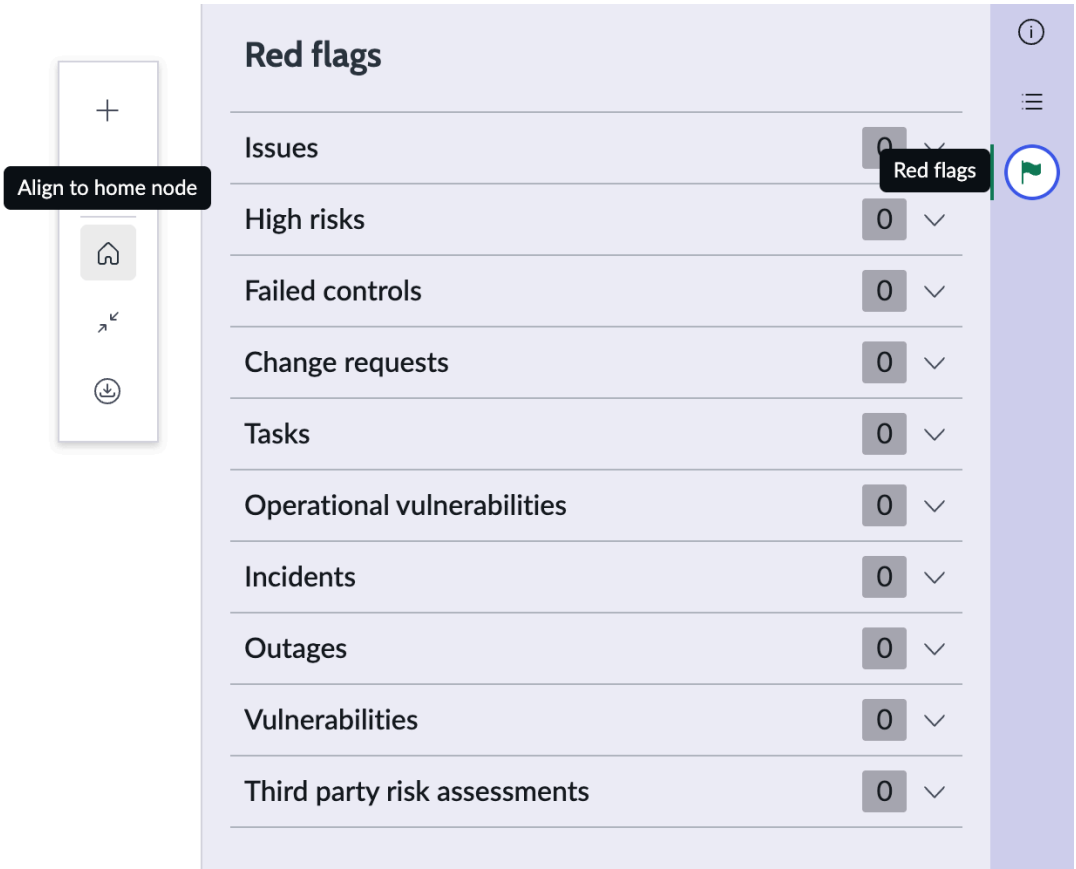
    The Zoom in icon is shown in the example.



20. To align the map to the home node, select the **Home** icon in the position menu bar.

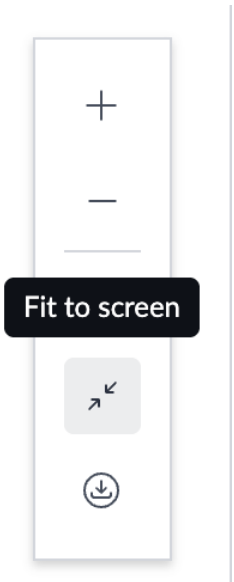
    The Home icon is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



21. To resize the map or fit the node to the screen, select the **Fit to screen** icon in the position menu bar.

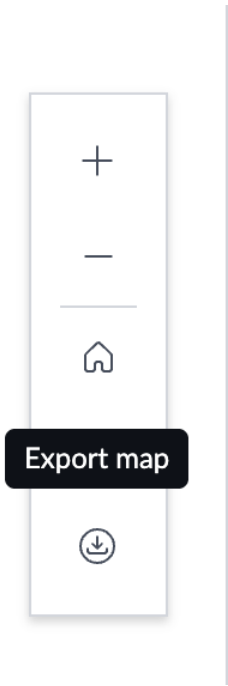
    The Fit to screen icon is shown in the example.



22. To export the map, select the **Export map** icon in the position menu bar.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Export map icon is shown in the example.



Fetching dependencies from the CMDB and BIA

You can fetch the dependencies for the services or business services from CMDB in Operational Resilience. Similarly, when the BCM applications are installed, the Operational Resilience scheduled job also monitors for the changes in the business impact analysis (BIA) dependencies and fetches the dependency updates.

Fetching the dependencies from CMDB for the services

Beginning with the Xanadu release, the Data Relationships Framework supports the Operational Resilience application with the underlying framework to fetch the dependencies from CMDB. The Data Relationships Framework (app-grc-relationship-config) is installed with the Operational Resilience application by default. The CMDB dependencies are retrieved by calling an API from the Data Relationships Framework.

To get the CMDB dependencies, the Operational Resilience administrator must activate the main node configuration, labeled as **Service (CMDB)** in the Data Relationships Framework first.

For each retrieved dependency, the Operational Resilience application searches for an existing entity first. If there is no existing entity, the dependency is skipped. If there is an existing entity and the entity belongs to any entity type in Operational Resilience, it is added to the downstream of its parent's entity. If the entity does not belong to any entity type, such as Facilities/People/Suppliers/Technology, you must add it manually to the corresponding entity type in Operational Resilience.

The following example shows a sample CMDB relationship setup for a business service. When the service *Windows mobile* updates its dependencies, the entity of *OWA - SD - 01* gets added to the downstream of its entity, *IronMail - SD - 01* and *IronMail - SD - 02* gets added to the downstream of the *Email* child service entity.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sample relationship setup for a business service

Business service	Associated dependency, business process, and business service: Email	Process and dependencies associated with business service: Email
Windows mobile	• Dependency: *OWA - SD - 01* • Business process: *Inbound payment validation* • Business service: *Email*	• Process: *Fraud_escalation* • Dependency 1: *IronMail - SD - 01* (The table is cmdb_ci_email_server.) • Dependency 2: *IronMail - SD - 02* (The table is cmdb_ci_email_server.)

Fetching the dependencies from the business impact analysis (BIA)

When the BCM applications are installed, Operational Resilience fetches the BIA's dependency update if the BIA's **Applies to** field is a business process used in Operational Resilience.

The following conditions must be met for pulling the BIA dependencies in Operational Resilience:

- The BIA has to be in the **Approved** state.
- The BIA should not be in the **Expired** state.
- The dependency group has to be completed.

Note:
Only when the **Applies to** field of the BIA record matches with any business process within the **Business Processes** Entity Type, its dependencies are fetched by the scheduled job.

For each fetched dependency, the Operational Resilience application looks for an existing valid entity first. If the dependency has an existing valid entity and the entity belongs to any entity type in Operational Resilience, it is added to the downstream of its parent's entity.

To fetch the CMDB dependency updates or BIA dependency updates, the following conditions are followed:

- If there is no entity for the dependency, it is skipped. Operational Resilience does not create an entity for the dependency.
- If a dependency entity is inactive, it is ignored.
- If a dependency entity is active, but it has no pillar, it is ignored.
- If a dependency entity is active and has a pillar, but it does not belong to any Operational Resilience entity type, it is ignored.

Adding the dependencies manually

If the entity does not belong to an entity type such as Facilities, People, Suppliers, Technology, Operational Resilience users must add it to the corresponding entity type manually. Instead of using the scheduled job, Operational Resilience administrators and managers can update the dependencies manually.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Support for main node configuration in Data Relationships Framework

For information on the Data Relationships Framework and main node configuration, see Data Relationships Framework and Create a main node configuration record.

Performing Importance and impact tolerance assessment

By analyzing the importance and the impact tolerance of your business service or service offering, you can measure how possible disruptions might impact the performance of a service. You can use the assessment questionnaire template in Operational Resilience Workspace to measure the importance and the impact tolerance of your selected business service and its child records.

Importance and impact tolerance of a business service

A business service's importance is determined by such factors as the number of customers that use the service, the revenue that the service generates, and its impact on your company's brand. By measuring the impact tolerance of a business service, you can see how long a service can be non-operational without causing some kind of loss to the business and its customers. Previously, we had only one Impact Tolerance that provided a value in terms of Duration. Now, we have four types of Impact Tolerance fields on the form:

- Impact Tolerance (Duration)
- Impact Tolerance (Customer Impact)
- Impact Tolerance (Financial Impact)
- Impact Tolerance (Transaction Volume)

If you have the sn_oper_res.admin role, you can create and maintain a pre-defined assessment template in Operational Resilience. With the sn_oper_res.manager role, you can select one or more business services that you want to analyze and use the assessment template to calculate the importance and the impact tolerance of your business services.

Using Smart Assessment to evaluate importance and impact tolerance of a service

Beginning with Operational Resilience, release 21.x.x, the Smart Assessment functionality has been integrated with the Importance and impact tolerance assessment, enabling you to create and manage the Importance and impact tolerance assessments efficiently. It includes features such as an assessment type field with legacy and smart options, default templates, and automated data updates. To progress, all assessments must be completed, after which they become read-only and are ready for approval.

The system requires assessments to be completed, as cancellations are not supported. Defining the assessment scope is mandatory, and the system prevents creation of an assessment without the scope.

With the enhanced approval flow, completed assessments are reviewed and validated, after which the assessor can request approval, and the approver can then approve the assessment, completing the workflow. With Smart Assessment, the assessment can now be moved back to the **Pending Response** state, allowing the assessor to retake the assessment and resubmit it for approval.

Tasks and states that are associated with the assessment workflow

The process for the assessment workflow is as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The owner of the assessment selects one or more business services and submits the Importance and impact tolerance assessment in Operational Resilience Workspace. This action creates an **Assessment** tab in Operational Resilience Workspace that contains the questions from the pre-populated questionnaire template.
- The assessor of the assessment receives an email notification with a link to the assessment.
- The assessor selects the link for the assessment and responds to the questionnaire. Based on the assessor's responses to the questionnaire, an assessment of the importance rating and the tolerable duration for one or more of the business services is generated.
- After the assessment is completed, the owner reviews the responses and requests an approval for the Importance and impact tolerance assessment. The owner's responses may override the importance and impact tolerance rating of the assessment.
- The approver of the assessment verifies the responses to the questions and approves the assessment.
- The owner of the assessment then closes the assessment in Operational Resilience Workspace.

When you perform the assessment tasks, the assessment is updated through different states in Operational Resilience Workspace as described in the following table.

States and UI actions that are associated with the assessment

State	Associated UI actions	Description
Draft	Select **New** in the All assessments form.	When you select **New** in the All assessments form, a record is created in the **Draft** state by default. Navigate to the **Details** tab and add the assessment details. In the **Services** tab, associate one or more business services with the assessment.
Pending response	Select **Assess** in the assessment form.	When you select **Assess** to proceed with the assessment, the application populates the assessment questionnaire under the **Assessment** tab. The state of the assessment is then automatically updated to the **Pending response** state. The assessor receives an email notification with a link to the assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States and UI actions that are associated with the assessment (continued)

State	Associated UI actions	Description
		Note: To proceed with the assessment, you must associate at least one service with the assessment.
Assessment received	Select **Submit** in the assessment template and select **Save** in the assessment form to complete and save the assessment.	When the assessment is in the **Pending response** state, you can respond to the assessment questions that are given in the assessment template. To submit the responses, select **Submit**. To save the assessment, select **Save**. The state of the assessment is updated to **Assessment received**. An importance rating and the duration of the impact tolerance are automatically generated based on the questionnaire responses. The owner of the assessment requests an approval for the assessment. The approver of the assessment receives an email notification about the assessment.
Approved	Select **Request approval** in the assessment form.	The approver of the assessment verifies the responses to the questions and selects **Request approval**. The state of the assessment is automatically updated to **Approved**.
Closed	Select **Close** in the assessment form.	An assessment can be closed only when it is in the **Approved** state. To close the assessment, select **Close** in the assessment form. The state of the assessment is updated to **Closed**.

Note:
If you have the sn_oper_res.admin role, you can delete the assessment in any state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you have the sn_oper_res.admin role, you can set up the assessment ratings by updating the criticality and order of the assessment rating in the Important choices module. For more information on setting up the assessment rating, see Update the Important choices module.

For more information on the Operational Resilience roles, see Roles installed with Operational Resilience.

Create an Importance and impact tolerance assessment

Determine the importance and impact tolerance of a business service by conducting an assessment using either Smart Assessment or Legacy assessment. The assessment questionnaire helps you to measure the service's importance and its impact on customers based on their responses. By evaluating the feedback, you can effectively gauge the significance of your business service and understand its effects on your customers.

Before you begin

Role required: sn_oper_res.user, sn_oper_res.manager

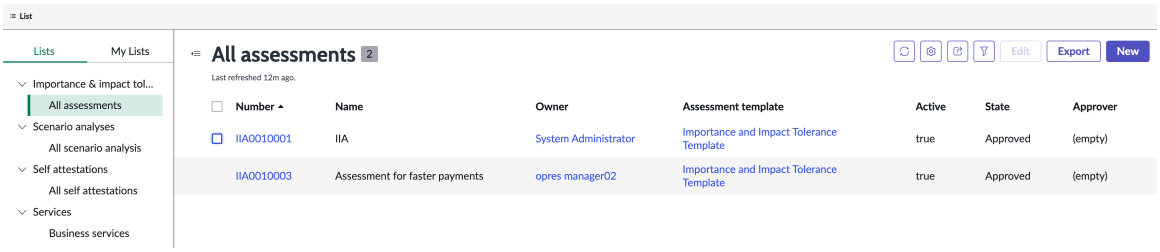
About this task

Operational Resilience Managers (sn_oper_res.manager) have the Smart Assessment reader role (sn_smart_asmt.assessment_reader). They have read-only access to the Smart Assessment template, enabling them to view but not create or edit it.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **List** > **Importance and impact tolerance assessment** > **All assessments**.
   The Importance and impact tolerance assessments (IIA) in the Operational Resilience application are displayed in the All assessments list view as shown in the following example.

   List view in the All assessments form

2. To create an assessment, select **New**.

   This action opens an assessment form where you can add the details about the assessment. The system auto-assigns a number for the Importance and impact tolerance assessment, such as IIA0010018.

3. In the **Name** and **Description** fields, provide a name and description for the assessment.
4. Select the type of assessment in the **Assessment type** field.
   You can select the following types of assessment in the **Assessment template** field:
   - Smart Assessment: You can add multiple smart assessment templates for the `Assessment type: Smart assessment` in the **Smart assessment templates** field.
   - Legacy Assessment: You can add a single assessment template for the `Assessment type: Legacy assessment` in the **Assessment template** field.

5. In the Assignees panel, select the owner, approver, and assessor for the assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
The approver must be a user other than the owner and assessor.

For a description of the field values on the Importance and impact tolerance assessment form, see Create New Importance and impact tolerance assessment form.

6. In the **Assessment due date** field under the Milestones panel, select the due date for the assessment.
7. To reassign the assessment to another assessor, update the **Assessor** field in the **Details** tab.

   This step reassigns all assessment cards to the updated assessor.

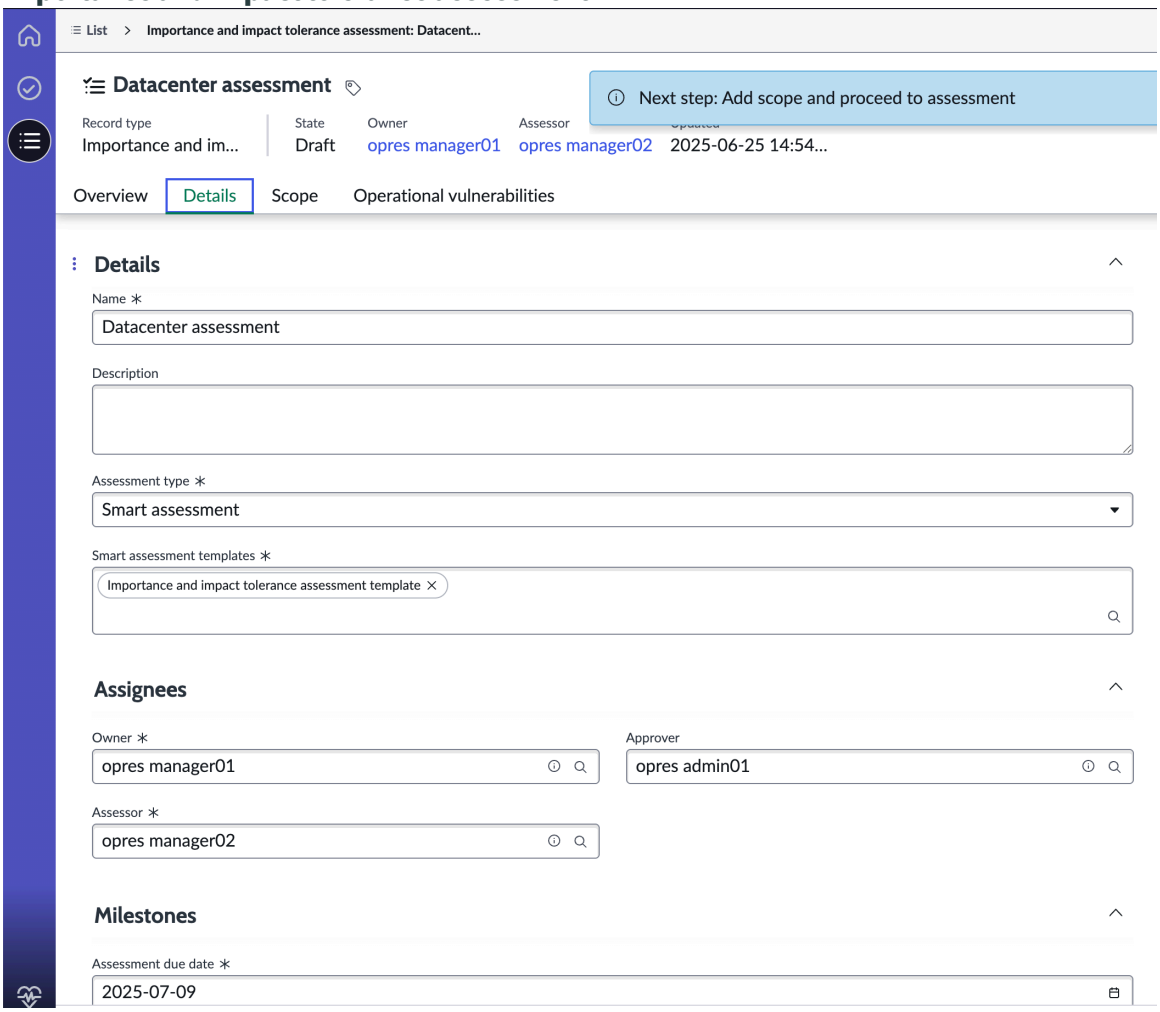
   Note:
   Only open assessments can be reassigned to another user; completed assessments remain assigned to the existing assessor. Reassignment is restricted to the assessment owner, requester, or approver. If the assessment is in the **Canceled** state, it does not get reassigned to the updated user.

8. To start a Sidebar discussion on the assessment, select **More actions** and select **Discuss**.
   a. Add the subject for the discussion and add participants that have access to the record.
   b. Include a brief message for the participants.
   c. Select **Start discussion**.
9. To delete the assessment, select **Delete**, confirm the deletion, and select **OK**.
10. To save the assessment, select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

An assessment is created in the **Draft** state. The details of the assessment are displayed in the assessment form as shown in the following example.

Importance and impact tolerance assessment



What to do next

Add scope for the assessment. For more information, see Define the scope and begin the assessment.

Create New Importance and impact tolerance assessment form

Use the Create New Importance and impact tolerance assessment form in Operational Resilience Workspace to create an assessment for the business service.

Create New Importance and impact tolerance assessment form

For description of the field values, see the following table.

Create New Importance and impact tolerance assessment form

Field	Description
Details	
Number	Auto-assigned number of the assessment.
Name	Unique name of the assessment, for example, Assessment for payment service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Importance and impact tolerance assessment form (continued)

Field	Description
Description	Detailed description of the assessment.
Assessment type	Type of the assessment. You can choose the **Smart assessment** or **Legacy assessment**.
Smart Assessment templates	Templates supported by the Smart Assessment Engine. You can choose either the **Importance assessment template**, **Impact tolerance assessment template**, **Importance and impact tolerance assessment template** or all of them based on your assessment requirement.
Assignees	
Owner	Owner of the assessment.
Approver	Approver of the assessment. **Note:** The approver must be a different user from the owner and assessor.
Assessor	Assessor of the assessment. An assessor can be the Operational Resilience user with the sn_oper_res.user role.
Milestones	
Assessment due date	Due date for the assessment in the yyyy-mm-dd format, for example, 2025-12-02.
Compose	Private work notes and comments about the assessment.
Activity	Auto-recorded log on the activities related to the assessment.

Define the scope and begin the assessment

Define the scope by adding a business service to the Importance and impact tolerance assessment. With this assessment, you can estimate the impact and possible disruptions that can affect your business services.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **List** > **Importance and impact tolerance assessment** > **All assessments** and select the assessment that you're working on.
   The **Details** tab displays the assessment details.
   The **Scope** tab is displayed for the assessment where you can add the services to be assessed.
2. In the **Scope** tab, select **Add**, choose the services for the assessment, and select **Add** again.
   A message is displayed that the services are successfully added to the list. The services are listed in the **Scope** tab.
3. To send the assessment and request a response from the assessor, select **Assess**.

   The state of the assessment is updated to **Pending response**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result

The state of the assessment is updated to **Pending response**. The assessor of the assessment receives an email notification with a link to the assessment in the Operational Resilience Workspace.

Note:
If there are no approvers, the state of the assessment automatically changes to the **Approved** state.

What to do next

The assessor logs into the instance or selects the assessment link received in the notification, responds to the assessment, and submits the results. For more information, see Submit the assessment.

Submit the assessment

Log in as an assessor of the Importance and impact tolerance assessment, respond to the questionnaire, and submit the assessment in Operational Resilience Workspace for an approval.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **List** > **Importance and impact tolerance assessment** > **All assessments** and open the assessment that you're working on.
2. Log in as the assessor of the assessment.
3. Add operational vulnerabilities relevant to the service from the **Operational vulnerabilities** tab.
4. On the **Assessment** tab, select the assessment and respond to the questions.
   As an assessor, you can respond to the questions.

   The assessment is created and visible in the **Assessment** tab, accessible only to the assessment owner and assessor. When the assessment owner attempts to access the assessment, a message indicates that it is assigned to another user. The owner can view it in read-only mode or edit it, which reassigns write access from the assessor to the owner.

5. To add a contributor to the assessment, select the Contributors icon on the contextual sidebar.
   The Contributors icon is displayed with the installation of the Smart Assessment Collaboration (sn_smart_collab) plugin.

   a. Select the **+ Add** button.

   b. On the **Add contributors** pop-up, add the names of the users in **Select users to add to this assessment** field.

      Note:
      By default, the Operational Resilience application filters users and displays only those with the sn_oper_res.user role or higher. The assessment owner can then select from these available users to add to the assessment.

   c. Select **Add contributors**.
      Contributors can view the assessment from the list view or from the Tasks page. They can respond to the assessment and save their changes, but they cannot submit it. Only primary owners of the assessment can submit them.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. To finish a pending assessment, select **All questions** or **Unanswered questions**.
   You can either view all questions or filter to see only the unanswered questions.
7. Respond to the questions, verify that you have answered all the questions, and save your responses.
8. To reassign the assessment, select **Reassign** from the **More options** menu.
   A confirmation message appears, warning that reassigning the assessment results in losing your current access to it. You can confirm and proceed to the next step. If the reassignment is done, the user has access to the Importance assessment.
   a. Select the desired user from the list in the modal and select **Reassign**.
   The assessment is reassigned to the selected user from the list.
9. To submit the assessment, select **Submit**.
   A confirmation message appears, stating that you have reviewed your answers and understand that submission is final and may prevent further changes.
10. Select the check box to confirm that you have reviewed the answers and select **Submit** again.
    A confirmation message is displayed, indicating that the update has been successfully processed and the assessment has been submitted.
11. Refresh the **Assessment** tab to confirm that the Importance assessment is complete and its status is Completed.

    After the assessment is submitted, its state changes to **Assessment received**. This triggers an automation flow, resulting in an update to the IIA value on the IIA page.

    The Importance and impact tolerance assessment now includes three additional fields: **Customer impact**, **Financial impact**, and **Transactional volume**, which are used to determine the overall impact tolerance values based on assessment results.

    Note:

    After the assessment is completed and it is in the **Assessment received** state, the owner has the option to override the calculated impact tolerance values if necessary.

    Once the assessment is completed and it is in the **Assessment received** state, the owner can override the calculated impact tolerance values if needed. Upon completion of all assessments, the IIA automatically transitions to the **Assessment received** state, and the importance values are updated in the **Scope** tab.

    Note:
    Unlike Legacy assessments, where retaking an assessment was not possible, the Smart Assessment method allows you to reopen and retake assessments. If an assessment is canceled or rejected, it reverts to the **Pending response** state, enabling users to retake it, unlike the Legacy system where it remained in the **Assessment received** state.

    Only the assessment's requester/owner and assigned assessor can reopen a completed assessment; contributors assigned to the assessment do not have this capability.

    Email notifications are sent at various stages, including IIA creation, scope updates, assessment assignments, reassessments, and when collaborators are added, to keep stakeholders informed throughout the process.

What to do next

The owner of the Importance and impact tolerance assessment (IIA) requests for an approval. For more information, see Request an approval for the assessment. If no approvers are specified, the record moves to the **Approved** state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request an approval for the assessment

Request an approval for the Importance and impact tolerance assessment in Operational Resilience Workspace. With an approval, you can make sure that an accurate rating is assigned to your business services.

Before you begin
Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **List** > **Importance and impact tolerance assessment** > **All assessments** and then to the assessment that you're working on.
   When an assessment is in the "Assessment Received" state, its owner can see the **Request approval** UI action on the form.
2. To request an approval for the assessment, select **Request approval**.

   The state of the assessment is updated to **Pending Approval**. The approver of the assessment receives an email notification to approve the assessment. A message displays that the approval is pending for the assessment.
3. Log into the instance and open the assessment as its owner and navigate to the **Approvals** tab.
4. To approve, reject, or cancel the assessment, double-click the State column.
5. To reject the assessment, update its state to **Rejected** and select **OK**.
6. To cancel the assessment, update its state to **Cancelled** and select **OK**.
7. To approve the assessment, update its state to **Approved** and select **OK**.
   The state of the assessment is updated to **Approved** in the State column of the **Approvals** tab and also in the **Overview** tab of the record. This completes the workflow of the Importance and impact tolerance assessment.

What to do next
Having an approved Importance and impact tolerance assessment completes the workflow. To close an inactive assessment, see Close the assessment. Note that closed assessments are considered inactive.

Close the assessment

Close the inactive Importance and impact tolerance assessment in the Operational Resilience Workspace.

Before you begin
Role required: sn_oper_res.manager

About this task
The owner of the assessment typically closes the inactive assessments.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **List** > **Importance and impact tolerance assessment** > **All assessments**.
2. As the owner, select the inactive assessment you wish to close from the list.
3. To close the assessment, select **Close**.

   The state of the assessment is updated to **Closed**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Conducting a scenario analysis

By performing a scenario analysis, you can determine the risks that might impact your business. You can analyze the impact of the scenarios and events on your business services. You can also track the actions and improvements from the scenario analysis in Operational Resilience Workspace.

Overview of a scenario analysis

Scenarios represent the business-specific risks that are used to test how events can impact your organization. By performing a scenario analysis, you can analyze the impact of the scenarios and their associated events on your business services. Each service has a few dependencies associated with it. The *Compute Operational Resilience Compliance* scheduled job runs in the background and populates the dependencies for the services. As an owner of the scenario analysis, you can request a plan approval.

When a plan approver approves the plan approval, it triggers a response task for the scenario analysis. Participants of the analysis work on the response tasks and add their observations on the analysis.

As an owner of the scenario analysis, you can verify the status of the services and calculate the possible disruptions. After the response tasks have been completed, you can request an analysis approval for your scenario analysis. When an analysis approver approves the scenario analysis, you can close it and monitor its status in Operational Resilience Workspace.

Tasks to set up a scenario analysis

If you've got the sn_oper_res.manager role, you can set up a scenario analysis as follows:

1. Create a scenario that helps you to determine the risks that are applicable to your business.
2. Assign an owner, a plan approver, and an analysis approver to the scenario analysis in the scenario analysis form.
3. Add the scope and dependencies that are applicable to your scenario.
4. Associate one or more scenario events with the scenario analysis. Add the participants, services, dependencies, and issues that are specific to a scenario event. When a scenario event is associated with a participant, a response task is automatically generated on the **Responses** tab and it's assigned to the participants.
5. Send the scenario analysis to the plan approver of the scenario analysis and request for a plan approval.
6. Collect the observations, gaps, and recommendations from the participants about the scenario analysis event. The participants of a scenario event are the users with at least the sn_oper_res.user roles from the associated business functions, such as Finance or HR departments.
7. Compare the impact tolerance with the disruption duration to determine if any service was breached.
8. Close the open response tasks and open scenario events that are associated with your scenario analysis.
9. Send the scenario analysis to the analysis approver for a review and request an approval for the scenario analysis.
10. Close the scenario analysis and monitor its status in Operational Resilience Workspace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States and UI actions that are associated with a scenario analysis

The states and UI actions that are associated with a scenario analysis are described in the following table.

States and UI actions that are associated with a scenario analysis

State	UI action	Description
Draft	In the All scenario analysis form, select **New**.	More details about the UI actions for this state: • In the All scenario analysis form, select **New**, add information in the **Details** tab, and select **Save**. A record is automatically created in the **Draft** state. • On the **Scope** tab, select **Add** to add a service from the list of the available services. **Note:** The services are fetched from the Services (OR) entity type in the Operational Resilience application. • Some services in the Operational Resilience application are associated with specific dependencies, for example, Acer or Adtran. To select a service that is associated with a dependency, select **Add dependency related scope**. • On the **Dependencies** tab, select **Add** to associate a dependency with the scenario analysis as shown in the following example. Some dependencies are associated with specific services. You can add a dependency that is related to a specific service by selecting **Add scope related dependency**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States and UI actions that are associated with a scenario analysis (continued)

State	UI action	Description
		• To save the selections, select **Save**. • In the scenario analysis form, select **Request plan approval** to request a plan approval from the plan approver of the scenario analysis. **Note:** You must associate at least one service to begin the scenario analysis.
Pending plan approval	Navigate to the **Approvals** tab, update the state from **Requested** to **Approved,** and then in scenario analysis form, select **Save**.	More details about the UI actions for this state: • As the plan approver of the analysis, you must review the scope of the analysis in the **Pending plan approval** state. You can check the setup of the associated services, participants, scenario events, and issues. • To approve the plan for the analysis, navigate to the **Approvals** tab, update the state from **Requested** to **Approved**, and then in the scenario analysis form, select **Save**. • When you approve the plan for the scenario analysis and save it, the state of the scenario analysis is updated to **Analyze**. • If you reject the plan, the state of the scenario analysis is reset to **Draft**.
Analyze	On the **Scenario events** tab, add a scenario event to the analysis by selecting **Add**. On the **Participants** tab, add a	More details about the UI actions for this state: • In this state, the participants of the scenario analysis can add their work notes

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States and UI actions that are associated with a scenario analysis (continued)

State	UI action	Description
	participant to the analysis by selecting **Add**. On the **Scenario events** tab, update the state to **Closed** to close the scenario event. Select **Request analysis approval**.	in the scenario analysis form and work on events that are based on their responsibility. **Note:** You must add at least one service, one participant, and one scenario event before proceeding with the scenario analysis. • On the **Scenario events** tab, select **Add** to associate one or more scenario events with the analysis. • On the **Participants** tab, select **Add** to associate one or more participants with the analysis. When a scenario event is created, a response task is automatically created and assigned to the participant. You can collect the feedback from the participants and review their observations, gaps, and recommendations for each associated event on the form. • Navigate to the **Responses** tab and close the response tasks that are associated with a scenario event. • Update the state of the scenario event from **Draft** to **Completed** and close the open scenario event. Select **Save**. • Based on the observations and recommendations, the details of the scenario analysis are auto-filled in

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States and UI actions that are associated with a scenario analysis (continued)

State	UI action	Description
		this state in the scenario analysis form. To request an approval from the analysis approver, in the analysis form, select **Request analysis approval**. The state of the scenario analysis is then updated to **Pending analysis approval**.
Pending analysis approval	Navigate to the **Approvals** tab and update the state from **Requested** to **Approved**.	If you're the analysis approver, you can review the analysis scope in this state. Check the progress on the analysis for the selected business service. You can then approve or reject the analysis.
Approved	In the analysis form, select **Save**.	When you approve the scenario analysis, the state of the scenario analysis is updated to **Approved**. If you reject the scenario analysis, the state of the scenario analysis is reset to **Analyze**. When the state of the scenario analysis is in the **Approved** state, you can close the scenario analysis.
Closed	In the analysis form, select **Close**.	As an owner of the scenario analysis, you can close the scenario analysis. The state is updated to **Closed**.

Fetching the service entities from the Services (OR) entity type

The Operational Resilience application fetches the service entities from the Services (OR) entity type as shown in the following example.

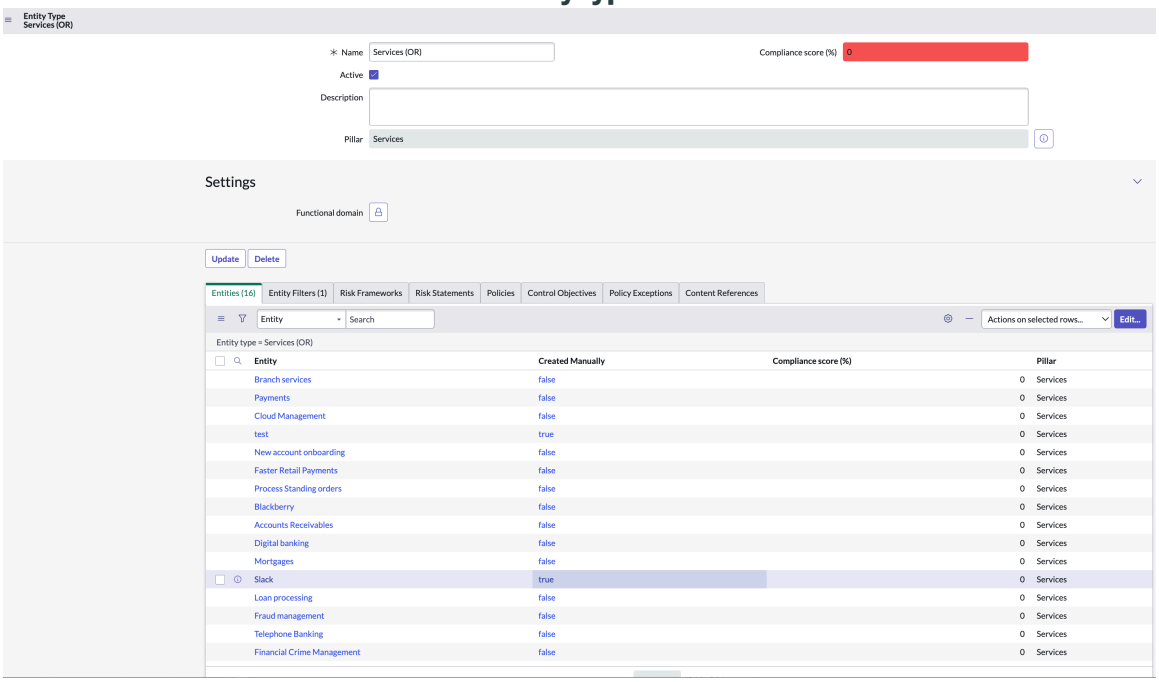
Services OR entity type



Users with the sn_oper_res.admin role can view the Entity Types module and its related lists in the Operational Resilience application UI as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Service entities under the Services OR entity type

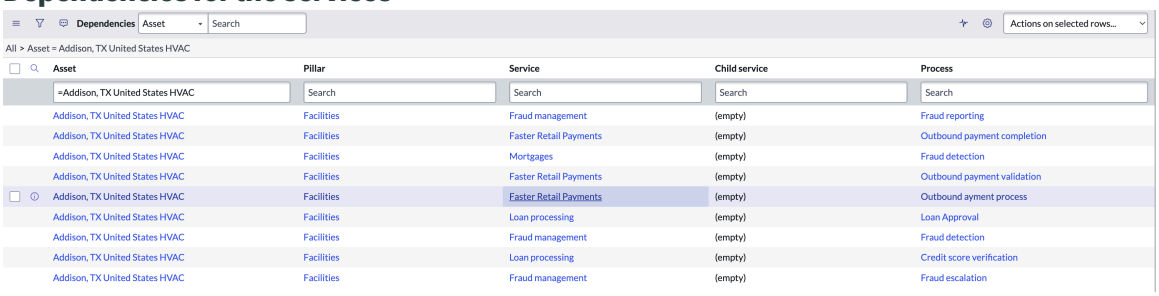


Note:
You can only select the entities that belong to the Facilities, People, Suppliers, and Technology pillars. The Services and Processes pillars are filtered out from the list of the pillars for the entities.

Dependencies for the services

Each service has a few dependencies associated with it. The *Compute Operational Resilience Compliance* scheduled job runs in the background and populates the dependencies for the services. The following example shows that the Addison, TX United States HVAC entity is listed as a dependency for supporting the Faster Retail Payments service.

Dependencies for the services



You can only select the dependencies that belong to the Facilities, People, Suppliers, and Technology pillars. The Services and Processes pillars are filtered out from the list of the pillars for the dependencies.

Response tasks

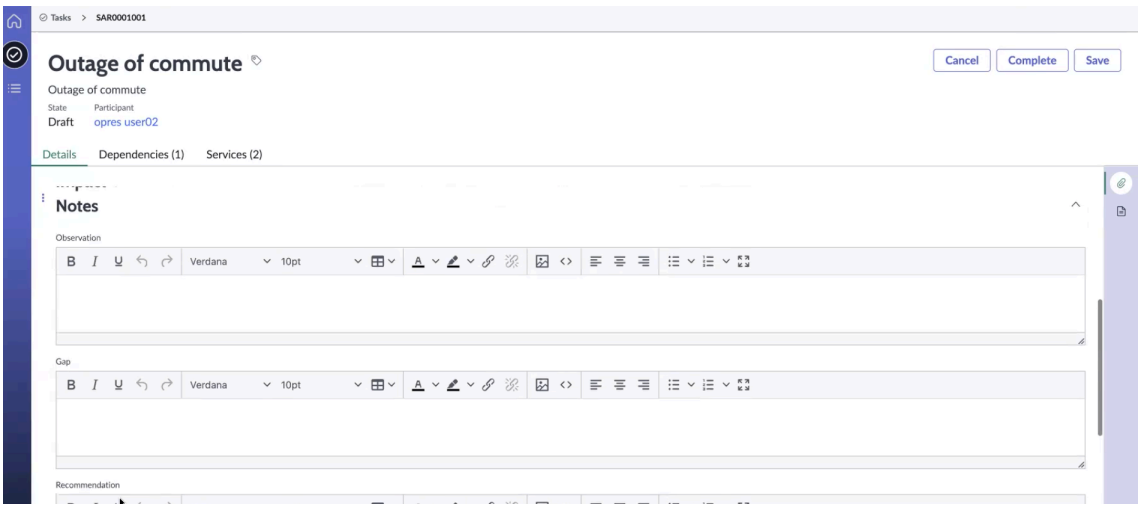
As a scenario analysis owner, when you create a scenario event and add a participant to it, a response task is automatically created for the participant. When a participant is assigned to a scenario event, a response task is created. An email notification is automatically sent to the participant.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

On the **Responses** tab, the details of the response task such as the response task number, name of the assigned participant, and state of the response task are displayed.

The owner of the scenario event can add a service and a dependency to the response task. The assignee of the response task can complete the response task, add their notes about the scenario event, and update the impact duration of the scenario event as shown in the following example.

Notes about the scenario event



Known issue for upgrading from Release 15.x.x to Release 16.x.x

While upgrading from Release 15.x.x to Release 16.x.x, if you have a scenario analysis in the **Analyze** state and a participant is already added to the scenario analysis, a response task is not created automatically. This is a known issue.

As a workaround for this issue, the Operational Resilience manager must remove the participants from the scenario analysis and add them to the same scenario analysis. The Operational Resilience application then automatically creates a response task for the scenario analysis.

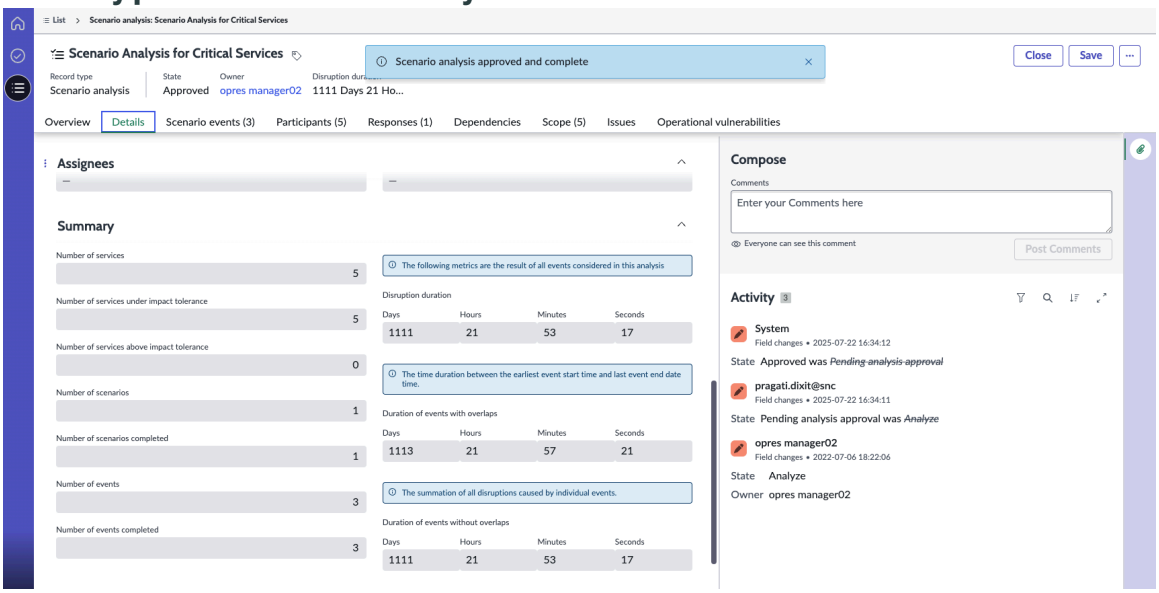
Note:
You can also choose to proceed with the scenario analysis without a response task.

Summary of the services, scenarios, disruptions, and events

You can view information on the services, scenarios, disruptions, and events in the Summary panel as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Summary panel of the scenario analysis form



The Summary panel provides information about the business services, associated scenarios, disruptions, and events. For a description of the field values, see the following table.

Summary of the services, scenarios, disruptions, and events

Field	Description
Number of services	Number of services that are associated with the scenario analysis.
Number of services under impact tolerance	Number of services that are associated with the scenario analysis and that are under the impact tolerance.
Number of services above impact tolerance	Number of services that are associated with the scenario analysis and that are above the impact tolerance.
Number of scenarios	Number of scenarios that are associated with the analysis.
Number of scenarios completed	Number of completed scenarios that are associated with the analysis.
Number of events	Number of events that are associated with the analysis.
Number of events completed	Number of completed events that are associated with the analysis.
Disruption duration	Time duration between the end time of the last event and the start time of the first event. It is displayed in the number of days.
Duration of events with overlaps	Summary of all event durations including the overlapping events and pauses. It is displayed in the number of days and minutes.
Duration of events without overlaps	Summary of all event durations without the overlapping events and pauses. It is displayed in the number of days and minutes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a scenario analysis

Create a scenario analysis for the business service in Operational Resilience Workspace. You can analyze the impact of the scenarios and associated events. You can then calculate the disruptions and determine if any of your services are breached.

Before you begin

Role required: sn_oper_res.manager

About this task

If you have the sn_oper_res.manager role, you can create a scenario analysis. Only the owner of the scenario analysis and the user with the sn_oper_res.admin role can edit the analysis. After you review the analysis, you can request an approval. When the analysis is in the **Approved** state , you can close it.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace**, select the list icon) and then navigate to **All scenario analysis**.
2. To create a scenario analysis, select **New**.
   The Create New Scenario analysis form is displayed.
3. In the Scenario analysis panel, enter the name, description, and goal for the scenario analysis.
   The number for the scenario analysis is auto-filled by the system.
4. In the **Analysis start date** field in the Milestones panel, enter the start date for the analysis in the *YYYY-MM-DD HH:mm:ss* format.
   Participants receive a notification link to access the record in the Operational Resilience Workspace and start their analysis on the Analysis start date.
5. In the **Plan approver** field in the Assignees panel, select the plan approver for the analysis.
6. In the **Analysis approver** field, select the owner, plan approver, and analysis approver for the analysis.

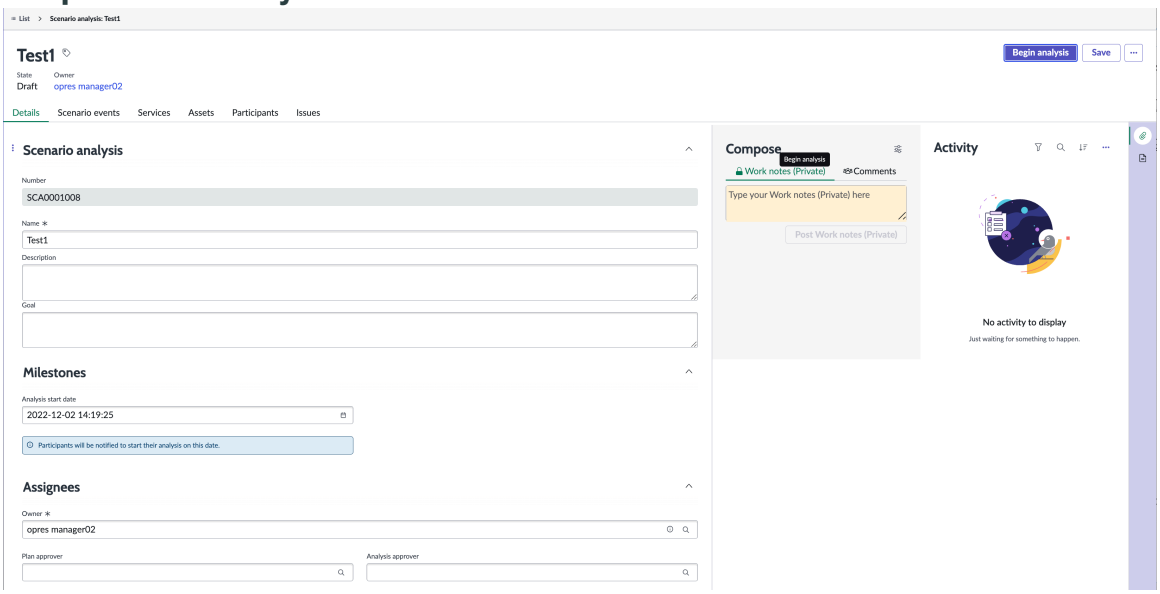
   The logged-in user is automatically assigned as the owner of the analysis.

   For the descriptions of the field values on the User New record form, see Create New Scenario analysis form.

   A sample scenario analysis form is shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sample scenario analysis form



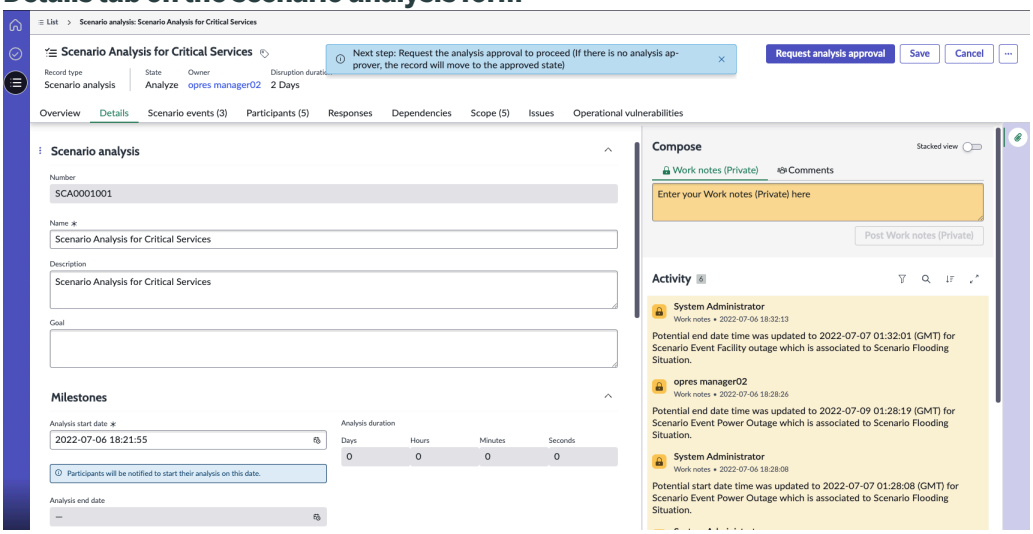
7. To start a Sidebar discussion on the scenario analysis, select **More actions** and select **Discuss**.
   a. Add the subject for the discussion and add participants that have access to the record.
   b. Include a brief message for the participants.
   c. Select **Start discussion**.
8. To delete the scenario analysis, select **Delete**, confirm the deletion, and select **OK**.
9. To save the scenario analysis, select **Save**.

Result

The scenario analysis is saved and its state is updated to **Draft**.

The following example shows that on the **Details** tab, you can see the details about the scenario analysis, its important dates, and assignees.

Details tab on the scenario analysis form



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

Add the scenario events, scope, assets, and participants to the analysis. You must associate at least one scope to begin the analysis. For more information on adding a scope and dependencies, see Associate a scope and define the dependencies.

Create New Scenario analysis form

Use the Create New Scenario analysis form in Operational Resilience Workspace to add the details about the scenario analysis, milestones, assignees, and so on.

Create New Scenario analysis form

For a description of the field values, see the following table.

Create New Scenario analysis form

Field	Description
Scenario analysis panel	
Number	Number of the scenario analysis. When you create a scenario analysis, the application creates a scenario analysis and assigns it with a unique identification number. This field is auto-filled.
Name	Name of the scenario analysis.
Description	Description for the scenario analysis.
Goal	Specific goal that you want to achieve by performing the scenario analysis. For example, your goal might be to analyze the critical services for your business.
Milestones panel	
Analysis start date	Date to start the scenario analysis. The owner of the analysis fills in the Analysis start date. A notification is sent to the participants to start their analysis on this date.
Assignees panel	
Owner	Owner of the scenario analysis.
Plan approver	Approver of the scenario analysis plan.
Analysis approver	Approver of the scenario analysis.
Compose panel	
Work notes	Work notes for the activities that are related to the record.
Additional comments (Customer visible)	More comments that can be shared with the customer.
Activity panel	
Activity section	List of activities with the dates and times that are related to the scenario analysis.
Tabs associated with the scenario analysis	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Scenario analysis form (continued)

Field	Description
Scenario Events	**Note:** You must add at least one service, one scenario event, and one participant before proceeding with the scenario analysis. Scenario events that an analysis owner can associate with the analysis. As an owner, select **Add** to associate a scenario event with the analysis. When you add a scenario event to the analysis, the following details about the event are displayed on the form: • Name. For example, Facility outage. • Event group. For example, Infrastructure Events. • Scenario. For example, Flooding Situation. • Pillars. For example, Facilities, People, Suppliers, or Technology. • Potential start date time. For example, the date and time when a user starts working on the event. • Potential end date time. For example, the date and time when a user finishes working on the event. • Duration. For example, the calculated duration of the event. • Observations. For example, the observations about the scenario event. • Gaps. For example, the gaps or missing information about the scenario event. • Recommendations. For example, the recommendations about the scenario event. • Status of the scenario event.
Services	Services that an analysis owner can associate with the analysis. As an owner, select **Add** to associate a service with the analysis. When you associate a service with the analysis, the following details about the service are displayed on the form: • Name • Owned by • Importance • Impact tolerance • Disruption duration • Breach status • Deviation (%)
Participants	Participants that an analysis owner can add to the analysis. To add a new participant, you can select **New** on the form. When you add a participant to the analysis, the following details about the participant are displayed on the form:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Scenario analysis form (continued)

Field	Description
	• Name • Role • Instruction
Dependencies	Assets that are added to a scenario analysis. When you add an asset to the analysis, the following details about the asset are displayed on the form: • Name of the asset • Associated analysis scenario event
Responses	Response task that is associated with the scenario event. The following details are displayed on the Responses form: • Number • Participant • State • Short description • Observation • Gap • Recommendation
Issues	Issues that are associated with the scenario analysis. The following details are displayed on the Issues form: • Issue • Number • State • Priority • Assigned to • Issue manager • Scenario event
Summary	
Number of services	Number of services that are associated with the scenario analysis.
Actual start date	Actual start date of the scenario analysis.
Actual end date	Actual end date of the scenario analysis. This field is auto-filled.
Actual duration	Actual duration of the scenario analysis. This field is auto-filled.
Number of services under impact tolerance	Number of services that are associated with the scenario analysis that are under the impact tolerance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Scenario analysis form (continued)

Field	Description
Number of services above impact tolerance	Number of services that are associated with the scenario analysis that are above the impact tolerance.
Number of scenarios	Number of scenarios that are associated with the analysis.
Number of scenarios completed	Number of completed scenarios that are associated with the analysis.
Number of events	Number of events that are associated with the analysis.
Number of events completed	Number of completed events that are associated with the analysis.
Disruption duration	Time duration between the end time of the last event and the start time of the first event.
Duration of events with overlaps	Summation of all event durations including the overlapping events and pauses.
Duration of events without overlaps	Summation of all event durations without the overlapping events and pauses.
Approvers	Approvers that are associated with the scenario analysis.

Associate a scope and define the dependencies

Associate a scope by adding services and define the dependencies with the scenario analysis by adding services. You can then begin to analyze the impact of the scenarios and events in Operational Resilience Workspace.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All scenario analysis** and open the scenario analysis that you're working on.
2. On the **Scope** tab, select **Add**.
   A list of all available services that are fetched from the Services (OR) entity type is displayed.

   a. Select one or more services from the list and select **Add**.

   The selected service is successfully added as the scope of the analysis.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

b. To add the scope related to a dependency, select **Add dependency related scope**, select the dependency, and select **Add** again.

> **Note:**
> In the Operational Resilience application, some of the services use specific dependencies. You can add the services that are related to a dependency. You must add one or more dependencies on the **Dependencies** tab, as explained in the previous step, before you can add one or more dependency related services to the analysis.

3. To add a dependency to the scenario analysis, select **Add** in the **Dependencies** tab.

a. Select one or more dependencies from the list and select **Add**.
The dependencies are displayed on the **Dependencies** tab.

b. To add the scope related to a dependency, select **Add scope related dependency**, select the dependency, and select **Add** again.

4. Select **Save**.

Request the plan approval

Request the plan approval from the analysis approver. You can then proceed with the scenario analysis in Operational Resilience Workspace.

Before you begin
Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All scenario analysis** and select the scenario analysis that you're working on.
2. Select **Request plan approval**.
   As the plan approver, you can log into the scenario analysis and complete the process.

   The state of the scenario analysis is updated to **Pending plan approval**. The state and the owner of the scenario analysis are displayed in the header of the scenario analysis form.
3. To approve, reject, or cancel the scenario analysis, double-click the State column.
4. To reject the scenario analysis, update its state to **Rejected** and select **OK**.
5. To cancel the scenario analysis, update its state to **Canceled** and select **OK**.
6. To approve the scenario analysis in the **Pending plan approval** state, update its state to **Approved** and select **OK**.
   The state of the scenario analysis record is updated to **Analyze**.

What to do next
As the next step, request analysis approval. For more information, see Submit the scenario analysis and receive an approval.

Approve the plan for the scenario analysis

Approve the plan for the scenario analysis in Operational Resilience Workspace if you're the plan approver. You can track the actions for the scenario analysis by checking your email notifications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

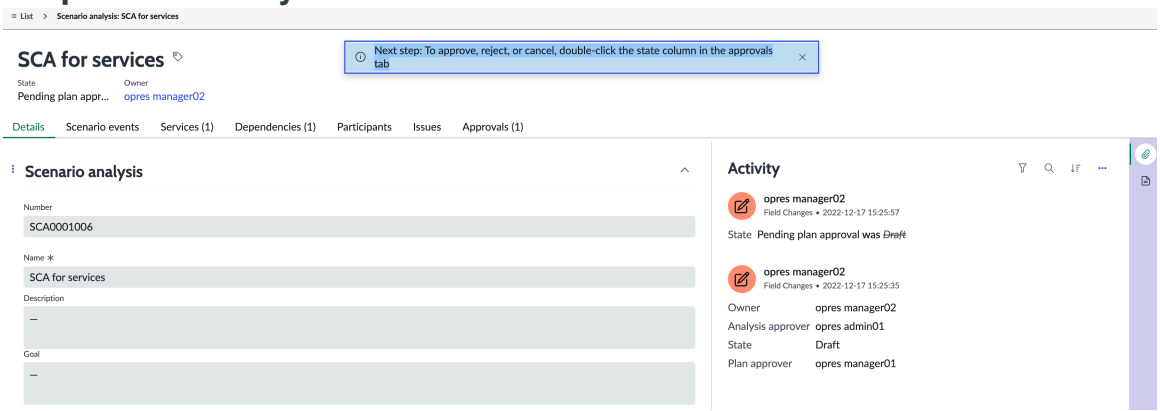
Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **All** > **Operational Resilience Workspace** > **All scenario analysis** and select the scenario analysis that you're working on.
2. Log in as the plan approver of the scenario analysis and navigate to the **Approvals** tab.
   A sample scenario analysis form is shown in the following example.

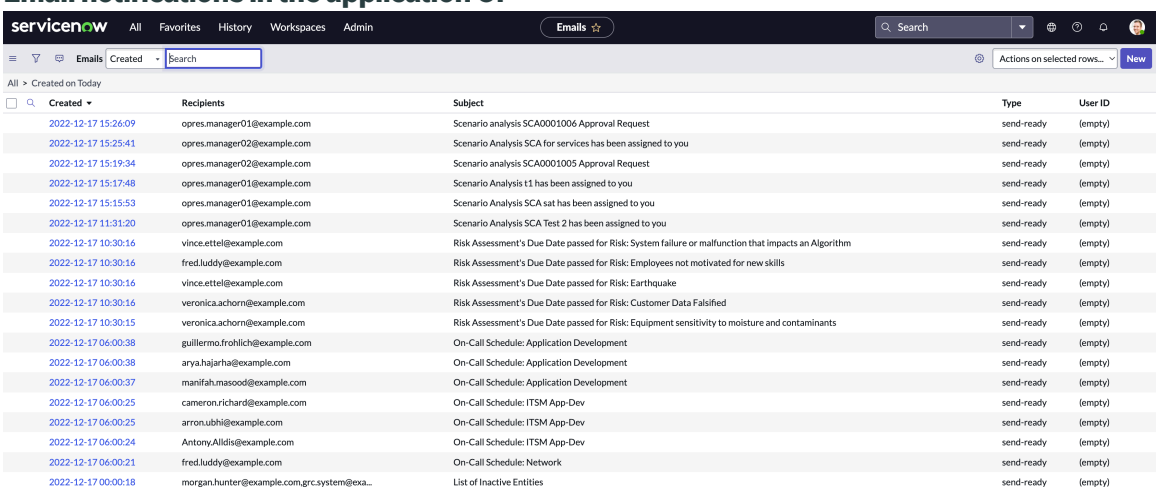
Sample scenario analysis form



3. Check your emails for notifications.

   a. Log in as an administrator and navigate to **All > Emails** in the application UI.
   During the execution of a scenario analysis, the email notifications are automatically sent to the owner, approver, and participants. You can view the email notifications as displayed in the following example.

Email notifications in the application UI



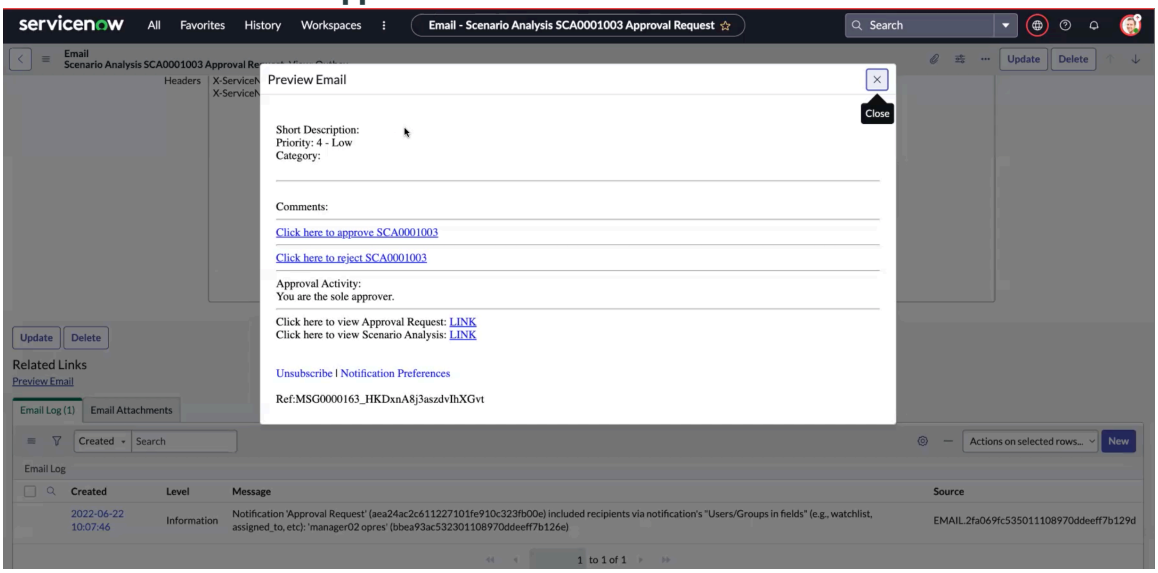
Created	Recipients	Subject	Type	User ID
2022-12-17 15:26:09	opres.manager01@example.com	Scenario analysis SCA0001006 Approval Request	send-ready	(empty)
2022-12-17 15:25:41	opres.manager02@example.com	Scenario Analysis SCA for services has been assigned to you	send-ready	(empty)
2022-12-17 15:19:34	opres.manager02@example.com	Scenario analysis SCA0001005 Approval Request	send-ready	(empty)
2022-12-17 15:17:48	opres.manager01@example.com	Scenario Analysis t1 has been assigned to you	send-ready	(empty)
2022-12-17 15:15:53	opres.manager01@example.com	Scenario Analysis SCA sat has been assigned to you	send-ready	(empty)
2022-12-17 11:31:20	opres.manager01@example.com	Scenario Analysis SCA Test 2 has been assigned to you	send-ready	(empty)
2022-12-17 10:30:16	vince.ettel@example.com	Risk Assessment's Due Date passed for Risk: System failure or malfunction that impacts an Algorithm	send-ready	(empty)
2022-12-17 10:30:16	fred.luddy@example.com	Risk Assessment's Due Date passed for Risk: Employees not motivated for new skills	send-ready	(empty)
2022-12-17 10:30:16	vince.ettel@example.com	Risk Assessment's Due Date passed for Risk: Earthquake	send-ready	(empty)
2022-12-17 10:30:16	veronica.achorn@example.com	Risk Assessment's Due Date passed for Risk: Customer Data Falsified	send-ready	(empty)
2022-12-17 10:30:15	veronica.achorn@example.com	Risk Assessment's Due Date passed for Risk: Equipment sensitivity to moisture and contaminants	send-ready	(empty)
2022-12-17 06:00:38	guillermo.frohlich@example.com	On-Call Schedule: Application Development	send-ready	(empty)
2022-12-17 06:00:38	arya.hajarha@example.com	On-Call Schedule: Application Development	send-ready	(empty)
2022-12-17 06:00:37	manifah.masood@example.com	On-Call Schedule: Application Development	send-ready	(empty)
2022-12-17 06:00:25	cameron.richard@example.com	On-Call Schedule: ITSM App-Dev	send-ready	(empty)
2022-12-17 06:00:25	arron.ubhi@example.com	On-Call Schedule: ITSM App-Dev	send-ready	(empty)
2022-12-17 06:00:24	Antony.Alldis@example.com	On-Call Schedule: ITSM App-Dev	send-ready	(empty)
2022-12-17 06:00:21	fred.luddy@example.com	On-Call Schedule: Network	send-ready	(empty)
2022-12-17 00:00:18	morgan.hunter@example.com,grc.system@exa...	List of Inactive Entities	send-ready	(empty)

   b. Select the email record from the list.

   c. In the email record, select **Preview Email**.
   The Preview Email is displayed as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Email notifications in the application UI

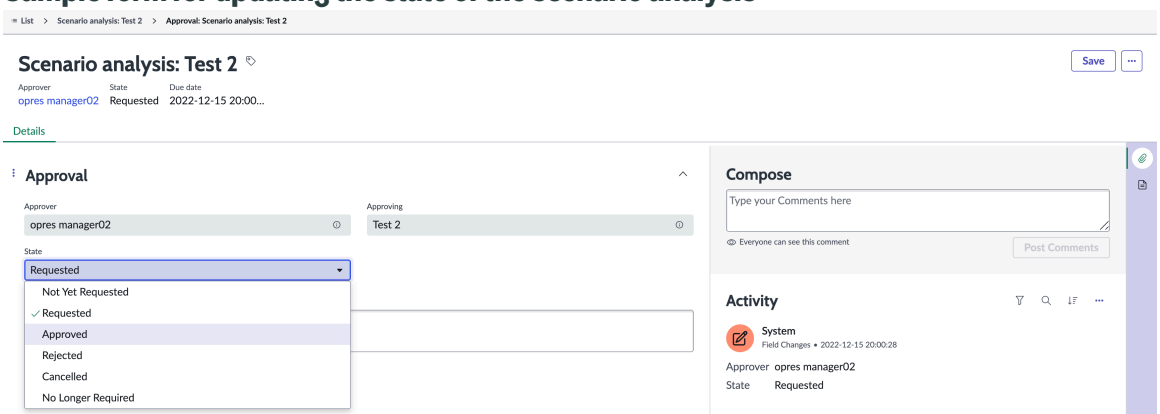


d. In the email, select **Approve**.

You can approve or reject the scenario analysis from the **Comments** section or you can view the **Approval Request** links as shown in the example. The approved analysis is updated to the **Analyze** state. The rejected scenario analysis is reset to the **Draft** state.

4. To approve, reject, or cancel the scenario analysis, double-click the state column on the **Approval** tab.
A sample form for updating the state of the scenario analysis is shown in the following example.

Sample form for updating the state of the scenario analysis



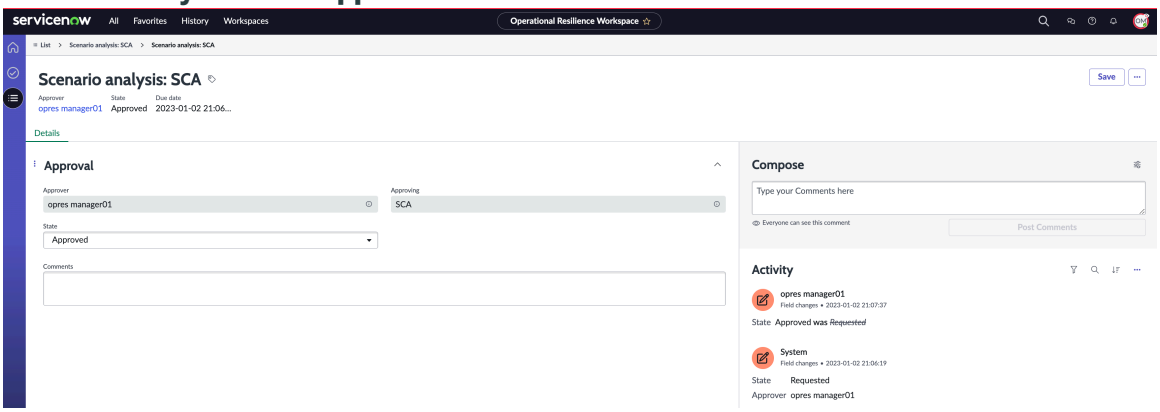
5. Update the state from **Requested** to **Approved**.

6. In the scenario analysis form, select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

As a plan approver, you've approved the scenario analysis as shown in the following example.

Scenario analysis that is approved



Adding a scenario event to the analysis

You can add a scenario event to the scenario analysis and analyze its impact on your business service. If you are the scenario analysis owner, you can add the stakeholders and reviewers to the scenario analysis in Operational Resilience Workspace. You can then collate the observations of all participants and use their inputs to analyze the scenario.

Workflows for adding a scenario event

You can add a scenario event to the scenario analysis by completing one of the following workflows:

- You can add a scenario event to the scenario analysis first and then add the participants, dependencies, services, issues, and so on. For more information on this workflow, see Add a scenario event.
- You can also add a participant to the scenario analysis first and then add the scenario event, services, issues, and so on. For more information on this workflow, see Add a participant and monitor the responses.

Add a scenario event

Add a scenario event to the scenario analysis and analyze its impact on the business service. By adding the participants, dependencies, services, issues to the scenario analysis in Operational Resilience Workspace, you can determine the impact of the scenario event on the business service.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All scenario analysis** and select the scenario analysis that you own.
2. On the **Scenario events** tab, select **Add**, select an event from the list, and select **Add** again.

   a. Select **Add**.

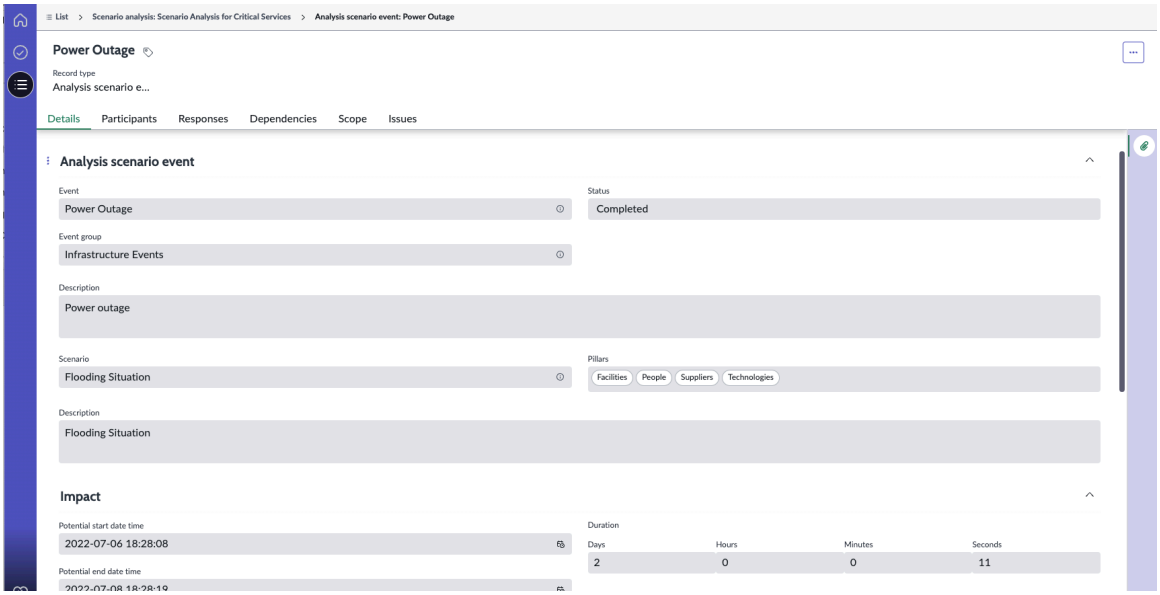
   b. In the Scenario events form, select an event from the list and select **Add**.

   For the descriptions of the field values on the Scenario event form, see Scenario event form.

   In the **Scenario events** tab, the selected scenario event is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Open the scenario event from the list.
   The scenario event form is displayed as shown in the following example.



4. Navigate to the **Participants** tab in the scenario event form and then either add a participant from an available list or add a new participant.

   a. Select **New**.
      The Create New Participant form is displayed.

      The name of the scenario analysis is auto-filled by default.

   b. In the **Role** field, select a role for the participant.
      The following options are available for the role: HR, Legal, Finance, Technology, People, Data, Security, Supplier Tier1, Supplier Tier2.

   c. In the **Participant** field, select a participant from the list in the Participant form.
      When you select a participant, the role is auto-filled in the Role field.

   d. In the **Instruction** field, add instructions for the participant.

   e. Select **Save**.

      When you create a scenario event and add a participant to it, a response task is automatically created for the participant. An email notification is automatically sent to the participant.

5. On the **Responses** tab, select the response task and on the form, fill in the fields.

   a. Complete the open response task and select **Complete**.
      The response task is completed and the state of the response task is updated to **Closed Complete**.

   On the **Responses** tab, the details of the response task such as the response task number, name of the assigned participant, and state of the response task are displayed. For the descriptions of the field values on the scenario analysis response task form, see Scenario analysis response task form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. On the **Dependencies** tab, select **Add** to add a dependency or select **Add scope related dependency** for the scenario event.
7. On the **Scope** tab, select **Add** to add the scope or select **Add dependency related scope** for the scenario event.
8. On the **Issues** tab, select the issues that are associated with the event.
9. Log in as an owner of the scenario analysis, navigate to the open scenario event, and update its state from **Draft** to **Completed**.
10. Update the **Potential start date time** and **Potential start date time**.
    The scenario event form is displayed.

Result

The state of the scenario analysis is updated to **Analyze**.

Scenario event form

Use the Scenario event form in Operational Resilience Workspace to associate a scenario event with your scenario analysis.

Scenario event form

For a description of the field values, see the following table.

Scenario event form

Field	Description
Details tab	
Analysis scenario event panel	
Event Name	Unique name for the event. This field is auto-filled.
Event group	Unique name for the event group. This field is auto-filled.
Status	Status of the event. Available options are: • Draft • Completed
Description	Description of the event. This field is auto-filled.
Scenario	Scenario associated with the event. This field is auto-filled.
Pillars	Pillars associated with the event. This field is auto-filled.
Description	Description of the event. This field is auto-filled.
Impact panel	
Potential start date time	Potential start date and time for the event. This field is auto-filled.
Potential end date time	Potential end date and time for the event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scenario event form (continued)

Field	Description
Duration	Duration of the event. This field is auto-filled.
Notes	
Observations	Observations added for the event by the participant.
Gaps	Gaps added for the event by the participant.
Recommendations	Recommendations added for the event by the participant.
Participants tab	
Scenario analysis	Scenario analysis that is associated with the scenario event. This field is auto-filled.
Role	Role of the participant. Available options are: • HR • Legal • Finance • Technology • People • Data • Security • Supplier Tier1 • Supplier Tier2 • Supplier Tier3
Participant	Participant of the scenario analysis such as Operational Resilience administrator or manager.
Instruction	Text box for adding the instructions for the participants of the scenario event.
Responses	Details about the response task such as its number, participant, impact duration, state, and so on.
Dependencies	Dependencies (assets) that are associated with the scenario event.
Scope	Services that are associated with the scenario event.
Issues	Issues that are associated with the scenario event.

Scenario analysis response task form

Use the Scenario analysis response task form in Operational Resilience Workspace to add the details about the response task that is associated with a scenario event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scenario analysis response task form

For a description of the field values, see the following table.

Scenario analysis response task form

Field	Description
Scenario Analysis Response panel	
Number	Number of the scenario analysis response task such as SAR0001006. This field is auto-filled.
Role	Role of the assignee of the response task.
Instruction	Instruction for the assignee of the response task.
Impact panel	
Impact duration	Impact duration of the scenario event in Days, Hours, Minutes, and Seconds.
Notes panel	
Observations	Observations about the scenario event that are added by the assignee of the response task.
Gaps	Gaps or inconsistencies about the scenario event that are added by the assignee of the response task.
Recommendations	Recommendations about the scenario event that are added by the assignee of the response task.
Scenario analysis panel	
Scenario analysis	Name of the scenario analysis.
Pillar	Pillars that are associated with the scenario analysis.
Description	Description of the scenario analysis.
Goal	Goal for performing the scenario analysis.

Add a participant and monitor the responses

Add a participant to the scenario analysis first and then add the scenario event, services, issues, and so on. If you are the scenario analysis owner, you can add the stakeholders and reviewers to the scenario analysis in Operational Resilience Workspace. You can then collate the observations of all participants and monitor their responses to analyze the scenario.

Before you begin

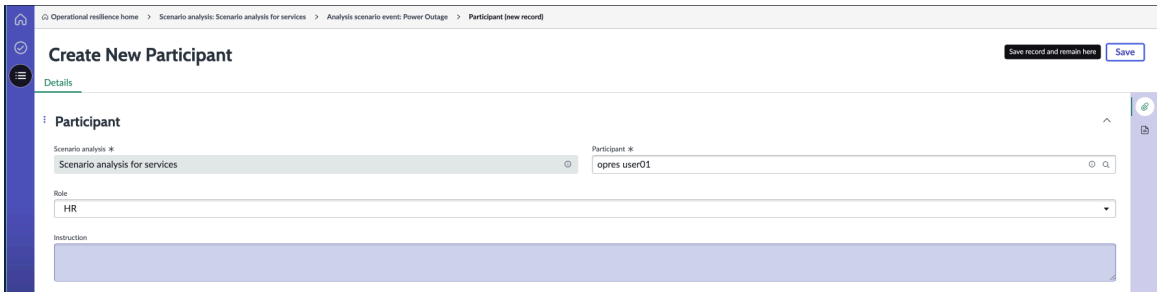
Role required: sn_oper_res.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All scenario analysis** and select the scenario analysis that you own.
2. Navigate to the **Participants** tab in the scenario event form and then either add a participant from an available list or add a new participant.

   a. Select **New**.
   The Create New Participant form is displayed as shown in the following example.



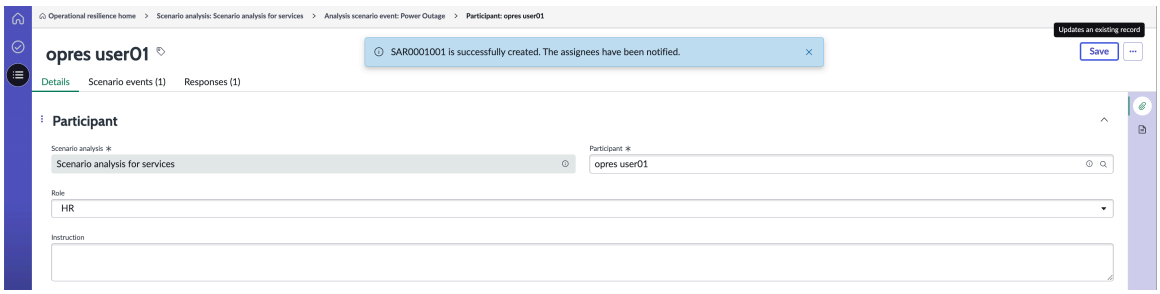
   The name of the scenario analysis is auto-filled by default.

   b. In the **Participant** field, select a participant from the list in the Participant form.
   When you select a participant, the role is auto-filled in the Role field.

   c. In the **Instruction** field, add instructions for the participant.

   d. Select **Save**.

   You can view the tabs on the Participant form as shown in the following example.



   When you create a scenario event and add a participant to it, a response task is automatically created for the participant. The following example shows that when a participant is assigned to a scenario event, a response task is created.

   An email notification is automatically sent to the participant.

   On the **Responses** tab of scenario analysis responses, the details of the response task such as the response task number, name of the assigned participant, and state of the response task are displayed. An email notification is sent to the assigned user.

3. On the **Responses** tab, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Log in as the assigned user of the scenario analysis response and update the impact duration of the scenario analysis response in days, hours, minutes, seconds in the **Impact Duration** field.

b. Add notes in the **Observation**, **Gap**, and **Recommendation** fields.

c. Modify the dependencies and scope for the scenario analysis response.

d. To save the scenario analysis response, select **Save**.

e. To mark the scenario analysis response as complete, select **Complete**.
The state of the scenario analysis response is updated to **Closed Complete**.

f. Log out from the scenario analysis response record.

For the descriptions of the field values on the scenario analysis response task form, see Scenario analysis response task form.

4. Log in as the owner of the scenario event.
5. On the **Dependencies** tab, add a dependency for the scenario event.
6. On the **Scope** tab, add the scope for the scenario event.
7. On the **Issues** tab, select the issues that are associated with the event.
8. Ensure that the open response task is complete.
9. Verify that the **Potential start date time** and **Potential start date time** are filled in for the scenario event.
10. Update the state of the scenario event from **Draft** to **Completed**.

What to do next

To associate an issue or operational vulnerability with the scenario analysis, see Link issues and operational vulnerabilities.

Link issues and operational vulnerabilities

Link an issue to your scenario analysis by either creating a new issue or adding an existing one. You can also include operational vulnerabilities in the analysis to identify resilience gaps and create a plan to mitigate them.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All scenario analysis** and select the scenario analysis that you're working on.
2. In the scenario analysis form, navigate to the **Issues** tab.

You can add an existing issue to the analysis or create an issue that you can add to the analysis.

Note:
If you've associated an open issue with your scenario analysis, you can still request an approval for the scenario analysis. It isn't required to close the open issues for requesting an approval for the scenario analysis.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. In the Operational vulnerabilities tab, add an operational vulnerability to the scenario analysis.

   a. Select **New**.
   The Create New Operational vulnerability form is displayed.

   b. On the form, fill in the fields.
   For more information on the fields, see Create New Operational vulnerability form.

4. Select **Save**.

What to do next

Request the scenario analysis approval and as the analysis approver, approve the scenario analysis. For information, see Submit the scenario analysis and receive an approval.

Submit the scenario analysis and receive an approval

Submit the scenario analysis for an approval in the Operational Resilience Workspace. The analysis approver for the scenario analysis reviews the details and subsequently approves it. Having an scenario analysis is the final step in the workflow.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to the scenario analysis that you're working on in one of the following ways:
   - **Workspaces** > **Operational Resilience Workspace** > **All scenario analysis**
   - **Workspaces** > **Operational Resilience Workspace** > **Tasks** > **Scenario analysis approvals**

   If you navigate to the scenario analysis from the Tasks page, you can skip steps 2 and 3 and update the state of the scenario analysis as outlined in step 4.

2. Select **Request analysis approval**.

   Note:
   To submit the analysis result, you must select at least one scope, one participant, and one event.

   The state of the scenario analysis is updated to **Pending analysis approval**.

3. Ensure that the scenario event associated with the scenario analysis is completed and its status is shown as **Completed**.

   Note:
   The potential start date time and end date time cannot be empty before completion of the scenario event.

4. As the analysis approver for the scenario analysis, log into the instance and navigate to the scenario analysis.
5. To approve, reject, or cancel the scenario analysis, double-click the State column in the **Approvals** tab.
6. Update the state of the scenario analysis to **Approved**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. Select **Save**.
   The scenario analysis is approved by the analysis approver and the state of the scenario analysis is updated to **Approved**. This action completes the scenario analysis workflow.

Close the scenario analysis

Close the scenario analysis in the Operational Resilience Workspace. Typically, scenario analyses that are incomplete or canceled are moved to the **Closed** state. Once closed, you can share your observations and notes with stakeholders.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All scenario analysis** and select the scenario analysis that has been approved.
2. Select **Close**.
   Typically, incomplete or canceled scenario analyses are moved to the **Closed** state. When the owner of the scenario analysis closes the scenario analysis, its state is updated to **Closed**.

Certifying services using self-attestation

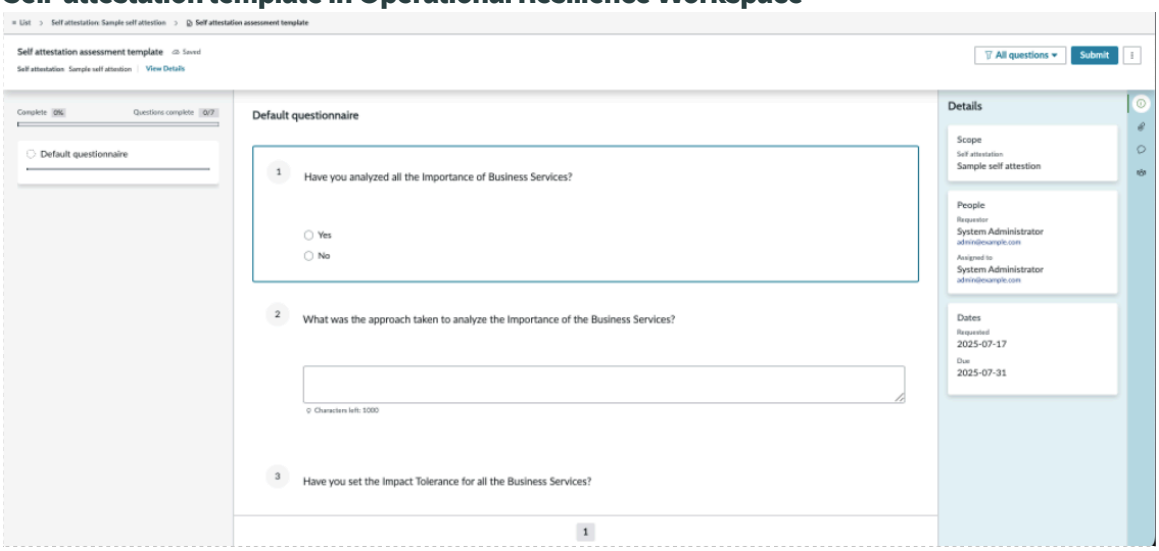
Certify the operational resilience status of your business services by completing the self-attestation process in the Operational Resilience Workspace. Complete the self-assessment questionnaire about the services, generate a self-attestation report, and upload the PDF so that you can have a copy of the report for your records. You can perform self-attestation on the selected business service and its child records.

Creating a self-attestation

To create a self-attestation in the Operational Resilience application, navigate to **All** > **Operational Resilience Workspace** > **All self attestations** in an instance.

Use the self-attestation template supported by the Smart Assessment Engine to submit an assessment on the services. The following example shows the self-attestation template in the Operational Resilience Workspace.

Self-attestation template in Operational Resilience Workspace



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Self-attestation tasks and the states related to each task

With the sn_oper_res.manager role, you can complete the following self-attestation tasks in Operational Resilience Workspace:

1. Initiate a self-attestation to attest one or more business services.
2. Select the assessment type as Smart Assessment.
3. Select the Operational Resilience Attestation Template as the attestation template.
4. Use the Default Self Attestation HTML Template as the PDF template for the self-attestation in the self-attestation form. This template provides the format for the PDF and an option to include your e-signature in the report. For instructions on configuring the attestation template, see Create and edit the attestation template.
5. Add the services that you want to certify the status for in the self-attestation form. Respond to the pre-defined set of questions in the assessment, such as the names and description of the services, details on the scenario analysis of the important services, your approach for the scenario analysis, and so on.
6. Submit the assessment and attest for the services.
7. Download a PDF of the self-attestation from the Activity section of the self-attestation form and save a copy of the report for your records. For instructions on configuring the attestation PDF template, see Create HTML and PDF document templates.
8. Close the self-attestation so that the self-attestation process is complete.

As you complete the self-attestation tasks outlined in the self-attestation process, the associated states are automatically updated in a predetermined sequence. The states and corresponding UI actions for these tasks are detailed in the following table.

States and UI actions related to the self-attestation tasks

States	Associated UI actions	Description
Draft	Select **New** in the self-attestation form.	When you select **New** to submit a self-attestation for the services, a record is created in the **Draft** state by default. The information on the self-attestation is displayed on the **Details** tab in the self-attestation form.
Awaiting attestation	Select **Attest** in the self-attestation form.	When you select the services that you want to certify, you can choose the attestation template and select **Attest** to proceed with the attestation. The application then creates an assessment instance automatically on the **Assessment Instances** tab. This action moves the state of the self-attestation record to **Awaiting attestation**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States and UI actions related to the self-attestation tasks (continued)

States	Associated UI actions	Description
		Note: To proceed with the attestation process, you must associate at least one service with the self-attestation.
Cancelled	In the self-attestation form, select **Cancel** .	When the self-attestation record is in the **Awaiting Attestation** state, you can cancel an erroneous or invalid attestation by selecting **Cancel** in the self-attestation form. This is an optional step. The state of the self-attestation is then updated to **Cancelled**.
Attestation received	In the attestation template, select **Submit** and select **Save** to complete the attestation process. Select **Export to PDF** to export the questionnaire response to a PDF.	When the self-attestation record is in the **Awaiting attestation** state, you can respond to the assessment questions that are given in the attestation template. To submit the responses, select **Submit** and then select **Save** to save the assessment. The state of the self-attestation is automatically updated to **Attestation received**. Select **Export to PDF** to export the questionnaire response to a PDF, sign the self-attestation, and save a copy for your records. You can download the PDF from the Activity section of the self-attestation form.
Closed	Select **Close** in the self-attestation form.	To close the attestation, select **Close** in the self-attestation form. The state of the self-attestation is then updated to **Closed**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Optionally, if the self-attestation contains invalid data and you're the owner of the self-attestation, you can delete the self-attestation by selecting **Delete** in the self-attestation form. The self-attestation is then deleted from the self-attestations list in Operational Resilience Workspace.

Downloading the PDF of the self-attestation

As an owner of the self-attestation, you can download the PDF from the Activity section of the self-attestation form. You can also share it offline with the auditors, external contacts, or stakeholders.

Roles required to perform the self-attestation tasks

If you're a user of Operational Resilience Workspace, you can perform different self-attestation tasks with the following roles:

- With the sn_oper_res.admin role, you can create and maintain the pre-defined assessment questionnaire templates.
- With the sn_oper_res.manager role, you can complete the self-attestation of the operational resilience profile of the services by selecting one or more services, by choosing the template for the self-attestation, and by providing the answers to a pre-defined set of questions.

Note:

If you're the owner of the self-attestation with the Operational Resilience manager or the Operational Resilience administrator role, you can create a self-attestation, update its details, or delete the self-attestation.

As an Operational Resilience administrator, you can create and modify the assessment questionnaire template. You must have the Operational Resilience manager role to respond to the assessment questionnaire in the Operational Resilience application.

Reference information

For more information on submitting a self-attestation in Operational Resilience Workspace, see Perform the self-attestation assessment.

For the description of the field values that are listed in the self-attestation form in the Operational Resilience Workspace, see Create New Self attestation form.

As an optional task, when you have the sn_oper_res.admin role, you can create a customized attestation template instead of using the default attestation template that is provided with the base system. For more information on creating a customized attestation template, see Create and edit the attestation template.

Perform the self-attestation assessment

Create an assessment for the self-attestation and certify the resilience status of services in the Operational Resilience Workspace. Perform the self-attestation assessment using the Smart Assessment template provided with the base system.

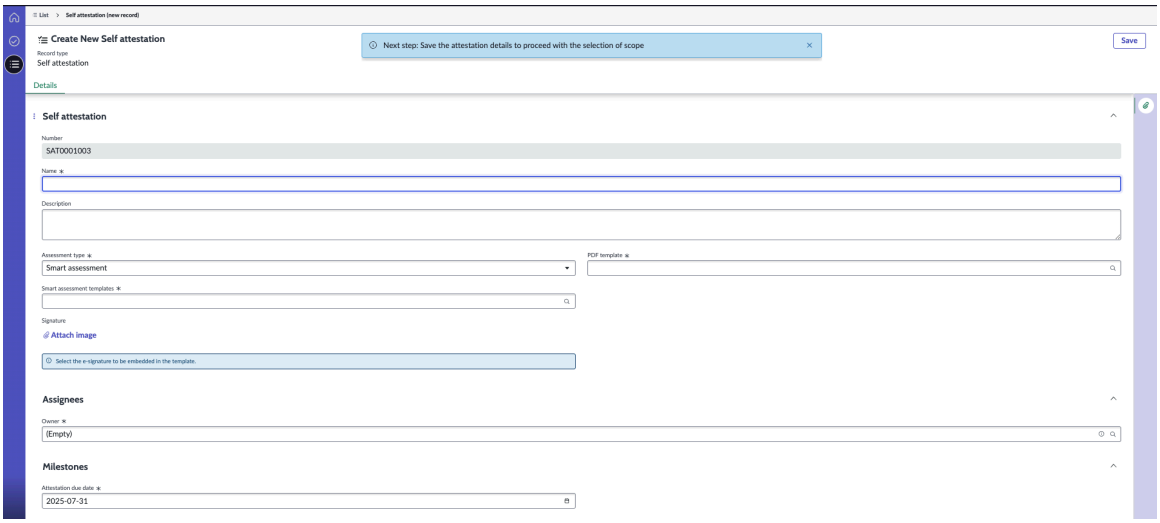
Before you begin
Role required: sn_oper_res.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** and select **All self attestations** from the list view.
2. Select **New**.
   You can create the self-attestation assessment in the Operational Resilience Workspace.

   The Create New Self-attestation form is displayed.



3. In the **Name** and **Description** fields, add the name and description for the self-attestation.
4. Choose the assessment type from the **Assessment type** field.
   You can select the type of assessment as shown in the table.

5. To use the Legacy assessment, select the **Operational Resilience Attestation Template** option.
   The attestation template contains the pre-defined questions for the assessment. The Operational Resilience application provides an attestation template as part of the base system.

   Note:
   If you have the sn_oper_res.admin role, you can customize the default attestation template for your own business needs. For information on creating a customized attestation template, see Create and edit the attestation template.

6. To use the Smart Assessment, select the default **Self attestation assessment template** populated in the **Smart assessment templates** field.

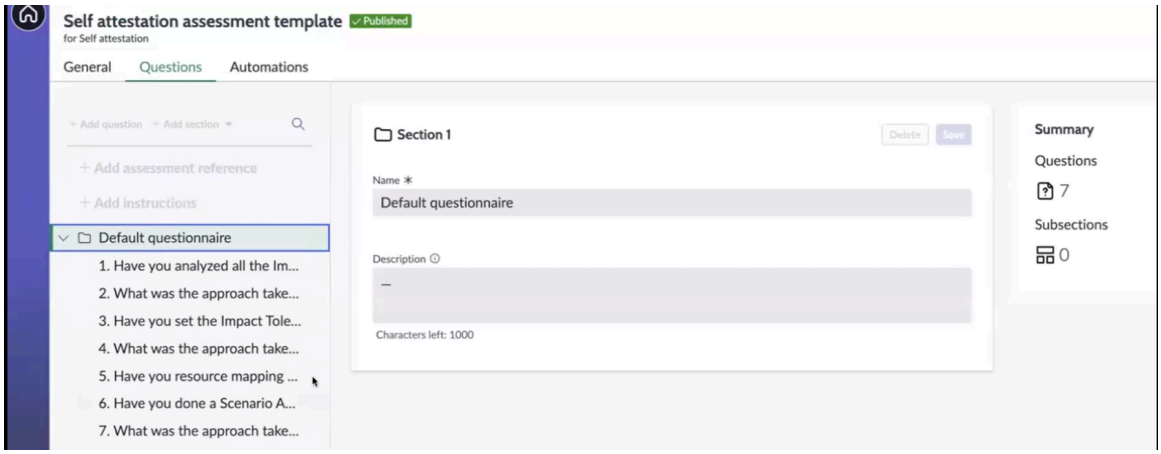
   The base version includes the default **Self attestation assessment template**, using the Smart Assessment, with a pre-configured questionnaire. Operational Resilience administrators can set up their own attestation templates in the Assessment Workspace and choose from various data types to suit their needs.

   Note:
   Before starting the self-attestation process, verify that Operational Resilience administrator has set up and published the Self-attestation template in the Assessment Workspace. If the Smart Assessment template for Self-attestation is not set up and published in the Assessment Workspace, it will not be displayed for selection in the **Smart assessment templates** field in the self-attestation form.

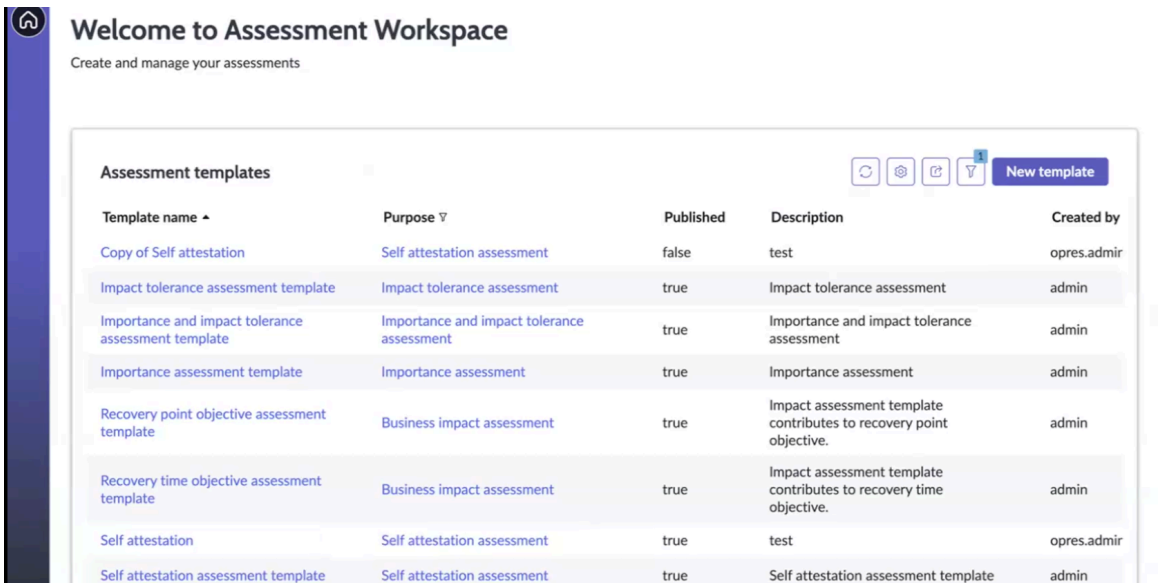
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For information on setting up Smart Assessment templates, see Create and edit the attestation template.

For information on Smart Assessment documentation, see Create a Smart Assessment template and Create an assessment template.



When creating a template, ensure that you select **Self attestation assessment** as the purpose from the Assessment templates list in the Assessment Workspace as shown in the example.



7. Select the **Default Self Attestation HTML Template** from the **PDF Template** field.
   You can use the Default Self Attestation HTML Template to generate the PDF of the self-attestation report.

   Note:
   To access the PDF template option in the self-attestation form, ensure that the Document Templates application is installed on your instance. The PDF template option will only be visible if this application is available.

8. In the **Signature** field, select **Attach image** to attach the signature image for the self-attestation.
   The following informational message is displayed: *`Select the e-signature to be embedded in the template.`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
You must select the supported file format, such as either the JPEG, PNG, BMP, GIF, ICO, SVG format, for the signature image. If you select a file format that is not supported, such as the Microsoft Word format, the following error message is displayed on the screen: *Selected file type is invalid. Valid field types: JPEG, PNG, BMP, GIF, ICO, SVG.*

If you want to delete an existing image and add a new image instead, you can use the **Delete** icon in the **Signature** field and add another signature image.

9. In the Assignees panel, update the **Owner** field to select the owner of the self-attestation.
10. In the Milestones panel, add the due date for the self-attestation.
    The following informational message is displayed on the screen: *Next step: Save the attestation details to proceed with the selection of services.*
11. Select **Save**.
    The self-attestation details are saved in the instance.

    The self-attestation is created in the **Draft** state.

    The **Details** tab is updated with the self-attestation information. The attestation details are saved. You can define the scope of the self-attestation in the **Scope** tab.
12. In the **Scope** tab, select **Add**, select one or more services, and select **Add** again in the modal.
    You can select the services to be certified in the self-attestation report.

    Note:
    You must add at least one service to proceed with the self-attestation.
13. To send the attestation to the owner, select **Attest** in the form.
    The self-attestation record moves to the **Awaiting attestation** state and an assessment is created for it. The owner of the self-attestation record receives an email notification with a link to access the record in the Operational Resilience Workspace.

What to do next
Request responses on the assessment and then submit the self-attestation to the owner for the certification. For more information, see Submit the self-attestation report.

Create New Self attestation form

If you're the owner of the self-attestation, use the Create New Self attestation form in Operational Resilience Workspace to submit the self-attestation for the services.

Create New Self attestation form
For a description of the field values on the form, see the following table.

Create New Self attestation form

Field	Description
Details tab	
Number	Number of the self-attestation record. This field is auto-filled.
Name	Unique name for the self-attestation record.
Description	Helpful information about the self-attestation record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Self attestation form (continued)

Field	Description
Attestation template	Default attestation template that is provided with the base system and that is used for creating the self-attestation. The base version includes the default **Self attestation assessment template**, using the Smart Assessment, with a pre-configured questionnaire.
PDF template	Default PDF Template that is provided with the base system to export an attestation to a PDF. The name of the template is *`Default Self Attestation HTML Template`*.
Signature	Field to attach the signature image with the attestation. Select the e-signature that you can embed in the template. **Note:** You must select the supported file format, such as either the JPEG, PNG, BMP, GIF, ICO, SVG format, for the signature image.
Assignees panel	
Owner	Label for the self-attestation record that is displayed in the UI. This field is auto-filled.
Milestones panel	
Attestation due date	Date on which the attestation is due.
Attested date	Date and time when the attestation is certified.
Compose panel	
Additional comments (Customer visible)	Extra comments for the self-attestation. This field is auto-filled.
Work notes (Private)	Work notes for the self-attestation. This field is auto-filled.
Activity	Activities that are associated with the self-attestation.
Attachments	Attachments that are available with the self-attestation, such as the PDF of the self-attestation. You can download, rename, or remove the PDF from the form.
Scope tab (This tab is displayed after you add a service to the attestation.)	
Name	Name of the business service.
Owned by	Owner of the business service.
Business criticality	Business criticality of the service.
Assessment tab (This tab is displayed after you submit the attestation.)	
Operational Resilience	Assessment questionnaire for the services.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Self attestation form (continued)

Field	Description
Attestation Template	**Note:** If you're the owner of the attestation, you can view the assessment. You can fill in the responses to the questions and submit the assessment for the self-attestation.

Submit the self-attestation report

Submit the self-attestation report to its owner for the certification. You can then generate the PDF of the self-attestation report in the Operational Resilience Workspace for your records.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **List** > **Self attestations** and select the self-attestation that you're working on.
2. Respond to the questions in the assessment as an assessor or owner in the **Assessment** tab. In the **Assessment** tab, an assessment questionnaire for the services is displayed. As an assessor, you can respond to the questions in the assessment.
3. To reassign the self-attestation to another assessor, update the **Assessor** field in the **Details** tab.

   Note: Reassignment and collaboration are not supported for self-attestation assessments. Any reassignment must be completed before the self-attestation moves to the **Awaiting Attestation** state and can only be performed from the **Assessment Details** tab.

4. Ensure that all questions are answered and select **Submit**.
   When you submit the assessment, your responses are stored in the application and then the state of the self-attestation is updated to **Attestation received**.
   When the self-attestation is updated to the **Attestation received** state, the attestation is complete and the **Export to PDF** button is displayed on the form.
5. To export the self-attestation report to the PDF format, select **Export to PDF**.
   The self-attestation PDF is generated for download and is available in the activity section of the self-attestation record, containing details such as the owner, name, description, template name, and responses to the questions.
6. To save the self-attestation record, select **Save**.
7. To close the self-attestation record, select **Close**.

Managing Operational vulnerability

Operational vulnerabilities are weaknesses in systems, processes, or procedures that can be exploited by attackers to compromise the security and integrity of an organization's operations. These vulnerabilities can arise from a variety of factors, including IT and non-IT operations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Vulnerability in operational processes

In today's ever-changing business environment, organizations may face various operational vulnerabilities at unforeseen times. These vulnerabilities can originate from IT-related issues or non-IT areas like third party problems or facility issues that might affect organizational functioning. Through Operational vulnerability, you can identify these weaknesses or vulnerabilities in IT systems and other operational processes within your organization.

Upon identifying vulnerabilities, analysts and owners undertake action tasks and determine the optimal response strategy. To address the vulnerability, stakeholders carry out risk assessments, pinpoint affected areas, and create corresponding assessment and treatment tasks. A treatment plan is then developed to either accept, avoid, mitigate, or transfer the vulnerability. Once the associated tasks are completed, approval for the vulnerability is requested. Following approval, the vulnerability is closed.

By addressing these vulnerabilities and implementing effective controls, organizations can significantly reduce the risk to their operations and ensure the timely delivery of the business services.

Starting with Release 19.0.x, the Operational vulnerability feature is integrated into the Operational Resilience application by default.

Get started

Explore  Learn about Operational vulnerability	**Configure**  Configure Operational vulnerability
Manage  Manage Operational vulnerability	**Reference**  Components installed with Operational vulnerability

To identify and address operational process vulnerabilities, follow these steps:

1. Report an operational vulnerability from the Employee Center or the Operational Resilience Workspace.
2. Identify and link the impacted and related areas to the operational vulnerability.
3. Generate action tasks and request approval for them.
4. Decide a treatment plan to address the operational vulnerability and conduct a root cause analysis.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Add or create issues related to the operational vulnerability.
6. Request approval for and close the operational vulnerability.

Additional resources

- Ask or answer questions in the GRC community
- Search the Known Error Portal for known error articles
- Contact Customer Service and Support
- Developer training
- Developer documentation

Operational vulnerability

The Operational vulnerability capability in Operational Resilience empowers users to flag operational vulnerabilities or critical functionality gaps, engage with key stakeholders, analyze underlying causes, and identify remedies.

Using Operational vulnerability, teams can address issues stemming from violations, software gaps, or breaches. Users can submit reports on operational vulnerabilities through the Employee Center or directly create a report in the Operational Resilience Workspace.

Some typical operational vulnerabilities include the following situations:

- Exposed customer data
- Third party issues
- Software defects
- Political or environmental situations

Benefits of Operational vulnerability

The Operational vulnerability capability offers the following advantages to your organization:

- Empowers business users to report any discrepancies, breaches, or complaints that need team attention.
- Enables creation from multiple sources like importance and impact tolerance assessments, scenario analyses, self-attestations, and services.
- Records impacted and related organizational areas requiring attention, such as entities, locations, users, and companies.
- Facilitates collaboration among teams to investigate, assess, gather evidence, record observations, and decide on responses for further review.
- Enables initiation of remediation and preventive measures and conducts root cause analysis to eliminate the source of the vulnerability.

Defining technical and operational vulnerabilities

In an organization, operational vulnerabilities can be categorized into main groups:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. Technical vulnerabilities: These are substantial gaps, flaws, or weaknesses within an organization's IT infrastructure. This category includes deficiencies in security protocols, system designs, internal controls, or daily operational practices.
2. Operational vulnerabilities: These pertain to non-IT, process-related, or external factors that could impact an organization's operations. Typically, these involve issues with third parties, facilities, or external situations that evade detection by scanning tools.

Workflows for Operational vulnerability

Resolving an Operational vulnerability involves several key steps:

1. Identification: Recognize the operational gap.
2. Assessment: Evaluate if the vulnerability needs to be addressed. This assessment, which can be done once or repeatedly, involves weighing the repair costs against the potential savings from fixing the issue.
3. Decision-making: Based on the assessment, determine the course of action. If the decision is to address the vulnerability, complete the following tasks:
   - Task assignment: Assign specific tasks to the relevant individuals.
   - Completion and verification: Once tasks are completed, verify that the vulnerability has been resolved.
4. Alternative path as acceptance: After assessment, the vulnerability may be accepted as is. In this case, no further action is taken, and the vulnerability is acknowledged and closed.

Use cases for Operational vulnerability

The situations outlined in the following examples demonstrate operational vulnerabilities. These issues cannot be detected by IT scanners but can be identified by subject matter experts. They represent weaknesses or gaps in daily operations, such as working with a particular third party or depending on a single facility.

Scenarios	Description
Working with a third party or relying on a single facility	Consider a company outsourcing its critical processes to third parties from a particular geography. Due to current affairs, the third-parties are prevented from providing the services and the company is prevented from receiving services from this geography. With a commitment to deliver the services to the customers, the company must identify an alternate third-party swiftly to continue operations. The key takeaway for the company is to address the risk of third-party concentration.
Non-IT related vulnerability that requires manual intervention	Consider a vital financial institution situated in a distant location. If a nearby situation puts the area at risk, the management team might identify this as a vulnerability.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scenarios	Description
	This serves as another example of a non-IT related vulnerability that necessitates manual intervention.

To tackle these operational vulnerabilities, an organization could investigate various approaches such as diversifying third parties across multiple regions or moving financial facilities. To implement these solutions, an organization would usually perform a cost-benefit analysis, weighing factors like the cost of mitigating the operational vulnerability and whether the solution is a one-time fix, temporary measure, or permanent solution.

Reporting Operational vulnerability

Any Operational Resilience application user can report an operational vulnerability that needs the attention of the Operational Resilience team.

Users of the Operational Resilience feature can report an operational vulnerability using one the following options:

- To create an operational vulnerability from the Employee Center, see Report operational vulnerability from the Employee Center. The user must have the Operational Resilience business user [sn_oper_res.operational_resilience_business_user] role.
- To create an operational vulnerability from the Operational vulnerability menu in the Operational Resilience Workspace, see Report an operational vulnerability from the module. The user must have the Operational Resilience manager [sn_oper_res.operational_resilience_manager] role.
- To create an operational vulnerability from the records in the Operational Resilience Workspace, see the following topics:
  - Report an operational vulnerability from the Importance assessment
  - Report an operational vulnerability from the Scenario analysis
  - Report an operational vulnerability from the Self-attestation module
  - Report an operational vulnerability from the Service record

States of the vulnerability

An operational vulnerability record moves through the following workflow states.

States of a vulnerability record

States	Description
New	The vulnerability has been opened and it is in the initial stage of review.
Assessment	The vulnerability is being evaluated to determine the appropriate course of action.
Treatment	The vulnerability is being actively investigated to gather information and evidence. The course of action and treatment is being decided.
Pending approval	The vulnerability is being worked on to find a resolution.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States of a vulnerability record (continued)

States	Description
Approved	A review of the vulnerability is being done after it is resolved.
Closed	The vulnerability is closed and is no longer active.
Canceled	The vulnerability is canceled and it is no longer being pursued.

Email notifications for the vulnerabilities

When the vulnerability is assigned to the users, they receive email notifications informing them about the vulnerability details, upcoming actions, and due dates. Email notifications are sent to the following users:

1. When the vulnerability is assigned to an analyst or a user, they receive the email notifications.
2. When the vulnerability is approved or rejected, the analyst receives the email notification.
3. When the vulnerability is canceled, the approver, requester, analyst, and people on the watchlist receive the email notifications.

Report operational vulnerability from the Employee Center

Report an operational vulnerability from the Employee Center. Any employee or user can report the operational vulnerabilities and complaints directly to the supporting teams for a quick response. The user in the assignment group can assign an analyst for the operational vulnerability. Reporting the issues helps to reduce and avert losses in a timely manner.

Before you begin

Role required: sn_oper_res.operational_resilience_business_user

About this task

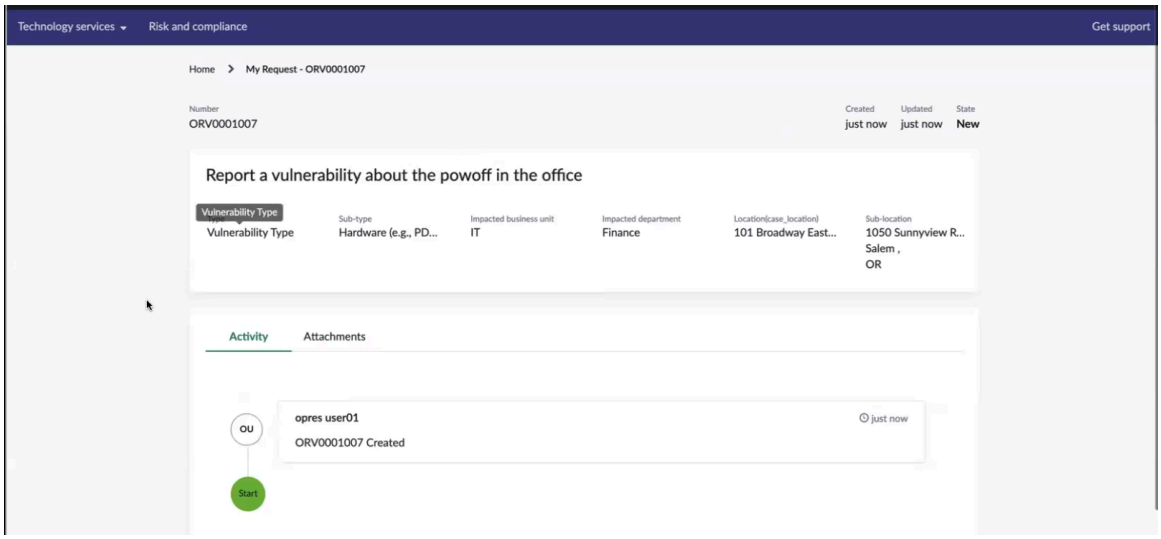
When an operational vulnerability is reported, it is opened in the **New** state, marking the beginning of its initial review.

Procedure

1. Navigate to **All** > **Self-Service** > **Employee Center**.
2. Select the **Risk & Compliance** tab.
3. In Risk and compliance topics, select Operational Resilience.
4. Select **Report Operational Vulnerability**.
5. On the form, fill in the fields.
   See the Report operational vulnerability form for an explanation of each field.
6. To provide supporting material or evidence, select **Add attachments**.
7. To save vulnerability details as a draft, select **Save as Draft**.
8. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The vulnerability is shown in the following example.



Report operational vulnerability form

On the Report operational vulnerability form, fill in the fields.

Report operational vulnerability form

Field	Description
Title	Name of the vulnerability. For example, `Customer data compromised due to malware`.
Description	Brief description of the vulnerability.
Vulnerability type	Nature or type of the vulnerability. This field is automatically set to **Vulnerability Type**.
Sub-type	Sub-type of the vulnerability. For example, **Documentation Loss**.
Date of occurrence	Date the vulnerability occurred. For example, the vulnerability may have occurred on March 21, 2024.
Date of discovery	Date the vulnerability was discovered by you. For example, the vulnerability may have occurred on March 21, 2024, but it was discovered only on May 21, 2024.
Primary origin	
Impacted business unit	Business unit that is impacted by the vulnerability.
Impacted department	Department impacted by the vulnerability.
Location of occurrence	Location of the vulnerability occurrence. For example, the location is **Japan**.
Sub-location	Sub-location of the vulnerability occurrence. For example, the sub-location for the vulnerability is **Tokyo**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Report operational vulnerability form (continued)

Field	Description
Related area	
Source	Source of the vulnerability. For example, Manual, Importance and impact analysis, Service.
Source table	Table indicating the source of the vulnerability.
Source record	Name of the source record for the vulnerability. For example, Blackberry service This field is not displayed only when the source is **Manual**.
Add attachments	Attachments for the vulnerability. You can choose a file or drag it so that it is attached with the form.

Assign the reported vulnerability to an analyst

Assign a reported vulnerability to an analyst in the Operational Resilience Workspace.

Before you begin

Role required: Role required: sn_oper_res.admin

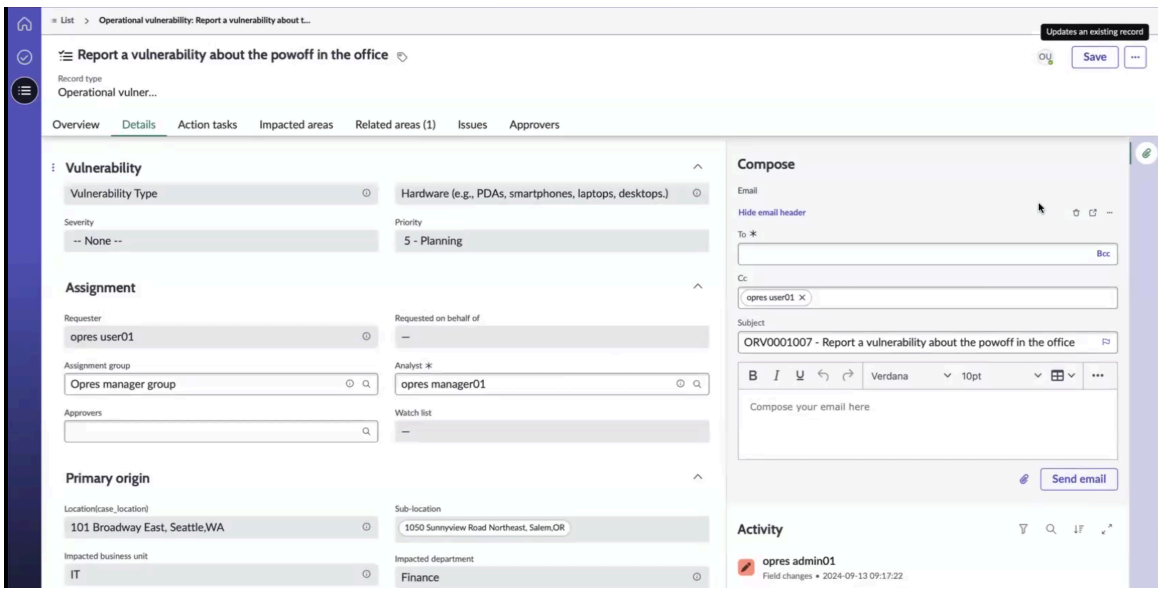
About this task

Administrators of the Operational Resilience Workspace can assign a reported vulnerability to an analyst within the application.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Unassigned Operational Vulnerabilities**.
2. Select the reported vulnerability from the list.
3. Assign it to an analyst.

   Details on the form are shown in the example.



4. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Report an operational vulnerability from the module

Report an operational vulnerability from the Operational vulnerability module in the Operational Resilience Workspace.

Before you begin

Role required: sn_oper_res.manager

About this task

When an operational vulnerability is reported, it is opened in the **New** state, marking the beginning of its initial review.

Users of the operational vulnerability are listed in the Assignment section on the form and can find their tasks if their names are listed on any of the following fields:

- The Operational vulnerability record is assigned to the person who reports the vulnerability. The name of the person is listed in the **Requester** and **Analyst** fields. The analyst receives a notification when the vulnerability is assigned to them.
- Typically, Operational Resilience administrators and Operational Resilience managers are part of the assignment group. The names of the groups are listed in the **Assignment group** field.
- The requester can report the vulnerability on behalf of someone by selecting the person in the **Requested on behalf of** field.
- The requester can add one or more approvers of the vulnerability in the **Approvers** field. The approvers receive a notification when the vulnerability is moved to the **Pending approval** state.
- The requester can add one or more persons on the watchlist of the vulnerability in the **Watchlist** field.
- The requester of the vulnerability and persons on the Watchlist and Requested on behalf of fields do not receive any notifications when a vulnerability is assigned to them.

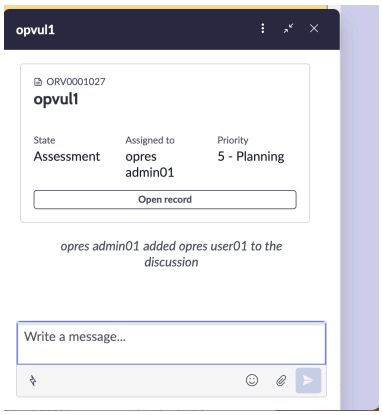
Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All Operational Vulnerabilities**.
2. Select **New**.
3. Enter the name and description of the Operational vulnerability record.
4. On the Vulnerability New record form, fill in the fields.
   To view more information on the fields, see the Create New Operational vulnerability form.
5. Select the treatment decision for the vulnerability.
   To make decisions for the treatment, you can use one of the following choices:
   - **Accept**
   - **Avoid**
   - **Mitigate**
   - **Transfer**
   - **None**
6. Select **Submit**.
   The Operational vulnerability record is assigned to the requester and analyst by default. The requester is a person who reports the vulnerability. An Analyst is a person who analyzes and works on the vulnerability.
7. To update the state of the vulnerability, select **Update state**.
8. To save the vulnerability, select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

9. To view the relationship data for the vulnerability, select **360-degree view**.
10. To start a sidebar discussion, select **Discuss**.

    The sidebar discussion is displayed as shown in the example.



    The New discussion created is also displayed in the Activity panel of the record.

11. To export the details of the vulnerability in PDF format, select **Export PDF**, select the template to be exported such as Operational Vulnerability Template, and select **Export**.
    The PDF report is generated and it is displayed in the Attachments section of the Activity panel in the record.
12. To create an email draft of the vulnerability record, select **Compose Email**, enter the details, and select **Save**.
    You can enter the details of the email draft in the record. You can save and view the email details, email draft recipients, and email draft attachments in the respective related lists.
13. To delete the vulnerability record, select **Delete**.

Create New Operational vulnerability form

On the Create New Operational vulnerability form, fill in the fields.

Create New Operational vulnerability form

Field	Description
Number	Number of the vulnerability. This field is automatically set.
Name	Name of the vulnerability. For example, `Environmental vulnerability`.
Description	Description of the vulnerability.
State	Workflow state of the vulnerability. This field is automatically set to **New**.
Type	Nature or type of the vulnerability. This field is automatically set to **Vulnerability Type**.
Severity	Severity of the vulnerability. The choices are as follows: • **Low** • **Medium**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Operational vulnerability form (continued)

Field	Description
	• **High** • **Critical**
Sub-type	Sub type of vulnerability. For example, **Documentation Loss**.
Priority	Priority of the vulnerability. The choices are as follows: • **1 - Critical** • **2- High** • **3 - Moderate** • **4 - Low** • **5 - Planning** • **None** **Note:** The default value in this field is set to **Planning**.
Primary entity	Entity impacted by the case. Only the entities identified in the impacted areas are available for selection as the primary entity.
Entity owner	User who is the owner of the entity. This field is automatically set based on the entity selected in the Impacted areas related list.
Personal information	
Contains personal information	Field to decide if the breach contains personal information. The choices are as follows: • **To be decided**: Select this option if you're not sure if the breach has personal information. • **Yes**: Select this option if the breach has personal information. • **No**: Select this option if the breach doesn't have personal information.
Number of impacted individuals	Number of people impacted by the case.
Categories of data subjects/individuals impacted	Define who is impacted by the case. The choices are as follows: • **Customers** • **Employees**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Operational vulnerability form (continued)

Field	Description
Assignment	
Requester	Person who reported the vulnerability.
Assignment group	Group assigned to the case. **Note:** The assignment group is preconfigured to the case type during configuration setup.
Approvers	Approvers of the vulnerability.
Requested on behalf of	Name of the person on whose behalf you've created the vulnerability.
Analyst	Analyst who will analyze and work on the vulnerability. The analyst is a part of the Assignment group.
Watch list	People who must be aware of the vulnerability.
Primary origin	
Location	Location where the vulnerability occurred. For example, the location is **Japan**.
Impacted business unit	Business unit that is impacted by the breach.
Sub-location	Sub-location of the vulnerability occurrence. For example, the sub location is **Tokyo**.
Source	Source of the vulnerability creation. This field is automatically set to **Manual** when the operational vulnerability is manually created. If the operational vulnerability is reported from the Employee Center, the field displays the source as **Employee Center**. The Operational Resilience manager can update the source or add the new source to the related area.
Impacted department	Department impacted by the vulnerability. The choices are as follows: • **Finance** • **HR** • **IT** • **Marketing** • **Sales**
Source table	Source table from where the vulnerability is created.
Source record	Source record of source object from where the vulnerability is created. For example, if the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Operational vulnerability form (continued)

Field	Description
	vulnerability is reported from risk events, then this field displays the name of the risk event from which the vulnerability is reported.
Schedule	
Date of occurrence	Date that the vulnerability occurred on. For example, the vulnerability may have occurred on 18-02-2024.
Date of discovery	Date that the vulnerability is discovered by you. For example, the vulnerability may have occurred on 18-02-2024, but is discovered by the user only on 12-03-2024.
Due date	Date that the vulnerability is due on.
Closed date	Date that the vulnerability is closed on.
Reported date	Date that the vulnerability gets reported on.
Assessment start date	Start date for the assessment or date that the vulnerability was analyzed on.
Pending approval start date	Date that the vulnerability was resolved on.
Approved date	Post case review date of the vulnerability.
Findings	
Treatment	Decision made for the treatment. The choices are as follows: • **Accept** • **Avoid** • **Mitigate** • **Transfer** • **None**
Root cause analysis	
Root cause	Primary cause of the vulnerability occurrence.
Activity	
Work notes (Private)	Notes or information regarding the vulnerability.
Comments (Customer visible)	Additional information regarding the vulnerability for the customers.
Email	Option to compose an email about the vulnerability to the stakeholders.
Attachments	Option to attach the PDF of the vulnerability.
Action tasks	Action tasks associated with the vulnerability.
Primary origin	Primary origin of the vulnerability.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Operational vulnerability form (continued)

Field	Description
Impacted areas	Impacted areas related to the vulnerability.
Issues	Issues related to the vulnerability.
Approvers	Approvers of the vulnerability.

Report an operational vulnerability from the Importance assessment

Report an operational vulnerability from the Importance and impact assessment in the Operational Resilience Workspace.

Before you begin

Role required: sn_oper_res.manager

About this task

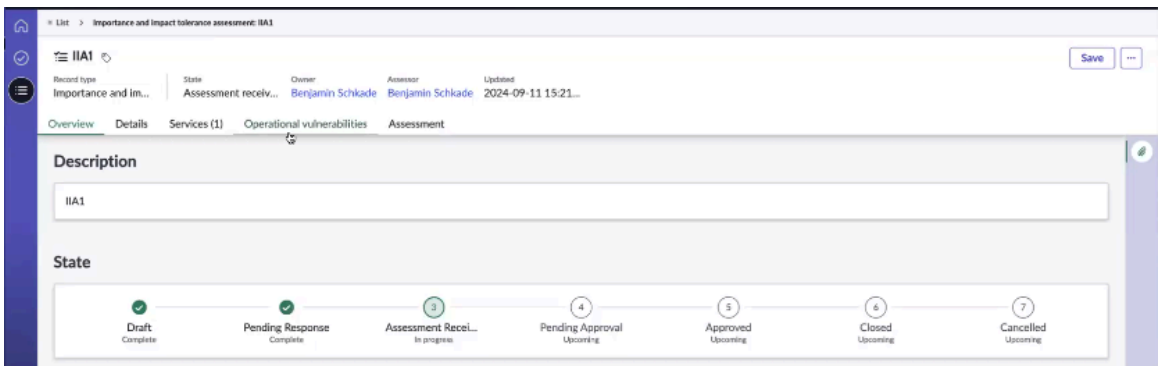
To create an Operational vulnerability from the assessment record, you can use the Operational vulnerability related list in these records. This example shows creating a vulnerability from the Importance and impact tolerance assessment record. When you associate an assessment record to the Operational vulnerability record, the related area for the vulnerability is displayed in the Related areas related list.

When a vulnerability is reported, it is opened in the **New** state, marking the beginning of its initial review.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Importance and impact tolerance assessment**.
   A list of the available assessments is displayed.
2. Select an assessment from the list.
   The Importance and impact tolerance assessment record with Operational vulnerabilities related list is displayed.
3. Check the state of the Importance and impact tolerance assessment.

   If the state is in the **Assessment received** state, you cannot add a vulnerability at this stage as shown in the example. You can add or remove the vulnerability before the vulnerability is in the **Assessment received** state.



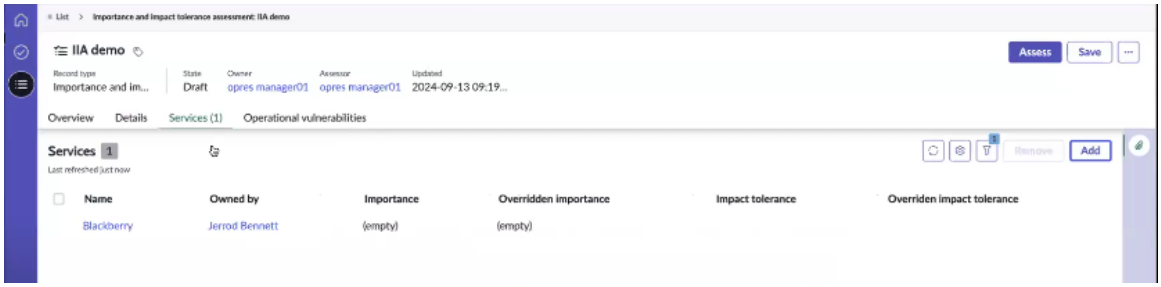
   You can create an Importance and impact tolerance assessment record and then add a vulnerability.

4. Create an Importance and impact tolerance assessment record and save it.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Add a service to the Importance and impact tolerance assessment record.

   The service record is shown in the example.



   When the service is added to the Importance and impact tolerance assessment record, you can add the operational vulnerability and the **New** button is displayed in the Operational vulnerabilities related list.

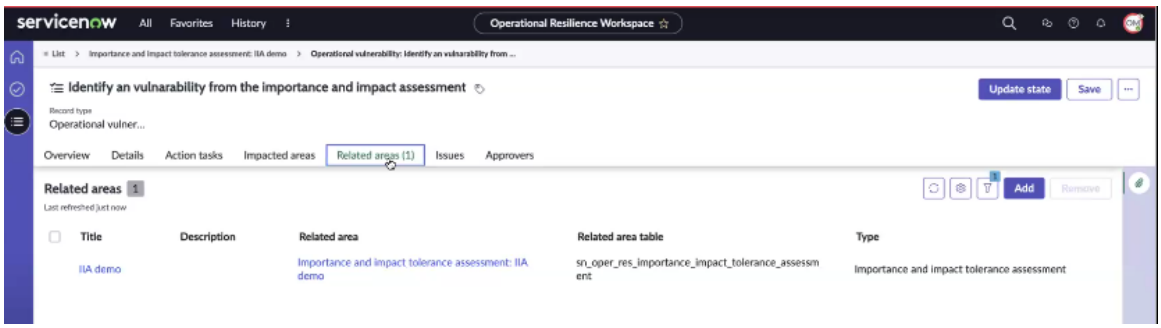
6. Select **New** in the Operational vulnerabilities related list and add an operational vulnerability.
7. On the Vulnerability New record form, fill in the fields.

   The source of the vulnerability is the Importance and impact tolerance assessment. Therefore, the **Source** field on the form shows the source as Importance and impact assessment and the **Source table** field on the form shows the table as Importance and impact tolerance assessment.

   To view more information on the fields, see the Create New Operational vulnerability form.

8. Select **Save**.

   The Vulnerability record is saved. When you associate the Importance and impact tolerance assessment to the vulnerability, the related area is created as shown in the example.



   You can add another related area to the vulnerability.

Report an operational vulnerability from the Scenario analysis

Report an operational vulnerability from the Scenario analysis in the Operational Resilience Workspace.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Scenario analyses**.
   A list of the available scenario analyses is displayed.
2. Select a Scenario analysis record from the list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you create a Scenario analysis record and save it, the Operational vulnerabilities related list is displayed.
The Scenario analysis record with the Operational vulnerabilities related list is displayed.

3. Check the state of the Scenario analysis record.

   If the scenario analysis is in the **Pending analysis approval** state, you cannot add or remove a vulnerability at this stage.

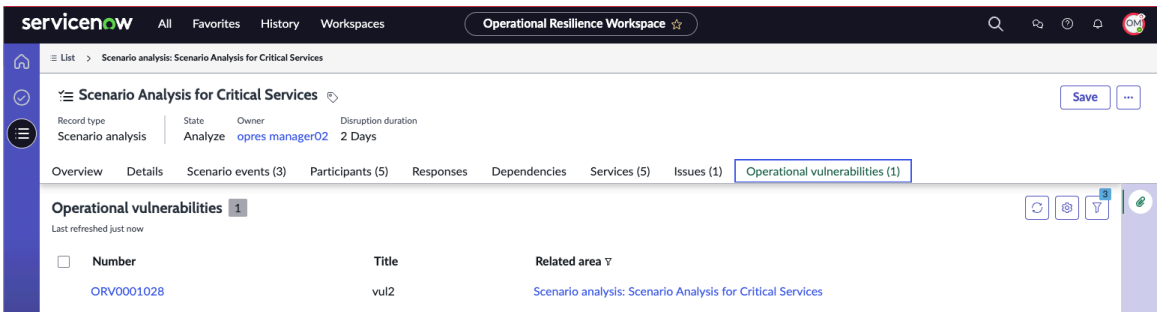
4. Select **New** in the Operational vulnerabilities related list and add an operational vulnerability.
5. On the Vulnerability New record form, fill in the fields.

   The source of the vulnerability is the Scenario analysis. Therefore, the **Source** field on the form shows the source as Scenario analysis and the **Source table** field on the form shows the table as Scenario analysis. The **Source table** field is auto-filled.

   To view more information on the fields, see the Create New Operational vulnerability form.

6. Select **Save**.

   The following example shows how the Scenario analysis record is displayed in the Operational vulnerabilities related list and the Operational vulnerability is associated with the Scenario analysis for critical services.



7. Select **Save**.

   The Scenario analysis record is saved.

Report an operational vulnerability from the Self-attestation module

Report an Operational vulnerability from the Self-attestation module in the Operational Resilience Workspace.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Self-attestations**.
   A list of the available Self-attestations is displayed.
2. Select a Self-attestation record from the list.
   If you create a Self-attestation record and save it, the Operational vulnerabilities related list is displayed.
   The Self-attestation record with the Operational vulnerabilities related list is displayed.
3. Check the state of the Self-attestation record.

   If the self-attestation is in the **Attestation received** state, you cannot add or remove a vulnerability at this stage.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

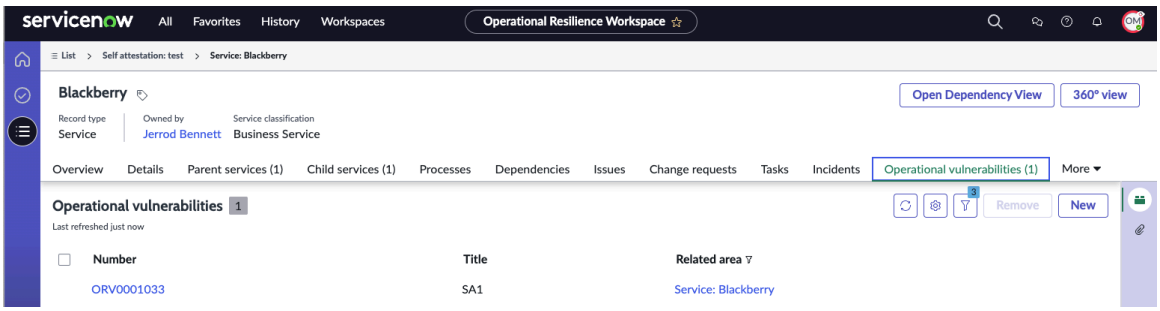
4. Add a service to the self-attestation record.
5. Open the Service record, select **More** and add the **Operational vulnerabilities** related list.
6. Select **New** in the Operational vulnerabilities related list and add an operational vulnerability.
7. On the Vulnerability New record form, fill in the fields.

   The source of the vulnerability is the Self-attestation. Therefore, the **Source** field on the form shows the source as Self attestation and the **Source table** field on the form shows the table as Self attestation. The **Source table** field is auto-filled.

   To view more information on the fields, see the Create New Operational vulnerability form.

8. Select **Save**.

   The following example shows how the Self-attestation record is displayed in the Operational vulnerabilities related list and the Operational vulnerability is associated with the Self-attestation for critical services.



9. Select **Save**.

   The Self-attestation record is saved.

Report an operational vulnerability from the Service record

Report an operational vulnerability from the Service record available in the Self-attestations list.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Self-attestations**.
   A list of the available Self-attestations is displayed.
2. Select and open a Service record from the list.
3. Select **More** and add the **Operational vulnerabilities** related list.
4. Select **New** in the Operational vulnerabilities related list and add an operational vulnerability.
5. On the Vulnerability New record form, fill in the fields.

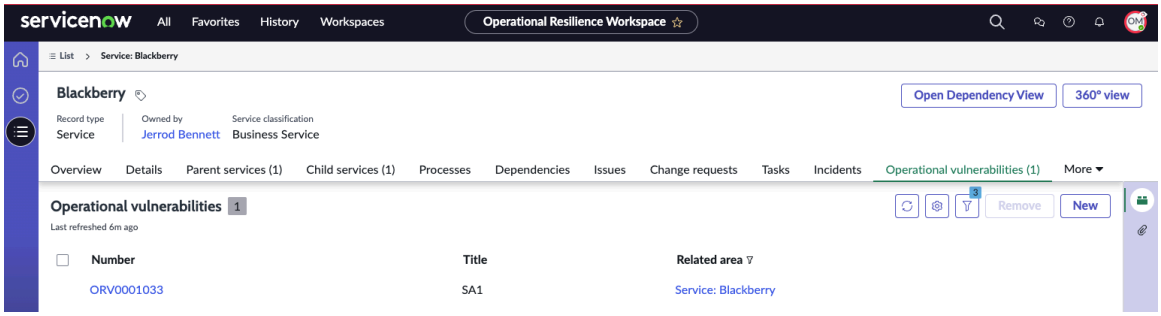
   The source of the vulnerability is the selected service. Therefore, the **Source** field on the form shows the source as Service and the **Source table** field on the form shows the table as Service. The **Source table** field is auto-filled.

   To view more information on the fields, see the Create New Operational vulnerability form.

6. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how the Service record is displayed in the Operational vulnerabilities related list and the related area for the Operational vulnerability is Blackberry service.



7. Select **Save**.

The Service record is saved.

Add the primary origin

Add a primary origin of an operational vulnerability in its record. Once the primary origin of the operational vulnerability is specified, its upstream dependencies are automatically included in the impacted areas. It enables you to view the operational vulnerability from all affected perspectives. The source is automatically added as the primary origin on the **Primary origin** tab.

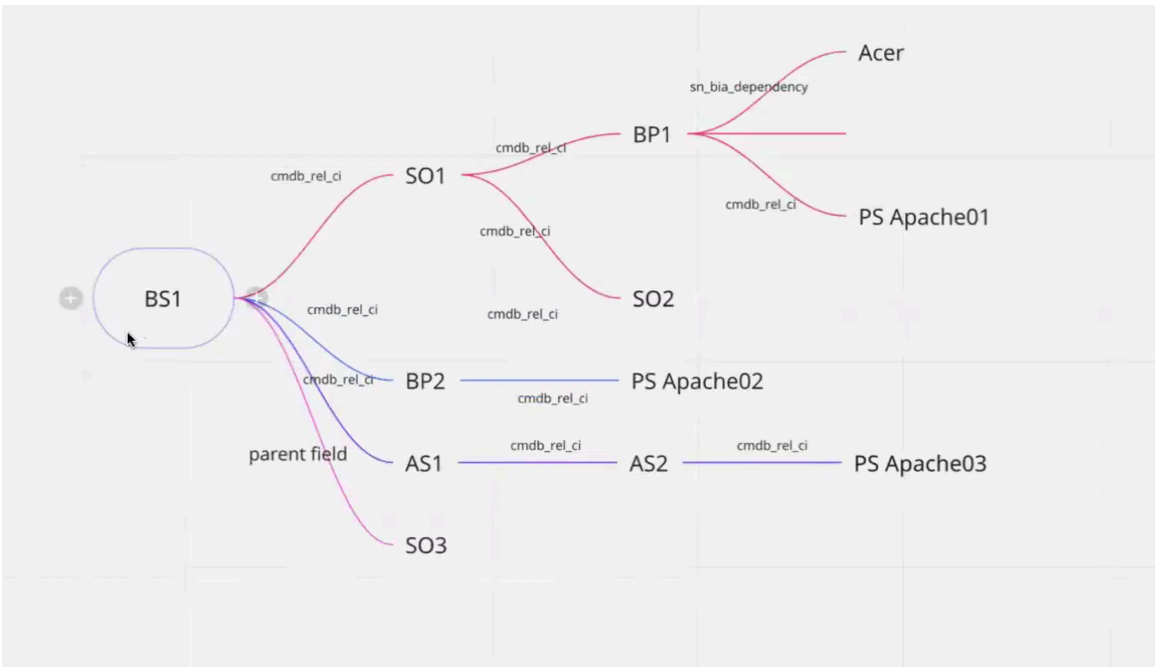
Before you begin

Role required: Analyst assigned to the operational vulnerability

About this task

Beginning with Release 20.1.x, the Operational Resilience application supports the latest Common Service Data Model (CSDM). The enhanced functionality supports the roll up of the dependencies.

Consider the following example where the relationships are configured between objects.



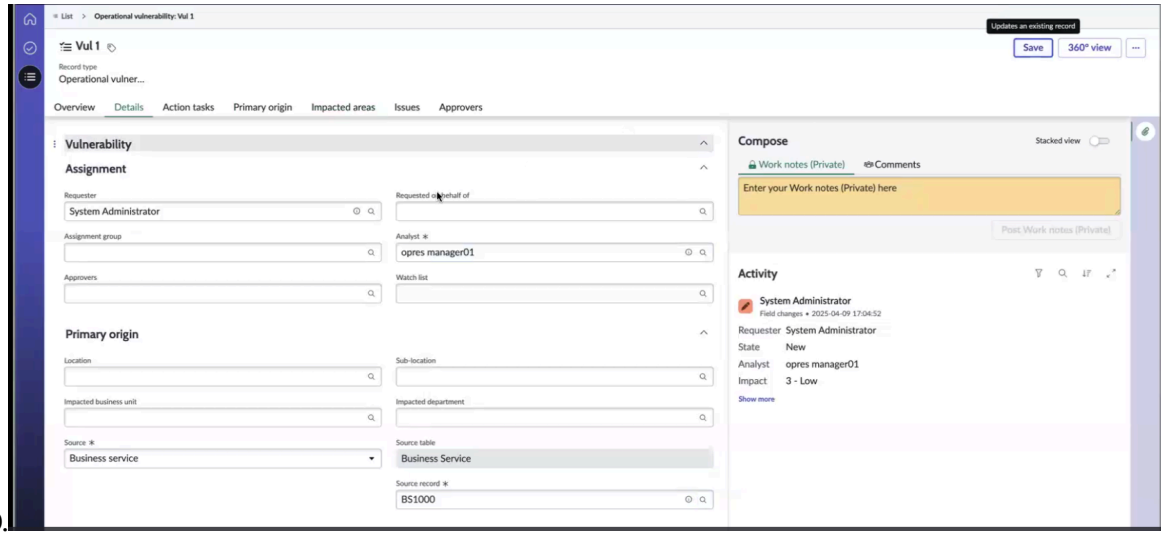
If you have a business process BP1 as shown in the relationship diagram, it has service offering SO1 and business service BS1 as upstream relationships. With the enhanced functionality,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

adding BP1 as an operational vulnerability automatically includes SO1 and BS1 in the impacted areas, which are displayed in the Impacted Areas tab of the operational vulnerability record.

Procedure

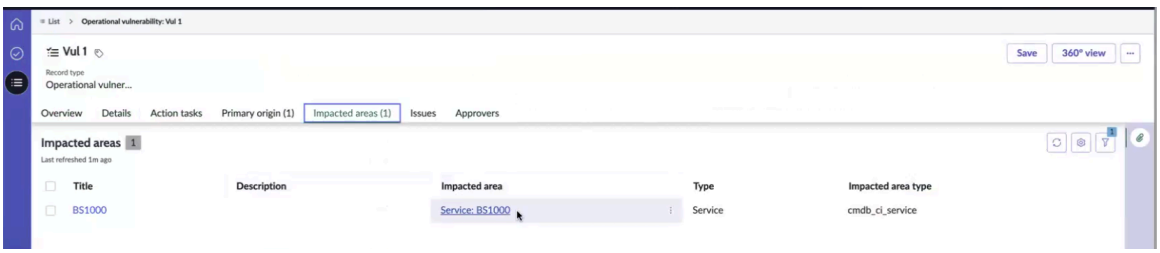
1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All Operational Vulnerabilities**.
2. Open the vulnerability for which you want to add the related area.
3. Update the source in the **Source** field.
4. Update the source record in the **Source record** field in the Primary origin section of the **Details** tab and select **Save**.
   If you add the source in the **Source** field and the source record in the **Source record** field in the Primary origin section of the **Details** tab, the system automatically edits the primary origin and displays it on the **Primary origin** tab. In the following example, the Source Table is Business Service, the Source is Business service, and the selected source record is BS1000.



As shown in the example, the source record BS1000 is automatically updated as the primary origin on the **Primary origin** tab.



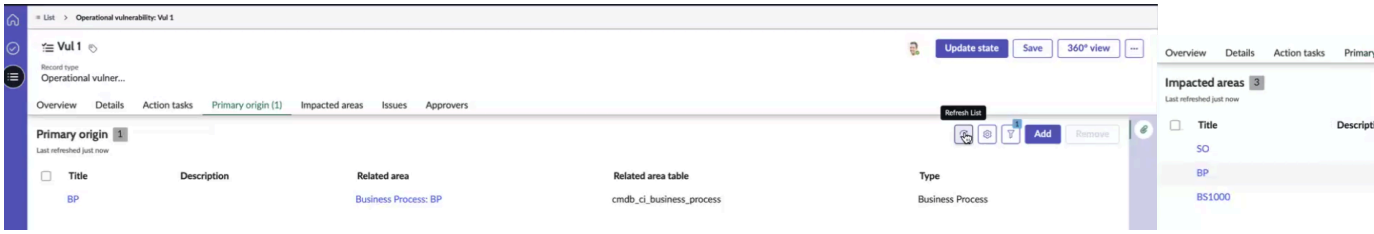
Adding the primary origin automatically adds its upstream dependencies to the impacted areas as shown in the example. The operational vulnerability can be seen from all the impacted area.



For example, you establish a relationship from a business service to a service offering, and from the service offering to a business process (BS - SO - BP), where SO is the downstream entity of BS and BP is the downstream entity of SO. In the **Primary origin** tab of the operational

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

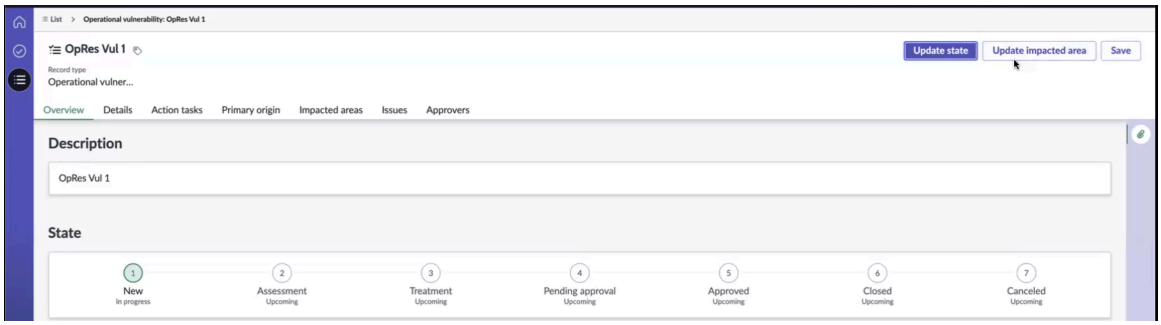
vulnerability, if you fetch the business process (BP), it automatically adds its upstream dependencies, as shown in the examples.



Note:
When the scheduled job is run, the operational vulnerabilities are gathered and shown in the red flags section of the Home page.

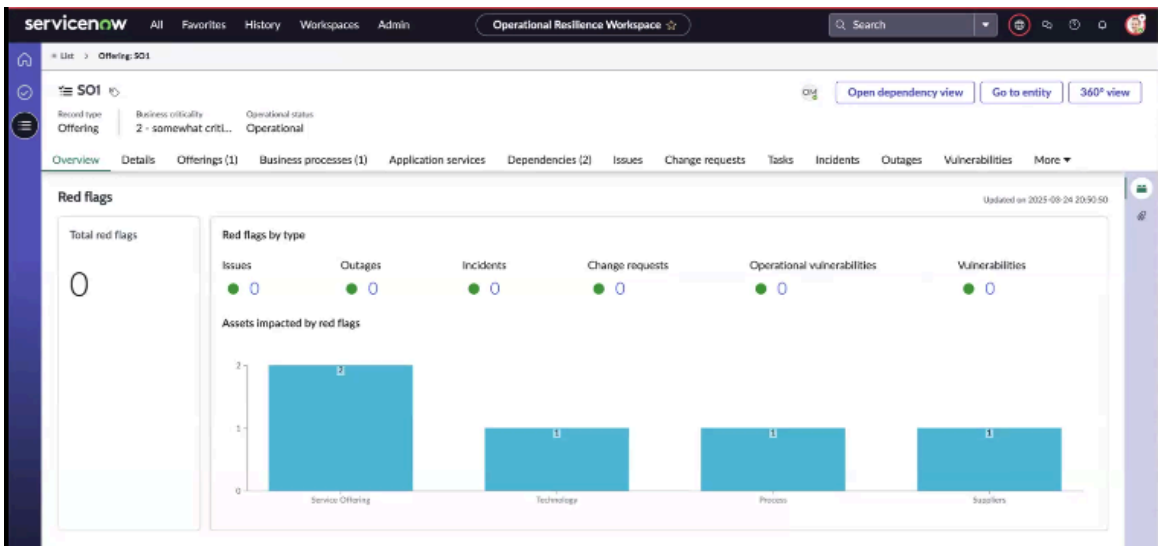
5. On the **Primary origin** tab, select **Add**.

You can add the primary origin of the operational vulnerability.



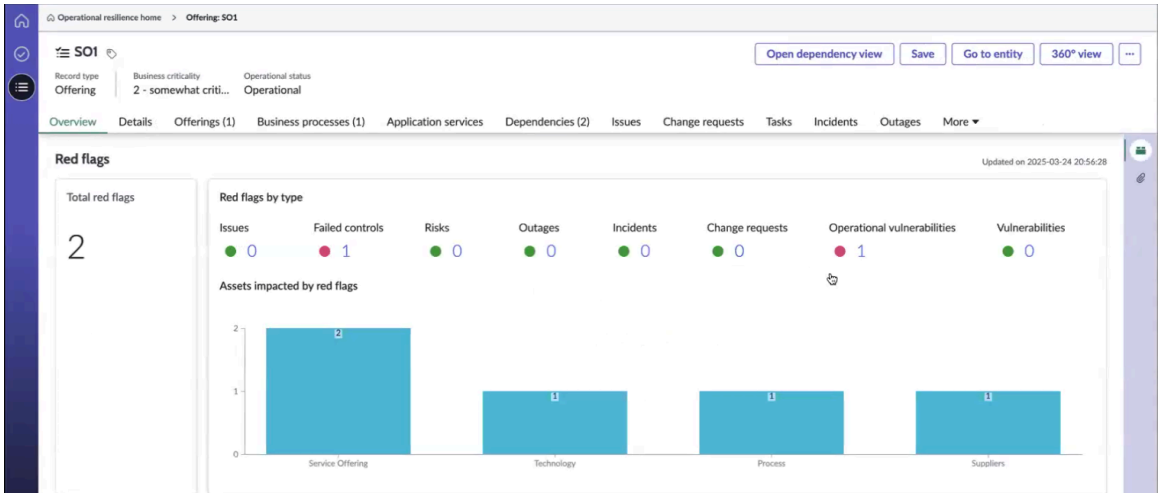
When you add the primary origin of the operational vulnerability, its impacted areas with upstream entities are updated on the **Impacted areas** tab.

When the *`Calculate red flags for CSDM and dependencies`* scheduled job is executed, the updated impacted areas and the operational vulnerability count are updated on the dashboard.



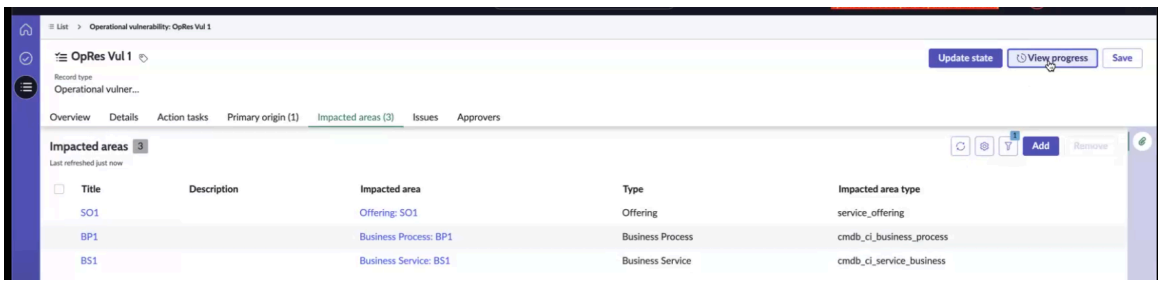
For example, when the impacted areas in the operational vulnerability are updated, the operational vulnerability count on the overview page of SO1 is 0 before the scheduled job runs. After running the scheduled job, the operational vulnerability count on the overview page of SO1 is updated to 1. This ensures that the updated data is promptly reflected on the Operational Resilience dashboard.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. To update the impacted areas for a primary origin of the operational vulnerability, select **Updated impacted area**.
   The application fetches the impacted areas for the primary origin.
7. To view the status of the uploaded upstream assets of the primary origin, select the **View progress** UI action.

   The Operational Resilience administrator or manager can view the progress when adding the impacted assets to the operational vulnerabilities. The assets are listed in the **Impacted areas** tab as shown in the example.



Primary origin form

On the Primary origin form, fill in the fields.

Primary origin form

Field	Description
Title	Title of the related area.
Description	Brief description of the related areas.
Related area	Areas that are related to the vulnerability or event reported. This field is available only when a value is selected from **Related area type**.
Related area table	Table associated with the related area. For example, sn_oper_res_importance_impact_tolerance_assessment.
Type	Type of the related area. For example, any related risk event. The choices are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Primary origin form (continued)

Field	Description
	• **Citation** • **Policy** • **Control objective** • **Risk event**

Add the impacted area

Add an impacted area or an object to the operational vulnerability record in the Operational Resilience Workspace.

Before you begin

Role required: sn_oper_res.manager

About this task

When an impacted area is added for the vulnerability, its state is updated to **New (In progress)** as shown on the **Overview** tab of the vulnerability record.

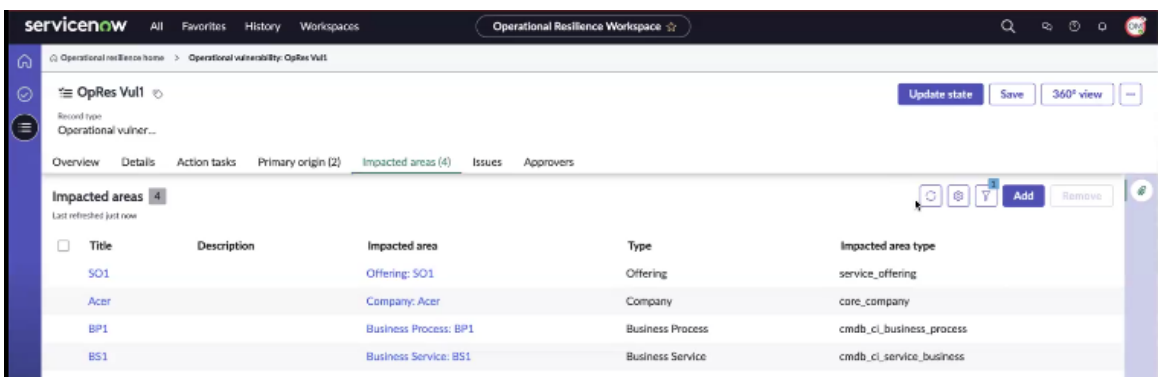
Beginning with Release 20.1.x, the Operational Resilience application supports the latest Common Service Data Model (CSDM). The enhanced functionality supports the roll up of the dependencies.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All Operational Vulnerabilities**.
2. Open the vulnerability for which you want to add an impacted area.
3. Select **New**.
4. On the Impacted area form, fill in the fields.
   To view more information on the fields, see the Impacted area form.
5. Select **Save**.

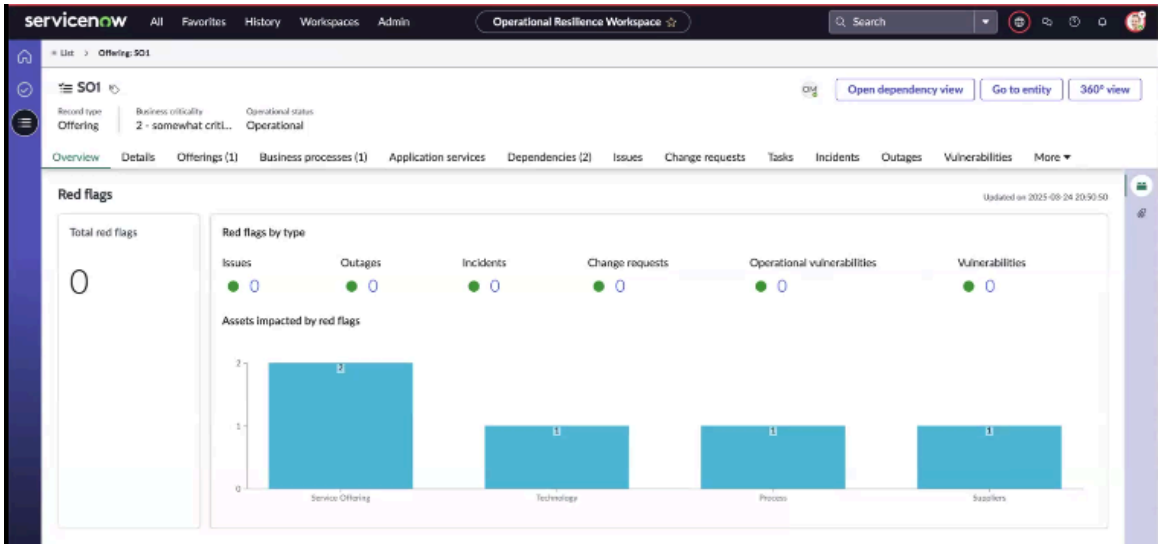
> **Note:**
> The operational administrator can view the progress of adding impacted assets to the operational vulnerabilities and they can also change the order of the dependencies.

When you add the primary origin of the operational vulnerability, its impacted areas with upstream entities are updated on the **Impacted areas** tab.

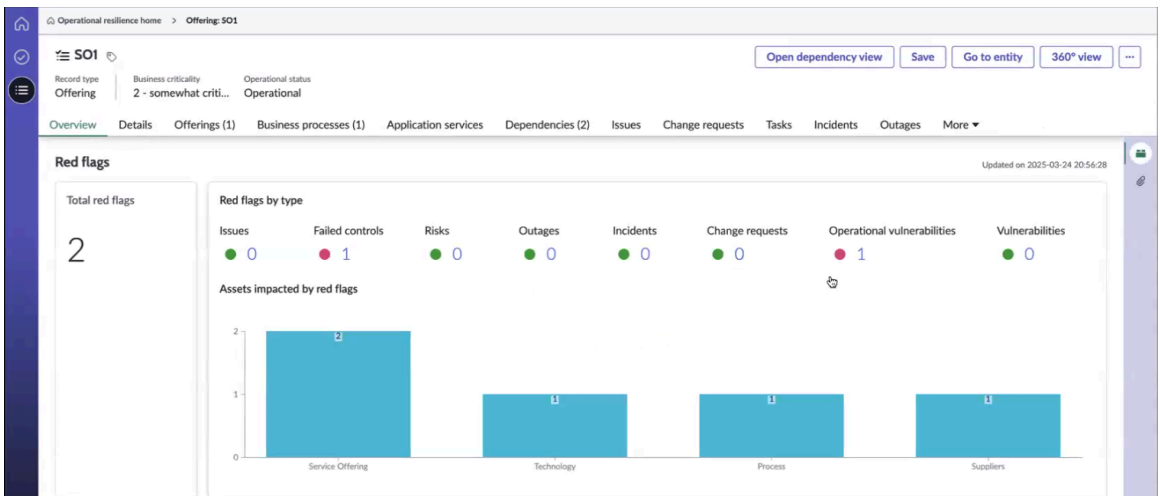


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When the scheduled job is executed, the updated impacted areas and the overall operational vulnerability count are reflected in the dashboard.



For example, when the impacted areas in the operational vulnerability are updated, the operational vulnerability count on the overview page of SO1 remains at 0 before the scheduled job runs.



After running the scheduled job, the operational vulnerability count on the overview page of SO1 is updated to 1. This ensures that the updated data is promptly reflected on the Operational Resilience dashboard.

Impacted area form

On the Impacted area form, fill in the fields.

Impacted area form

Field	Description
Title	Title of the impacted area.
Description	Brief description of the impacted areas or objects.
Impacted area	Areas or objects that are affected by the vulnerability or event. This field is available

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Impacted area form (continued)

Field	Description
	only when a value is selected from **Impacted area type**. For example, **Company: 3Com**.
Type	Type of the impacted area. For example, User or Company.
Impacted area type	Type of the impacted area. For example, the location of the event or vulnerability. The choices are as follows: • **Entity** • **Location** • **User** • **Company** **Note:** You can also configure your own impacted area type.

Update the state of the operational vulnerability

Update the state of the Operational vulnerability record to the **Assessment** or **Treatment** state. At this stage, the vulnerability is being evaluated to determine the best course of action and create an action task accordingly.

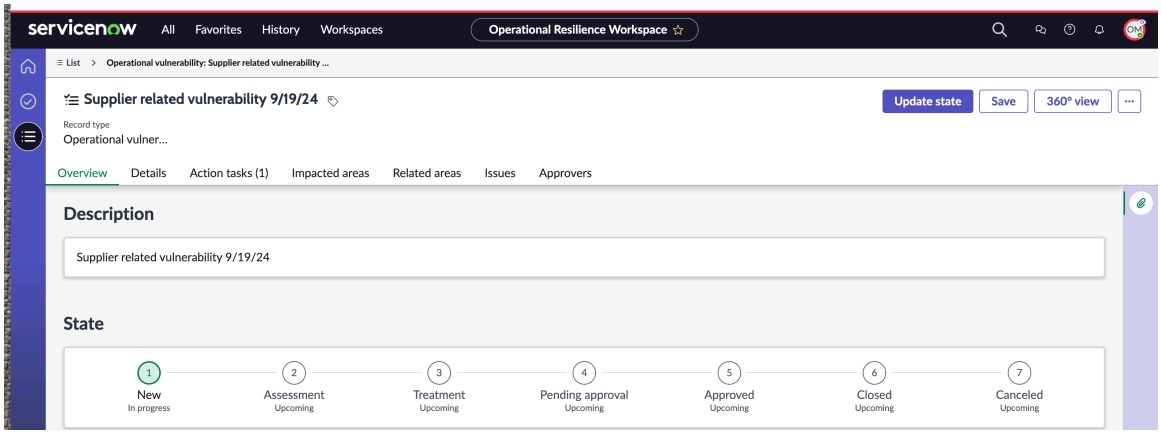
Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All Operational Vulnerabilities**.
2. Open the vulnerability record from the list.

   The Operational vulnerability record is in the **New** state.

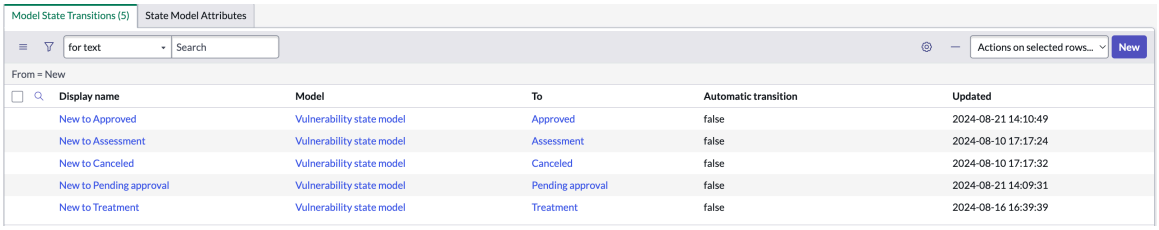


3. Select **Update state** UI action.

   The **New** state can be transitioned to the following states as shown in the example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

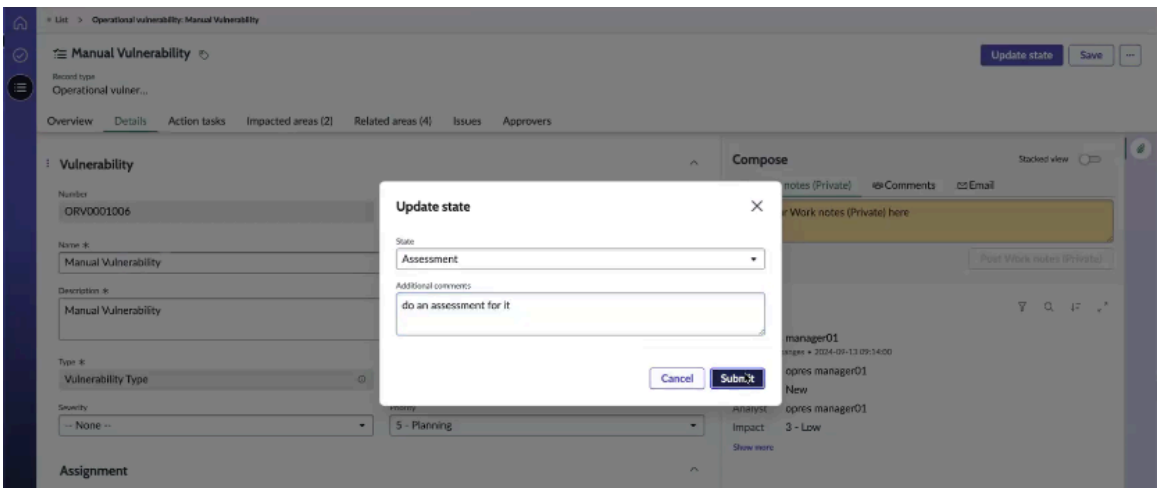
- **Assessment**
- **Treatment**
- **Pending approval**
- **Approved**
- **Closed**
- **Canceled**



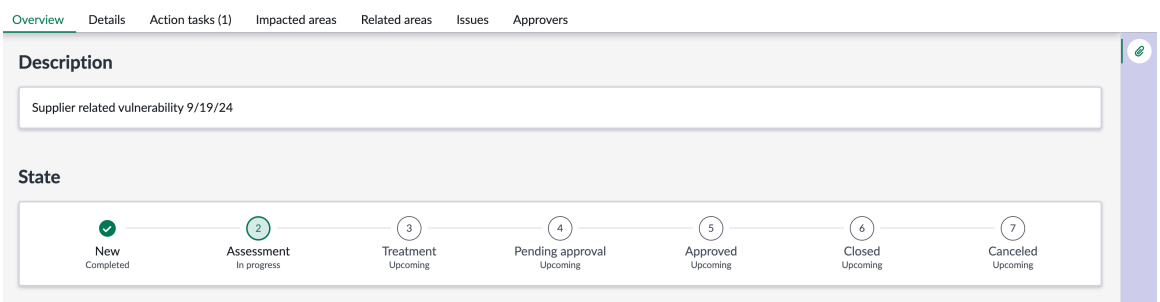
For more information on the state transition model, see Set up the State model and Action task model.

4. Update the state of the vulnerability record.

   The Update state window is shown in the example.



When the state is updated to **Assessment**, the state of the Operational vulnerability record is updated to the **Assessment in progress** state as shown in the example.



What to do next

When the vulnerability record is in the **Assessment** state, the task owner creates an assessment-type action task. For more information, see Manage an assessment-type action task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When the vulnerability record is in the **Treatment** state, the task owner creates an investigation-type action task. For more information, see Manage an investigation-type action task.

Creating an action task for the operational vulnerability

The Operational vulnerability analysts gather additional information or an evidence on the vulnerability by creating one or more action tasks. An action task can be of an assessment or investigation type.

The Operational vulnerability analysts assign the assessment or investigation action tasks to appropriate task owners. The task owners then review the tasks, note their observations, finish the assigned work, and inform the task owners to review their work.

Task owners typically perform the following actions:

- Manage an assessment-type action task
- Manage an investigation-type action task

Workflow states for an action task

An action task moves through the following workflow states.

Workflow states for an action task

States	Description
Draft	The action task is in the draft stage.
Assigned	The action task has been assigned to an appropriate user.
Work in progress	Work on the action task is in progress.
Review	The action task is in the review stage.
Closed complete	The action task is in the Closed complete stage.
Closed incomplete	The action task is in the Closed incomplete stage.
Canceled	The action task has been canceled.

Notifications for the action tasks associated with the vulnerabilities

When an action task [sn_grc_case_mgmt_case_task] associated with the vulnerability is assigned to the users, they receive email notifications informing them about the task details, upcoming actions, and due dates. Email notifications are sent to the following users:

1. When the action task is assigned to the task owner, they receive the email notification.
2. When the action task is assigned to the assignment group, the users in the assignment group receive the email notifications.
3. When the action task is submitted for a review, the analyst assigned to the operational vulnerability record receives the email notification to review the task.

Manage an assessment-type action task

Create and manage an action task for the Operational vulnerability, where the type of the task is assessment. You can then assign it to an appropriate task owner.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_oper_res.manager

About this task
After completing the steps outlined in this section, the state of the Operational vulnerability record is updated to the **Assessment** state.

Procedure
1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All Operational Vulnerabilities** and open the Operational vulnerability record that is in the **Assessment** state.
2. In the Operational vulnerability record, select the **Action tasks** related list and select **New**.
3. On the Create New Action task form, fill in the fields.
   For more information, see Create New Action task form.
4. In the **Type** field, select **Assessment**.
   The **Assessment template** field is displayed.
5. In the Assessment template window, select the assessment template that is used to perform the assessment.
6. Select **Save**.

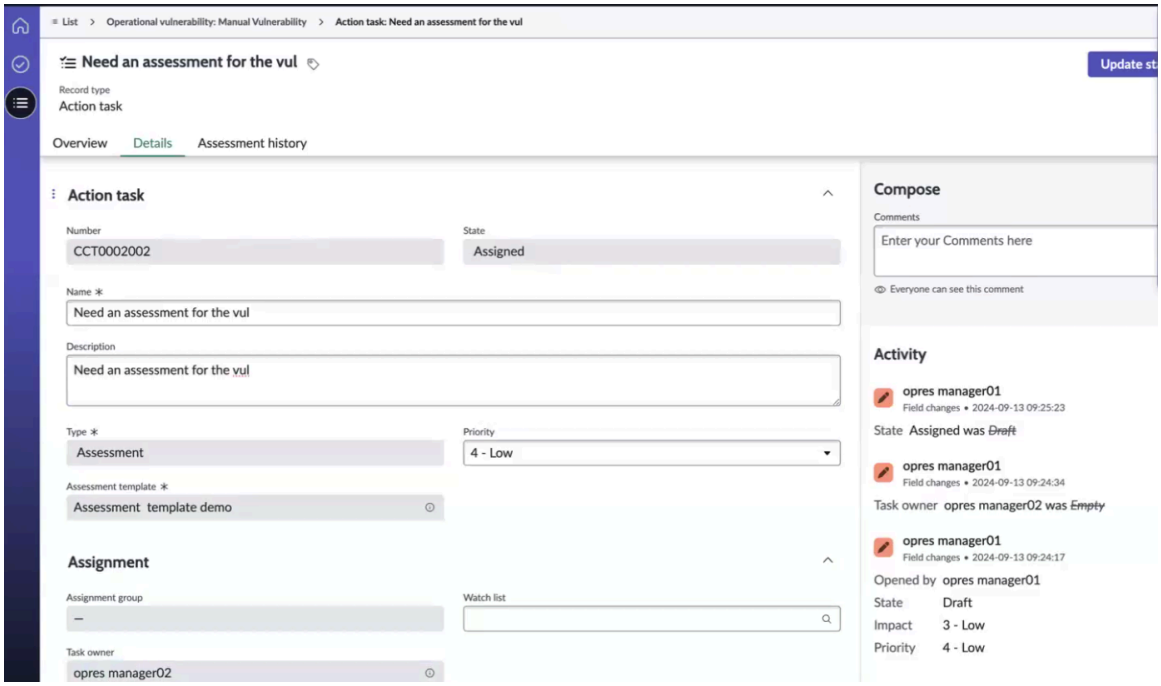
   The selected assessment template is displayed in the **Assessment template** field of the Action task form.

   The action task is in the **Draft** state.
7. Navigate to the Assignment section of the Action task form and assign the task owner in the **Task owner** field.
8. In the Schedule section, add the due date for the action task in the **Due date** field and select **Save**.
   The action task of assessment type is saved.
9. To assign the action task to the action task owner, select **Update state** on the action task, update the state to **Assigned** in the Update state window, and select **Submit**.

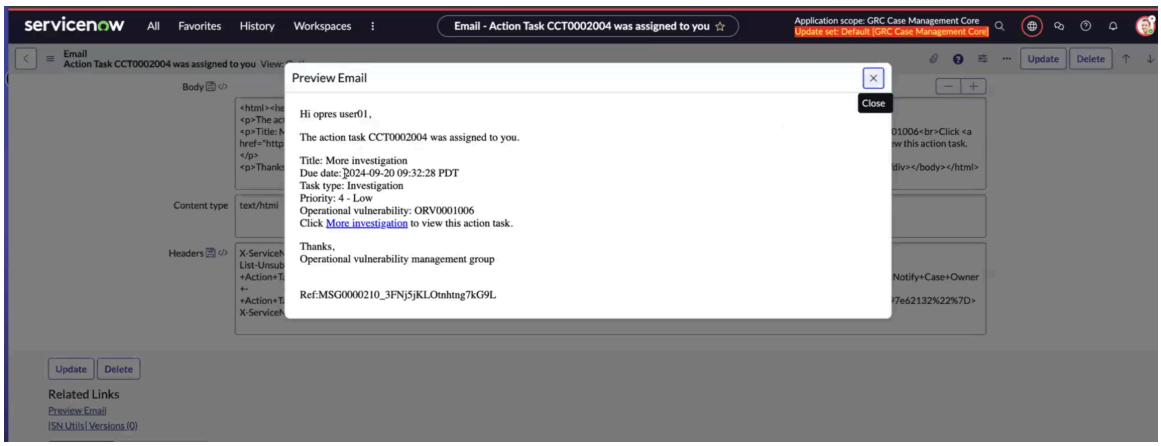
   The action task is in the **Assigned** state.

   The action task is now assigned to the task owner. The example shows that the task is assigned to the user, Opres manager02.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



An automated email notification as shown in the example is sent to the task owner to notify about the action task and review the task details.



The task owner logs in, reviews the assigned action task, and completes the next steps.

What to do next

The task owner then logs in, reviews the assigned action task, and creates an investigation-type action task if necessary, or directly requests for an approval for the assessment-type action task.

For more information, see Manage an investigation-type action task and Request an approval for the action task.

Create New Action task form

On the Create New Action task form, fill in the fields.

Create New Action task form

Field	Description
Name	Name of the action task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Action task form (continued)

Field	Description
Description	Brief description of the action task.
Type	Type of the action task. Available options are: • **Assessment** • **Investigation** • **Others** Select **Assessment**.
Assessment template	Assessment template to be selected for the action task.
Priority	Priority of the action task. Available options are: • **Critical** • **High** • **Moderate** • **Low** • **Planning**
Assignment	
Assignment group	Assignment group that the action task is assigned to.
Task owner	Owner of the action task.
Watch list	Team members that are on the watch list for the action task.
Schedule	
Due date	Due date for the action task in the `yyyy-MM-dd HH:mm:ss` format.
Summary	
Observations	Observations entered by the analyst for the action task.
Activity	
Additional comments	Additional comments for the action task.

Reassign or accept the assigned action task

Reassign or accept the assigned action task that is listed in the My items list of the Tasks module if you are the task owner. You must review the task details listed in the Details tab, reassign the action task to another task owner, or accept the work.

Before you begin

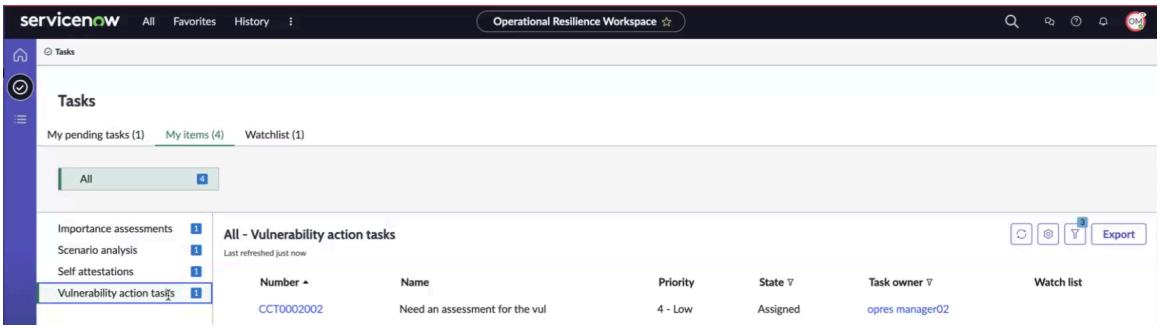
Role required: sn_oper_res.manager, action task owner

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All Operational Vulnerabilities**.
2. In the Tasks page, select **My items** and open the action task listed in **Vulnerability action tasks**.

   The Tasks page with Vulnerability action tasks is shown in the example.



3. Review the details of the task.
4. To reassign the task to another task owner, select **Reassign**.

   When the action task owner reassigns the action task, it moves to the **Draft** state.

5. To accept the work on the action task, select **Accept work** UI action.
   The Confirmation window is displayed. The action task is updated to the **Work in progress** state.
6. Add the work notes for the task and select **Accept work** in the Confirmation window.

   The **Accept work** UI action on the action task form changes to **Take assessment** UI action.

   The subsequent step requires the task owner to perform an assessment on the action task by reviewing its assessment details. The vulnerability record is in the **Assessment** state.

Perform an assessment on the action task

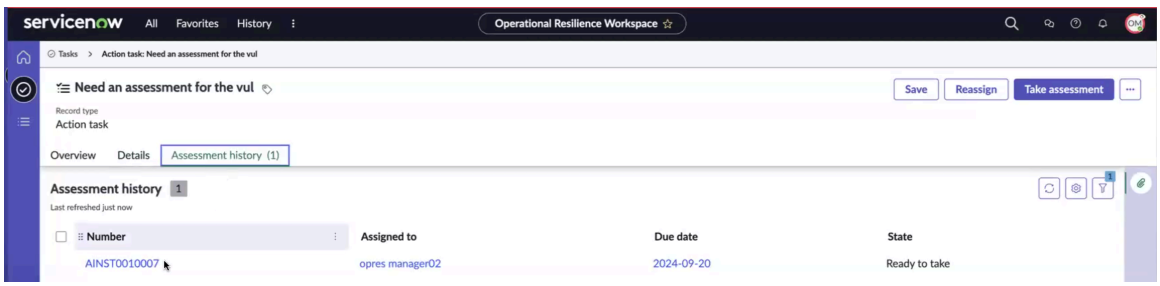
Perform an assessment on the action task by reviewing its assessment details. As the action task owner, you can view the details of the action task and assessment history in the action task record and then complete the assessment.

Before you begin

Role required: sn_oper_res.manager, action task owner

About this task

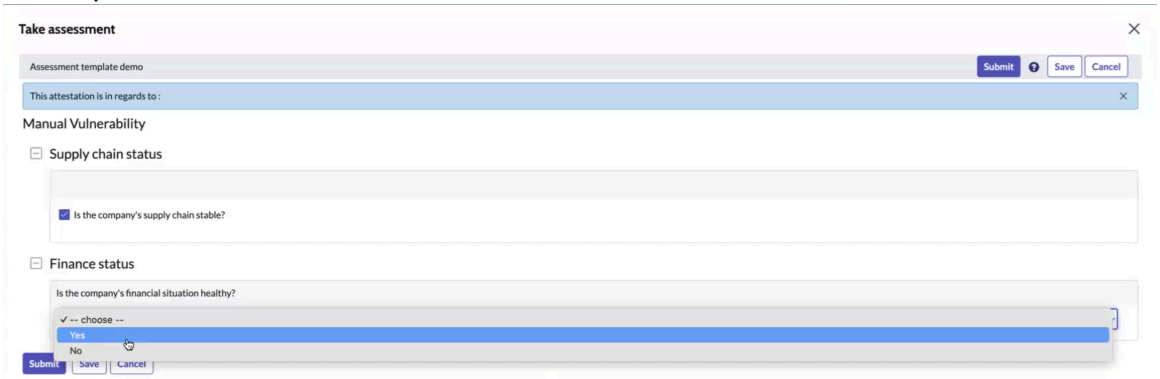
The details of the action task and assessment history are displayed in the record as shown in the example.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

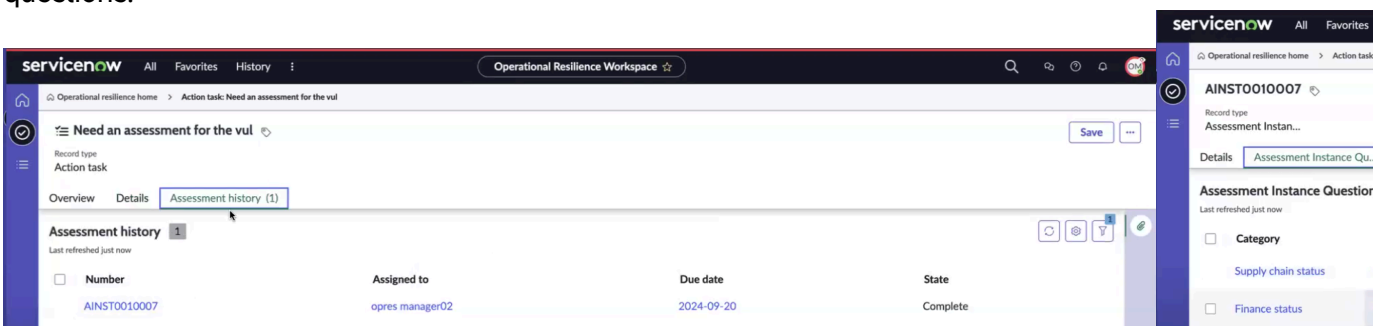
1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **My items** and open the action task listed in **Vulnerability action tasks**.
2. To complete the assessment for the action task, select **Take assessment**.



3. Answer the questions and select **Submit**.

   The state of the action task is updated to the **Review** state.

4. Navigate to the Assessment history, select the assessment, and review the responses to the questions.



5. To add a new assessment instance question, select **New**.
6. To view user responses to the questions, select **View user's response**.
7. Select **Save**.

   The action task is saved. The state of the action task is updated to the **Review** state.

What to do next

Request an approval on the action task and complete its workflow. For more information, see Request an approval for the action task.

Manage an investigation-type action task

Manage an investigation-type action task for the Operational vulnerability. An investigation-type action task is initiated when additional investigation is needed to resolve the vulnerability. If the approver rejects the Operational vulnerability and requests more investigation, the task owner can create an investigation-type of action task, assign it to an appropriate user, review their completed work, and then request an approval again.

Before you begin

Role required: sn_oper_res.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

If the approver rejects the vulnerability, its state is updated to **Treatment**. The vulnerability may need further investigation. The task owner completes the following steps to complete the work on the vulnerability record:

1. Create an investigation-type action task for the vulnerability.
2. Assign the action task to an appropriate user.
3. Review the investigation work related to the action task.
4. Update the vulnerability state to pending approval and request for its approval.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All Operational Vulnerabilities**.
2. Navigate to the vulnerability record and select **New** in the Action tasks related list.

   You can open the operational vulnerability record from the list and review the information in the **Details** tab. When an investigation-type action task is created, the state of the record is updated to the **New** state.

3. On the Create New Action task form, fill in the fields.
   For more information, see Create New Action task form.
4. Select the type of the action task as **Investigation**.
5. Assign the task to a task owner and add people on the watchlist of the action task.
6. Add a due date for the action task.
7. Select **Save**.
   The action task is saved in the operational vulnerability record. An email notification is sent to the action task owner about the action task.
8. To complete work on the action task of the rejected vulnerability record, assign it to an appropriate user.

   An email notification is sent to the user about the action task. The user navigates to the vulnerability action task, review the details, provides observations in the Summary section of the action task form, and saves the action task.

   The task owner receives an email notification about the completion of the work and assigns the action task to the user as outlined in the next step.

9. Navigate to the action task in the vulnerability record, select **Update state** UI action, select the **Assigned** state, and select **Submit**.
   The action task is assigned to the user. The user completes the next step on the action task.
10. Log in as the user and select **Accept work** in the action task record.
    The user accepts the work and completes the following steps for the action task of the vulnerability record.

    a. Finish work on the action task, select the **Ready for review** UI action, add work notes in the Confirmation window, and select **Ready for review**.
       The action task is in the **Ready for review** state. A notification is sent to the action task owner about completion of the work.

What to do next

The task owner reviews the work on the action task and then requests an approval for the vulnerability record. For more information on the steps, see Request an approval.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request an approval for the action task

Complete the work on the assessment-type or the investigation-type action task and then request an approval from the approvers of the Operational vulnerability record.

Before you begin

Role required: sn_oper_res.manager, Action task owner

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All Operational Vulnerabilities**.
2. Review the email notification and open the action task record from the email.
3. Review the action task details and provide observations in the Summary section of the action task form.
4. Select **Save**.
   The action task record is saved. The vulnerability record analyst reviews the notes and assigns the action task again to the task owner. An email notification is sent to the user.
5. Open the action task record from the email and select **Accept work** in the action task record.
   The user accepts the work and completes the following steps for the action task of the vulnerability record.
6. Finish work on the action task and select the **Ready for review** UI action.
   The action task is in the **Ready for review** state.
7. Add work notes in the Confirmation window and select **Ready for review**.
   A notification is sent to the Operational vulnerability record owner or analyst about completion of the action task.

What to do next

Devise a course of treatment plan and perform root cause analysis. For more information, see Decide the treatment and perform a root cause analysis.

Decide the treatment and perform a root cause analysis

Decide the treatment and perform a root cause analysis for the Operational vulnerability. After completing the action tasks, the vulnerability analyst devises the next course of treatment and updates their observations and analysis in the **Details** tab of the Operational vulnerability record.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All Operational Vulnerabilities**.
2. Navigate to the vulnerability record and ensure that the action tasks are closed.
3. Review the details of the vulnerability, select the **Discuss** action to collaborate with the participants, and plan the treatment.
4. In the **Treatment decision** field, select one of the options and choose the treatment plan.
   The choices are as follows:
   - **Accept**: Accept the vulnerability.
   - **Avoid**: Avoid the vulnerability.
   - **Mitigate**: Moderate the effect of the vulnerability.
   - **Transfer**: Transfer the vulnerability to another department or function in the organization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. In the **Root cause analysis** field, add observations and notes on the root cause.
   It is necessary to record the root cause and relevant details for future reference.
6. Select **Save**.
   Details on the treatment and root cause analysis of the Operational vulnerability are saved in the record.

Add or create an issue for the operational vulnerability

Add an existing issue from the available issues or create an issue for the Operational vulnerability.

Before you begin
Role required: sn_oper_res.manager

About this task
While addressing the Operational vulnerability, an issue can be in the open state. The Operational vulnerability can be closed even if the associated issue is in the **Open** or **Work in progress** state.

Procedure
1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All Operational Vulnerabilities**.
2. Open the vulnerability for which you want to add an issue.
3. Select the Issues related list and add or create an issue.
4. Select **Save**.

   The issue related to the vulnerability is displayed in the Issues related list.

   The vulnerability record is still in the **Assessment** state.

Request an approval

Request an approval for the Operational vulnerability record. When you request an approval, the state of the vulnerability is updated to the **Pending approval** state and then to the **Requested** state respectively.

Before you begin
Role required: sn_oper_res.manager

Procedure
1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All Operational Vulnerabilities**.
2. Open the vulnerability that you want to submit for an approval.

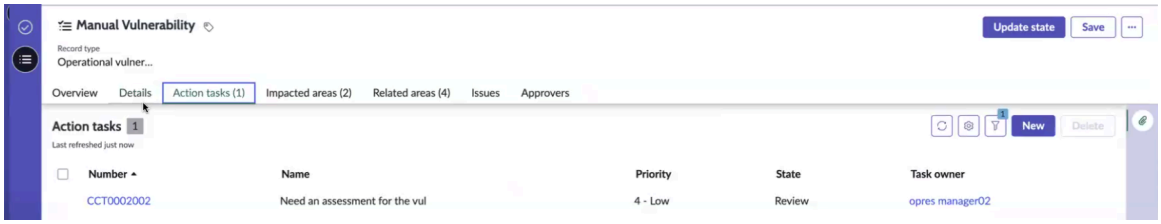
   Note:
   All action tasks must be closed before an analyst or assignment group member can update the vulnerability state.

3. In the vulnerability record, select **Update state**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

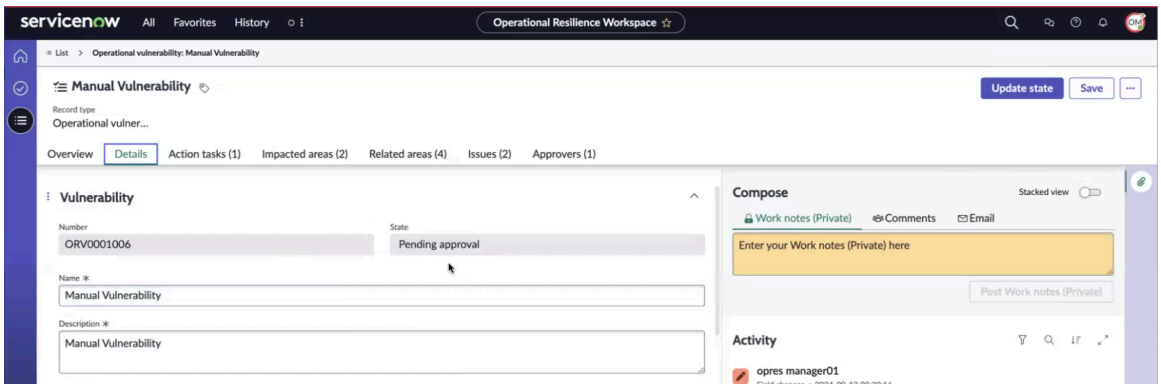
If any of the action tasks for the vulnerability are not closed yet, a message is displayed that All action tasks must be closed before an analyst or assignment group member can update the vulnerability state.

The following example shows that the action task for the vulnerability is in the **Review** state.

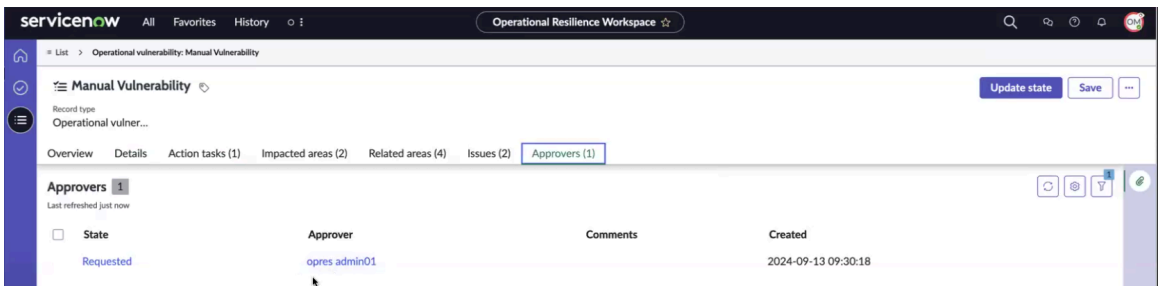


4. Select the open action task, review its details, and select the **Update state** UI action.
5. To close the open action task, update its state to **Closed complete** in the Update state window, and select **Submit**.
   The state of the action task is now updated to **Closed complete**.
6. In the vulnerability record, select **Update state** UI action, update the state to **Pending approval** in the Update state window, and select **Submit**.

   The state of the vulnerability record is updated to **Pending approval**.

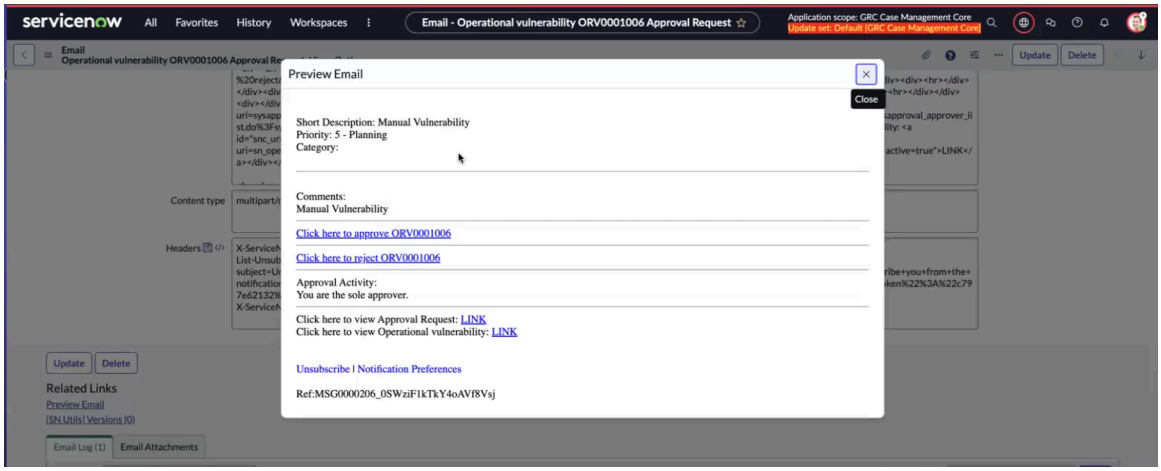


The list of the approvers is displayed in the Approvers related list. The Operational vulnerability record owner requests an approval by updating the state to **Requested** as shown in the example.



An email notification is sent to one or more reviewers with the Operational vulnerability details and a link to approve the Operational vulnerability. A sample email notification is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Operational vulnerability record is now in the **Pending approval** state.

What to do next

The subsequent step requires the approver to review the email notification, select the approval link from the email, and approve the Operational vulnerability. For more information, see Approve the operational vulnerability.

Approve the operational vulnerability

Approve the Operational vulnerability record after verifying its details such as the root cause analysis, treatment plan, timelines, and so on.

Before you begin

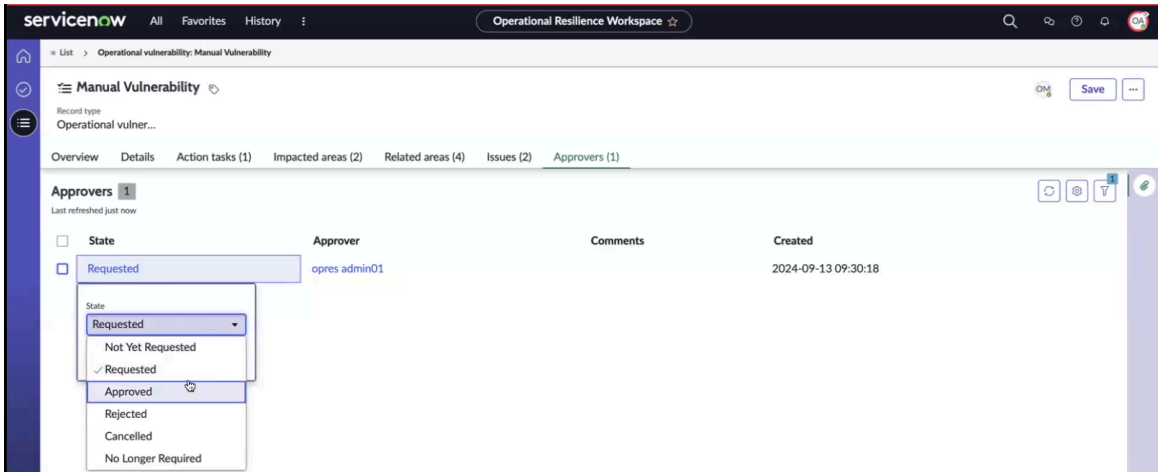
Role required: sn_oper_res.manager, sn_oper_res.admin, approver of the vulnerability

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All Operational Vulnerabilities**.
2. Navigate to the operational vulnerability record from the list or select **Vulnerability approvals** in **My pending tasks**.
3. Select the record for which you have been assigned as the approver.
4. Review the details of the operational vulnerability record.
5. To approve the operational vulnerability record, select **Update state** UI action.

   The state of the operational vulnerability is updated from **Requested** to **Approved**. The state transition in the Approvers related list is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The state of the operational vulnerability record is updated to **Approved**. The fields on the vulnerability record are now locked.

Even though the Operational vulnerability record is in the **Approved** state, users can still perform an assessment or further investigation on the approved vulnerability by selecting one of the following states:

- **Assessment**
- **Treatment**

6. To close the vulnerability, select **Update state** UI action and select **Closed**.
   The vulnerability record is in the **Closed** state. The fields on the vulnerability record are locked.

What to do next

The Operational vulnerability analyst reviews the details and closes the Operational vulnerability record.

Close the operational vulnerability

Verify the details and close the Operational vulnerability record as the Operational vulnerability analyst.

Before you begin

Role required: sn_oper_res.manager, sn_oper_res.admin, Analyst of the vulnerability

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **All Operational Vulnerabilities**.
2. Log in as an analyst and navigate to the Operational vulnerability record from the list or select **Vulnerability approvals** in **My pending tasks**.
3. Select the Operational vulnerability record for which you have been assigned as the analyst.
4. Close the Operational vulnerability record.
   The Operational vulnerability is now in the **Closed** state. It completes the workflow of the Operational vulnerability record.

Maintaining Digital resilience third-party registers

The Digital resilience third-party registers application enables the customers to maintain the contractual arrangements on the use of Information and Communication Technology (ICT) services, that support critical or important functions provided by ICT third-party service

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

providers. Customers can manage the contractual arrangements details through the graphical user interface (GUI) or by importing or exporting Microsoft Excel files.

Get started

Explore  Learn about Digital resilience third-party registers	**Configure**  Configure Digital resilience third-party registers
Use  Add branches, contracts and upload records	**Reference**  Components installed with Digital resilience third-party registers

Exploring Digital resilience third-party registers

The Digital resilience third-party registers application empowers the financial entities to maintain registers of contractual arrangements with Information and Communication Technology (ICT) third-party service providers and comply with Digital Operational Resilience Act (DORA) regulation.

Applications for DORA compliance

Beginning with Release 19.1.x, the following applications are supported for ICT Third-party Risk Management as part of DORA compliance.

- Digital Operational Resilience Management: This application is used for uploading and downloading of all individual DORA tables.
- Digital Resilience Third-party Information Register: This application is used to download the Digital resilience third-party registers. The application contains the Microsoft Excel template that includes all tabs for reporting purposes. It helps the financial entities to maintain a comprehensive register of their contractual arrangements with ICT Third-party service providers at the individual entity, sub-consolidated, and consolidated levels.

  Customers use Digital resilience third-party registers to create or edit the records in bulk or individually for assessments, branches, contracts, functions, legal entities, supply chains, third parties, or third-party engagements using the Microsoft Excel upload and download feature.

Note:
The IRM Professional license users can access Digital resilience third-party registers in the Operational Resilience Workspace. The TPRM license users can access Digital resilience third-party registers in the TPRM Workspace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Digital resilience third-party registers application fulfills multiple functions for the entities:

- Assists the entities in tracking their ICT third-party risks.
- Empowers the competent authorities in European Union to oversee ICT and third-party risk management within financial entities.
- Aids European Supervisory Authorities (ESA) in identifying Critical ICT third-party service providers (CTPP) for EU level supervision.

Digital Operational Resilience

Digital Operational Resilience refers to the ability of a financial entity to build, assure, and review its operational integrity and reliability. It ensures that the entity has the full range of ICT related capabilities that are needed to secure its network and information systems. These systems support the continuous provision of financial services and maintain their quality, even during disruptions. The continuity can be achieved directly or indirectly with the services provided by the ICT third-party service providers.

Digital Operational Resilience Act (DORA)

Digital Operational Resilience aligns with the Digital Operational Resilience Act (DORA). It is a European Union (EU) regulation that came into effect on 16 January 2023 and it will be applicable from January 17, 2025. It enhances the ICT security of financial entities supervised by the European Supervisory Authorities (ESA)s and protects Europe's financial sector from major digital disruptions.

Regulatory Technical Standards

DORA Regulation mandates that financial entities incorporate and periodically review a strategy for managing ICT third-party risk within their ICT risk management framework. This strategy must include a policy governing the use of ICT services that support critical or important functions, as provided by third-party ICT service providers.

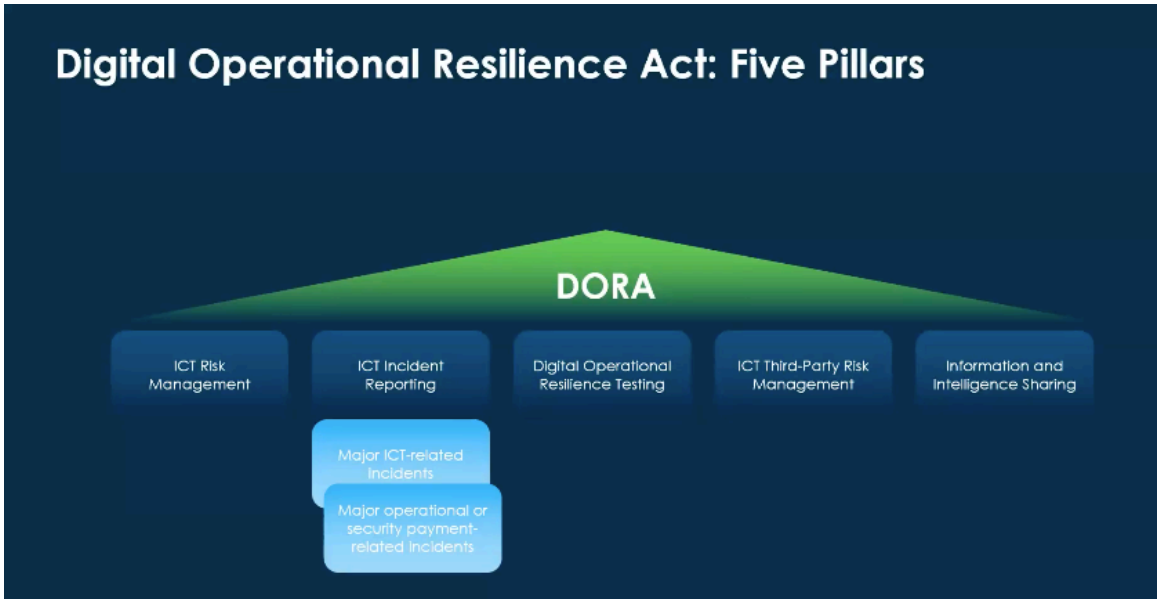
A financial institution's policy on using third-party ICT service providers plays a crucial role in defining key aspects of its governance, risk management, and internal control frameworks for these services. Financial entities must perform risk assessments and due diligence before signing contracts with third-party ICT service providers. They must also ensure they can terminate these arrangements if needed and maintain business continuity for critical or important functions. For instance, an action could be necessary where the service is not optimal, external ICT systems malfunction, or the service is disrupted due to sanctions.

Pillars for DORA

Digital Operational Resilience Act (DORA) comprises the important pillars:

1. ICT Risk Management
2. ICT Incident Reporting
3. Digital Operational Resilience Testing
4. ICT Third-party Risk Management
5. Information and Intelligence Sharing

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note:
Operational Resilience, Release 19.1.x focuses on the ICT Third-party Risk Management pillar only.

Processing the records using GUI or Microsoft Excel

Customers can manage the contractual arrangements by processing the records by using the graphical user interface (GUI) or by importing or exporting Microsoft Excel files in the Digital resilience third-party registers application.

For information on processing the records through the graphical user interface (GUI) or by importing or exporting Microsoft Excel files, see Using Digital resilience third-party registers.

Licensing requirements

Users can access the Digital resilience third-party registers application in the following ways:

- Beginning with Release 19.1.x, customers who already have the Operational Resilience or the TPRM applications can access the Digital resilience third-party registers.
- These customers can download, install, and start using the Digital resilience third-party registers application.

The licensing information and the associated workspaces are listed in the following table.

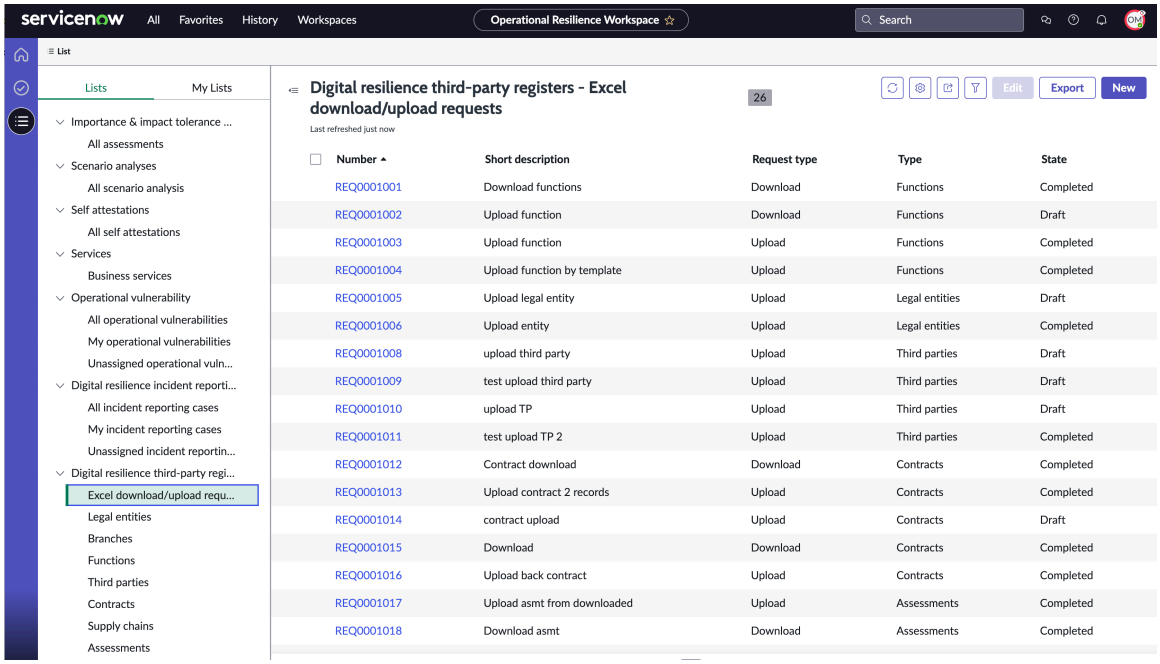
Licensing and associated workspaces

License	Application displayed in the UI	Associated workspaces
IRM Professional	Digital resilience third-party registers	Operational Resilience Workspace
TPRM	Digital resilience third-party registers	TPRM Workspace

Digital resilience third-party registers in Operational Resilience Workspace

Upon opening the Operational Resilience Workspace, the menu featuring Digital resilience third-party registers is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Digital resilience third-party registers in the TPRM Workspace

For information on Digital resilience third-party registers in the TPRM Workspace, see Third-party Risk Management.

Use cases for updating the information registers

Users with third-party registers and contractual details spread across various systems can automate the process of populating their information registers. This section outlines common scenarios for recording third-party data into Digital resilience third-party registers.

Typical use cases for updating data in the Digital resilience third-party registers are described in the following sections.

Use cases for updating data in the information registers

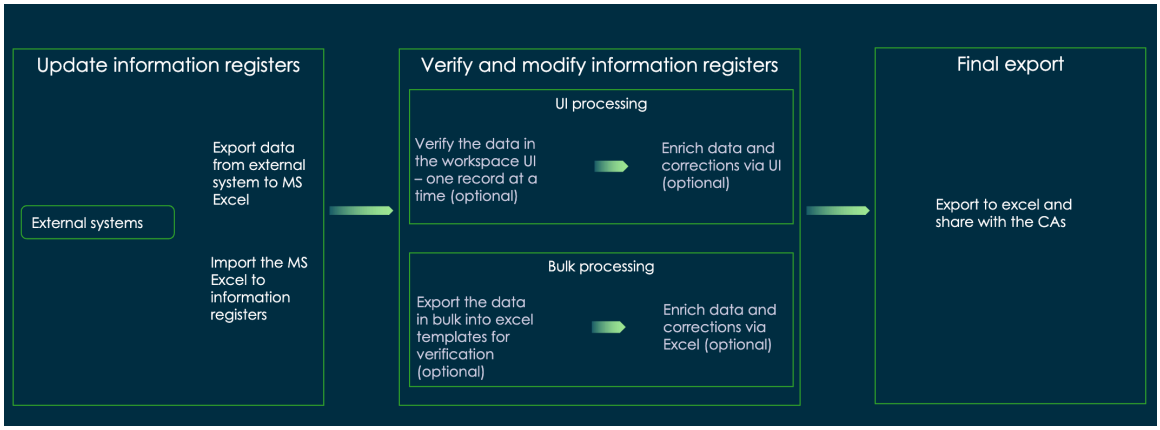
Users generally input third-party data into the Digital resilience third-party registers using one of these methods:

1. Exporting data from external applications using Microsoft Excel
2. Creating and modifying the registers manually

Exporting data from external applications using Microsoft Excel

Users can export data from external systems to Microsoft Excel, then import the Microsoft Excel file into the Digital resilience third-party registers application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The process for using Microsoft Excel to get data from external systems involves the following tasks:

1. Collect data from external applications via Microsoft Excel, then import the Microsoft Excel file into the Digital resilience third-party registers.

2. Updating and verifying information registers via UI processing: After importing the data, users can process each entry individually through our graphical user interface (GUI). Dedicated pages are created in the Operational Resilience Workspace where users can view details, review, approve, advance entries through workflows, and export them as needed. Users can inspect each record individually in the information registers workspace UI, enriching data where it's incomplete and correcting any inaccuracies.

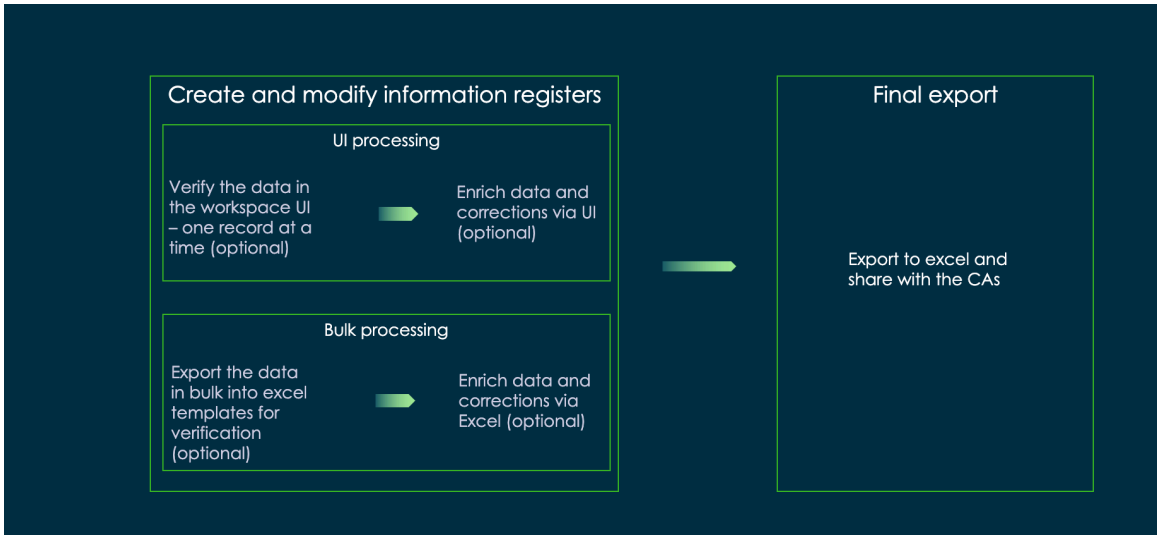
   Updating and verifying information registers via bulk processing: User can use the bulk export and import feature using Microsoft Excel for processing multiple records at once. If data integration is time-consuming, users can simply export files from external systems, upload them to Digital resilience third-party registers tables, edit the data, and re-upload. This allows for efficient bulk processing.

3. Final step of exporting data: Lastly, data can be exported using a template, specifically Microsoft Excel based output. Users can export data into Microsoft Excel sheet for future reference or sharing with regulatory authorities. The Microsoft Excel template in Digital resilience third-party registers is aligned with (DORA) regulatory requirements.

Creating and modifying the registers manually

Users can create and modify data manually in the Digital resilience third-party registers application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The process for modifying the registers manually involves the following tasks:

1. Users enter and modify data in the Digital resilience third-party registers application manually.

2. Updating and verifying information registers via UI processing: After importing the data, users can process each entry individually through our graphical user interface (GUI). Dedicated pages are created in the Operational Resilience Workspace where users can view details, review, approve, advance entries through workflows, and export them as needed. Users can inspect each record individually in the information registers workspace UI, enriching data where it's incomplete and correcting any inaccuracies.

   Updating and verifying information registers via bulk processing: User can use the bulk export and import feature using Microsoft Excel for processing multiple records at once. If data integration is time-consuming, users can simply export files from external systems, upload them to Digital resilience third-party registers tables, edit the data, and re-upload. This allows for efficient bulk processing.

3. Final step of exporting data: Lastly, data can be exported using a template, specifically Microsoft Excel based output. Users can export data into Microsoft Excel sheet for future reference or sharing with regulatory authorities. The Microsoft Excel template in Digital resilience third-party registers is aligned with (DORA) regulatory requirements.

Register of Information (ROI) regulatory packages

The Register of Information (RoI) is a regulatory reporting requirement under the Digital Operational Resilience Act D (DORA) and is supported by the Digital resilience third-party registers application in the Operational Resilience Workspace.

RoI overview

The Register of information (ROI) is a structured data package that financial entities must submit to regulators to demonstrate compliance with DORA. It includes information about legal entities, third-party service providers, contracts, and functions.

Starting with version 21.1.x, users of the Operational Resilience Workspace and Digital resilience third-party registers application can generate regulator-ready RoI packages using the **Plain-CSV Report Package option** on the download page. The ZIP file includes metadata and report folders structured to regulator specifications, with file names containing LEI, entity ID, and release version. This enhancement ensures EU DORA compliance and supports automated validation workflows.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
You can use the **Excel master template** option to download a document to use for data preparation and internal review and the **Plain-CSV reporting package** option to download a document to use for regulator submission and compliance validation.

The RoI framework is designed to align with DORA's five pillars, particularly ICT third-party risk management and incident reporting. RoI packages generated in the Operational Resilience Workspace follow the European Banking Authority's structure and validation requirements.

Digital Resilience Third-party Information Register support for RoI

The Digital Resilience Third-party Information Register provides the following capabilities to support RoI compliance:

- Data capture for entities, contracts, functions, and third parties
- CSV report generation aligned with regulator specifications
- ZIP packaging with metadata and report folders
- Validation workflows for technical, schema, and business rule checks
- Role-based access for managing RoI requests

Note:

All RoI-related actions are performed in the **Digital resilience third-party registers** section in the Operational Resilience Workspace. This workspace provides access to download/upload requests, validation tools, and main templates.

For more information, see Generate a Register of Information package.

Validation framework for Register of Information in Operational Resilience

The validation framework helps to verify that RoI packages meet regulatory requirements defined by the DORA.

Validation overview

The validation framework for the Digital Resilience Third-party Information Register application ensures that downloaded RoI packages comply with the structural, formatting, and data integrity requirements defined by the DORA. It supports a real-time, three-level validation system that automatically checks for technical accuracy, regulatory alignment, and business rule compliance during the upload process.

- Level 1 (Technical checks): 29 rules validating file encoding, structure, and naming.
- Level 2 (Data package mode technical checks): 12 rules ensuring template and schema alignment.
- Level 3 (Data package model business rules): 70 rules verifying regulatory logic and field dependencies.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
The Data Package Model is used to structure and validate RoI packages.

The DPM business validation rules and report.json, reportPackage.json, FrameworkCodeModuleVersion properties enable Third-party risk admins [sn_vdr_risk_asmt.vendor_admin] to view and maintain validation logic and configuration settings for CSV reporting and automated validation. Third-party risk admins can access these properties by navigating to **All** > **Digital Operational Resilience Management** and then selecting **Properties** or **DPM Business Validation Rules**.

Validation process

Validation is now performed automatically during the upload of RoI CSV files. As soon as the ZIP package is uploaded via an Excel download/upload request, the system initiates real-time validation without requiring a separate request type. The system performs checks across multiple dimensions:

- File-level validation: Ensures correct encoding, naming conventions, and file structure.
- Template-level validation: Verifies that required templates are present and formatted correctly.
- Field-level validation: Applies rule expressions to check for missing values, incorrect formats, and invalid references.

Validation results are returned in a downloadable report that includes:

- Mappings to regulator fields such as Template Code, Row Code, and Column Code.
- Rule expressions and descriptions.
- Real-world field labels and record identifiers.
- Row-level error summaries.

Operational Resilience managers (sn_oper_res.manager) can validate downloaded RoI packages using the same Plain-CSV Report Package option. After a validation report is generated for a Register of Information (RoI) package, the system automatically sends an email notification to whoever initiated the download or upload request. This email alerts the user that the process has completed and provides access to the results. If validation warnings are detected, both the validation report and the CSV package are attached to the request record. If no issues are found, only the CSV package is included. This automated notification ensures timely awareness and facilitates efficient follow-up actions for compliance and data correction workflows.

To assist with error resolution, users can cross-reference the validation report with downloadable templates that mirror the CSV structure. These templates help identify the location and context of each issue, making it easier to correct data in the ServiceNow instance or source system. Validation reports are only generated when errors or warnings are detected. If no issues are found, only the CSV package is returned.

To improve troubleshooting, the system maps rule expressions to real-world field labels and record identifiers. Even when malformed data is uploaded, the validation API returns meaningful error messages to help users identify and resolve issues efficiently.

Excel templates are available for download from the **Download/Upload Request** page. These templates mirror the expected CSV structure and provide field definitions, formats, and sample values to assist with validation and error resolution.

Important:
The Operational Resilience administrators (sn_oper_res.admin) and managers (sn_oper_res.managers) can perform the validation tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Common validation issues

Refer to the following guidance to troubleshoot common validation issues when submitting RoI packages.

- Validation report is missing: The uploaded package contains no errors or warnings. Check the **Result** section of the request. If no issues are found, only the CSV package is returned and no validation report is generated.
- Missing required fields: One or more required fields are empty or incorrectly formatted. Open the validation report and locate the affected row and column. Use the template to identify the correct field name and expected format. Update the record in the ServiceNow instance or source system and revalidate.
- Rule expression failures: The data violates one or more business rules defined in the validation framework. Review the rule expression and description in the validation report. Use the record identifier to locate the affected record and correct the data. Common issues include invalid LEI formats, empty currency fields, or missing contract references.
- Invalid use of “Not applicable” values: These values are used in fields that don’t support them. Check the field definition in the template. Replace “Not applicable” with a valid value or remove it if the field is required. Revalidate the updated package.
- Validation report is difficult to interpret: The report lacks context or field labels are unclear. Download the template and use it to cross-reference the row number, sheet name, and record identifier. This helps locate the affected record and understand the validation error in context.
- File size or encoding issues: The uploaded ZIP file exceeds the 5 MB limit or uses unsupported encoding. Compress the file to meet the size requirement and ensure all CSV files use UTF-8 encoding. Re-upload the corrected package.

For more information, see Validate the Register of Information packages.

Configuring Digital resilience third-party registers

Set up Digital resilience third-party registers in the Operational Resilience Workspace to manage the records of ICT third-party service providers.

List of DORA applications

Beginning with Release 19.1.x, the Digital resilience third-party registers application is available from the ServiceNow Store.

The following applications are used in the background for the Digital resilience third-party registers application:

- Digital Resilience Third-party Information Register: This application is used to download the Digital resilience third-party registers application. It contains the Microsoft Excel template including all tabs for reporting purposes.
- Digital Operational Resilience Management: This application is used for uploading and downloading of all individual DORA tables. It is automatically installed when the Digital Resilience Third-party Information Register is activated.

Creating and reviewing the records

The Operational Resilience administrators and managers can access the Digital Resilience Choices records in an instance. For best results, it is important to create or update the records such as legal entities, branches, functions, contracts, and so on in a specific order into the Digital resilience third-party registers application. Those specifics are outlined in this section.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

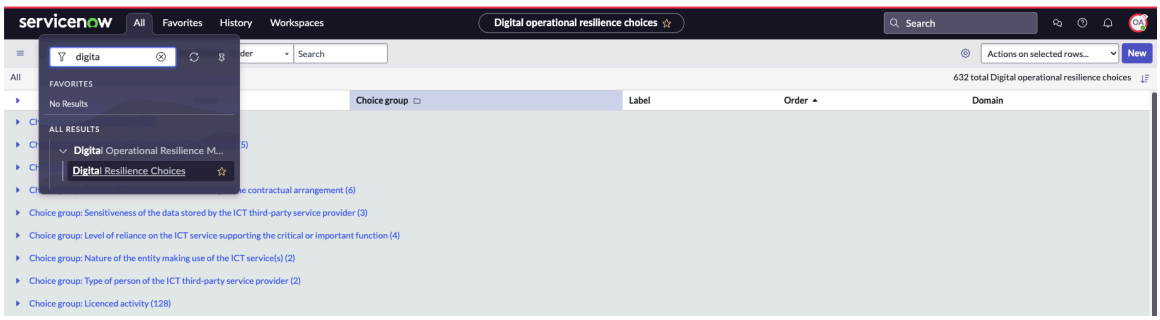
Order for creating or updating the records

For best results, it is important to create or update the records in the following order:

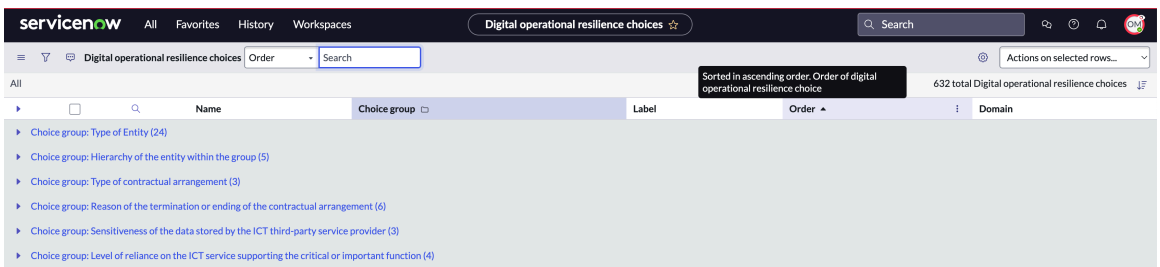
1. Legal entities
2. Branches
3. Functions
4. Third parties
5. Contracts
6. Supply chains
7. Assessments

Reviewing the choice records

Operational Resilience administrators can locate and access Digital Resilience Choices records by navigating to the **All > Digital Operational Resilience Management > Digital Resilience Choices** menu within an instance, as demonstrated in the example.



Similarly, Operational Resilience managers can locate and access the Digital Resilience Choices records as shown in the example.



Create records in bulk

Create records in bulk from the Digital resilience third-party registers rather than creating one record at a time for single or multiple entities. You can save time and effort by working on multiple records at a time.

Before you begin

Role required: sn_oper_res.admin

About this task

Only Operational Resilience administrators can view the **Upload** option on the form and create records in bulk.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Excel download/upload requests**.
2. Select the request type as **Upload**.

   Note:
   Only Operational Resilience administrators can view the **Upload** option and perform this task.

3. Select an appropriate record that you want to work on.
4. Download the default template.
5. Follow the instructions in each template to fill out the columns in the template.
6. Create an upload request for the record type and attach the completed template from your local hard drive.
7. Submit the request.
8. View the results to get an overview of the records that are uploaded successfully and the records with errors.
9. Navigate to the spreadsheet to view the errors.
   a. Correct the errors in the Microsoft Excel spreadsheet.
   b. Upload the record again.
10. Repeat the steps for other records.
    The records are downloaded in bulk from the Digital resilience third-party registers.

Update existing records in bulk

Update existing records in bulk from the Digital resilience third-party registers.

Before you begin

Role required: sn_oper_res.admin

About this task

Only Operational Resilience administrators can view the **Upload** option and update existing records in bulk.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Excel download/upload requests**.
2. Select the request type as **Download**.
3. Select the records to be updated and submit the request.
4. Download the Microsoft Excel spreadsheet to update your local hard drive.
5. Follow the instructions in each template to fill out the columns in the template.
6. Create an upload request for the record type and attach the completed template from your local hard drive.

   Note:
   Only Operational Resilience administrators can view the **Upload** option and perform this task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. Submit the request.
8. Review the results to see a summary of the successfully uploaded records and those with errors.
9. Navigate to the spreadsheet to view the errors.
   a. Correct the errors in the Microsoft Excel spreadsheet.
   b. Upload the record again.
10. Repeat the steps for other records.

Validate the Register of Information packages

Run real-time validation on Register of Information (RoI) packages to help ensure compliance with DORA requirements.

Before you begin

Role required: sn_oper_res.manager

Generate a Plain-CSV Reporting Package and an Excel Master Template. For more information, see Generate a Register of Information package.

About this task

Validation is performed automatically when a ZIP file containing RoI CSV templates is uploaded via an Excel download/upload request. The system initiates real-time validation without requiring a separate request type.

Once validation is complete, the system sends an email notification to whoever initiated the request. If validation warnings are detected, both the validation report and the CSV package are attached to the request record. If no issues are found, only the CSV package is included.

The validation report contains mappings to regulator fields such as Template Code, Row Code, and Column Code, along with rule expressions, field labels, and record identifiers. These details help users locate and resolve issues efficiently.

To review and resolve validation errors, download the Excel template from the **Download/Upload Request** page. The template mirrors the CSV structure and includes field definitions, formats, and sample values. Use it to cross-reference the validation report and identify the location and context of each issue.

Validation reports are only generated when errors or warnings are present. If no issues are found, only the CSV package is returned.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Excel download/upload requests**.
2. Open the request record you want.
3. Download the validation report from the attachment area of the request record.
4. Cross-reference the validation report with the Excel template to identify and correct issues.
5. Update the affected records in the system or spreadsheet and re-upload the corrected package for re-validation.

Display the help tips on the forms

Display the help tips on the forms by updating the preferences. Help tips provide extra details about the fields and their related actions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: sn_oper_res.manager

Procedure

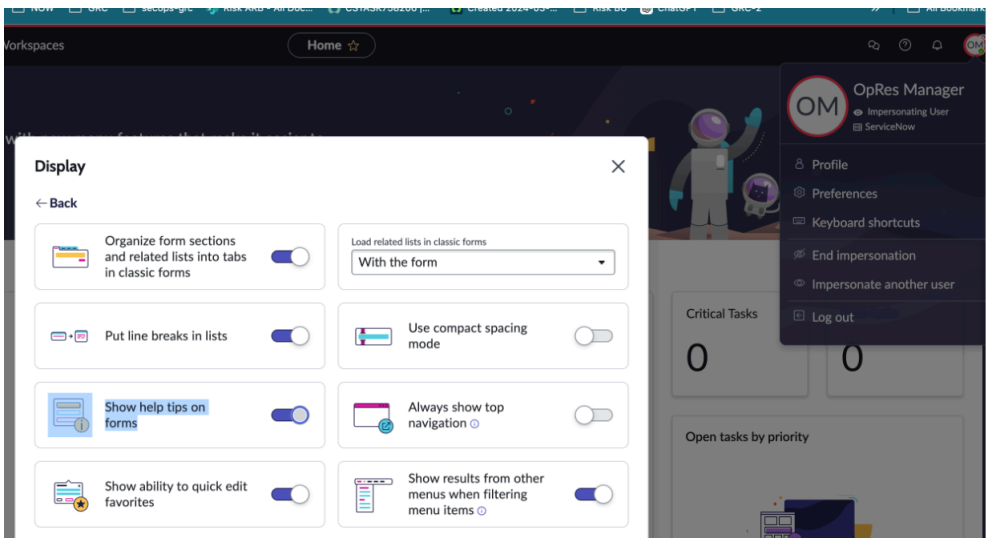
1. Navigate to > **Preferences** in the user profile.

   The user profile is shown in the example.



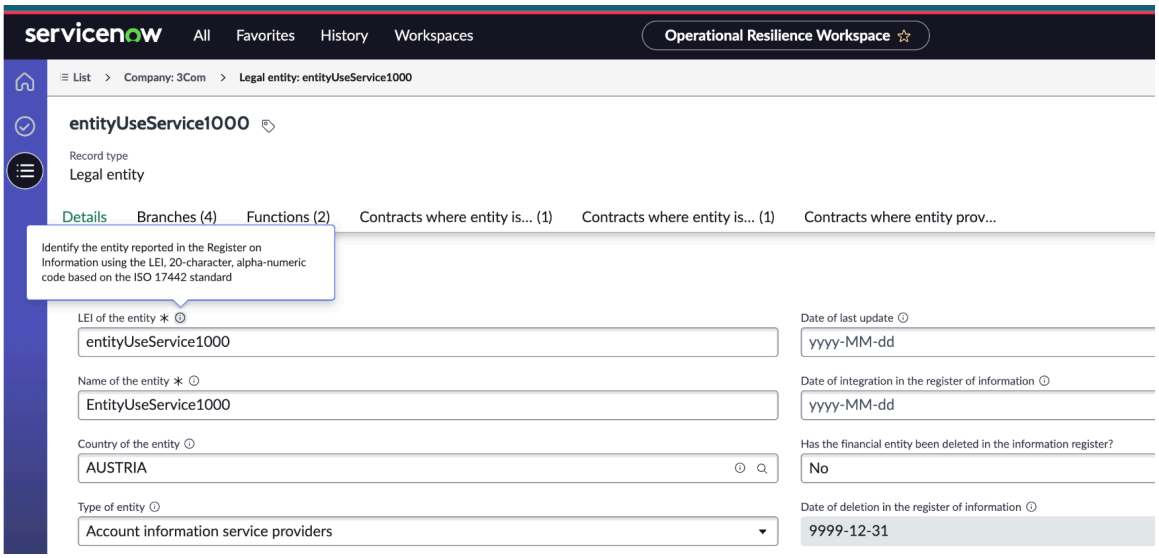
2. Select **Display**.
3. Enable the **Show help tips on forms** option.

   The option is displayed in the example.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

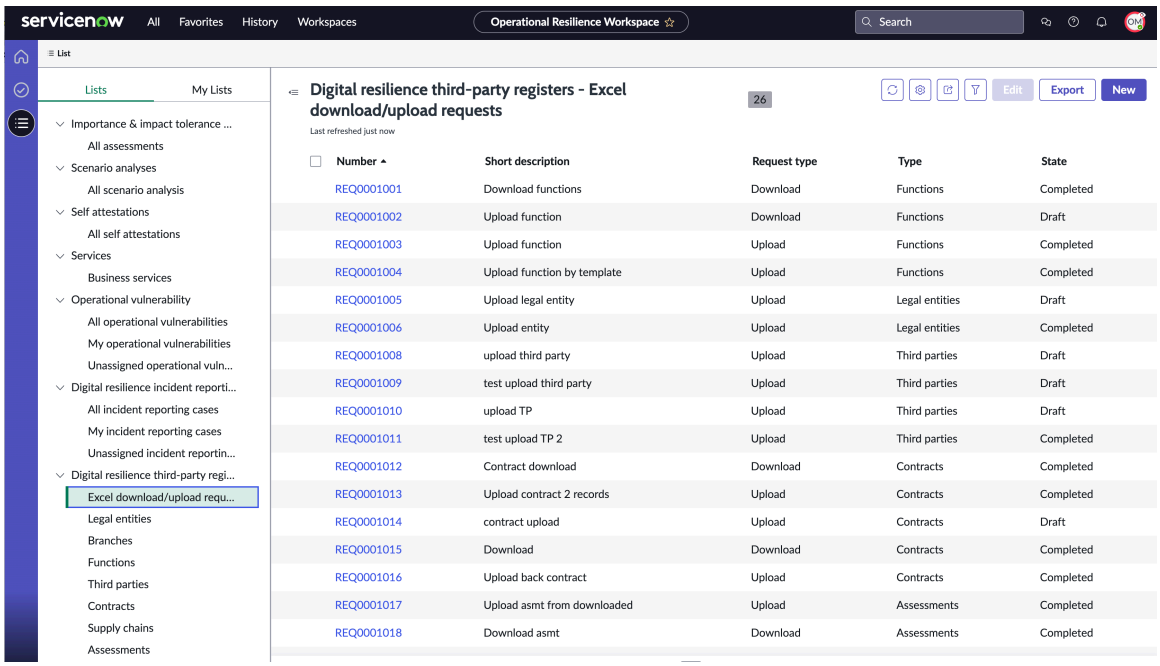
The help tips are displayed on the form as shown in the example.



Using Digital resilience third-party registers

Use the Digital resilience third-party registers application in the Operational Resilience Workspace to create, update, and track records of ICT third-party service providers.

When you launch the Digital resilience third-party registers application in the Operational Resilience Workspace, you can view the different functionalities that can be accessed from the application menu.



Create a legal entity and enhance digital resilience data

Create a legal entity record in Digital resilience third-party registers. You can then enhance its digital resilience information for compliance with DORA regulation.

Before you begin

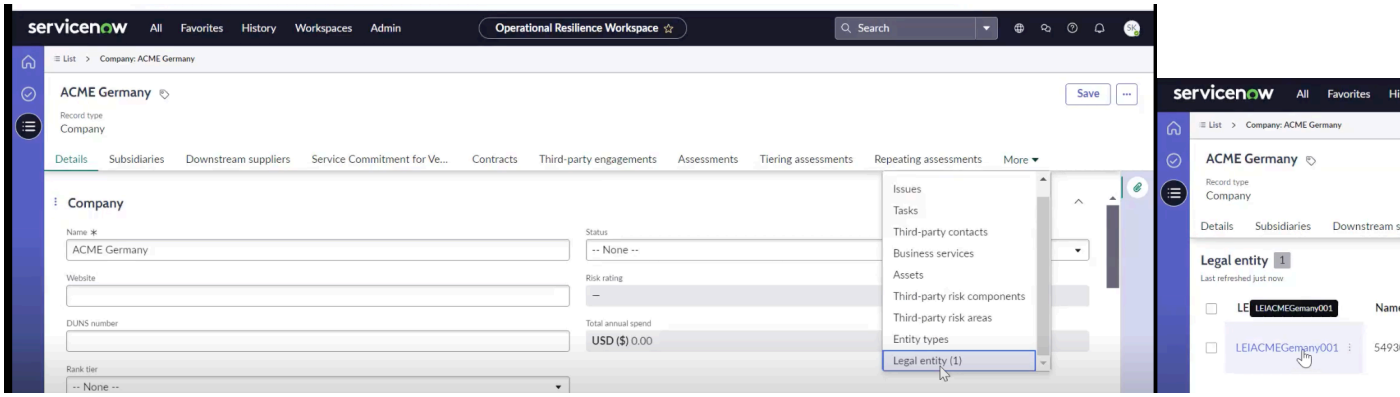
Role required: sn_oper_res.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

When you select the Legal entities record in Digital resilience third-party registers menu item in the Operational Resilience Workspace, you can view the existing legal entities (core companies) in the system.

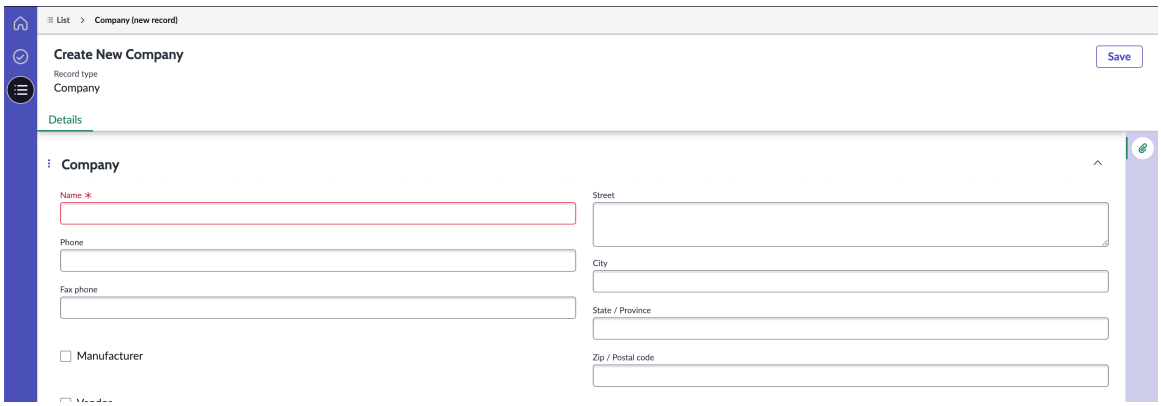
When you install Digital resilience third-party registers, the **Legal entities** tab gets added for the existing companies. You can launch the **Legal entities** tab and configure the details.



Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Legal entities**.
2. Select **New**.

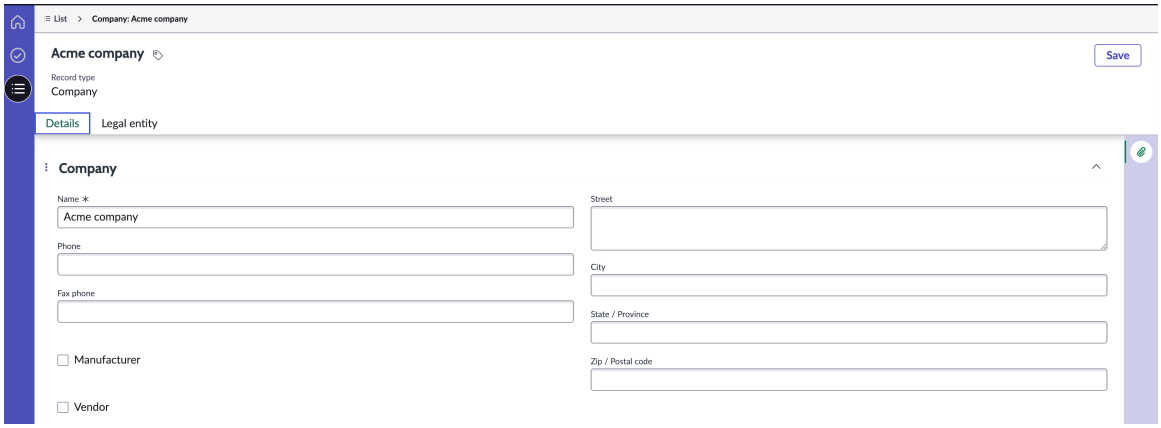
   The Create New Company form is displayed.



3. On the form, fill in the fields.
   For more information, see Create New Company form.
4. Select **Save**.

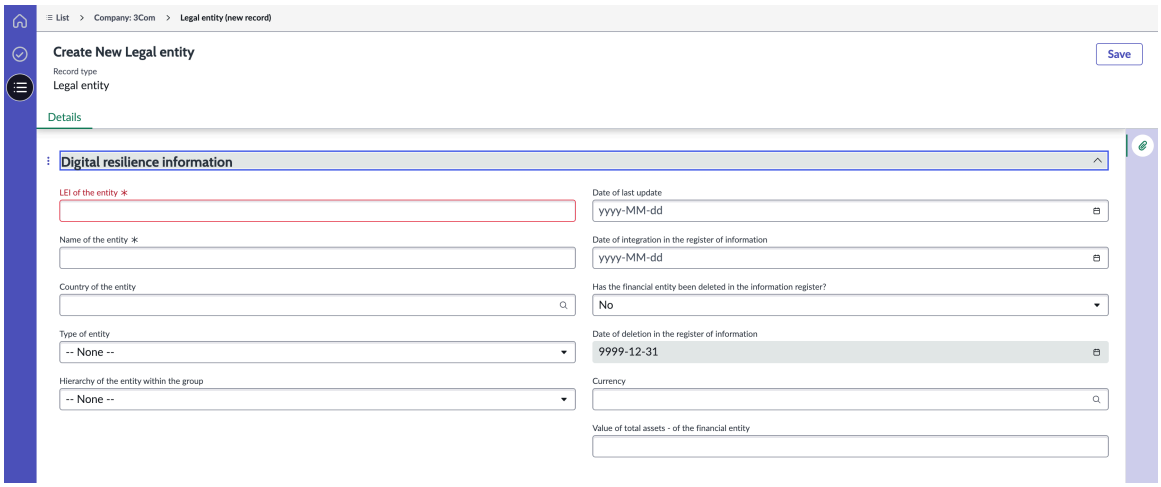
   The company record is set up. Users can set up the legal entity for the company and the digital resilience information on the **Legal entity** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



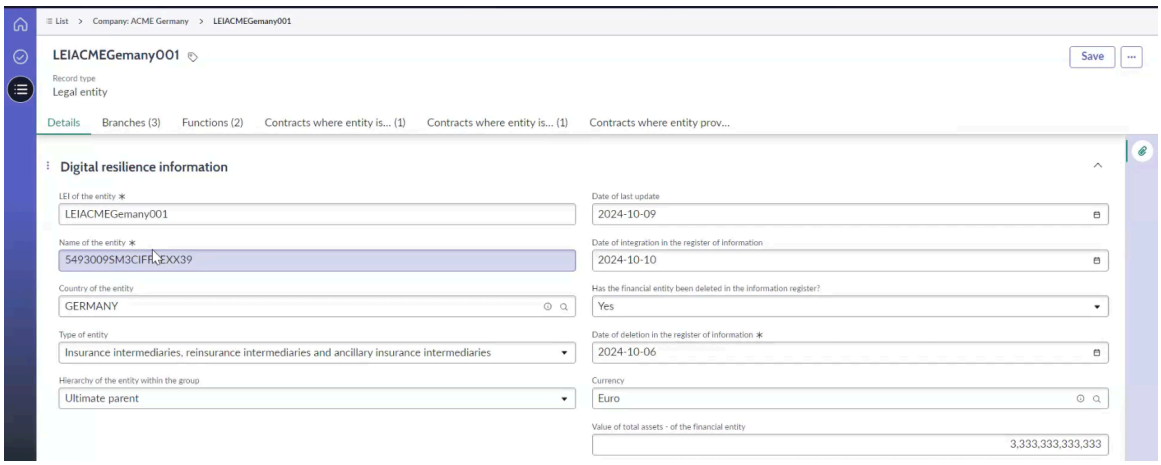
5. To create a legal entity record and set up its digital resilience information for DORA regulation, navigate to the **Legal entity** tab and select **New**.
   For information on setting up the digital resilience information for a legal entity, see Create New Legal entity form.

   The Create New Legal Entity form is displayed.



6. Select **Save**.

   The Legal Entity record contains fields that provide the necessary information for regulatory reporting of the legal entity. This includes details like Legal Entity Identifier (LEI), name, country of registration, entity type (as defined by the regulator), and more. These fields are offered as choice lists within the system for users to select from.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The system acknowledges the entity hierarchy, with no additional details required for ultimate parents, while subsidiaries must specify their parent entity. The date of registration for each legal entity is also noted.

For each entity, the system records the following details:

- Last update to the record
- Integration date of the information register
- History of the financial entity's removal from the register, if any (and if so, the deletion date, currency used, and total asset value at that time)

Regulators mandate these specific details for legal entities engaging with external third parties for outsourced technical services.

7. To edit the Legal entity record, select it from the list and select **Edit**.
8. To export the Legal entity record, select **Export**.
9. To delete the Legal entity record, select it from the list and select **Delete**.

What to do next

Set up branches for a legal entity. For more information, see Create a branch and enhance digital resilience data.

Create New Company form

On the Create New Company form, fill in the fields for the legal entity.

Create New Company form

Field	Description
Name	Unique name of the company.
Website	Website details of the company.
DUNS Number	Unique identification number for the company that is generated by the application. Data Universal Numbering System number, is a unique nine-digit number that identifies a business.
Rank tier	Rank tier for the company. Available options are: • **Strategic Partner** • **Valued Partner** • **Tactical Supplier** • **Excluded Supplier** • **Other**
Third-party tier	Tier assigned for the company. Available options are: • **1 - Very High** • **2 - High** • **3 - Moderate**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Company form (continued)

Field	Description
	• **4 - Low** • **5 - Very Low**
Vendor manager	Vendor manager of the company.
Business owner	List of business owners for the company.
Parent	Parent organization that determines the corporate hierarchy.
Status	Current standing of the company. You can define your own third#party or legal#entity lifecycle and corresponding states for [core_company]. Available options are: • **Not Selected**: Vendor/third party has been identified but not chosen for engagement. • **Selected**: Vendor has been chosen as the preferred option but is not fully onboarded yet. • **Onboarding**: Vendor is going through the onboarding steps such as risk review, compliance checks, contract processing etc. • **Prospect (In evaluation)**: Vendor is being assessed before selection. • **Active**: Vendor is fully approved, authorized, and currently engaged. • **Active unauthorized**: Vendor is in use but has not passed required onboarding, compliance, or authorization steps. • **Terminated**: Relationship with the vendor has ended. It is no longer in use. • **Onboarding rejected**: Vendor failed onboarding due to unmet requirements (risk, compliance, legal etc.)
Risk rating	Rating assigned to the company based on risk evaluation. This field is auto-filled.
Total annual spend	Total amount that the company spends annually. This field is auto-filled.
Notes	Further remarks or comments regarding the company.
General	
Industry	Sector or industry classification for the company. Available options are:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Company form (continued)

Field	Description
	• **Agriculture** • **Apparel** • **Banking** • **Biotechnology** • **Chemicals** • **Communications** • **Construction** • **Consulting** • **Education** • **Electronics** • **Energy** • **Engineering** • **Entertainment** • **Environmental** • **Finance** • **Food & Beverage** • **Government** • **Healthcare** • **Hospitality** • **Insurance** • **Machinery** • **Manufacturing** • **Media** • **Not For Profit** • **Recreation**
Vendor	Choice to identify the company as a vendor. By default, this option is set to **False** (checkbox is not selected) for companies and legal entities.
Manufacturer	Manufacturers who produce the items that users procure.
Number of employees	Number of employees that the company has.
Banner image	Banner image for the company with a height between 60 and 70 pixels.
Attach image	Option to attach the banner image.
Banner text	Banner text that is displayed with the banner image.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Company form (continued)

Field	Description
Location	
Street, City, State/Province, ZIP/Postal code, Country, Phone, Fax phone	Standard contact information for the company.
Latitude and Longitude	Values that are used to mark the location of the company on the Risk concentration map.
Financial	
Publicly traded	Option to mark if the company is publicly traded.
Stock symbol	Stock symbol of the company.
Stock price	Stock price of the company.
Revenue per year	Revenue per year for the company.
Market cap	Market cap for the company.
Profits	Profits for the company.
Fiscal year	Fiscal year for the company in YYYY-MM-DD format.
Risk ratings	
Computed risk rating	Calculated risk rating. This field is auto-filled. The value is overall risk rating for the company, calculated after the assessment by rolling up all of the TPR assessors' risk ratings.
Override risk rating	Option to override the computed risk rating. If you select the check box, then specify the following values: • **Overridden risk rating**: Select the new risk rating. • **Overridden on**: Date that overridden risk rating or justification is updated. • **Justification**: Enter the reason for overriding the value.
Overridden risk rating	Rating that has been manually changed by a user, overriding the rating that was calculated by a system. Available options are: • **1 - Very High** • **2 - High** • **3 - Moderate**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Company form (continued)

Field	Description
	• **4 - Low** • **5 - Very Low**
Overridden on	Date when the overridden risk rating or its justification was last updated.
Justification	Reason for overriding the risk rating.
Assessment risk rating	Risk level for the assessment. This field is auto-filled.
Engagement risk rating	Risk level for the engagement. This field is auto-filled.
Subsidiary risk rating	Risk level for the subsidiary. This field is auto-filled.
Risk intelligence rating	Score that reflects the probability and impact of a risk event. This field is auto-filled.

Create New Legal entity form

On the Create New Legal entity form, fill in the fields to set up the digital resilience information.

Create New Legal entity form

Create New Legal entity form

Field	Description
Digital resilience information	
LEI of the entity	Legal Entity Identifier. A unique global identifier for the entity reported in the register of information. It uses the 20-character, alpha-numeric code based on the ISO 17442 standard.
Name of the entity	Legal name of the entity that maintains and updates the register of information.
Country of the entity	Two-letter country code where the license or the registration of the entity, as listed in the information register, was issued.
Type of entity	Types of the entity. Identify the type of the entity by using one of the following options: • **Credit institutions** • **Investment firms** • **Central counterparties (CCPs)** • **Asset management companies** • **Account information service providers** • **Electronic money institutions**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Legal entity form (continued)

Field	Description
	• **Crypto-asset service providers** • **Central security depository** • **Trading venues** • **Trade repositories** • **Payment institution** • **Other financial entity** • **Securitization repository** • **Crowdfunding service providers** • **Administrator of critical benchmarks** • **Credit rating agency** • **Institutions for occupational retirement provision** • **Insurance intermediaries, reinsurance intermediaries and ancillary insurance intermediaries** • **Insurance and reinsurance undertakings** • **Data reporting service providers** • **Managers of alternative investment funds** • **Non-financial entity: Other than ICT intra-group service provider** • **Non-financial entity: ICT intra-group service provider** • **Issuers of asset-referenced tokens**
Hierarchy of the entity within the group	Hierarchy of the entity within the group that is identified by using one of the following options: • **Ultimate parent** • **Parent other than ultimate parent** • **Subsidiary** • **Entities other than entities of the group** • **Outsourcing**
LEI of the direct parent undertaking of the entity	Legal Entity Identifier (LEI) of the direct parent undertaking of the entity reported in the register of information. This field is displayed when the **Hierarchy of the entity within the group** field has one of the following values: • **Parent other than ultimate parent** • **Subsidiary**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Legal entity form (continued)

Field	Description
	• **Entities other than entities of the group** • **Outsourcing**
Date of last update	Date of last update made in the register of information in relation to the entity in the YYYY-MM-DD format.
Date of integration in the register of information	Date on which the entity was included in the register of information in the YYYY-MM-DD format.
Has the financial entity been deleted in the information register?	Information of the legal entity such as whether the financial entity been deleted in the information register. Available options are: • **Yes**: Displays the **Date of deletion in the register of information** field. • **No**: If the financial entity has been deleted in the information register, the date is auto-filled in the following field: **Date of deletion in the register of information**.
Currency	Code of currency used in preparing the financial entity's financial statements.
Value of total assets - of the financial entity	Monetary value of the total assets of the entity using the ICT services, as per the previous year's financial statement.

Create a branch and enhance digital resilience data

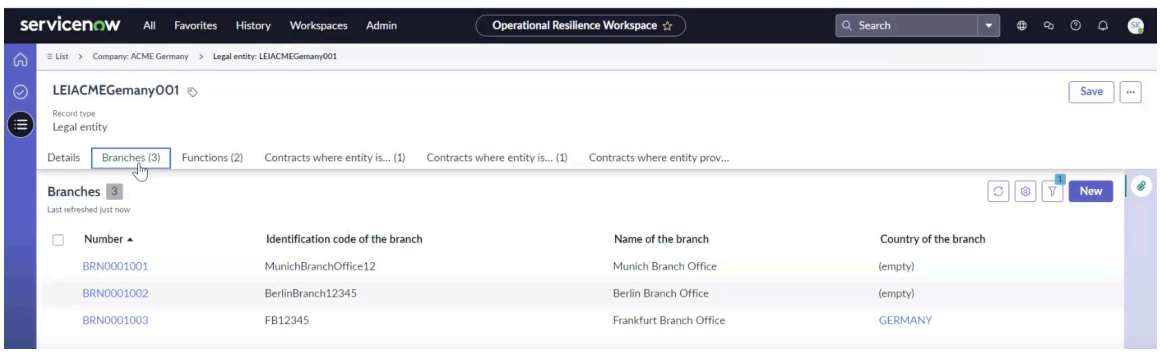
Create a branch record in Digital resilience third-party registers. You can then enhance its digital resilience information for compliance with DORA regulation.

Before you begin

Role required: sn_oper_res.manager

About this task

A legal entity may operate multiple branches across various cities or countries, all of which can be documented on the form.



If a new branch is launched, its information is also required for regulatory reporting.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Branches**.
2. Select **New**.

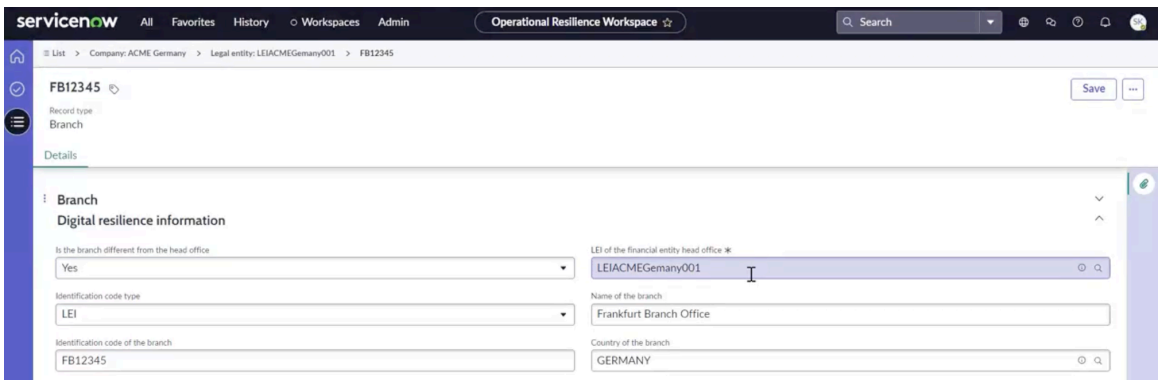
   The Create New Branch form is displayed.
3. On the form, fill in the fields.

   Users typically fill in the following details of the branch:
   - Branch name and its description
   - Owner's details
   - Tagging of business units and departments for reporting purpose
   - Specifying the branch as a head office or as a different branch other than the head office
   - ID of the branch and its originating country

   The number for the branch is auto-generated. Once the branch details are complete, the information is ready to be captured in the information register.

   For more information, see Create New Branch form.
4. Select **Save**.

   The digital resilience information for the branch is shown in the example.



5. To edit the branch record, select it from the list and select **Edit**.
6. To export the branch record, select **Export**.
7. To delete the branch record, select it from the list and select **Delete**.

What to do next

Specify the functions that are associated with a branch. For more information, see Create a function and enhance digital resilience data.

Create New Branch form

On the Create New Branch form, fill in the fields.

Create New Branch form

Field	Description
SysID	Unique 32-character GUID (Globally Unique ID) that identifies each branch record in an instance. Provide this value if you want to

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Branch form (continued)

Field	Description
	update an existing record. Provide a value of -1 if you want to create a new record in the system.
Name	Name of the branch.
Description	Description for the branch.
Number	Unique identification number for the branch that will be generated by the application, for example, BRN0001005. This field is auto-filled.
Department	Department that the branch belongs to, for example, Customer Support, Product Management.
Owner	Name of the owner of the branch.
Business unit	Name of the business unit that is associated with the branch, for example, HR, IT, Legal.
Digital resilience information	
Is Branch different from Financial Entity head office of the branch	Option to confirm if the branch is different from the head office. Available options are: • **Yes**: When you select the **Yes** option, the **Identification code type** and **Identification code of the branch** fields are displayed. • **No**
Identification code type	Type of identification code used for the branch. Available options are: • **LEI** • **Other**
Identification code of the branch	An overseas branch of the financial entity, uniquely identified by a specific code, for example, FB97521. The financial entity uses the branch's Legal Entity Identifier (LEI) or another identification code to distinguish it.
LEI of the financial entity head office of the branch	Legal Entity Identifier (LEI) of the head office of the financial entity to which the branch belongs, for example, LEIACMEGermany001 or LEIACMEAmericas001
Name of the branch	Name of the branch that is used for identification. When the LEI of the financial entity head office of the branch is entered, this field is auto-filled, for example, Frankfurt branch office.
Country of the branch	Two-letter country code where the branch is located. When the LEI of the financial entity

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Branch form (continued)

Field	Description
	head office of the branch is entered, this field is auto-filled, for example, Germany.

Create a function and enhance digital resilience data

Create a function record in Digital resilience third-party registers where you can configure details of the function such as function identifier, license activity, function name, criticality or importance assessment details, and so on. You can then enhance its digital resilience information for compliance with DORA regulation.

Before you begin

Role required: sn_oper_res.manager

About this task

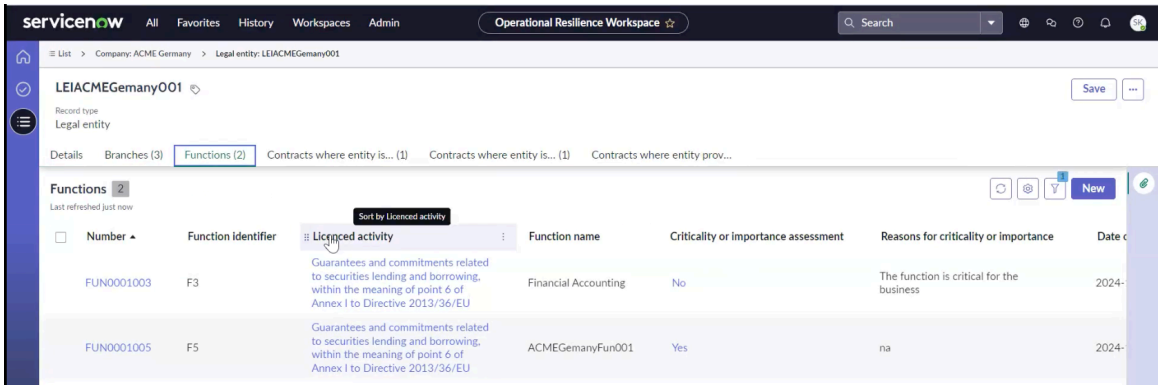
A legal entity can have multiple branches and across these branches, different functions operate. Thus, the legal entities, branches, and functions are the users of the ICT service that is outsourced.

A function can be a service, a service offering, or a process.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Functions**.
2. Select **New**.

   The Create New Function form is displayed. You can select and view multiple functions within an organization.

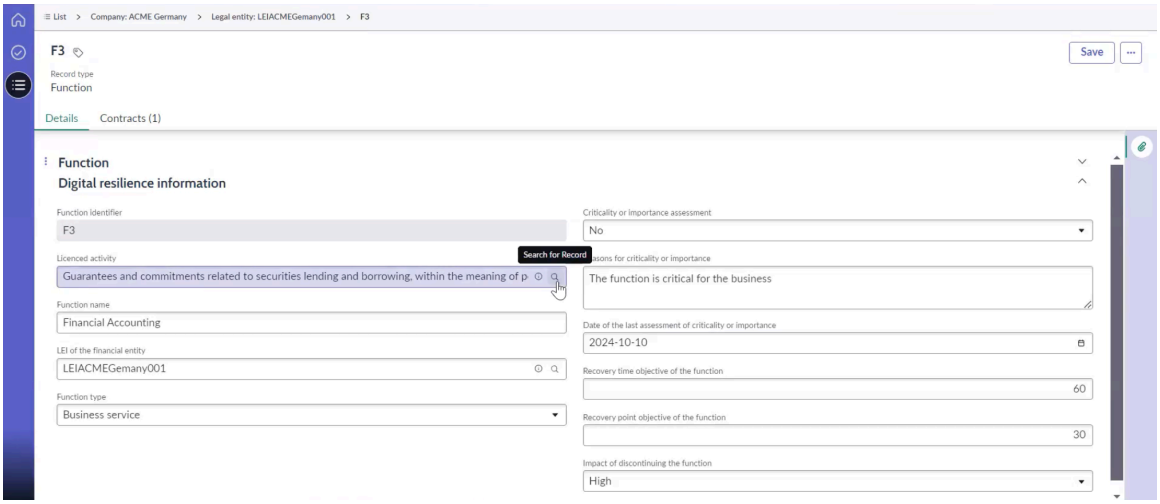


3. On the form, fill in the fields.
4. Select **Save**.

   The function record is displayed in the list view.

   The digital resilience information for the function is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. To set up the digital resilience information for DORA regulation, navigate to the **Digital resilience information** tab and select **New**.

   An organization can have various functions, each representing a specific service, service offerings, or group of services and their service offerings, as defined by the Digital Operational Resilience Act (DORA). You can select and view these functions. The functions form is designed to capture the detailed information about each function.

   You can view and fill in the following details on the form:

   - Function identifier
   - Licensed activity (choice list)
   - Function name
   - Associated legal entity and function type (business process or service)
   - Specific business process or service represented
   - Function criticality

   Additionally, if you have the Business Continuity Management application installed, you can see the Recovery Time Objective (RTO), Recovery Point Objective (RPO), and the business's criticality. You can also include descriptive notes on the form. Upon completion, you will have documented the details of the third-party ICT service usage.

   For information on setting up the digital resilience information for a legal entity, see Create New Function form.

6. Select **Save**.
7. To edit the function record, select it from the list and select **Edit**.
8. To export the function record, select **Export**.
9. To delete the function record, select it from the list and select **Delete**.

Create New Function form

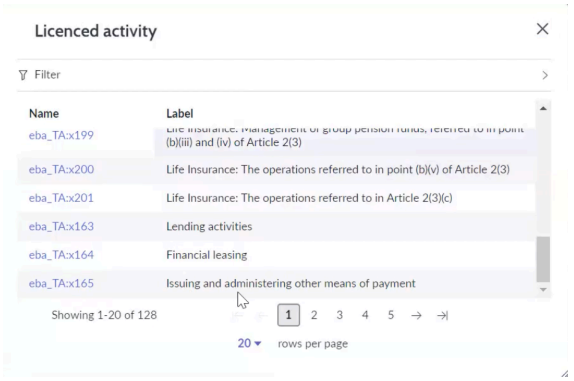
On the Create New Function form, fill in the fields.

Create New Function form

Field	Description
Name	Name of the function, for example, Financial Accounting.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Function form (continued)

Field	Description
Description	Description for the function.
Number	Unique identification number for the function that will be generated by the application, for example, FUN0001003. This field is auto-filled.
Department	Department that the function belongs to, for example, Finance.
Owner	Name of the owner for the function.
Business unit	Name of the business unit that is associated with the function, for example, HR, IT, Legal.
Digital resilience information	
Function Identifier	Function identifier that is composed by the letter F (capital letter) followed by a natural number (for example, "F1" for the 1st function identifier and "Fn" for the nth function identifier with "n" being a natural number). For example, when you create newer functions, it will be F1, F2, F3, and so on. This field is auto-filled.
Licensed activity	Licensed activity that is referred to in Annex II for different type of financial entities. List of activities that the function is related to. Licensed activity is a particular drop-down list that's been provided by the user and the set of values that are required by the regulator. 
Function name	Function name according to the financial entity's internal organization, for example, Financial Accounting.
LEI of the financial entity	Financial entity using the LEI, 20-character, alpha-numeric code, for example, LEIACMEGermany001.
Function Type	Type of the function. Available options are:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Function form (continued)

Field	Description
	• **Business capability** • **Business service** • **Business process** • **Service offering** • **Is an independent object** When you select the **Business capability** option the **Select the business capability** field is displayed. When you select the **Business service**, **Business process**, or **Service offering** options, the following fields are displayed: • **Select the business service** • **Select the business process** • **Select the service offering**
Criticality or importance assessment	Criticality or importance of the function according to the financial entity's assessment. Available options are: • **Yes** • **No** • **Assessment not performed**
Reasons for criticality or importance	Brief explanation on the reasons to classify the function as critical or important. Maximum 300 characters are allowed.
Date of the last assessment of criticality or importance	Date of the last assessment of criticality or importance in case the function is supported by ICT services provided by ICT third-party service providers. If you have Operational Resilience, this information is auto -populated. If you do not have Operational Resilience and you are using the application with TPRM, you must fill in this information manually. If the function is service-related and you have Operational Resilience, and you've completed an importance and impact assessment, the default values are copied from that assessment.
Recovery time objective of the function	Recovery time objective of the function in number of hours. If the recovery time objective

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Function form (continued)

Field	Description
	is less than 1 hour, '1' is reported. In case the recovery time objective of the function is not defined, '0' is reported. If a Business Impact Analysis (BIA) has been conducted for the business process, service, or service offering, and Business Continuity Management (BCM) is also set up in the same instance, then the values are copied from the relevant BIA for this function.
Recovery point objective of the function	Recovery point objective of the function in number of hours. If the recovery point objective is less than 1 hour, '1' is reported. In case the recovery point objective of the function is not defined, '0' is reported. If a Business Impact Analysis (BIA) has been conducted for the business process, service, or service offering, and Business Continuity Management (BCM) is also set up in the same instance, then the values are copied from the relevant BIA for this function.
Impact of discontinuing the function	Impact of discontinuing the function according to the financial entity's assessment. One of the options in the corresponding drop-down list is used. Available options are: • **Low** • **Medium** • **High** • **Assessment not performed**

Create a third party and enhance digital resilience data

Create a third party record in Digital resilience third-party registers. Add the details of the third party company such as its name, address, phone number, vendor manager, and so on. You can then enhance its digital resilience information for compliance with DORA regulation.

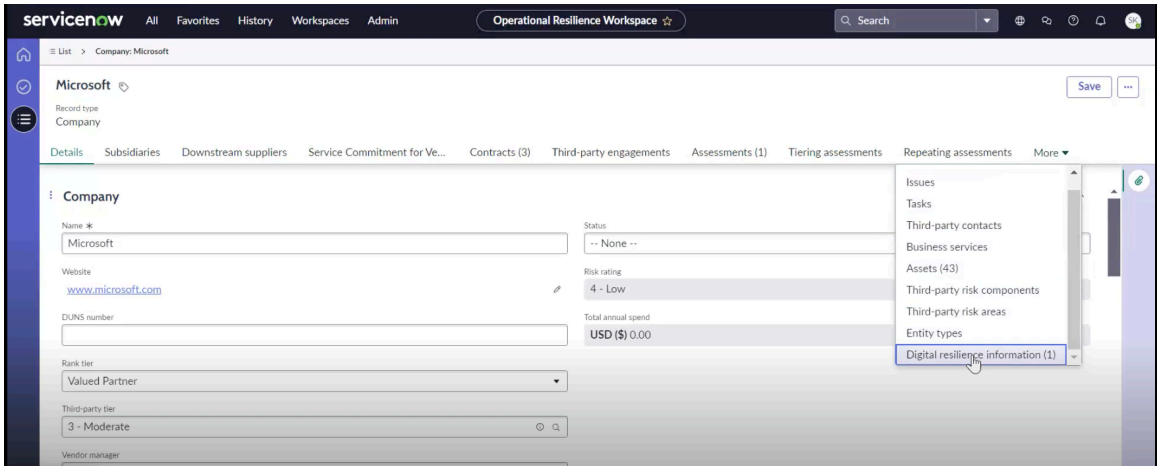
Before you begin

Role required: sn_oper_res.manager

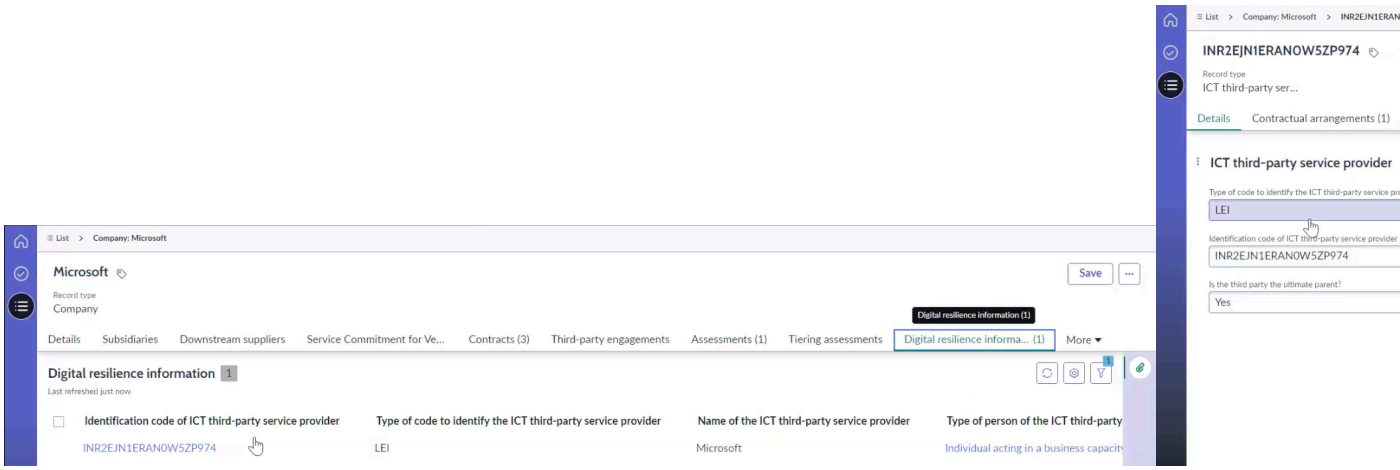
About this task

To access and view the existing third parties in the system, you can navigate to the Third parties menu item within the Operational Resilience Workspace. Upon installing the Digital resilience third-party registers, the **Digital resilience information** tab is added for third parties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can open this tab and set up the digital resilience information details.

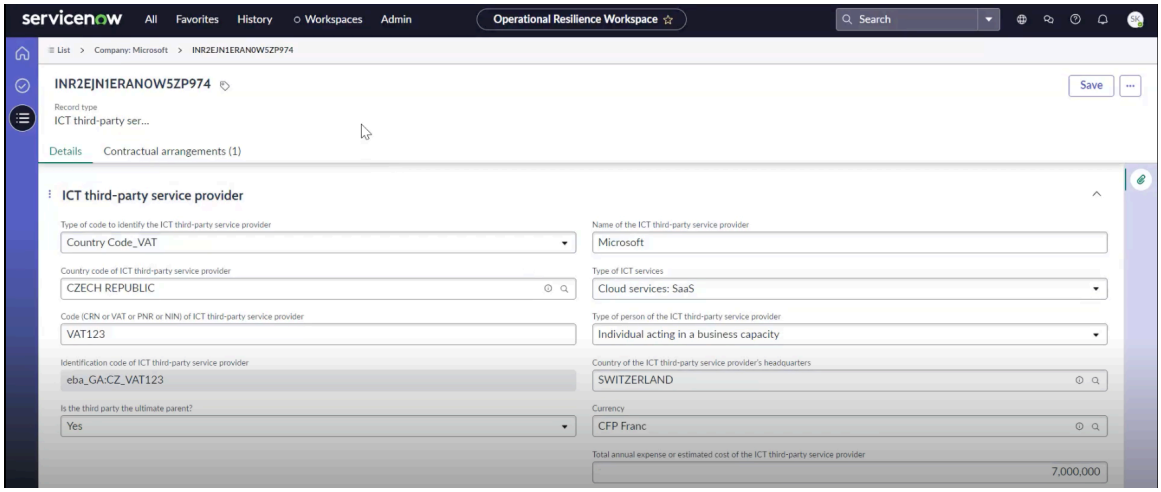


Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Third parties**.
2. Select **New**.
   The Create New Company form is displayed.
3. On the form, fill in the fields.
   For more information, see Create New Company form.
4. Select **Save**.
5. To set up the digital resilience information for DORA regulation, navigate to the **Digital resilience information** tab and select **New**.
6. On the form, fill in the fields.

   For more information, see Create New ICT third-party service provider form. Details on the fields are displayed in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can view the legal entity ID of the third party, which can be captured by the Value Added Tax (VAT) number or Company Registration Number (CRN) number. You can specify the country of registration and their code, which the system uses to generate the ID.

You can also indicate if the third party is ultimate or a subsidiary. Include the name of the ICT third party and the type of service they provide, such as Software as a Service (SaaS). Optionally, you can note if an individual acts on behalf of the organization. Additionally, select the reporting currency and input the total annual expense for this engagement.

For more information, see Create New Company form.

7. Select **Save**.
8. To edit the third party company record, select it from the list and select **Edit**.
9. To export the third party company record, select **Export**.
10. To delete the third party company record, select it from the list and select **Delete**.

Create New Company form

On the Create New Company form, fill in the fields for the third party.

Create New Company form

Field	Description
Name	Unique name of the company.
Website	Website details of the company.
DUNS Number	Unique identification number for the company that is generated by the application. Data Universal Numbering System number, is a unique nine-digit number that identifies a business.
Rank tier	Rank tier for the company. Available options are: • **Strategic Partner** • **Valued Partner** • **Tactical Supplier**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Company form (continued)

Field	Description
	• **Excluded Supplier** • **Other**
Third-party tier	Tier assigned for the company. Available options are: • **1 - Very High** • **2 - High** • **3 - Moderate** • **4 - Low** • **5 - Very Low**
Vendor manager	Vendor manager of the company.
Business owner	List of business owners for the company.
Parent	Parent organization that determines the corporate hierarchy.
Status	Current standing of the company. Available options are: • **Not Selected** • **Selected** • **Onboarding** • **Prospect** • **Active** • **Active unauthorized** • **Terminated** • **Onboarding rejected**
Risk rating	Rating assigned to the company based on risk evaluation. This field is auto-filled.
Total annual spend	Total amount that the company spends annually. This field is auto-filled.
Notes	Further remarks or comments regarding the company.
General	
Industry	Sector or industry classification for the company. Available options are: • **Agriculture** • **Apparel** • **Banking**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Company form (continued)

Field	Description
	• **Biotechnology** • **Chemicals** • **Communications** • **Construction** • **Consulting** • **Education** • **Electronics** • **Energy** • **Engineering** • **Entertainment** • **Environmental** • **Finance** • **Food & Beverage** • **Government** • **Healthcare** • **Hospitality** • **Insurance** • **Machinery** • **Manufacturing** • **Media** • **Not For Profit** • **Recreation**
Vendor	Choice to identify the company as a vendor. By default, this option is set to **False** (checkbox is not selected) for companies and legal entities.
Manufacturer	Manufacturers who produce the items that users procure.
Number of employees	Number of employees that the company has.
Banner image	Banner image for the company with a height between 60 and 70 pixels.
Attach image	Option to attach the banner image.
Banner text	Banner text that is displayed with the banner image.
Location	
Street, City, State/Province, ZIP/Postal code, Country, Phone, Fax phone	Standard contact information for the company.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Company form (continued)

Field	Description
Latitude and Longitude	Values that are used to mark the location of the company on the Risk concentration map.
Financial	
Publicly traded	Option to mark if the company is publicly traded.
Stock symbol	Stock symbol of the company.
Stock price	Stock price of the company.
Revenue per year	Revenue per year for the company.
Market cap	Market cap for the company.
Profits	Profits for the company.
Fiscal year	Fiscal year for the company in YYYY-MM-DD format.
Risk ratings	
Computed risk rating	Calculated risk rating. This field is auto-filled. The value is overall risk rating for the company, calculated after the assessment by rolling up all of the TPR assessors' risk ratings.
Override risk rating	Option to override the computed risk rating. If you select the check box, then specify the following values: • **Overridden risk rating**: Select the new risk rating. • **Overridden on**: Date that overridden risk rating or justification is updated. • **Justification**: Enter the reason for overriding the value.
Overridden risk rating	Rating that has been manually changed by a user, overriding the rating that was calculated by a system. Available options are: • **1 - Very High** • **2 - High** • **3 - Moderate** • **4 - Low** • **5 - Very Low**
Overridden on	Date when the overridden risk rating or its justification was last updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Company form (continued)

Field	Description
Justification	Reason for overriding the risk rating.
Assessment risk rating	Risk level for the assessment. This field is auto-filled.
Engagement risk rating	Risk level for the engagement. This field is auto-filled.
Subsidiary risk rating	Risk level for the subsidiary. This field is auto-filled.
Risk intelligence rating	Score that reflects the probability and impact of a risk event. This field is auto-filled.

Create New ICT third-party service provider form

On the Create New ICT third-party service provider form, fill in the fields.

Create New ICT service provider form

Field	Description
Type of code to identify the ICT service provider	Type of code that is used to identify the ICT third-party service provider. The available options are as follows: • **LEI** • **EUID** • **Country Code_CRN**: Company Registration Number • **Country Code_VAT**: Value-added Tax Identification number • **Country Code_PNR**: Passenger Name Record • **Country Code_NIN**: National Identification Number
Identification code of ICT third-party service provider	Identification code of the ICT third-party service provider.
Type of additional identification code to identify the ICT service provider	Type of additional identification code to identify the ICT third-party service provider. The available options are as follows: • **LEI** • **EUID** • **Country Code_CRN**: Company Registration Number • **Country Code_VAT**: Value-added Tax Identification number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New ICT service provider form (continued)

Field	Description
	• **Country Code_PNR**: Passenger Name Record • **Country Code_NIN**: National Identification Number
Additional identification code of ICT service provider	Additional identification code to identify the ICT third-party service provider.
Type of person of the ICT service provider	Type of person of the ICT third-party service provider. The available options are as follows: • **Legal person, excluding individual acting in a business capacity** • **Individual acting in a business capacity**
Country of the ICT third-party service provider's headquarters	Country where the ICT third-party service provider's headquarters is located.
Legal name of the ICT service provider	Legal name of the ICT third-party service provider.
Name of the ICT service provider	Name of the ICT third-party service provider. This field can list a commonly used brand name or trading name that the ICT third-party service provider operates under, which might not exactly match the legal name.
Currency	Currency of the country where the ICT third-party service provider's headquarters is located.
Total annual expense or estimated cost of the ICT third-party service provider	Total annual expense or estimated cost of the ICT third-party service provider.
Is the third party the ultimate parent?	Option to confirm whether the third party the ultimate third-party. The available options are as follows: • **Yes**: The third party itself is the parent. • **No**: Default option.
Identification code of the ICT service provider's ultimate parent undertaking	Reference field for the identification code of the ICT third-party service provider and name of the ICT third-party service provider. If the selection for the **Is the third party the ultimate parent?** field is **No**, choose the system populated identification code of the ICT third-party service provider other than the ultimate parent. If you choose the identification code of the ICT third-party service provider as that of the ultimate

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New ICT service provider form (continued)

Field	Description
	parent, an error message is displayed: `Identification code of the ICT third-party service provider and identification code of the ICT third-party service provider's ultimate parent must be different.` If the selection for the **Is the third party the ultimate parent?** field is **Yes**, the system auto-populates the identification code of the ICT third-party service provider.
Type of code to identify the ICT third-party service provider's ultimate parent	Type of code that is used to identify the ICT third-party service provider's ultimate parent. The available options are as follows: • **LEI** • **EUID** • **Country Code_CRN**: Company Registration Number • **Country Code_VAT**: Value-added Tax Identification number • **Country Code_PNR**: Passenger Name Record • **Country Code_NIN**: National Identification Number
Type of ICT services	Type of ICT services. The available options are as follows: • **ICT project management** • **ICT Development** • **ICT help desk and first level support** • **ICT security management services** • **Provision of data** • **Data analysis** • **ICT, facilities and hosting services (excluding Cloud services)** • **Computation** • **Non-Cloud Data storage** • **Telecom carrier** • **Network infrastructure** • **Hardware and physical devices** • **Software licensing (excluding SaaS)**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New ICT service provider form (continued)

Field	Description
	• **ICT operation management (including maintenance)** • **ICT Consulting** • **ICT Risk management** • **Cloud services: IaaS** • **Cloud services: PaaS** • **Cloud services: SaaS**

Create a third-party engagement and enhance digital resilience data

Create a third-party engagement record in Digital resilience third-party registers. Add details of the third-party engagement such as name of the third party, its type, annual spend, engagement tier, and so on. You can then enhance its digital resilience information for compliance with DORA regulation.

Before you begin

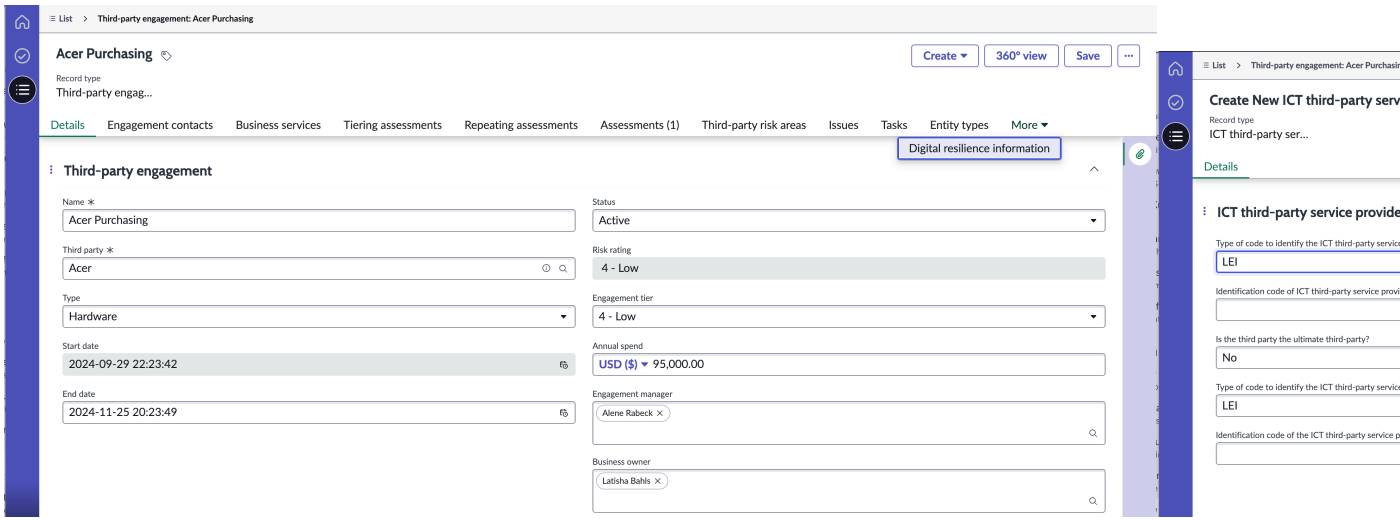
Role required: sn_oper_res.manager

About this task

By selecting the Third-party engagements menu item within the Digital resilience third-party registers from the Operational Resilience Workspace, you can access and view the existing third-party engagements in the system.

The **Digital resilience information** tab is also available for the Third-party engagement module, allowing you to report on third-party engagements at a more detailed, granular level. This module is visible only when the Third-party Risk Management application is installed. If you don't have this application, you can still use the Third-Party tables and digital resilience information for your third parties.

Upon installing the Digital resilience third-party registers, the **Digital resilience information** tab is added for third-party engagements. You can open this tab and set up the digital resilience information details.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Third-party engagements**.
2. Select **New**.
   The Create New Third-party engagement form is displayed.
3. On the form, fill in the fields.
   For more information, see Create New Third-party engagement form.
4. Select **Save**
5. Add digital resilience information.
   For more information, see Add Digital resilience information to third-party engagements.
6. To edit the third-party engagement record, select it from the list and select **Edit**.
7. To export the third-party engagement record, select **Export**.
8. To delete the third-party engagement record, select it from the list and select **Delete**.

Add Digital resilience information to third-party engagements

Add Digital resilience information to third-party engagements.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Third-party engagements** and open an engagement record.
2. Launch the **Digital resilience information** tab.
3. Select **New**.
   The Create New ICT third-party service provider form is displayed.
4. Set up the digital resilience information details.
   For more information, see Create New ICT third-party service provider form.
5. Select **Save**.
   The ICT third-party service provider record is created and its details are displayed in the **Details** tab.
6. Navigate to the Contractual arrangements tab and view the details.

Create New Third-party engagement form

On the Create New Third-party engagement form, fill in the fields.

Create New Third-party engagement form

Field	Description
Name	Unique name for the engagement. Ideally, mention the product or service that is the subject of the engagement.
Third party	The third party for whom you are creating this engagement record.
Type	Type of product or service to be provided by the engagement organization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Third-party engagement form (continued)

Field	Description
Start date	Enter start and end dates to define how long the engagement is valid.
End date	Preferred dates for the beginning and end of interactions with the third party.
Status	Select the current status of the engagement. Available options are: • **Active** • **Onboarding** • **Prospect** • **Active unauthorized** • **Terminated** • **Onboarding rejected**
Risk rating	Displays the risk rating assigned to the engagement after an assessment has been performed.
Engagement tier	The tier used for this engagement. See VRM third-party risk tiering assessments for details of how the tier is determined.
Annual spend	The annual monetary spend associated with this engagement's services.
Engagement manager	Specify the person who will monitor, prioritize, and act on responses to external questionnaires, issues, and tasks. Click the lock to lock/unlock the field.
Business owner	Specify the person who is familiar with the engagement organization and the product or services that will be engaged. Click the lock to lock/unlock the field.
Notes	Enter text that describe the engagement to other users.
Third-party engagement: Contact	
Street, City, State/Province, ZIP/Postal code, Country, Phone, Fax	Standard contact information for the engagement organization.
Latitude and Longitude	The **Latitude** and **Longitude** values are used to mark the location on the Risk concentration map. See TPRM Risk concentration map.
Risk ratings	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Third-party engagement form (continued)

Field	Description
Computed risk rating	Calculated **Computed risk rating**. This field is auto-filled. The value is overall risk rating for the third party, calculated after the assessment by rolling up all of the TPR assessors' risk ratings.
Override risk rating	Option to override the computed rating. If you select the check box, then specify the following values: • Overridden risk rating: Select the new risk rating. • Overridden on: Date that overridden risk rating or justification is updated. • Justification: Enter the reason for overriding the value.
Overridden risk rating	Rating that has been manually changed by a user, overriding the rating that was calculated by a system. Available options are: • **1 - Very High** • **2 - High** • **3 - Moderate** • **4 - Low** • **5 - Very Low**
Overridden on	Date that overridden risk rating or justification is updated.
Justification	Reason for overriding the value.
Assessment risk rating	Risk rating for the assessment. This field is auto-filled.
Engagement risk rating	Risk rating for the engagement. This field is auto-filled.
Subsidiary risk rating	Risk rating for the subsidiary. This field is auto-filled.
Risk intelligence rating	Score that corresponds to the likelihood and consequence of a risk event. This field is auto-filled.
Related lists on the form	
Engagement contacts	Engagement contacts for the third party engagement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Third-party engagement form (continued)

Field	Description
Business services	Business services related to the third party engagement.
Tiering assessments	Tiering assessments for the third party engagement.
Repeating assessments	Repeating assessments for the third party engagement.
Assessments	Assessments for the third party engagement.
Third-party risk areas	Risk areas related to the third party engagement.
Issues	Issues related to the third party engagement.
Tasks	Tasks related to the third party engagement.
Entity types	Entity types related to the third party engagement.
Digital resilience information	Digital resilience information for the third party engagement. You can add the following parameters: • Name • Third party • Identification code of ICT third-party service provider • Type of code to identify the ICT third-party service provider • Name of the ICT third-party service provider

Create a contract and enhance digital resilience data

Create a contract record in Digital resilience third-party registers where you add details of the contract such as vendor name, start and end dates, state, substate, and so on. You can then enhance its digital resilience information for compliance with DORA regulation.

Before you begin

Role required: sn_oper_res.manager

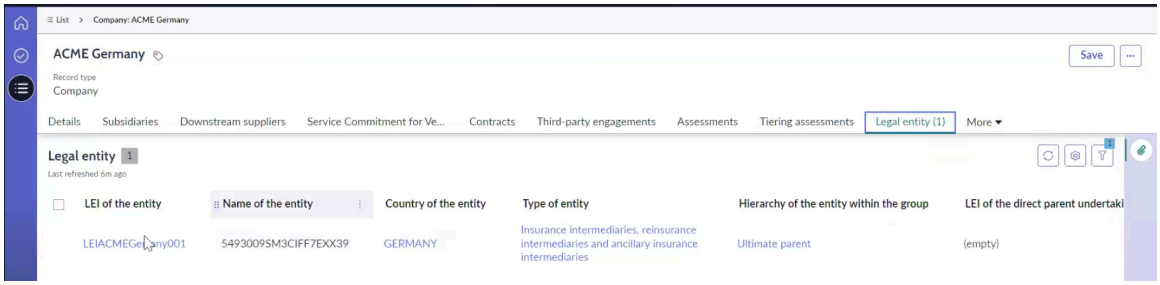
About this task

The Digital resilience third-party registers include details about who within your organization is using externally outsourced ICT services, which functions and branches are using them, and who the third-party providers and their engagements are. The contracts link these two aspects together.

The contracts link both parties—those using the information and those providing it. Essentially, they bind legal entities, branches, and functions to third parties and third-party engagements.

You can navigate to the contracts from the Contracts menu item in Digital resilience third-party registers. Alternately, you can navigate to the legal entities record, open the Legal entities tab, and navigate to the contracts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Contracts**.
2. Select **New**.
   The Create New Contract form is displayed.
3. On the form, fill in the fields.
   For more information, see Create New Contract form.
4. To submit the contract for review, select **Submit for Review**.
5. Select **Save**.
6. To add entities signing the contract to use the ICT services associated with the contract, navigate to the **Entities signing contract to use service** related list of the contract record and select **Add**.
7. Select **Save**.
8. To add entities using the ICT services associated with the contract, navigate to the **Entities making use of services** related list of the contract record and select **Add**.
9. Select **Save**.

> **Note:**
> When creating multiple entities using the ICT services, the combination of LEI and Nature of the entity must be unique. If the nature of the entity is a branch, the combination of the LEI of the entity, Nature of the entity, and the identification code of the branch must be unique.

10. To add entities signing the contract to provide ICT services associated with the contract, navigate to the **Entity providing services** related list of the contract record and select **Add**.
11. Select **Save**.
12. To add third parties signing the contract to provide ICT services associated with the contract, navigate to the **Third party signing contract to provide services** related list of the contract record and select **Add**.
13. Select **Save**.
14. To add third-party engagements signing the contract to provide ICT services associated with the contract, navigate to the **Third-party engagements signing contract** related list of the contract record and select **Add**.
15. Select **Save**.
16. To set up the digital resilience information for DORA regulation, navigate to the **Specific information** related list and create a contractual arrangement by selecting **New**.
17. On the form, fill in the fields.
18. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

19. To add intra-group contractual arrangements, navigate to the **Intra-group contractual arrangements** tab of the contract and select **Add**.
20. Select **Save**.
21. To add ICT service supply chains associated with the contract, navigate to the **ICT service supply chains** tab of the contract and select **New** and fill in the fields.
22. Select **Save**.
23. To add Assessments of the ICT services associated with the contract, navigate to the **Assessments of the ICT services** tab of the contract and select **New** and fill in the fields.
24. Select **Save**.
    For descriptions of all these fields, see Create New Contractual arrangement form.
25. To edit the contract record, select it from the list and select **Save** after making your edits.
26. To export contract records, select **Export**.
27. To delete the contract record, select it from the list and select **Delete**.

Create New Contract form

On the Create New Contract form, fill in the fields.

Create New Contract form

Field	Description
Contract	
Contract number	Unique identifier number for the contractual arrangement, for example, CNTR0009002. This field is auto-filled.
Contractual arrangement reference number	Internal reference number of the contractual arrangement assigned by the financial entity. It is used to identify the contractual arrangement between the financial entity and the direct ICT third-party service provider.
Name	Name and short description of the contract.
Type of contractual arrangement	Type of contractual arrangement that is identified by using one of the options in the corresponding drop-down list: • **Standalone arrangement** • **Overarching arrangement** • **Subsequent or associated arrangement**
State	State of the contract. For example, Draft state.
Contract model	Type of contract being created such as a Service or a Purchase Agreement.
Currency	Code of the currency that is used to report the amount.
Annual expense or estimated cost for the past year	Annual expense or estimated cost (or intragroup transfer) of the ICT service arrangement for the past year.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contract form (continued)

Field	Description
Description	Detailed description of the contract.

Create New Contractual arrangement form

On the Create New Contractual arrangement form, fill in the fields. For each contract, a separate form would be required.

Create New Contractual arrangement form

Create New Contractual arrangement form

Field	Description
Contractual arrangement	
Contract number	Unique identifier number for the contractual arrangement, for example, CNTR0009002. This field is auto-filled.
Contractual arrangement reference number	Internal reference number of the contractual arrangement assigned by the financial entity. It is used to identify the contractual arrangement between the financial entity and the direct ICT third-party service provider.
Name	Name and short description of the contract.
Type of contractual arrangement	Type of contractual arrangement that is identified by using one of the options in the corresponding drop-down list: • **Standalone arrangement** • **Overarching arrangement** • **Subsequent or associated arrangement**
State	State of the contract. For example, Draft state.
Contract model	Type of contract being created such as a Service or a Purchase Agreement.
Currency	Code of the currency that is used to report the amount.
Annual expense or estimated cost for the past year	Annual expense or estimated cost (or intragroup transfer) of the ICT service arrangement for the past year.
Description	Detailed description of the contract.
Entities signing contract to use service	
LEI of the entity signing the contractual arrangement	Legal Entity Identifier (LEI) code to identify the entity that would be signing the contractual arrangement, for example, LEI0000000000000000B.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description
Name of the entity	Name of the entity that would be signing the contractual arrangement, for example, ACME NA.
Entities making use of services	
LEI of the entity making use of the ICT services	LEI of the entity making use of services, for example, LEI0000000000000000C.
Name of the entity	Name of the entity making use of services, for example, ACME SA.
Nature of the entity making use of the ICT services	Nature of the entity making use of services, for example, branch of a financial entity.
Identification code of the branch	Identification code of the branch making use of services, for example, ACMESAbranch2LEI.
Entities providing services	
LEI of the entity making use of the ICT services	LEI of the entity making use of services, for example, LEI0000000000000000C.
Name of the entity	Name of the entity providing services, for example, ACME AMERICAS.
Third parties signing contract to provide info	
Identification code of the ICT third-party service provider	Identification code of the ICT third-party service provider, for example, LEI0000000000EXTTPP2.
Type of code to identify the ICT third-party service provider	Type of code to identify the ICT third-party service provider, for example, LEI.
Name of the ICT third-party service provider	Name of the ICT third-party service provider, for example, Adobe.
Third-party engagements signing contract	
Identification code of the ICT third-party service provider	Identification code of the ICT third-party service provider, for example, LEI0000000000EXTTPE1.
Type of code to identify the ICT third-party service provider	Type of code to identify the ICT third-party service provider, for example, LEI.
Name of the ICT third-party service provider	Name of the ICT third-party engagement service provider, for example, Acer engagement 1.
Specific information	
Contractual arrangement reference number	Contractual arrangement reference number for the contract, for example, CNTR0009002.
LEI of the entity making use of the ICT service(s)	LEI of the entity making use of the ICT service(s), for example, LEI0000000000000000C.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description
Function identifier	Function as defined by the financial entity, for example, F3,F1.
Type of ICT services	Type of the ICT service used by the entity, for example, Computation, Data analysis.

Service provider type	• **Third party**: Selecting this option displays the following fields:
	  ○ Identification code of ICT third-party service provider
	  ○ Type of code to identify the ICT third-party service provider
	• **Third-party engagement**: Selecting this option displays the following fields:
	  ○ Identification code of ICT third-party engagement service provider
	  ○ Type of code to identify the ICT third-party engagement service provider
	• **Legal entity**: Selecting this option displays the LEI of the entity providing ICT services field.

Identification code of ICT third-party service provider	Code to identify the ICT third-party service provider, for example, LEI00000000000000000D.
Identification code of ICT third-party engagement service provider	Identification code of ICT third-party engagement service provider.
LEI of the entity providing ICT services	Entity providing ICT services using LEI, 20-character, alpha-numeric code based on the ISO 17442 standard, for example, LEI00000000000000000D.
Type of code to identify the ICT third-party service provider	Type of code that is to identify the ICT third-party service provider, for example, LEI.
Start date of the contractual arrangement	Date of entry into force of the contractual arrangement, for example, 2025-07-01.
End date of the contractual arrangement	End date as stipulated in the contractual arrangement, for example, 2028-07-01.
Reason of the termination or ending of the contractual arrangement	Reason for the termination or ending of the contractual arrangement. Available options are: • **Termination not for cause: Expired and not renewed** • **Termination for cause: Provider in breach of applicable law, regulations or contractual provisions**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description
	• **Termination for cause: Identified impediments of the provider capable of altering the supported function** • **Termination for cause: Provider's weaknesses regarding the management and security of sensitive data or information** • **Termination: As requested by the competent authority** • **Other reasons for termination**
Notice period for the financial entity making use of the ICT service(s)	Notice period for terminating the contractual arrangement by the financial entity making use of the ICT service(s) in a business-as-usual case.
Notice period for the ICT third-party service provider	Notice period for terminating the contractual arrangement by the direct ICT third-party service provider in a business-as-usual case.
Country of the governing law of the contractual arrangement	Country whose legal system oversees the contract.
Country of provision of the ICT services	Country where the ICT services are provided.
Storage of data	Option to specify if the ICT service is related to storage of data. Available options are: • **Yes** • **No**
Sensitiveness of the data stored by the ICT service provider	Option to identify the level of sensitiveness of the data stored or processed by the ICT service provider. Available options are: • **Low** • **Medium** • **High**
Level of reliance on the ICT service	Option to specify the level of reliance on the ICT service. Available options are: • **Not significant** • **Low reliance** • **Material reliance** • **Full reliance**
Intra-group contractual arrangements	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description
Contractual arrangement linked to this contractual arrangement	Contract number linked to this contractual arrangement, for example, CNTR0009004.
Name	Name of the intra-group contractual arrangements, for example, Staffing agency.
ICT service supply chains	
Number	ICT service supply chain number associated with the contract, for example, SCHAIN0001002.
Recipient of sub-contracted ICT services	Recipient of sub-contracted ICT services of the supply chain. It is the parent supplier.
Identification code of the recipient of sub-contracted ICT services	Identification code of the recipient of sub-contracted ICT services of the supply chain. This field is auto-filled.
Type of code to identify the recipient of sub-contracted ICT services	Type of code to identify the recipient of sub-contracted ICT services of the supply chain. This field is auto-filled.
Type of ICT services	Type of ICT service associated with the supply chain, for example, Data storage.
Contractual arrangement reference number	Contract number associated with the supply chain, for example, CNTR0009002.

Service provider type	• **Third party**: Selecting this option displays the following fields:
	  ○ Identification code of ICT third-party service provider
	  ○ Type of code to identify the ICT third-party service provider
	• **Third-party engagement**: Selecting this option displays the following fields:
	  ○ Identification code of ICT third-party engagement service provider
	  ○ Type of code to identify the ICT third-party engagement service provider
	• **Legal entity**: Selecting this option displays the LEI of the entity providing ICT services field.

LEI of the entity providing ICT services	Entity providing ICT services using LEI, 20-character, alpha-numeric code based on the ISO 17442 standard, for example, LEI00000000000000000D.
Identification code of ICT third-party service provider	Identification code of ICT third-party service provider, for example, LEI0000000000EXTTPP1.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description
Identification code of ICT third-party engagement service provider	Identification code of ICT third-party engagement service provider.
Type of code to identify the ICT third-party service provider	Type of code to identify ICT third-party service provider, for example, LEI. Starting with version 21.1.x, the field Type of code to identify the ICT third-party service provider is now updated to be a choice field in the Digital resilience third-party registers in the contract record. This update aligns the field with regulator-defined options for selecting identification systems when creating new providers.
Rank	Rank of the supply chain, for example, 1 or 2.
Assessment of the ICT service	
Name	Name of the assessment in the <first-name.last-name> format.
Description	Description for the assessment.
Number	Unique identification number for the assessment that will be generated by the application. For example, TPA0001001. This field is auto-filled.
Department	Department that the assessment belongs to.
Owner	Name of the owner for the assessment.
Business unit	Name of the business unit that is associated with the assessment.
Contract number	Unique identifier number for the contractual arrangement, for example, CNTR0009002. This field is auto-filled.
Contractual arrangement reference number	Contract number associated with the assessment, for example, CNTR0009002.

Service provider type	• **Third party**: Selecting this option displays the following fields:
	  ○ Identification code of ICT third-party service provider
	  ○ Type of code to identify the ICT third-party service provider
	• **Third-party engagement**: Selecting this option displays the following fields:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description
	○ Identification code of ICT third-party engagement service provider ○ Type of code to identify the ICT third-party engagement service provider • **Legal entity**: Selecting this option displays the LEI of the entity providing ICT services field.
Identification code of ICT third-party service provider	Identification code of ICT third-party service provider, for example, LEI0000000000EXTTPP1.
Identification code of ICT third-party engagement service provider	Identification code of ICT third-party engagement service provider.
LEI of the entity providing ICT services	Entity providing ICT services using LEI, 20-character, alpha-numeric code based on the ISO 17442 standard, for example, LEI00000000000000000D.
Type of code to identify the ICT third-party service provider	Type of code to identify ICT third-party service provider, for example, LEI.
Type of ICT services	Type of ICT services, for example, Data analysis.
Substitutability of the ICT third-party service provider	Substitutability of the ICT third-party service provider. The following options are available: • Not substitutable • Easily substitutable • Medium complexity in terms of substitutability • Highly complex substitutability
Reason for the substitutability classification	Reason for the classification.
Is the ICT third party audited?	Option to specify if the ICT third party has been audited. Available options are: • **Yes** • **No**
Date of the last audit on the ICT third-party service provider	Date when the last audit was performed.
Existence of an exit plan	Availability of an exit plan. The following options are available: • Yes • No

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description
Possibility of reintegration of the contracted ICT service	Choice to verify the feasibility of reincorporating the contracted ICT service. Available options are: • **Easy** • **Difficult** • **Highly complex**
Impact of discontinuing the ICT services	Choice to specify the impact of discontinuing the ICT services. Available options are: • **Low** • **Medium** • **High** • **Assessment not performed**
Are there alternative ICT third-party service providers identified?	Choice to indicate if any other ICT third-party service providers have been identified. Available options are: • **Yes** • **No** • **Assessment not performed** If you select the check box, then specify the following field value: **Identification of alternative ICT TPP**.
Identification of alternative ICT TPP	Supplementary details on the identification of alternative ICT third-party providers (TPP).

Create a supply chain and enhance digital resilience data

Create an Information and Communication Technology (ICT) service supply chain record in Digital resilience third-party registers. Add details of the supply chain such as type of the ICT services, Legal Entity Identifier (LEI) of the entity that provides the ICT services, and so on. You can then enhance its digital resilience information for compliance with DORA regulation.

Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers**.
2. Select **Contracts** and then select the contract record you want to associate a supply chain record with.
3. Navigate to the ICT service supply chains related list and select **New**.
4. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For descriptions of all these fields, see Create New Contractual arrangement form.

5. Select **Save**.
6. To edit the supply chain record, complete the following.
   a. Navigate to **Supply chains** and select the check box of the record you want from the list.
   b. Select **Edit** and update the fields as required.
   c. Select **Update**.
7. To export supply chain records, complete the following.
   a. Navigate to **Supply chains** and select the check box of the record you want from the list.
   b. Select **Export**.
   c. Select the **File Type**.
   Available choices are:
      - **Excel**
      - **CSV**
      - **JSON**
      - **PDF**
   d. Select the **Delivery Type**.
   Available choices are:
      - **Download**
      - **Email**
8. To delete the supply chain record, select it from the list and select **Delete**.

Create an assessment and enhance digital resilience data

Create an assessment of the Information and Communication Technology (ICT) service in Digital resilience third-party registers. Add details such as the contractual arrangement reference number, identification code, and type of code for the ICT third-party service provider. You can then enhance its digital resilience information for compliance with DORA regulation.

Before you begin

Role required: sn_oper_res.manager

About this task

If you have the TPRM application, you can have third-party risk management assessments. If you don't have the TPRM application, you can still comply with the regulatory requirements by using the assessments table.

It's required that you review your contracts and third parties annually. You can provide the following assessment details on the assessment form:

- Contractual reference number, which helps identify the following details:
  - Users of the contract
  - Providers of the contract
  - Other relevant details that are automatically pulled in
- Audit information:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Has the third-party provider been audited?
- When was the audit last conducted?

- Exit strategy details:
  - Existence of an exit plan
  - Possibility of integrating with the ICT service provider if terminated
  - Impact assessment of discontinuing the ICT service
  - Identification of any alternatives

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers**.
2. Select **Contracts** and then select the contract record you want to associate an assessment record with.
3. Navigate to the Assessments of the ICT services related list and select **New**.
4. On the form, fill in the fields.
   For descriptions of all these fields, see Create New Contractual arrangement form.
5. Select **Save**.
6. To edit the assessment record, select it from the list and select **Edit**.
7. To export the record, select **Export**.
8. To delete the assessment record, select it from the list and select **Delete**.

What to do next

Once all details are captured, you can perform the following tasks:

- Download the information using the Microsoft Excel download feature
- Upload requests as needed

Create Microsoft Excel upload and download request

Create a Microsoft Excel upload and download request to upload and download the records from and into the Digital resilience third-party registers for auditing purposes.

Before you begin

Role required: sn_oper_res.admin

About this task

Use the Excel download/upload requests module in Digital resilience third-party registers to export and import the records in Microsoft Excel format. The European Union auditors and regulators can download these records for audit and reviewing purposes and take appropriate actions.

To become familiar with the process before handling more complex operations, you can follow these steps:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Create records on the UI: Create new records for each type on the user interface. It helps you to understand which fields are mandatory and their required formats.
- Download data: Next, download the data to get a clear understanding of the values in each Microsoft Excel column.
- Upload data with changes: Finally, make a simple change to a column and upload the data back to verify that the process works as expected.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Excel download/upload requests**.
2. Select **New**.
   The Create New Excel download/upload request form is displayed.
3. On the form, fill in the fields.
   For descriptions of all these fields, see Create New Excel download/upload request form.
4. For the Upload request, select the **Attach file** option in the **Select file** field.
5. To download the template for uploading the selected type of record such as Assessments, select **Download template**, select the file in the **Save as** field in the modal, and select **Save**.
6. To upload the selected file, select **Upload**.
7. Select **Save**.
   After saving a download request, you can choose which records you want to download by navigating to its corresponding tab. For example, you would navigate to the **Contracts** tab for a Third-party information register download request or the **Assessments** tab for an Assessments download request.
8. Select the records that you want from the list and perform one of the following steps.
   For information on Register of information regulatory packages, see the following topics:
   - Register of Information (ROI) regulatory packages
   - Generate a Register of Information package
   - Validation framework for Register of Information in Operational Resilience
   - Validate the Register of Information packages
9. Add the name that you want for the Microsoft Excel file and select **Save**.

   In releases prior to 21.x.x of Digital resilience third-party registers, downloading the contract created a single sheet with all the contract data. Starting with version 21.x.x of Digital resilience third-party registers, when you generate a report on the contracts, it mirrors the UI and provides details, including information on entities, third parties, third-party engagements, and specific contract information in the Microsoft Excel sheet.

   It generates a Microsoft Excel sheet that you can submit directly to your regulatory authority. The file strictly adheres to the format of the template issued by the regulatory authority and includes all necessary details for reporting your third-party engagements.

   Starting with version 20.x.x of Digital resilience third-party registers, you can see choice or reference values in the downloaded Microsoft Excel files. For example, Departments can be created in the system as 'Research and Development'. When the functions are downloaded, department values are displayed as options in the Microsoft Excel template for selection. The template includes drop-down lists for departments, business units, and other yes or no questions (as seen in the Branch template). Additional drop-downs are added for countries, currencies, etc.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The application also handles translations for meta data, including headers and drop-down options.

Ensure that no duplicate records are present after downloading data for Legal entities, Functions, etc. When downloading the template, ensure that there are no duplicate Third party rows. For example, creating one DORA Third party and two DORA entities, then creating DORA contracts for the same vendor using the same entity, result in only one Third party row in the downloaded template and not two duplicate rows. You can add new entities and enter their LEI (even if not in the drop-down list) in the downloaded contract file without needing to download the contract records again. You can upload the modified contract records back to the application.

10. To export Excel download/upload requests, select the requests you want and then **Export**.

Create New Excel download/upload request form

On the Create New Excel download/upload request form, fill in the fields.

Create New Excel download/upload request form

Field	Description
Short description	Brief description of the request. For example, legal_entity_template.
Type	Type of the download request. The choices are as follows: • **Excel master template** • **Plain-CSV reporting package** • **Assessments** • **Branches** • **Contracts** • **Functions** • **Legal entities** • **Supply chains** • **Third parties** • **Third-party engagements** • **Third-party information register**
Number	Number of the request, for example, REQ0001001. This field is auto-filled.
Request type	Type of the request. The choices are as follows: • **Upload** • **Download**
State	State of the record. This field is auto-filled to **Draft** state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Excel download/upload request form (continued)

Field	Description
Base currency	Currency used for reporting monetary values in the report. For example, US Dollar or Euro.
Report type	Specifies whether the report covers a single entity **Individual** or a **Consolidated** group of entities.

Update existing records in bulk

Update existing records in bulk from the Digital resilience third-party registers using Third-party Risk Management.

Before you begin

Role required: sn_oper_res.admin

About this task

To achieve the best results, upload the records in the following order due to their interdependent reference fields:

1. Legal Entities
2. Branches
3. Functions
4. Third-parties
5. Third-party engagements
6. Contracts
7. Supply chains
8. Assessments

Complete the following steps for each data type of the record:

- Create at least one record on the UI.
- Create a Download request and select this record to download.
- Make changes to one or more columns in the downloaded file.
- Create an Upload request, attach the modified file, and click **Upload**.
- Verify the changes on the UI for this record.

Repeat these steps for each data type to ensure consistency across all categories. Following this sequence helps ensure data consistency and accuracy across related records.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Excel download/upload requests**.
2. Create an Excel download request by selecting **New**.
3. On the form, select **Download** as the request type and fill in the remaining fields.
   For descriptions of all these fields, see Create New Excel download/upload request form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select **Save**.
   After saving a download request, you can choose which records you want to download by navigating to its corresponding tab. For example, you would navigate to the **Contracts** tab for a Third-party information register download request or the **Assessments** tab for an Assessments download request.
5. Select the records that you want to update from the list and select **Export to Excel**.
6. Add the name that you want for the Microsoft Excel file and select **Save**.

   It creates a Microsoft Excel sheet that you can use to make bulk updates for the records you selected.

   After downloading the templates to add options on the reference fields, the upload templates are updated to a dynamic format with drop-downs for choice and reference fields, rather than hard-coding the values.

   The dynamic templates automatically handle translations for headers and reference field options. They fetch these elements in real-time, ensuring they remain up-to-date without the need for manual updates. The default template stays up-to-date because the options are generated dynamically.

   You can view instructions for filling out the template by navigating to the **Instructions** tab of the template file. You can add your updated record creation information by navigating to the **Digital resilience information** tab and filling out the template.

   Note:
   You can only upload or download one type of record for each request. For example, if you made an upload request for Assessment records, you can only include Assessment record information in the template.

7. Follow the instructions in the template file and add your updated information.
8. Create an upload request by navigating to **Excel download/upload requests** and selecting **New**.
9. On the form, select **Upload** as the request type and fill in the remaining fields.
   For descriptions of all these fields, see Create New Excel download/upload request form.

   Note:
   Only DORA administrators can view the **Upload** option and perform this task.

10. Select **Save**.
11. Attach the updated template file by selecting **Attach File** and selecting the file from your local hard drive.
12. Select **Upload**.
13. Navigate to the **Result** section of the upload request to view the records that were uploaded successfully and any errors.
    a. Correct the errors in the Microsoft Excel spreadsheet.
    b. Upload the record again.
14. Repeat the steps until all errors are resolved and all records are uploaded successfully.
    The updated records are uploaded in bulk from the Digital resilience third-party registers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create records in bulk

Create records in bulk from the Digital resilience third-party registers using Third-party Risk Management rather than creating one record at a time for single or multiple entities. You can save time and effort by working on multiple records at a time.

Before you begin
Role required: sn_oper_res.admin

About this task
Only DORA administrators can view the **Upload** option and perform this task.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Excel download/upload requests**.
2. Create an Excel upload request by selecting **New**.
3. On the form, select **Upload** as the request type and fill in the remaining fields.

   Note:
   Only DORA administrators can see the **Upload** option type and perform this task.

   For descriptions of all these fields, see Create New Excel download/upload request form.

   Note:
   You can only upload one type of record for each upload request. For example, if you made an upload request for Assessment records, you can only include Assessment record information in the template.

4. Select the type of record, for example, Assessments or Branches.
5. Enter the short description for the request.
   This field is mandatory.
6. Select **Save**.
   A template file is generated and available for download. The **Download template** UI action is displayed.
7. Download the default template by selecting **Download template** and fill it out.

   a. Save the downloaded template and assign it a name in the **Save as** field.

   b. Select **Save**.
   The file download is in progress. Once it completes, you can close the modal window.

8. Open the saved template and fill it up as required and save your changes.
   You can view instructions for filling out the template by navigating to the **Instructions** tab of the template file. You can add your record creation information by navigating to the **Digital resilience information** tab and filling out the template.
9. To select the completed template file and attach it to the request, select **Attach File** and select the file from your local hard drive.
10. Select **Upload**.
    The Microsoft Excel is attached to the form.
11. Navigate to the **Result** section of the upload request to view the records that were uploaded successfully and any errors.

    a. Correct the errors in the Microsoft Excel spreadsheet.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

12. Repeat the steps until all errors are resolved and all records are uploaded successfully.
    The records are uploaded in bulk from the Digital resilience third-party registers.

Generate a Register of Information package

Generate a register of information package. Use the CSV report option in the download page to generate regulator-ready Register of Information (RoI) packages.

Before you begin
Role required: sn_oper_res.manager

About this task
Register of Information (RoI) reports can be generated for both individual and consolidated legal entities. When viewing an individual entity, only contracts associated with its specific LEI are displayed. For a consolidated view, all contracts across the system are visible.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience third-party registers** > **Excel download/upload requests**.
2. Create an Excel download request by selecting **New**.
3. On the form, fill in the fields.
   The **Excel Master Template** option downloads documents to use for data preparation and internal review. The **Plain-CSV Reporting Package** option downloads documents you can use for regulator submission and compliance validation.

   For descriptions of all these fields, see Create New Excel download/upload request form.
4. Select **Export info register** to initiate the download process.

   When a Register of Information (RoI) package is uploaded using the Plain-CSV Report Package option, the system automatically generates a ZIP file containing metadata and report folders with CSV files formatted to meet DORA specifications. Real-time validation is performed during the upload process. If any errors or warnings are detected, a validation report is generated and attached to the request record alongside the CSV package. This report includes mappings to regulator fields (such as Template Code, Row Code, and Column Code), rule expressions, field labels, and record identifiers to help users locate and resolve issues.

   An email notification is sent to whoever initiated the request once the download is complete. If no issues are found, only the CSV package is attached. Users can access the report from the attachment area of the request record and cross-reference it with the downloadable Excel template, which mirrors the CSV structure and assists with error resolution.

   For more information on validation, see .

Using Digital resilience incident reporting

Beginning with the Yokohama release, users of the Operational Resilience Workspace can report Information and Communication Technology (ICT) related incidents to regulators using the Digital resilience incident reporting module. This module, integrated with Incident Management and Security Incident Response, creates or updates incident case task records whenever a major incident is created or updated in these applications. The report is generated in the specified format and shared with regulators.

Regulatory bodies have established a streamlined framework for reporting ICT related incidents in a compliant format specified by the regulatory authorities. The Digital resilience incident reporting (DRIR) application is used to report critical Digital Resilience Incidents (DRIs) according to regulatory requirements. When critical incidents are reported through Incident Management

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

and Security Incident Response applications, the corresponding reporting cases are generated in Digital resilience incident reporting.

The Digital Resilience Incident Reporting (DRIR) streamlines the case reporting process by creating assessments for regulatory reporting, assigning action tasks, determining reportability, and generating initial, intermediate, and final reports in the format specified by regulators. Using DRIR ensures that critical incidents are properly documented, tracked, and reported to authorities within the required timelines for regulatory compliance.

Get started

Explore  Learn about Digital resilience incident reporting (DRIR)	**Configure**  Configure the conditions for incident reporting
Use  Report incidents from other applications or manually	**Reference**  Components installed with DRIR

Additional resources

- Ask or answer questions in the GRC community
- Search the Known Error Portal for known error articles
- Contact Customer Service and Support
- Developer training
- Developer documentation

Explore Digital resilience incident reporting

The Digital resilience incident reporting module in the Operational Resilience Workspace is used to log and report incidents data to the regulators.

Key features of Digital resilience incident reporting

The Digital resilience incident reporting application module in the Operational Resilience Workspace offers the following key features.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Creates reporting cases automatically from major incidents reported in the Incident Management and Security Incident Response applications.
- Initiates a structured assessment process, including Regulatory reporting assessment to determine if the incident is reportable.
- Tracks the status of reports and assessments, ensuring timely submission and compliance with regulatory timelines.
- Uses automated reporting workflow to generate reports within regulatory reporting timelines:
  - Regulatory reporting assessment of IT incidents
  - Initial Report (within 24 hours)
  - Intermediate Report (every three days until resolved)
  - Final Report
- Allows users to export incident reports for further analysis in the format specified by regulatory authorities.

Integration with Incident Management or Security Incident Response

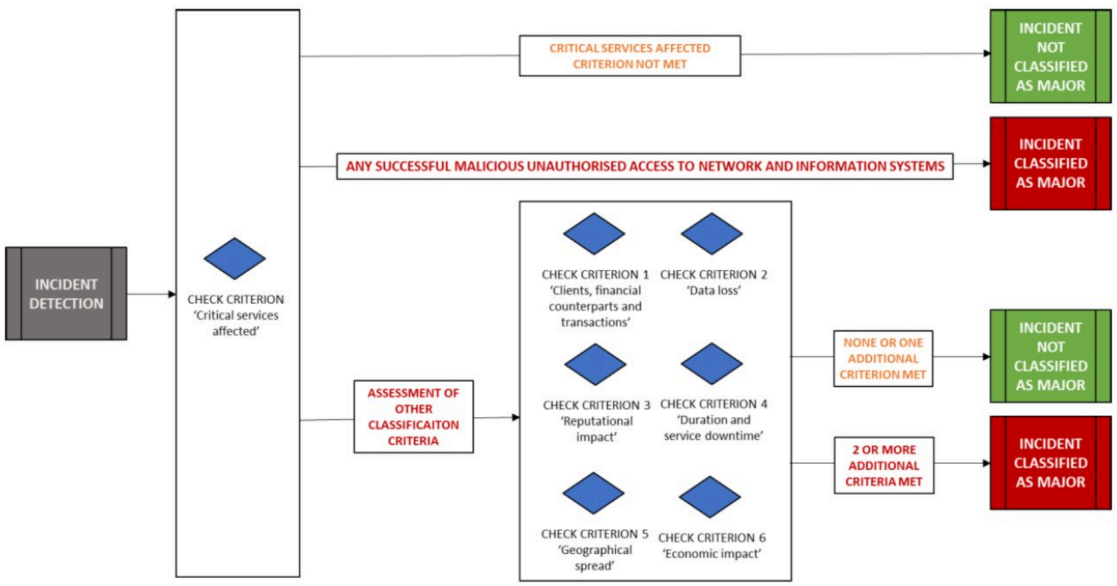
The Digital resilience incident reporting module is available in the Operational Resilience Workspace by default. If you are using the Incident Management or Security Incident Response applications, you can report critical incidents from these Workspaces into the Digital resilience incident reporting module.

Auto-populating the responses in the Assessment Workspace

For the reported DIR case task, an assessment action task is created and assigned to a DIR user. Smart assessment in the Assessment Workspace is used for auto-populating the responses to the assessment. The Assessment Workspace is available to the Digital resilience incident reporting users by default.

Incident classification

When an incident is detected, it is determined whether critical business services are affected. The following approach is followed to classify the incident.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Digital resilience incident reporting workflow

To classify major incidents, the Digital resilience incident reporting (sn_dri_inc_rptg) automatically initiates reporting cases.

Reporting cases are triggered and reported in Digital resilience incident reporting by using one of the following conditions:

1. Incident Management
   - The incident is classified as critical in the Service Operations Workspace.
   - Incident duration: The incident has been open for more than 24 hours and it is still in the **Work in progress** or **Analysis** stage.
   - The incident involves a critical business service where the business criticality value is 1.
2. Security Incident Response:
   - The incident is classified as critical in the SIR workspace.
   - Incident duration: The incident has been open for more than 24 hours and it is still in the Work in progress or Analysis stage.
3. Manual: The incident has been reported manually in the Digital resilience incident reporting module.

States of the case task

1. **Draft**: Any DIR user can create a DIR case task and assign it to the DIR managers group. A notification is sent to the managers group to assign it to one of the managers. DIR case task can also be created automatically from the IM incidents or SIR incidents if they meet the criteria defined in the creation flow (Integration with IM or SIR)
2. **In progress**:
   a. An action task is created for the DIR case task and assigned to a DIR user. The breach status of the DIR case task is updated based on the response.
   b. The DIR case task is classified as Parked for Monitoring, Not Reportable, or Reportable based on the assessment response. If it is initially marked as Parked for Monitoring, further updates on the source incident can lead to additional assessments, which may change the status to Reportable if the impacts or breach status warrant it.
   c. If the DIR case task is identified as Reportable, a new action task is created for the initial report assessment with a due date of 24 hrs and is assigned to any DIR user by the DIR manager handling the case.
   d. After the initial report action task is completed and submitted, a new action task for the intermediate report is created with a due date as three days.
   e. Intermediate report assessments are generated every three days until the source incident is closed (Incident Management or Security Incident Response).
   f. A final report action task is created with a due date of 30 days from the closing date of the source incident.
3. **Pending approval** and **Approved**: Once the reports are completed, the DIR case task is approved and closed.

Data displayed in Digital resilience incident reporting

The Digital resilience incident reporting modules display the following data on the reporting cases:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- All incident reporting cases
- My incident reporting cases
- Unassigned incident reporting cases

My tasks

The **My tasks** page in the Operational Resilience Workspace displays all the reporting cases and action tasks that have been assigned to the signed-in user. This section includes the following information for the signed-in user:

- **My pending tasks**
- **My items**
- **Watchlist**

Roles, Scripts, and Tables used for reporting

For information on the roles, scripts, and tables used in Roles installed with Digital resilience incident reporting, see Digital resilience incident reporting reference.

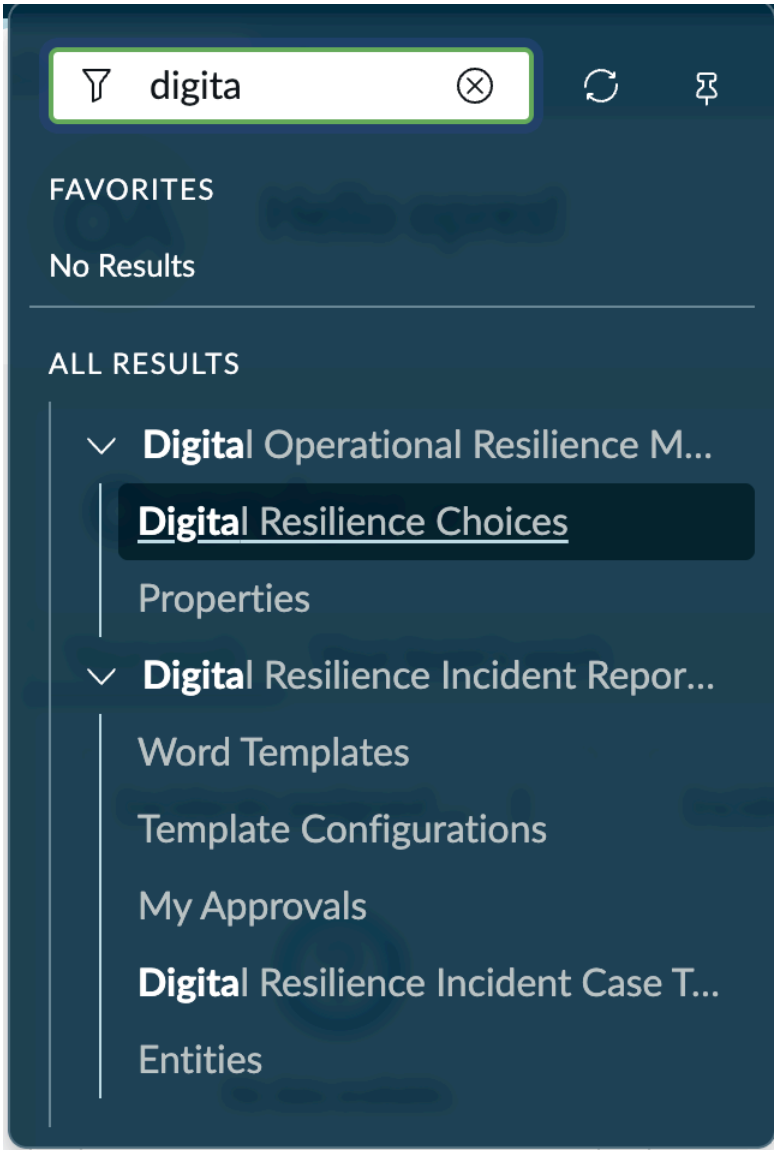
Configure Digital resilience incident reporting

Digital Resilience Incident administrators can configure conditions in Workflow Studio to auto-trigger incident reporting in Digital resilience incident reporting.

Setting up templates and modules

Operational Resilience administrators set up Word templates, Template configurations, and the Digital resilience incident (DRI) case type required for Digital resilience incident reporting as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Configure Word Templates and Template Configurations for generating reports in Microsoft Word format. For more information, see Generating Word reports using Document designer.

The Digital Resilience Incident Case module lists all Digital Resilience Incident Cases associated with an incident or security incident. A new 'Regulation Mappings' related list is now available in each Digital Resilience Incident Case record. It displays the relationships between entities related to the cases and their corresponding regulations.

Conditions for setting up the Workflow

Workflow Studio contains preconfigured flows and conditions for creating DRI case tasks from incidents in the Incident Management or Security Incident Response applications. Access the Digital resilience incident reporting flows by navigating to **Workflow Studio** > **Flows** > **Flow Designer**.

The following flows, previously used in the Digital resilience incident reporting application, have been deprecated:

1. Digital Resilience Incident Flow
2. Digital Resilience SIR Flow
3. DRI Business service Trigger

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

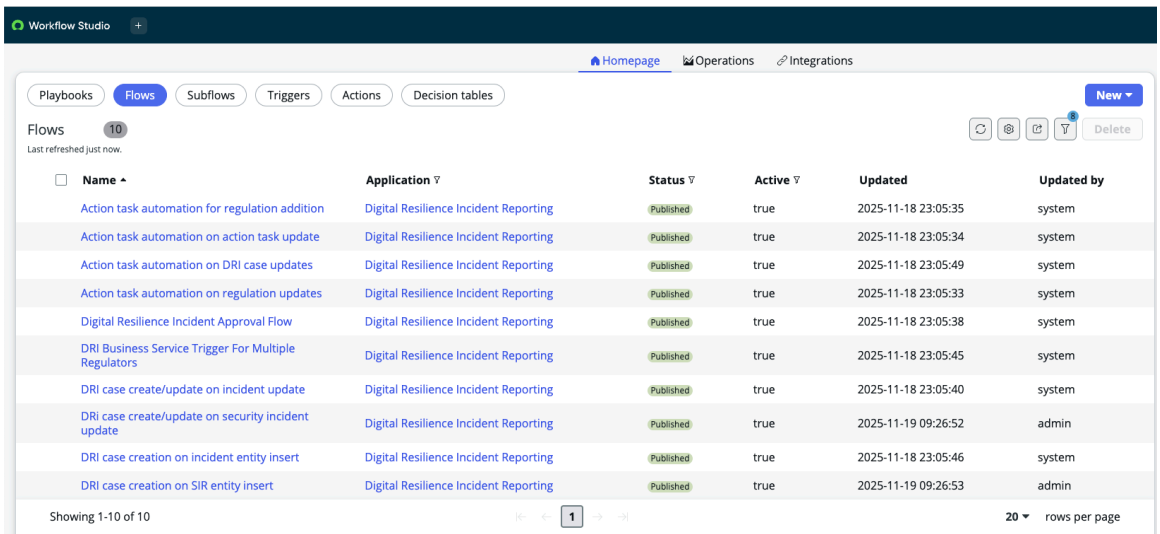
Note:
To use the previously deployed flows, deactivate the new flows (listed in this section) and then activate the Digital Resilience Incident Flow, Digital Resilience SIR Flow, and DRI Business Service Trigger Flow.

The following flows in Digital resilience incident reporting are still active:

1. Digital Resilience Incident Approval Flow
2. DRI case create/update on incident update
3. DRI case create/update on security incident update
4. DRI case creation on incident entity insert
5. DRI case creation on SIR entity insert

New flows have been introduced in Digital resilience incident reporting to manage action tasks, regulations, and trigger conditions for multiple regulators, as illustrated in the example:

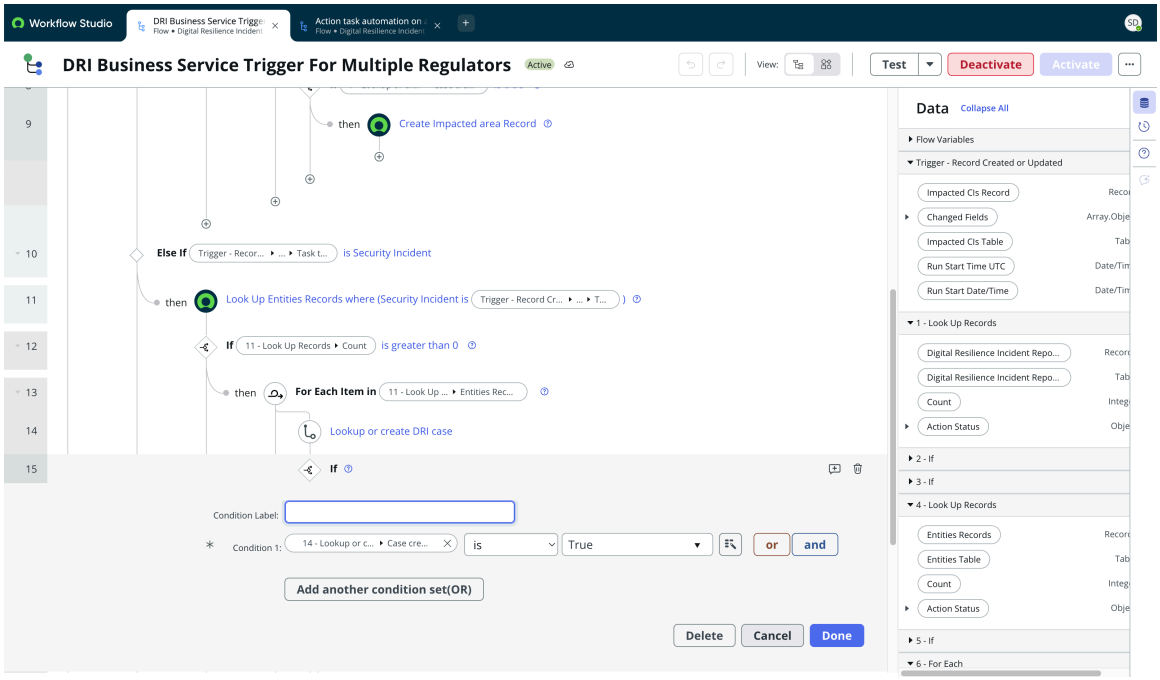
1. Action task automation for regulation addition
2. Action task automation on action task update
3. Action task automation on DRI case updates
4. Action task automation on regulation updates
5. DRI Business Service Trigger For Multiple Regulators



Note:
If the Security Incident Response application is installed in your instance, flows related to the security incidents (SIR) are listed in the Flows list view.

The Digital Resilience Incident Flow and Digital Resilience SIR Flow are prebuilt into the Digital resilience incident reporting application. The flow configuration impacts all incident records in the instance. As administrators of the Operational Resilience application, you can update (customize) the flow configurations to meet your organizational requirements as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Insert condition

Conditions such as the priority of the incident is Critical, the urgency is High, and the incident has been open for more than 24 hours, are prebuilt in the flow. When all these conditions are met, it's automatically reported in the Digital resilience incident reporting application.

Update condition

When an incident is reopened or updated, that classification condition is also defined in the flow. When the configured conditions are met, the incident is reported in the Digital resilience incident reporting application.

Required and optional plugins

The Digital resilience incident reporting application is available from the ServiceNow Store. This section details its required and optional plugins.

List of required plugins

Application name	Plugin
Document designer	(com.sn_grc_doc_design)
Digital Operational Resilience Management	(com.sn_app_grc_digital_resilience)
GRC	(app-grc)
GRC Base Workspace	(app-grc-base-workspace)
GRC: Compliance Case Management	(app-grc-case-mgmt)
GRC Operational Resilience	app-grc-operational-resilience (com.sn_grc_oper_res)
GRC: Policy and Compliance Management	(com.sn_compliance)
Regulatory Agency Library	(com.sn_reg_body_mgmt)
Reusable impact framework	(sn-reusable-impact-framework)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

List of required plugins (continued)

Application name	Plugin
Smart Assessment impact automation	(app-smart-assessment-impact-automation)
Smart Assessment response automation	(app-smart-assessment-response-automation)
Smart Assessment Core	(sn_smart_asmt)
Smart Assessment designer	(sn_smart_asmt_desg)

List of optional plugins

Application name	Plugin
Security Incident Response	(app-sir)
Digital Resilience Third-party Information Register	(sn_info_reg)

Set up entities for the targets

Set up an entity record in the instance and map it to an incident or security incident. You can map one or multiple entities to the selected incident.

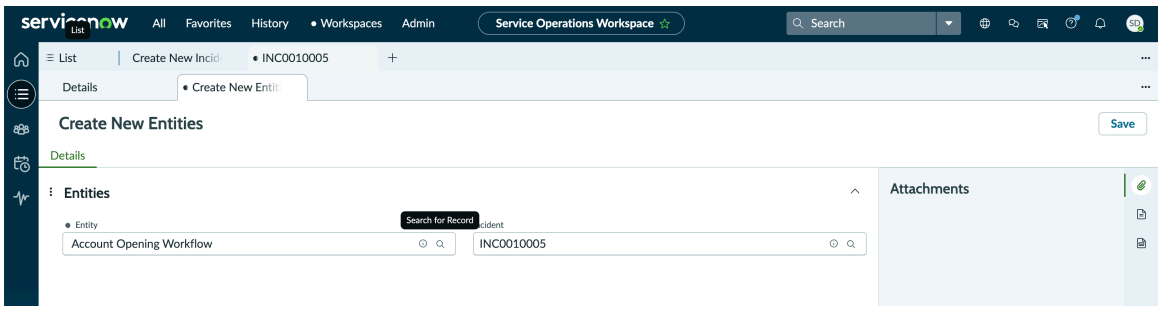
Before you begin

Role required: sn_oper_res.admin, sn_dri_inc_rptg.digital_resilience_incident_admin

Procedure

1. Navigate to **Workspaces** > **Service Operations Workspace** and open an incident from the list view.
2. To add one or multiple entities to the selected incident, select **Add** in the Entities related list.

   The Entities related list is shown in the example.

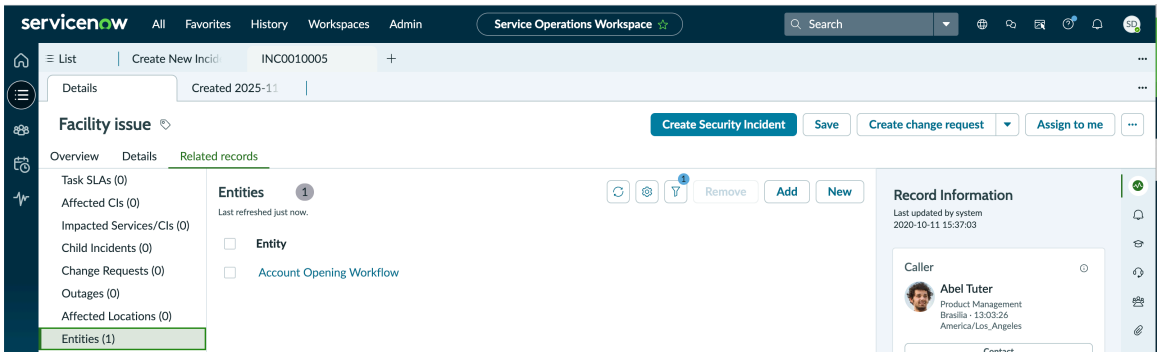


   a. Choose the entity from the list view.

   b. Select **Add**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

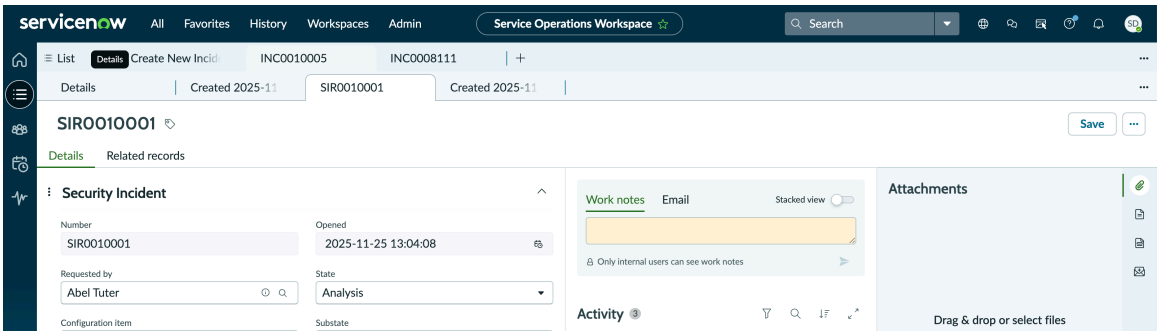
The selected entities are added to the incident. The example shows that the "Account Opening Workflow" entity is added to the Entities related list of the "Facility issue" incident.



3. To create a security incident from the incident record, select **Create Security Incident**.

Note:
Verify that the Security Incident Response application is installed in your instance.

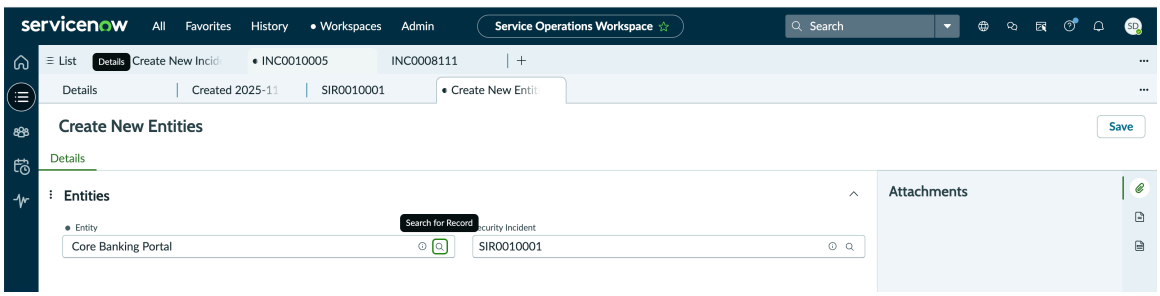
The security incident is created as shown in the example.



4. To map an entity to the security incident, navigate to Entities related list, select **New**, and follow the substeps.

   a. Select the entity from the drop-down list to associate with the security incident.

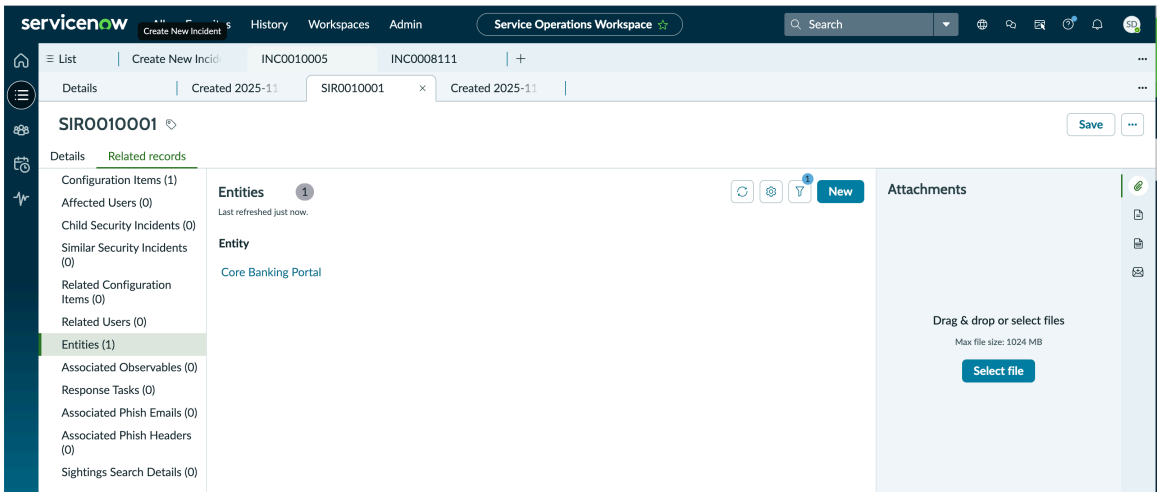
   An entity is added to the security incident; for example, the 'Core Banking Portal' entity is added to SIR0010001.



   b. To save the changes, select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The entity is displayed in the related record of the security incident.



The entities are now set up for the target incidents.

Map regulations to the entities

Map single or multiple regulations with the entity linked to an incident or security incident.

Before you begin

Role required: sn_oper_res.admin, sn_dri_inc_rptg.digital_resilience_incident_admin

About this task

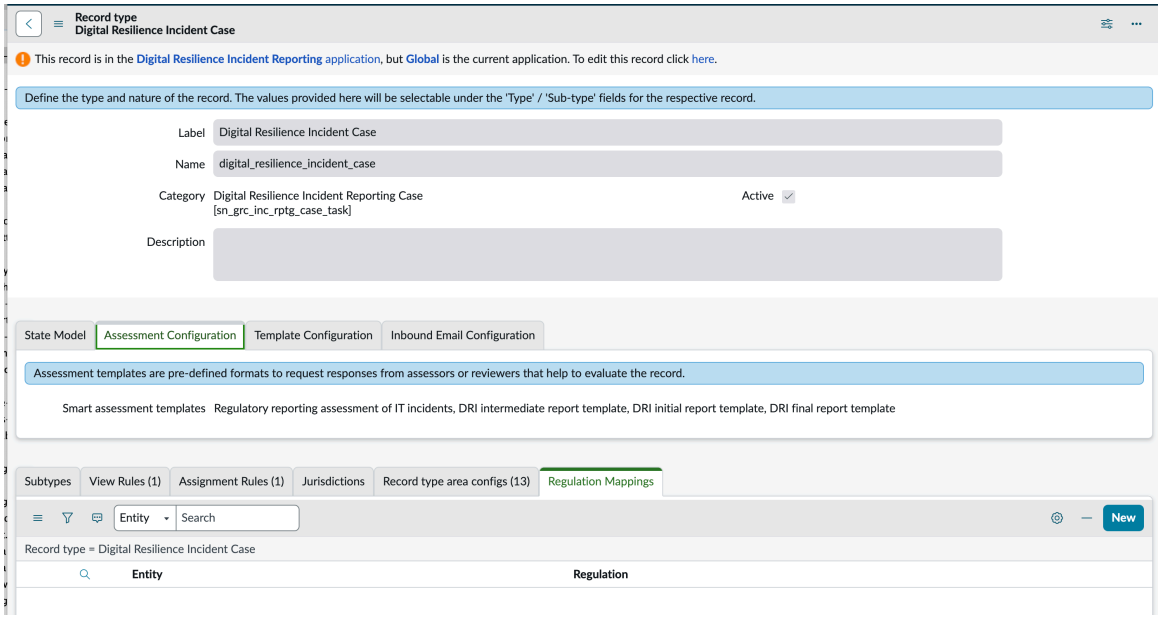
The Digital Resilience Incident Case module in the Operational Resilience Workspace lists all Digital Resilience Incident Cases associated with an incident or security incident. A new Regulation Mappings related list, now available in each Digital Resilience Incident Case record, displays the relationships between entities related to the cases and their corresponding regulations.

Procedure

1. Navigate to **All** > **Digital Resilience Incident Reporting** > **Digital Resilience Incident Case Type** and open the desired case record.

   The Digital Resilience Incident Case record is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



It contains the following tabs for the record:

- **State Model**: The state model and action task state model specify the workflow states and transition conditions for a record type and an action task, respectively. A record type and an action task follow the workflow states configured in their respective state models.
- **Assessment Configuration**: Assessment templates are pre-defined formats to request responses from assessors or reviewers that help to evaluate the record.
- **Template Configuration**: Document templates are set up for generating word reports.
- **Inbound Email Configuration**: Group email configuration is set up to inform the group members about the case record.

You can configure the following related lists as outlined in the next steps.

- Subtypes
- View Rules
- Assignment Rules
- Jurisdictions
- Record type area configs
- Regulation Mappings

2. To map a regulation to an entity associated with the case, select **New** in the Regulation Mappings related list.
The Regulation Mappings New record is displayed.

   a. On the form, fill in the fields.

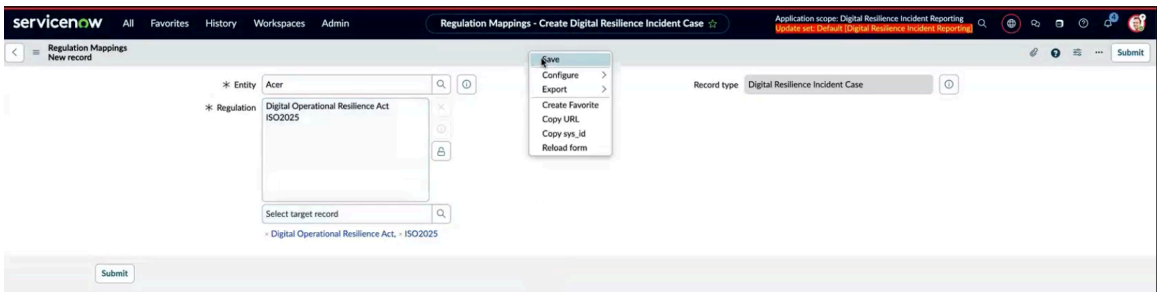
Regulation Mappings New record form

Field	Description
Entity	Name of the entity, for example, Acer.
Regulation	Regulation that is mapped to the entity associated with the case, for example, Digital Operational Resilience Act.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Record type	Digital Resilience Incident Case record. This field is auto-filled.

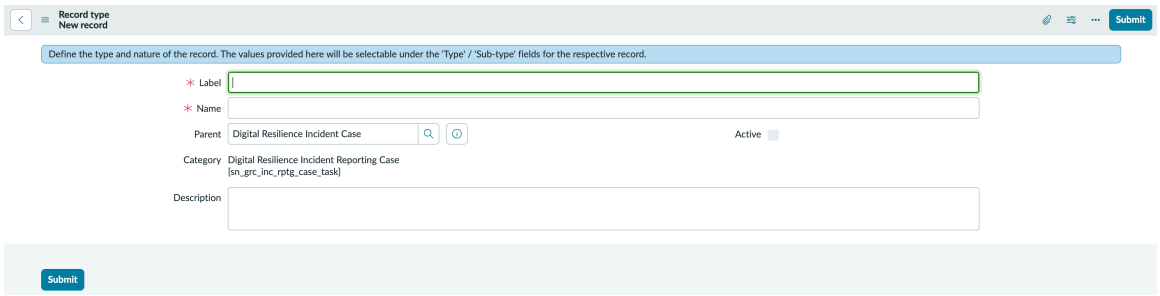
The example illustrates mapping the Acer entity to the 'Digital Operational Resilience Act' (a single regulation). However, entities can also be mapped to multiple regulations.



3. To add a subtype for the case, navigate to the Subtypes related list and select **New**.

a. Add the parameters such as Label, Name, Parent, Category, and Description.

The following example shows a Subtypes record.



b. To mark the record as active, set the Active option.

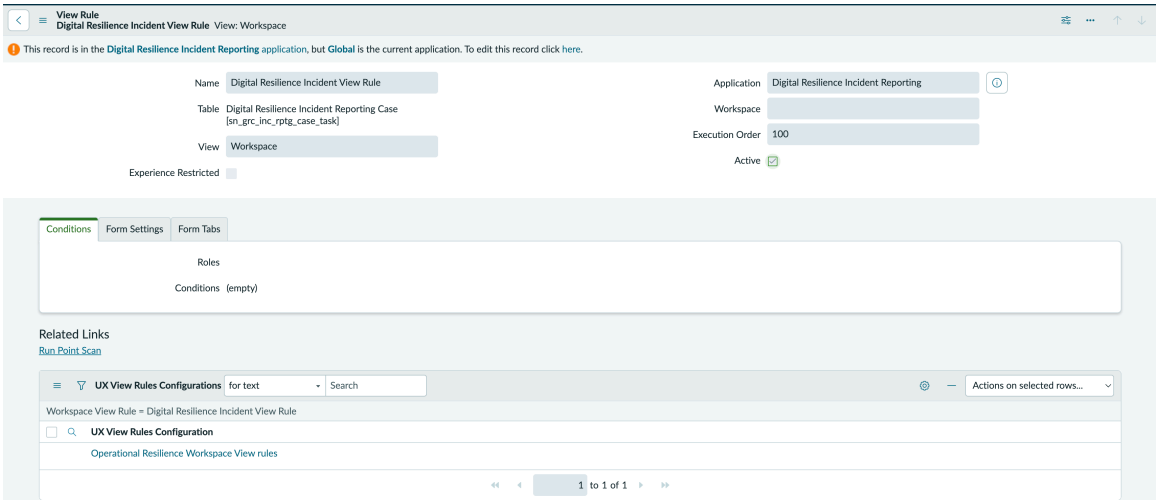
c. Select **Submit**.

4. To set up rules, navigate to the View Rules related list and complete the substeps.

a. Add Name, Table, View, Workspace type, and Execution Order number.

The following example shows a Rules record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



b. Set the Active flag.

c. Set up the roles and conditions in the **Conditions** tab.

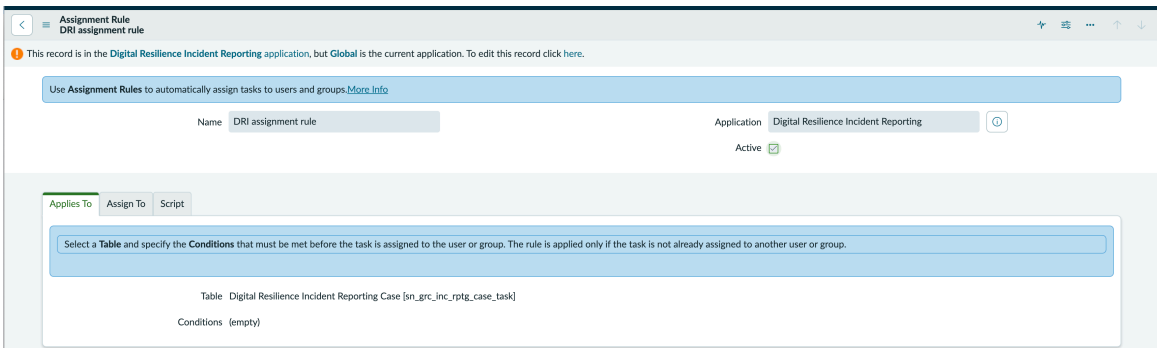
d. Select Hide details & UI actions, Hide section navigation, and Disable section collapsing in the **Form Settings** tab.

e. Set up the Default tab order and focus in **Form Tabs**.

f. Select **Submit**.

5. To assign tasks to specific users and groups automatically, navigate to the Assignment Rules related list and set up the assignment rules.

The following example shows an Assignment rules record.



a. Add the name of the rule and set the Active flag.
The name of the application is auto-filled as Digital Resilience Incident Reporting.

b. Select a table in **Applies to** and specify the conditions that must be met before the task is assigned to the user or group.
The rule is applied only if the task isn't already assigned to another user or group.

c. To assign a task to the users or groups, configure the users or groups in the **Assign to** tab.

d. To customize the assignment rule further, enter a script in the **script** tab.

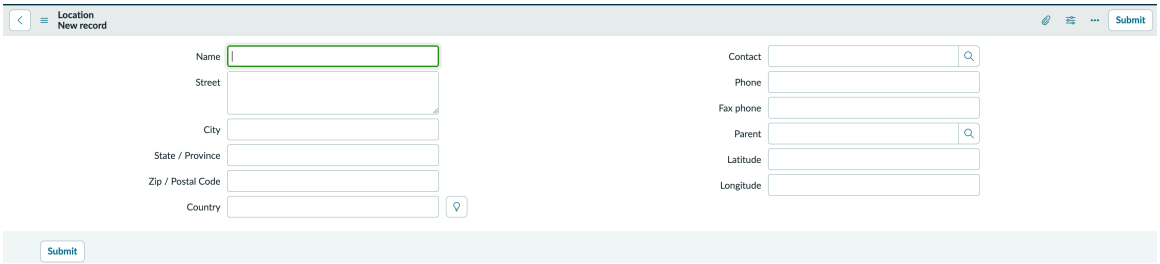
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scripts provide access to the pool of current variables.

e. Select **Submit**.

6. To set up the location details and jurisdiction of the case, navigate to the Jurisdictions related list and select **New**.

   The following example shows a Jurisdictions location record.



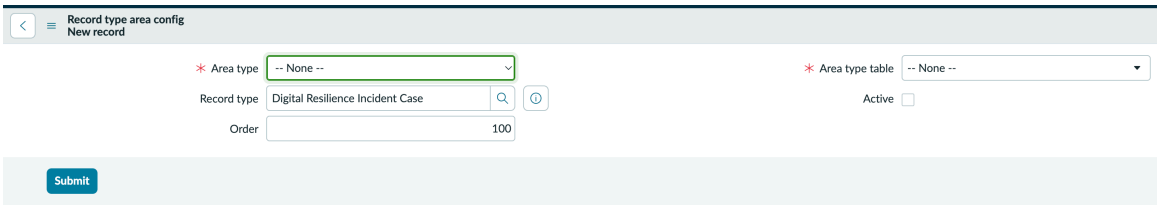
   a. Add Name, City, Zip code, State, country, Phone, Latitude, Longitude details.

   b. Select **Submit**.

   c. To edit an existing Jurisdictions record, select **Edit**.

7. To define the area type for the case and the table associated with it, navigate to the Record type area configs related list and complete the substeps.

   The following example shows a Record type area configuration record.



   a. Set its order and Active flag.

   b. Select **Submit**.
   The area type can be Impacted area, Related area, Cause area. The associated table can be Entity [sn_grc_profile] or Citation [sn_compliance_citation] table.

8. Select **Save**.
   The regulation mappings, subtypes, rules, and other details for the entity are saved in the case record.

Related topics

Complete action tasks and report incidents associated with regulations

Set up DRI Smart Assessment templates

Set up the Smart Assessment templates in the Assessment Workspace. You can then use them to set up the action task configuration templates in the Regulatory Agency Profile for Digital resilience incident reporting.

Before you begin

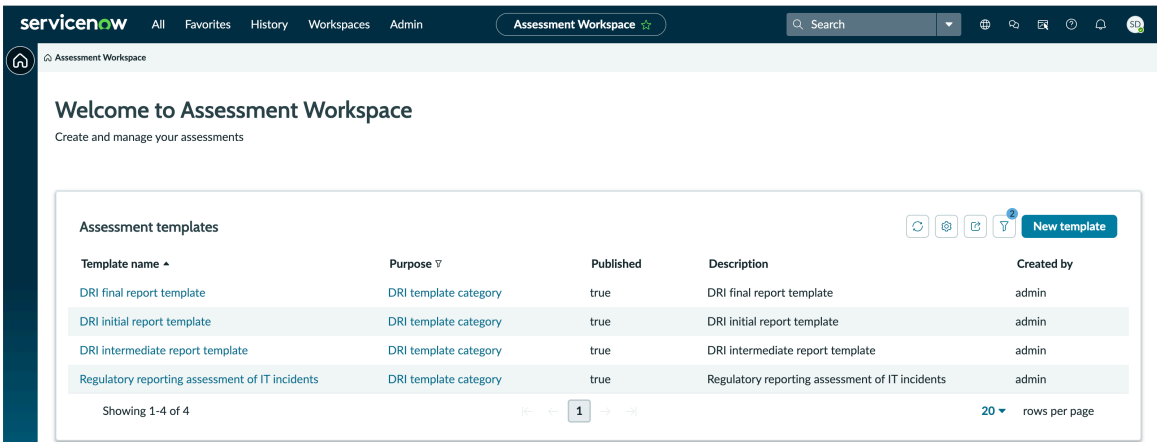
Role required: sn_oper_res.admin, sn_dri_inc_rptg.digital_resilience_incident_admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > *Assessment Workspace* to access the Assessment Workspace landing page.
2. Select **New template** in the Assessment Workspace.

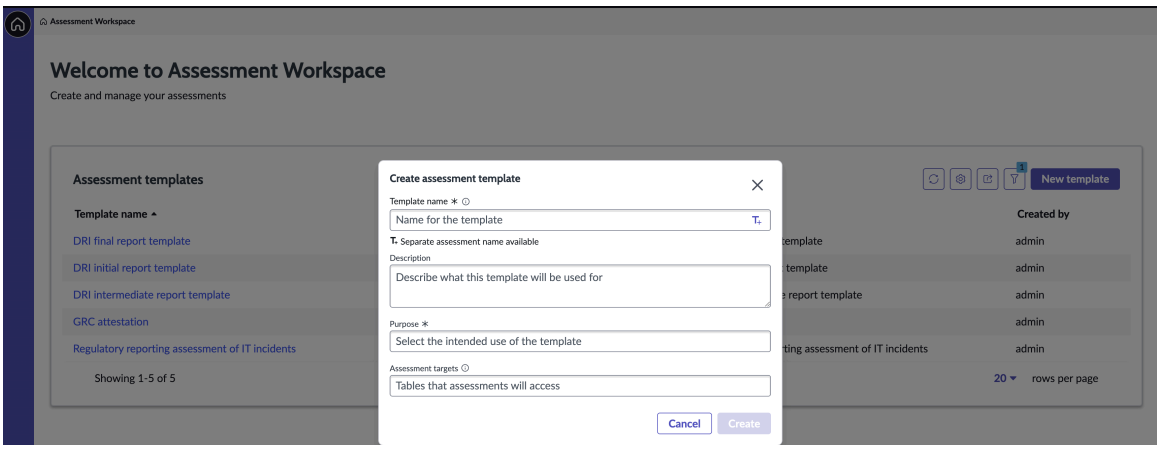
   You can create assessment templates in the Assessment Workspace to manage your assessments. The example shows the assessment templates included in the demo data.



   When you select **New template**, the Create assessment template form, **General** tab, and **Questions** tab are displayed.

3. Fill in the fields in the Create assessment template form and select **Create**.

   The example shows the Create assessment template form.



Create assessment template form

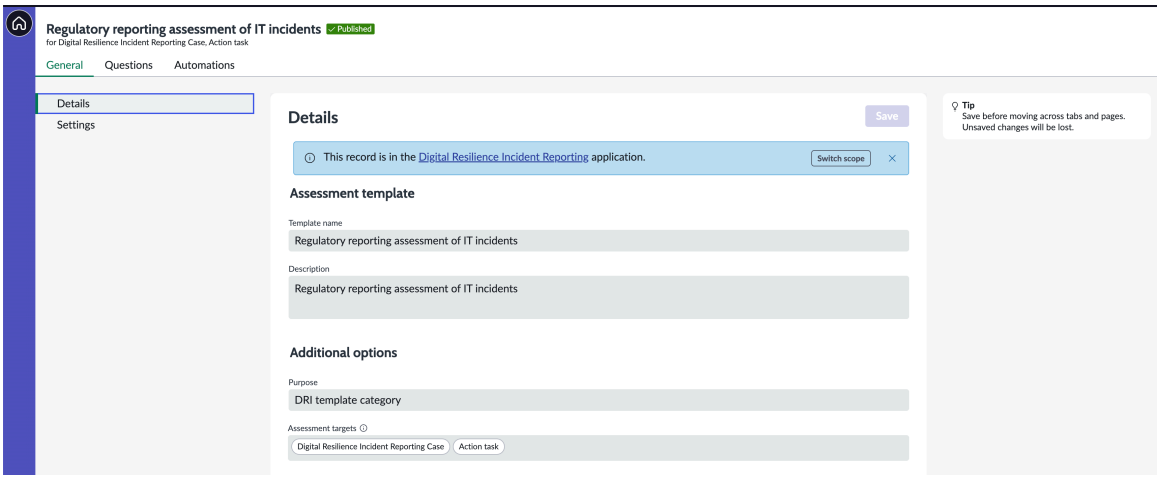
Field	Description
Template name	Unique meaningful name for the template, for example, DRI initial report template. For example, Regulatory reporting assessment of IT incidents.
Assessment name	Name for the assessment.
Description	Description of the template such as why it is used. For example, Regulatory reporting assessment of IT incidents.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Purpose	Purpose or intended use of the template, such as, DRI template category. For example, DRI template category
Assessment target	Table records that are used for the assessment. For example, Digital Resilience Incident Reporting Case, Action task.

For more information on creating templates, see Create an assessment template.

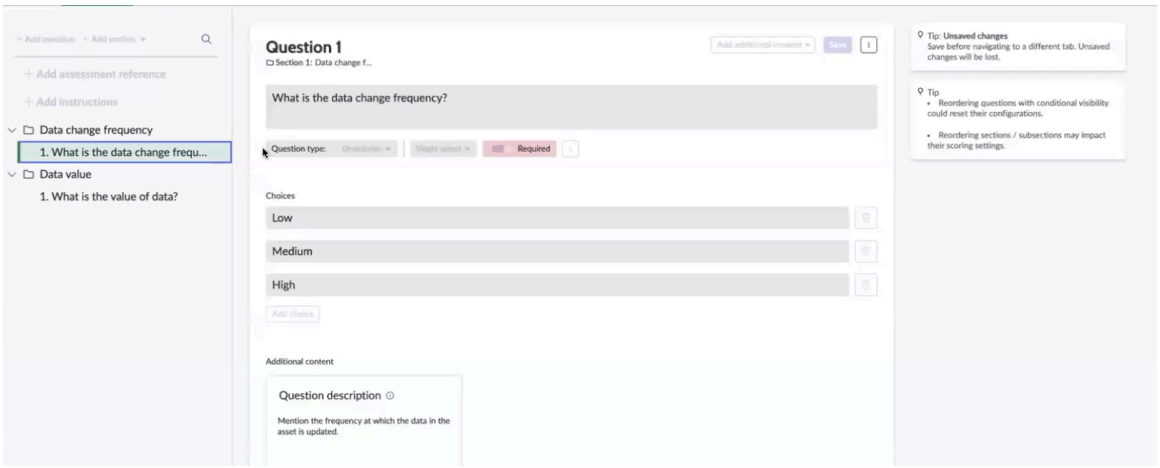
The assessment template is created and displayed in the Details section of the **General** tab as shown in the example.



You can now fill in the template with instructions, questions, and optional guidance for responding to a question, and sections that group the related questions. For more information on creating an assessment template, see Create an assessment template.

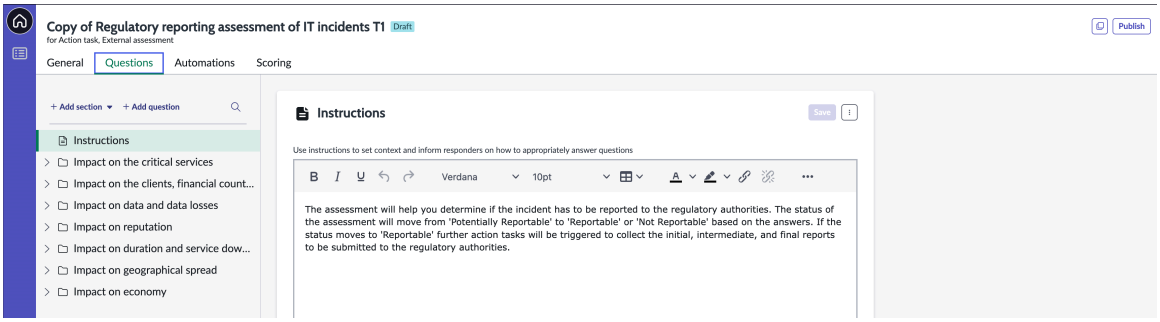
4. Set up the assessment questions in the **Questions** tab.
   For information on adding instructions and questions to the assessment template, see Add instructions and questions to an assessment template.

   The example shows how to set up the assessment questions.



The example shows how questions are configured in the **Questions** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

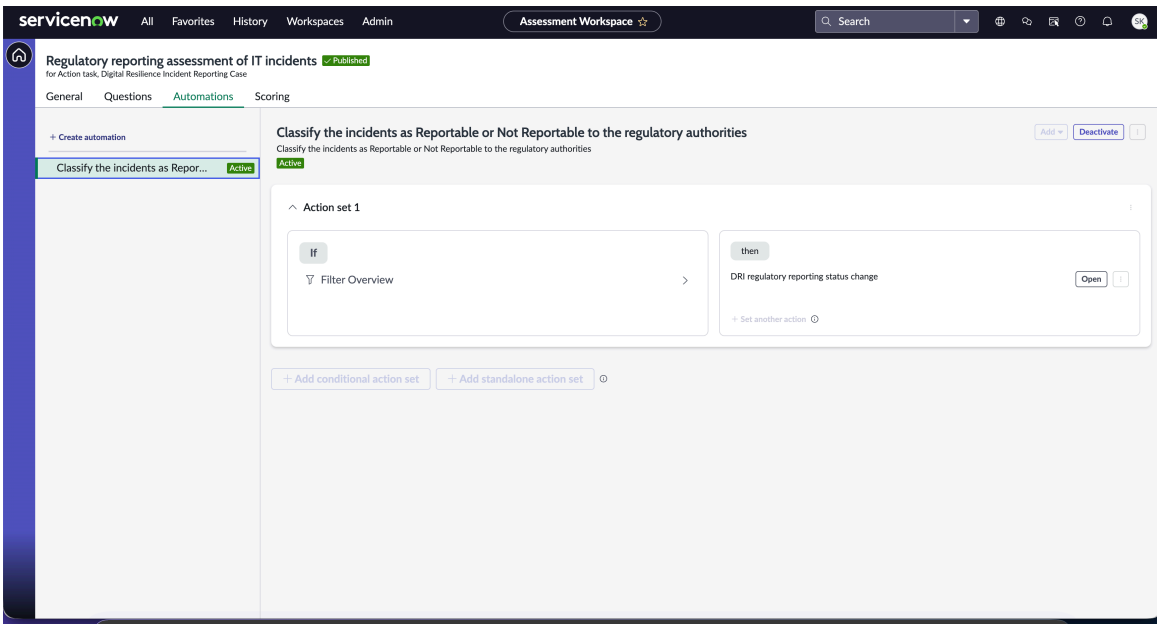


5. Select **Save**.
6. To publish the template, select **Publish**.
   A message is displayed that the assessment template is published and you can use it to send assessments.
7. Configure response-based automation and corresponding actions by creating automation rules in the **Automations** tab of the published template.

   Automation streamlines the assessment workflow by eliminating repetitive manual tasks, enabling assessors to focus on analysis rather than data entry. Pre-configured responses verify consistency and accuracy across assessments while significantly reducing completion time.

   The example shows an active automation named "Classify the incidents as Reportable or Not Reportable to the regulatory authorities" that automatically classifies incidents based on regulatory reporting requirements.

   Note:
   You can edit an existing automation only if you have access to it and the corresponding DRI template is published. Otherwise, the automation is available as read-only.

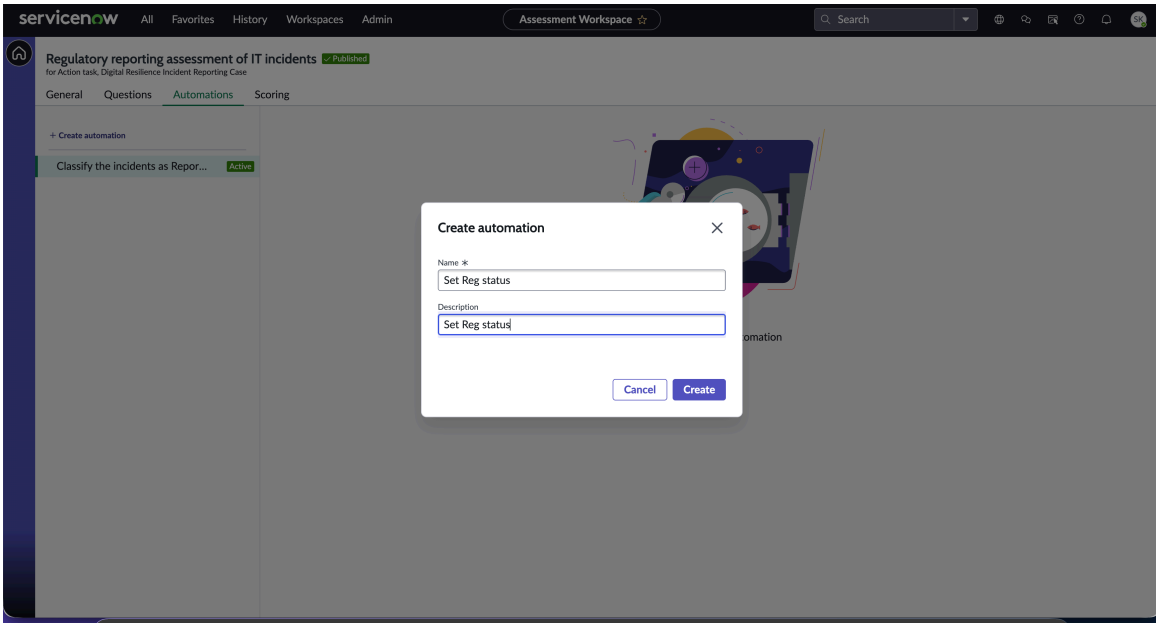


Follow these steps to add automations to your assessment template.

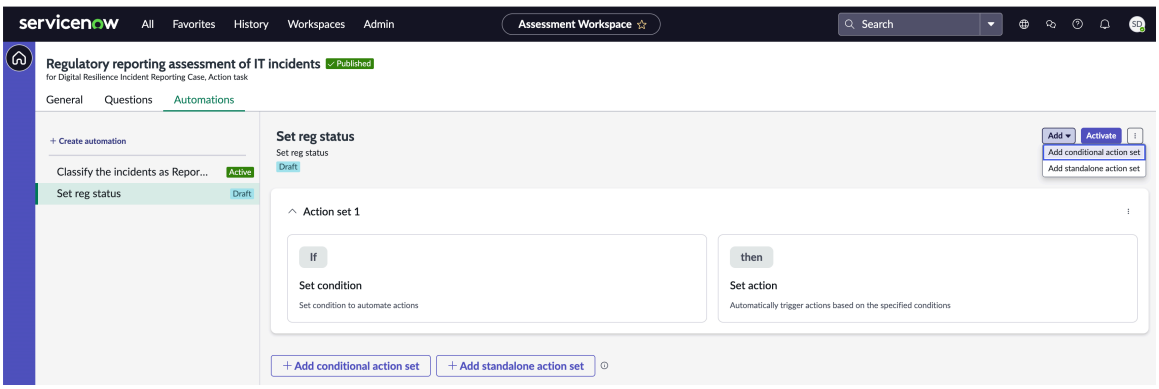
a. Select **+ Create automation**, add the name and description for the rule, and select **Create**.

   The example shows the Create automation modal where you can add the name and description of the automation rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The automation is created in the Draft state.



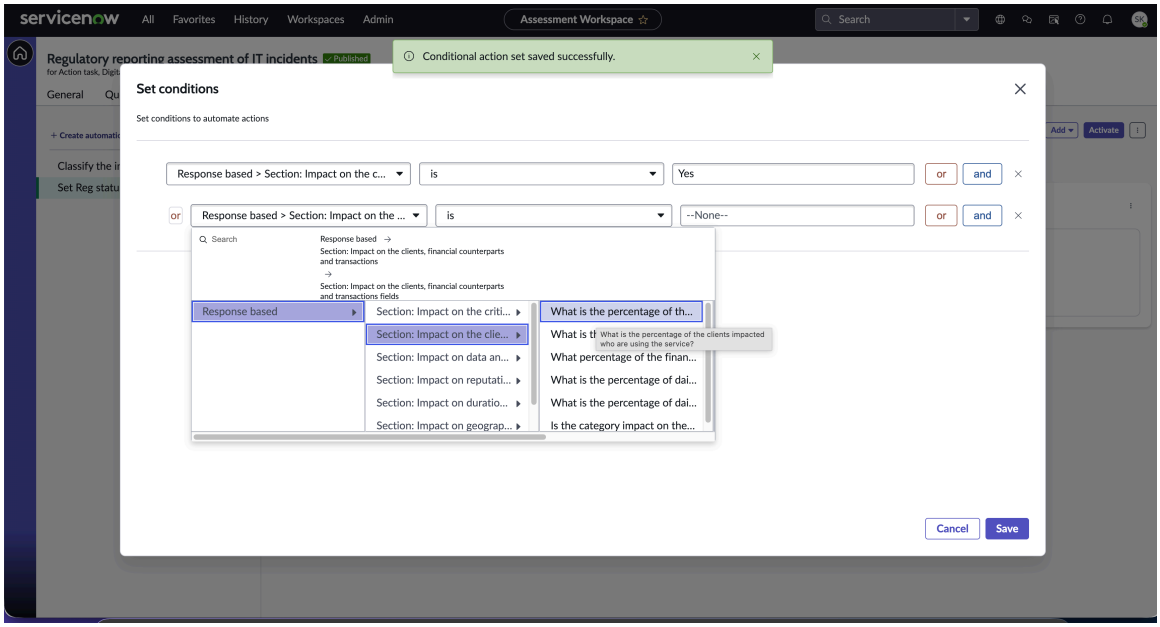
The Action set in this example consists of an "If" block and a "Then" block. The "If" block sets conditions that trigger automation. The "Then" block defines the actions that execute automatically when those conditions are met.

b. Select **Set condition** in the "If" block.

c. To add a condition, select **+ New condition set** in the Set conditions dialog box and select **Save**.

The example shows how you can add one or more conditions to automate actions based on user responses.

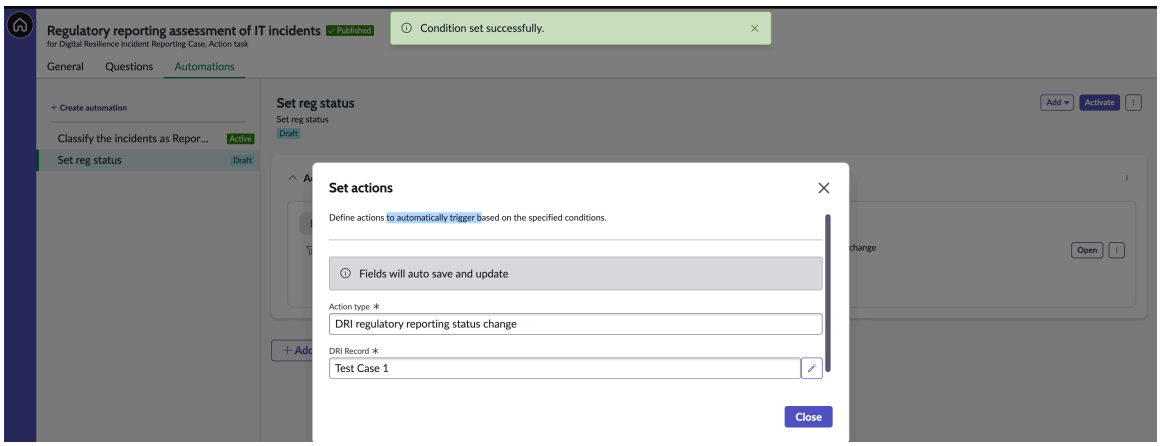
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The conditional action set is saved and the automation conditions are now configured.

d. To set an automated action for a specified condition, select **Open** in the "Then" block, choose the action and the DRI record, then select **Close**.

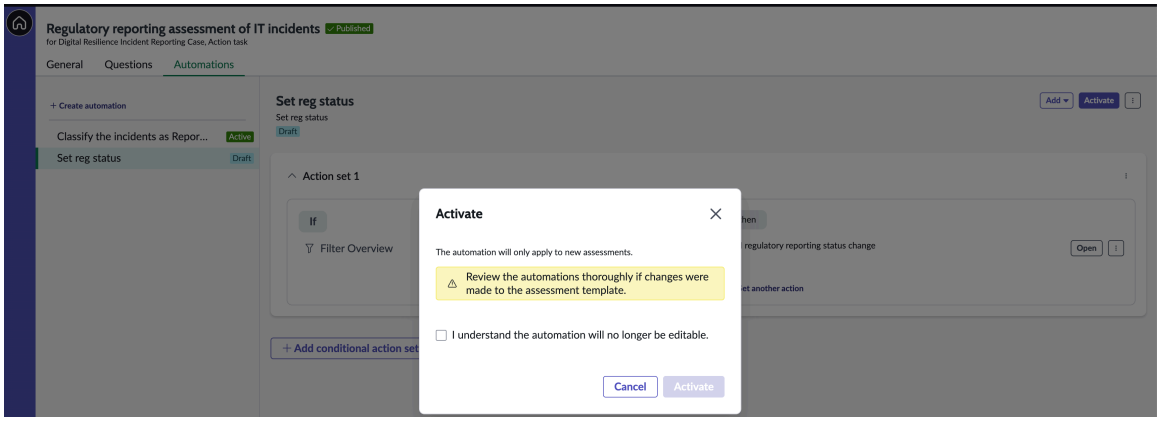
In this example, "DRI regulatory reporting status change" is the action that triggers automatically when the conditions in the "If" block are met. The associated DRI record is selected to complete the action setup.



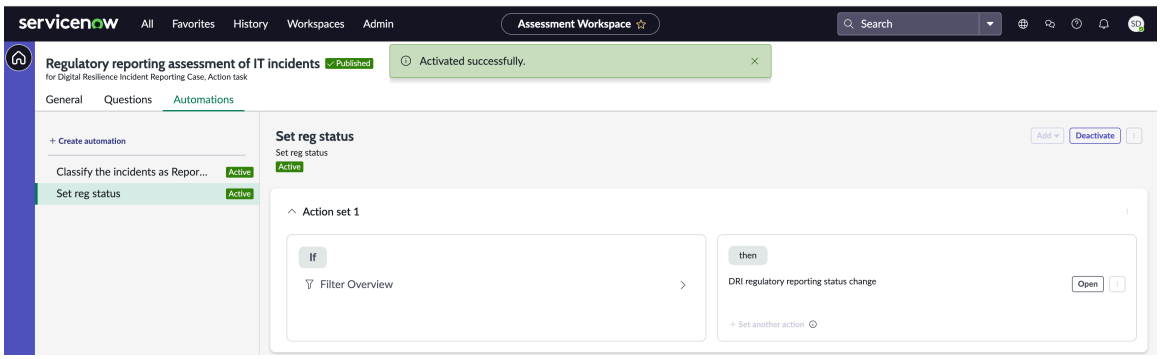
e. To activate the automation, select **Activate** in the **Automations** tab, confirm the details in the Activate dialog box, and select **Activate** again.

The Activate dialog box is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Once activated, the automation appears in the **Automations** tab.



For more information on automations, see Automate response and Configure post-assessment actions.

8. Configure scoring settings on the **Scoring** tab.

   For more information on assigning scores to the assessments, see Scoring assessments. For more information on the Smart Assessment Engine, see Smart Assessment Engine.

9. Select **Save**.
10. To copy a published template, select **Copy template**, update the fields, and save your changes.
11. To edit a published template, verify you have the required roles, select **Edit**, update the fields, and save your changes.

    Note:
    Templates that are associated with assessments cannot be moved to Draft status.

12. To publish the assessment template, select **Publish**.

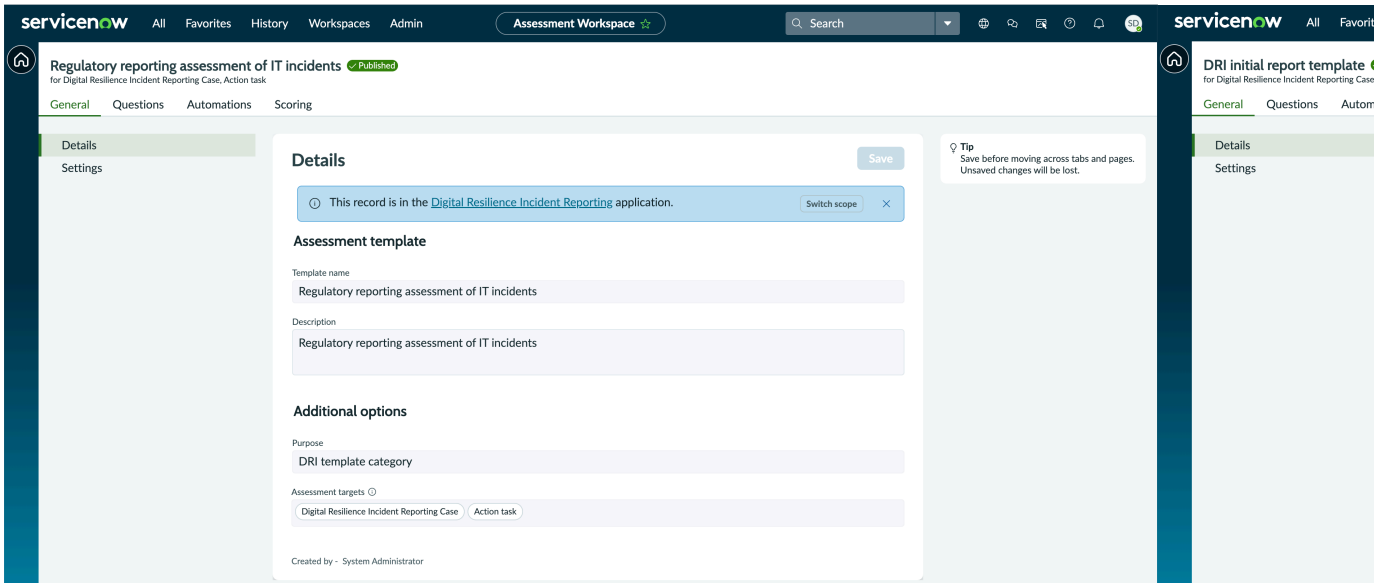
    A message confirms that the assessment template is published and ready to use.

    a. To proceed, select **OK**.
    b. To return to the template list on the landing page, select **Return to template list**.

    The assessment template is now published and available in the Digital resilience incident reporting module.

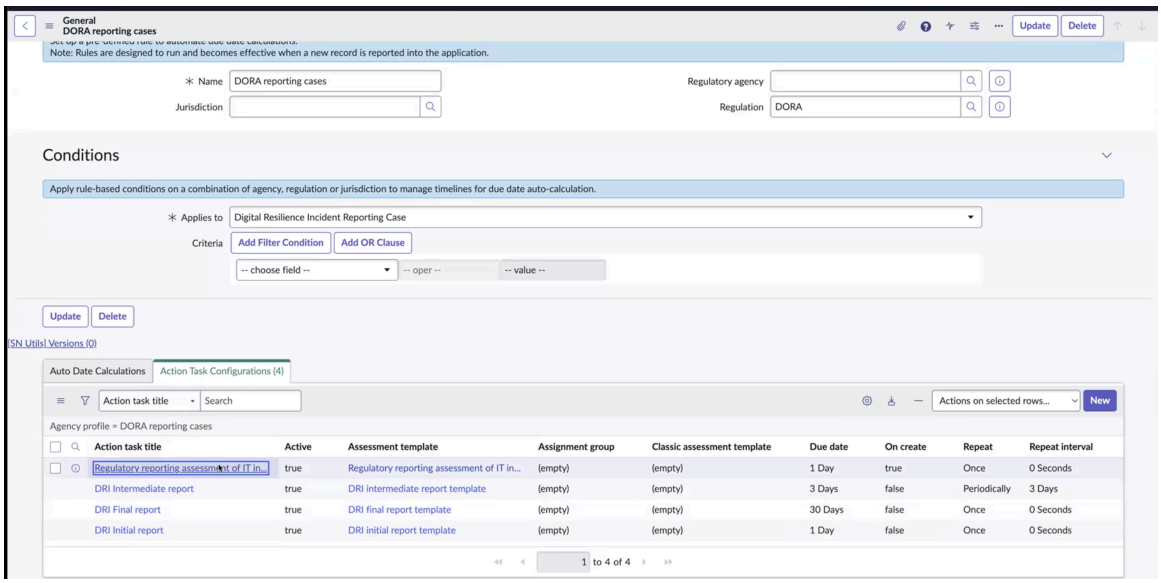
    The examples display pre-configured DRI templates for DORA regulation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Smart Assessment templates for the action tasks are created and saved in the instance.

The following example shows the demo data for action task configurations in the Regulatory agency profile.



Note:
After setting up Smart Assessment templates in the Assessment Workspace, you can use them to configure action task templates in the Regulatory Agency Profile table.

For more information on setting up action task templates, see the Set up action task templates in Regulatory agency profile section.

Set up action task templates in Regulatory agency profile

Set up action task templates in the Regulatory Body Management Agency Profile [sn_reg_body_mgmt_agency_profile.list] table. Verify that the action task configurations (with Smart Assessment Smart Assessment template configurations) for the selected regulation are correctly set up.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

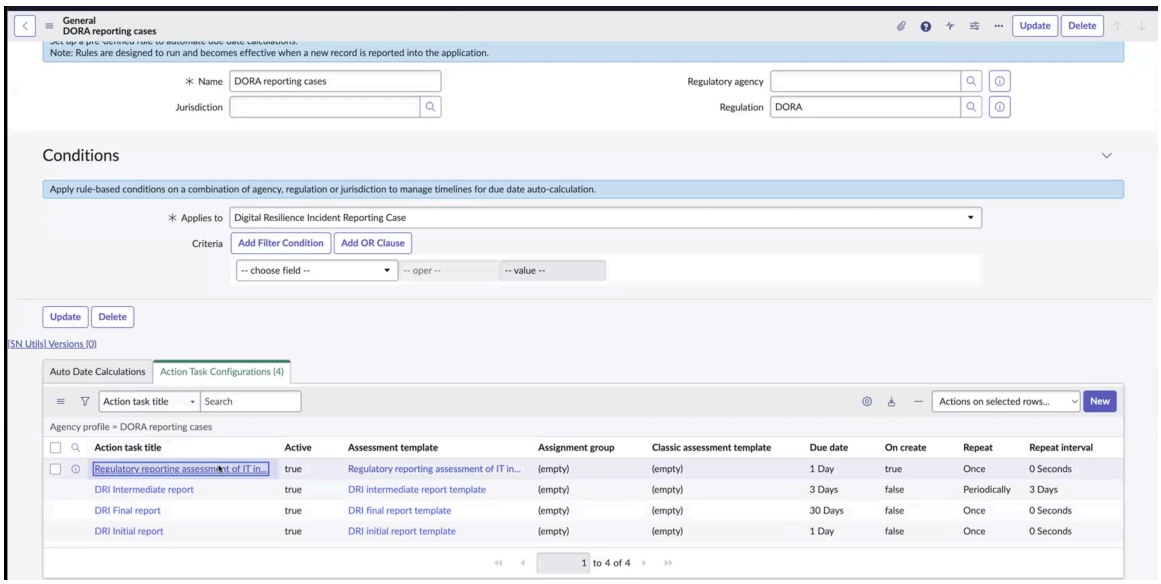
Role required: sn_oper_res.admin, sn_dri_inc_rptg.digital_resilience_incident_admin

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** and open the "Regulatory Body Management Agency Profile" [sn_reg_body_mgmt_agency_profile.list] table for the selected regulation.
2. Configure the action tasks (with Smart Assessment templates.

   As a Digital Resilience Incident administrator (sn_dri_inc_rptg.digital_resilience_incident_admin), you can modify action tasks or configure additional action tasks to meet your organizational requirements.

   This example shows the Regulatory agency profile's "DORA reporting cases" record, featuring the 'European Union' as the regulatory agency and 'Digital Operational Resilience Act' as the regulation. This record also contains action tasks preconfigured with Smart Assessment templates.



   a. Configure single or multiple regulatory agency profiles for the Digital Resilience Incident Reporting Case [sn_grc_inc_rptg_case_task] table, based on different combinations of agency, regulation, or jurisdiction criteria.

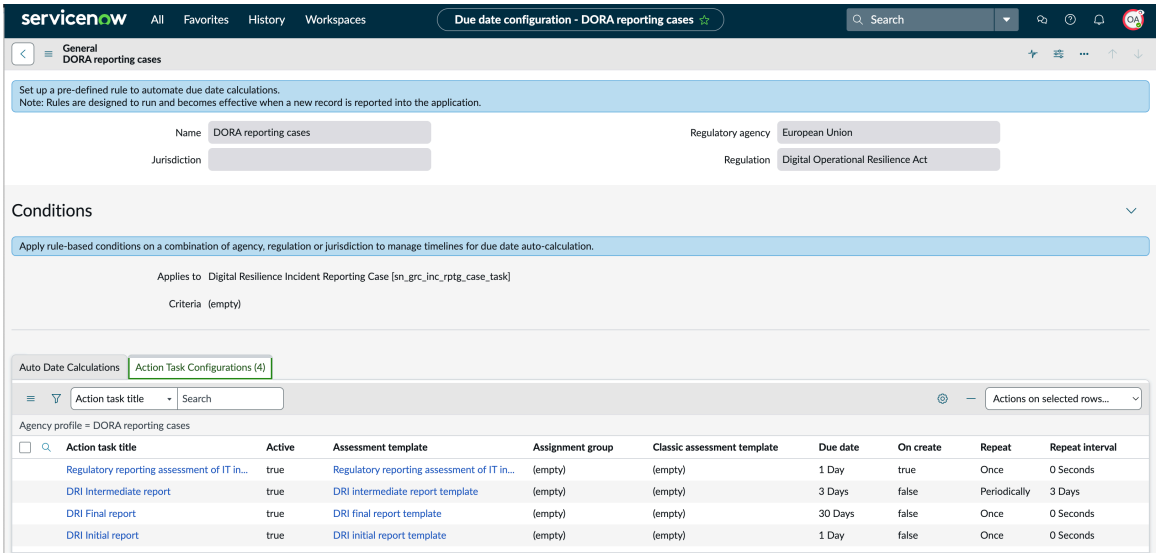
   b. Verify the action task configurations preconfigured with Smart Assessment templates.

   Note:
   Use an action task configuration to set up contextual information for different regulations. The configuration includes the assessment template, assignment group, trigger conditions, due dates, and more.

   Note:
   The templates shown in this example are specific to DORA regulation. If other regulations are mapped to the entities in use, verify that their corresponding Smart Assessment templates are set up and published in the Assessment Workspace first. For more information, see Set up DRI Smart Assessment templates.

   The DORA regulations include four Smart Assessment template configurations as shown in the Action Task Configurations related list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



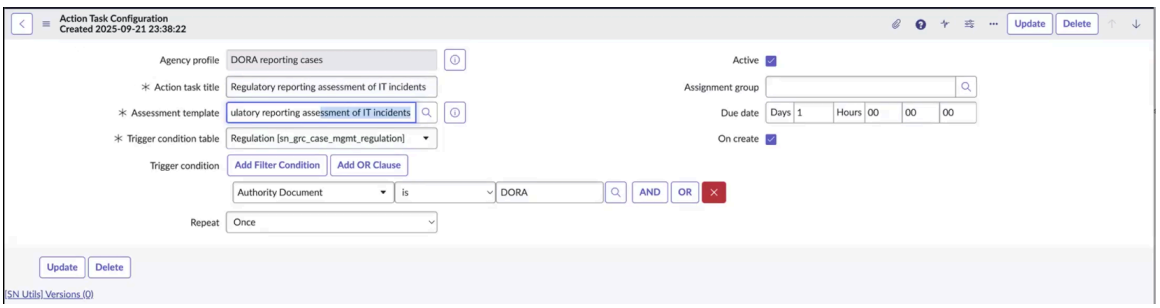
Regulatory reporting assessment of IT incidents template

When a case is created, the 'Regulatory reporting assessment of IT incidents' template is used to generate the action tasks.

The following example shows that when you create a DIR case with DORA as the authority document, an action task is generated automatically using the 'Regulatory reporting assessment of IT incidents' template. The system creates a case with DORA as the authority document, assigns it a specific title, and routes it to a designated group.

The **Repeat** field indicates that the action tasks can be configured for either once or periodically. For regulatory reporting, the initial action task is created only once.

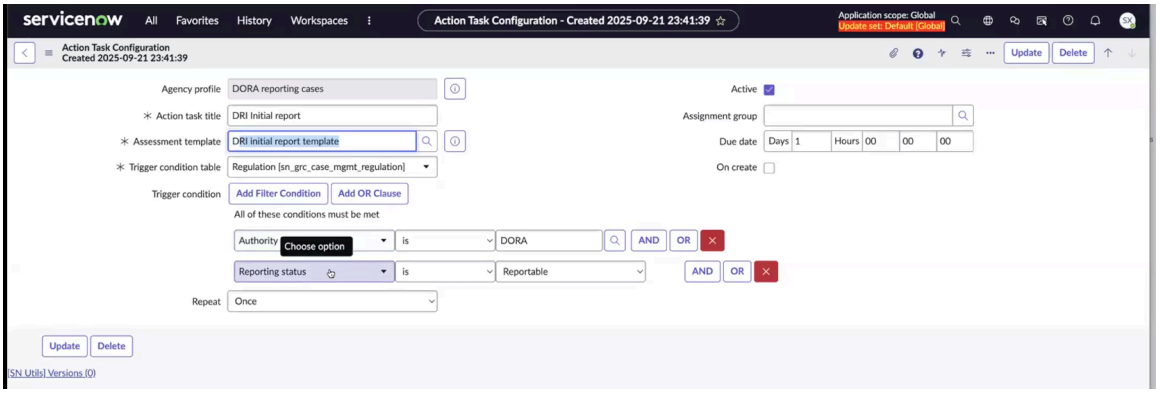
The **On create** field shows that the action tasks are generated only when a DRIR case is created. If the **On create** field is inactive (cleared), the action task isn't generated. The **Assignment group** field assigns the action task to a designated group automatically.



DRI Initial report template

When the reporting status of a regulation changes from "To be determined' to 'Reportable' after the first assessment, an initial report is sent automatically. Similar to other action tasks, you can configure the assignment group and due date, and this template is created only once according to trigger.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



A single DIR case can be associated with multiple regulations. When the reporting status of any individual regulation changes to 'reportable,' a dedicated initial report is generated for that specific regulation. For example, if a case involves five regulations, and each one's status becomes 'reportable,' five separate initial reports are created, demonstrating comprehensive support for multiple regulations.

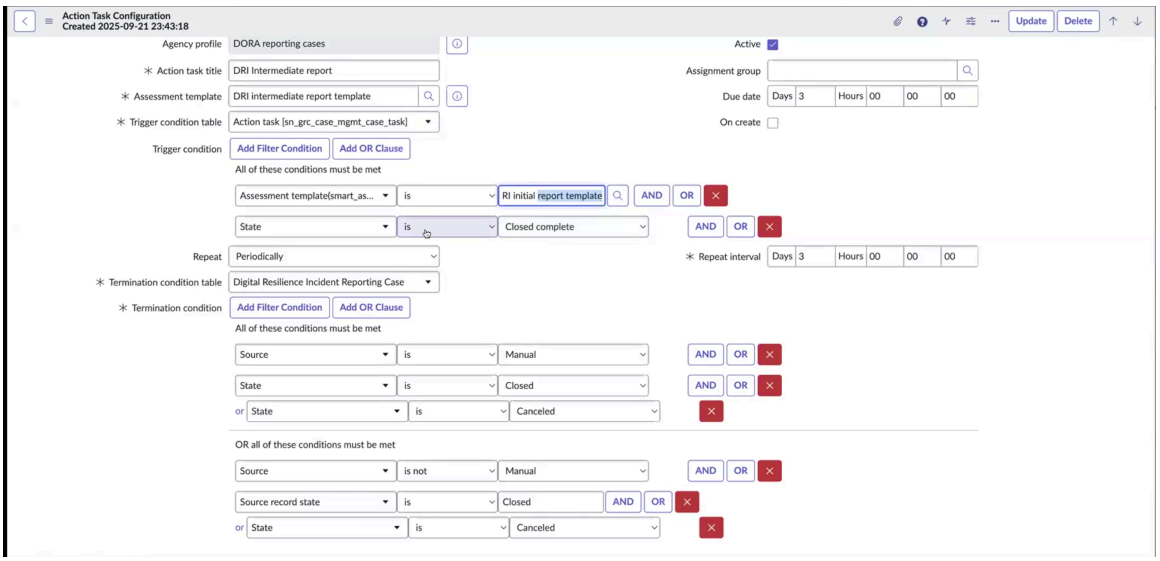
DRI Intermediate report template

Intermediate reporting and periodic assessments: When the DRI initial report is completed, the DRI intermediate reporting is triggered, specifically when its status changes to **Closed Complete**.

Periodic action tasks: Following the initial report's completion, action tasks for intermediate assessments can be generated periodically as shown in the **Repeat** field. Configure the repetition frequency in the **Repeat interval** field. The example shows that you're going to create an action task with the given template every 3 days.

Termination conditions: When specific conditions are met, the periodic generation of these action tasks is terminated, indicating the underlying issue is resolved or no longer requires ongoing assessment. The system doesn't send the intermediate action task anymore.

These conditions are evaluated against the DIR case state or the incident or the security incident source record.



The example shows the following termination conditions:

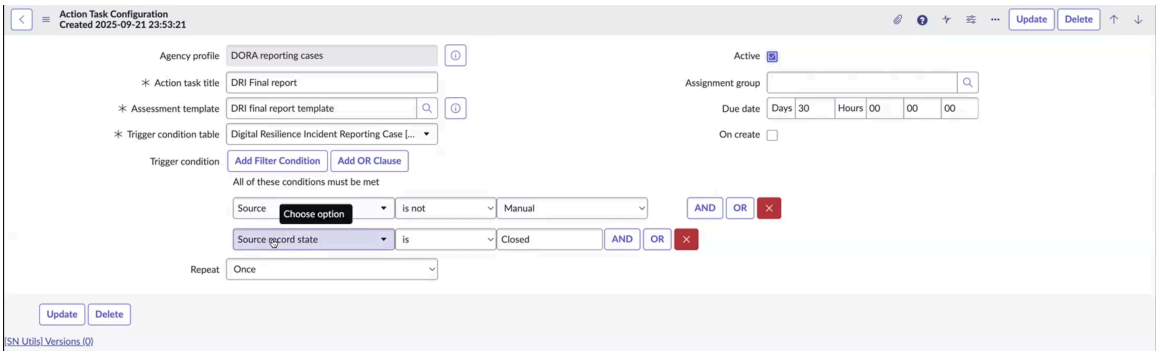
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The source of DIR case is 'Manual' and its state is 'Closed' or 'Canceled'.
- The source of DIR case isn't 'Manual', the source record state of incident or security incident is Closed' or the state of DIR case is 'Closed' or 'Canceled'.

When any of these termination conditions are met, no further intermediate assessment action tasks are generated.

DRI Final report template

When the associated source record's state is 'Closed' and the source isn't manual as shown in the example, the final report is generated automatically.



If the source is manual, you must create the final report manually.

3. Modify the action tasks as necessary.
4. Select **Save**.
   Completing the configuration steps outlined in this section sets up the action task configurations in the 'Regulatory Body Management Agency Profile' table.

Set up the flows in Workflow Studio

Set up the flows and conditions for Digital resilience incident reporting in Workflow Studio. As administrators of the Operational Resilience application, you can update (customize) the flow configurations to meet your organizational requirements.

Before you begin

Role required: sn_oper_res.admin, sn_dri_inc_rptg.digital_resilience_incident_admin

About this task

The Workflow Studio lists the preconfigured flows and conditions for Digital resilience incident reporting.

Procedure

1. Navigate to **All** > **Flow Designer** and open the Digital resilience incident reporting flows.

   The following flows used from previous releases of the Digital resilience incident reporting application have been deprecated:

   a. Digital Resilience Incident Flow

   b. Digital Resilience SIR Flow

   c. DRI Business service Trigger

> **Note:**
> To use the previously deployed flows, you must deactivate the new flows (listed in this section) and then activate the Digital Resilience Incident Flow, Digital Resilience SIR Flow, and DRI Business Service Trigger Flow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following flows in Digital resilience incident reporting are still active.

a. Digital Resilience Incident Approval Flow

b. DRI case create/update on incident update

c. DRI case create/update on security incident update

d. DRI case creation on incident entity insert

e. DRI case creation on SIR entity insert

New flows are introduced in Digital resilience incident reporting for action task management, regulation management, and trigger conditions for multiple regulators as shown in the example.

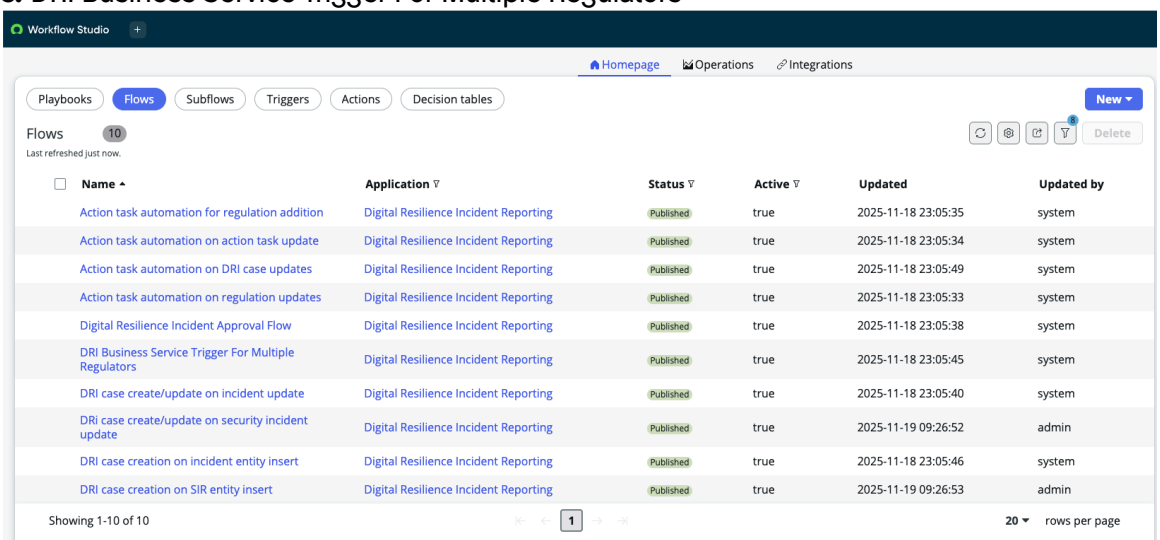
a. Action task automation for regulation addition

b. Action task automation on action task update

c. Action task automation on DRI case updates

d. Action task automation on regulation updates

e. DRI Business Service Trigger For Multiple Regulators

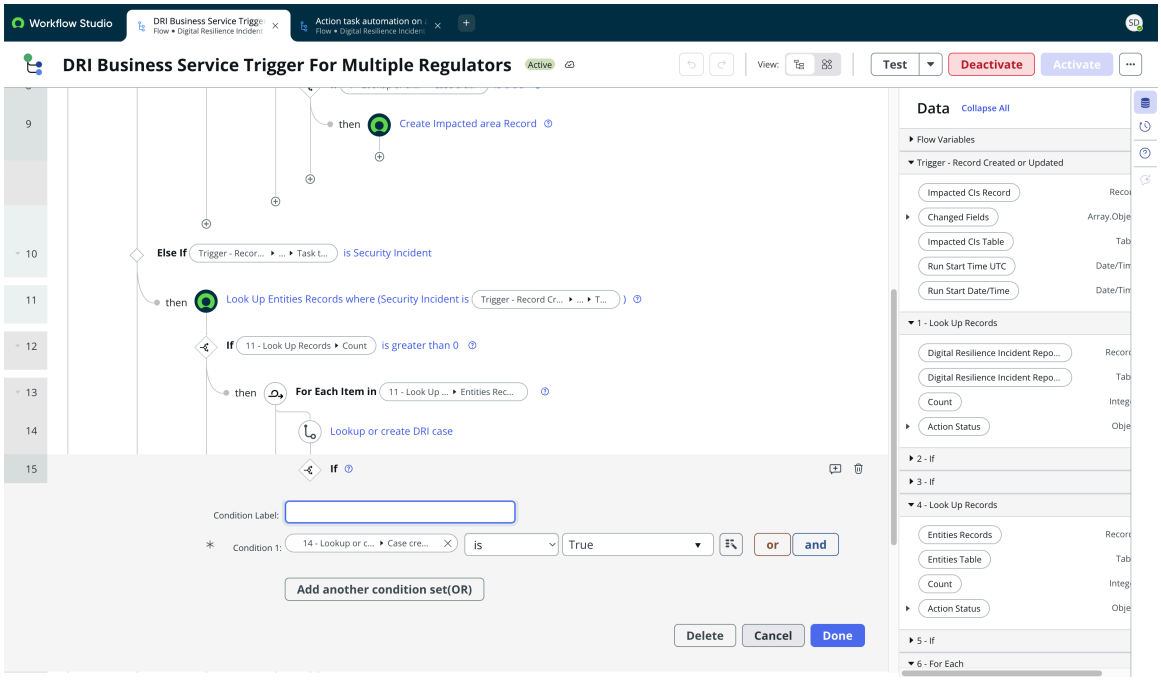


Note:
If the Security Incident Response application is installed in your instance, flows related to security incidents (SIR) are listed in the Flows list view.

2. To update (customize) the flow configurations to meet your organizational requirements, select **Edit flow** in the desired flow, update the conditions, and select **Done**.

   A sample condition for the "DRI Business Service Trigger For Multiple Regulators" flow is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. To publish the flow, choose the flow from the list and select **Publish**.
   Published flows are available to the users of the Digital resilience incident reporting application.

Managing Digital resilience incident reporting

This section details the steps that you can take to report major incidents in the Digital resilience incident reporting application. Assess whether any critical services are affected and classify the reported incident as a major incident if necessary. Notify regulators of major incidents, categorized by their severity and security ratings.

The Digital resilience incident reporting module, accessible from the Operational Resilience Workspace, is integrated with Incident Management and Security Incident Response to generate and share reports in the format that is specified by the regulators.

You can generate an initial report within 24 hours, an intermediate report within 72 hours, and a final report within 1 month. All of these reports are automatically triggered by the application from the time that the incident is classified as a major incident.

Report an incident from Incident Management and Security Incident Response or you can report an incident manually in the Operational Resilience Workspace.

You can export the initial, intermediate, and final reports to Microsoft Excel format. The exported file includes tabs for each section of the questionnaire, with questions in the first row and user responses in the second row. You can add more sections and questions in the assessment workspace, and the exported file reflects these changes.

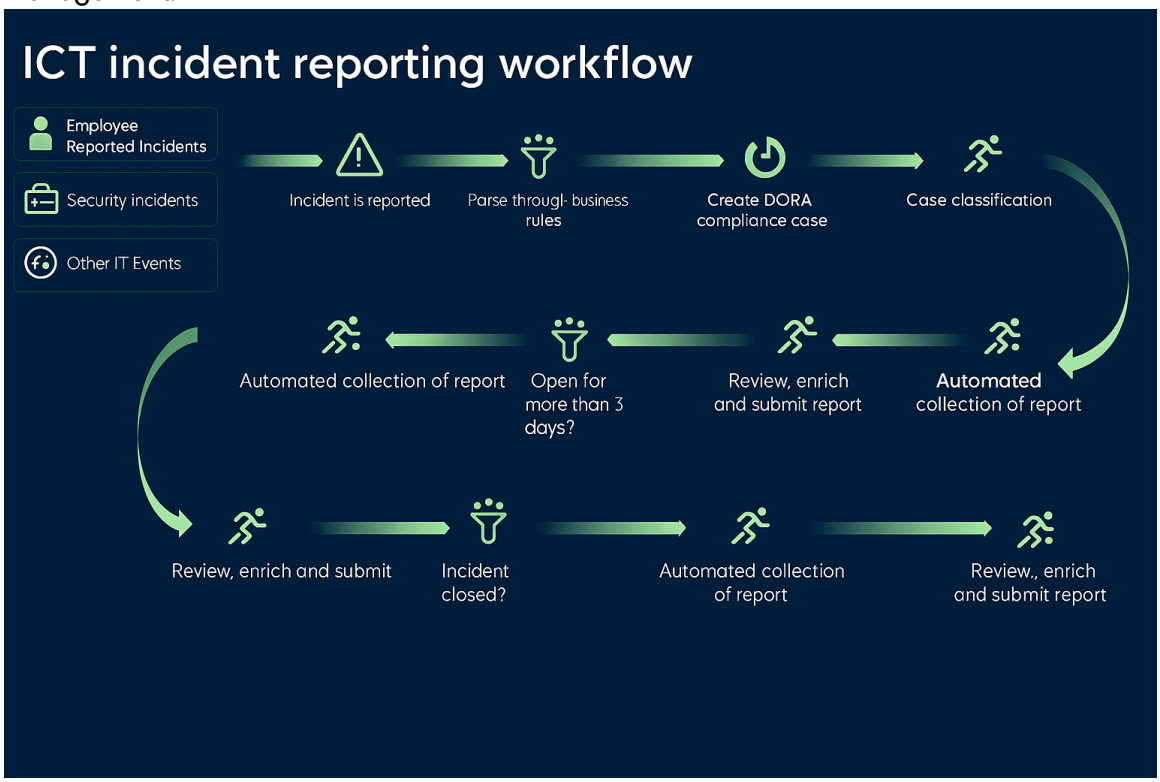
Reporting incidents from SOW and SIR Workspace in DRIR

When a high-impact, high-urgency incident is created or an existing incident is marked as high priority in the Service Operations Workspace (SOW) of Incident Management or Security Incident Response Workspace (SIR Workspace), it is classified as a major incident. These major incidents are then logged and reported in the Digital resilience incident reporting application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Incident reporting workflow

The following example shows a sample workflow for reporting an incident in Incident Management.



1. Determine if the reported DRI case is a major ICT-related incident, a security breach, or an operational payment issue. Assess whether any critical services are impacted.
2. If the critical services affected criterion is not met, the DRI case is not classified as major. If there is any report of malicious unauthorized access to the network and information systems, the incident is automatically classified as major.
3. Create a DRI case record. The **Details** tab includes information such as the case number, source, state, subtype, priority, requester, and other relevant details. Review actions related to the case which are documented in the Activities panel on the **Details** tab.
4. Notification: Send an email notification to the DORA analyst to update them on the progress of the case.
5. Initial report: Automatically collect initial report data. Generate an initial report no later than 24 hours once the incident is classified as major.
6. Response activation: Activate the response steps for the incident.
7. Intermediate report: Review the incident report, if the incident has been open for more than three days. Update the incident data in the intermediate report, which is generated no later than 72 hours after the incident is classified as major.
8. Response review: If the incident is still open, review the response steps.
9. Final report: Verify if the incident is closed and enrich the notes in the record. Update the final report with the revised notes, which is generated one month after the incident is classified as major.

Incident reporting timelines

To report an incident, the following timelines are considered.

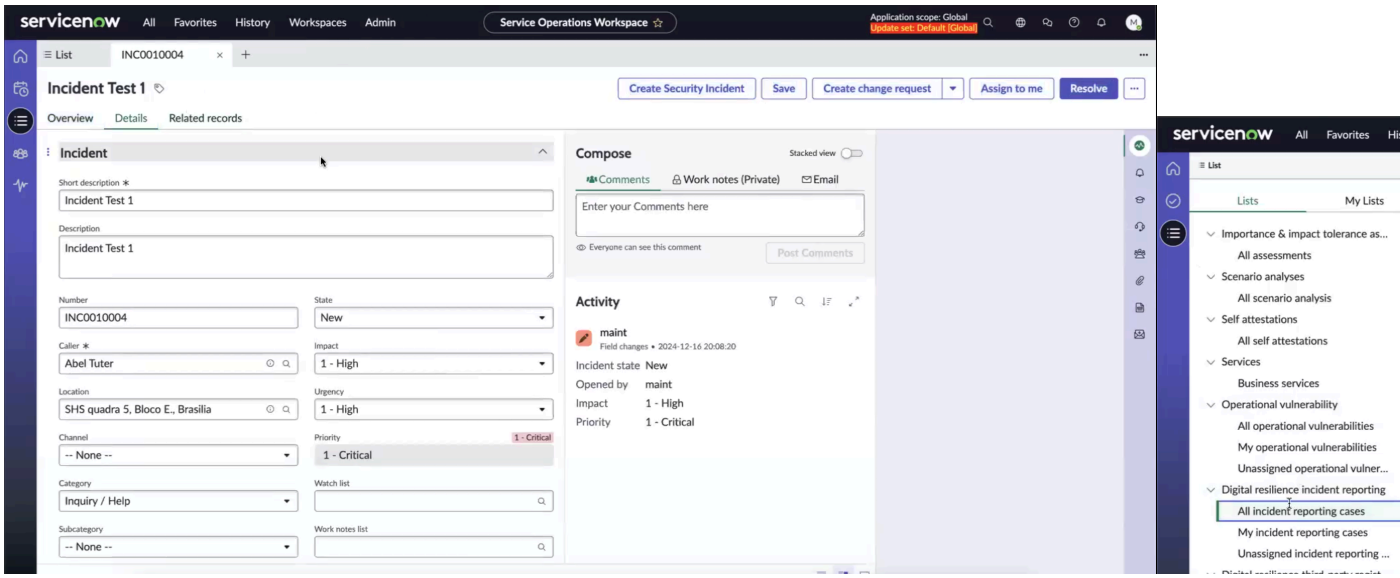
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reporting timelines

Report type	Timeline (From the time the incident is classified as major)
Initial report	24 hours
Intermediate report	72 hours
Final report	1 month

Case generation in Digital resilience incident reporting

When an incident is marked as critical in the Service Operations Workspace of the Incident Management application as shown in the example, a case is generated in Digital resilience incident reporting.



The SIR Workspace deploys a similar workflow for reporting high-impact incidents which are then logged in Digital resilience incident reporting.

Report a major incident from Incident Management

Report a critical incident from the Service Operations Workspace of the Incident Management application into the Digital resilience incident reporting application.

Before you begin

Role required: sn_dri_inc_rptg.digital_resilience_incident_manager

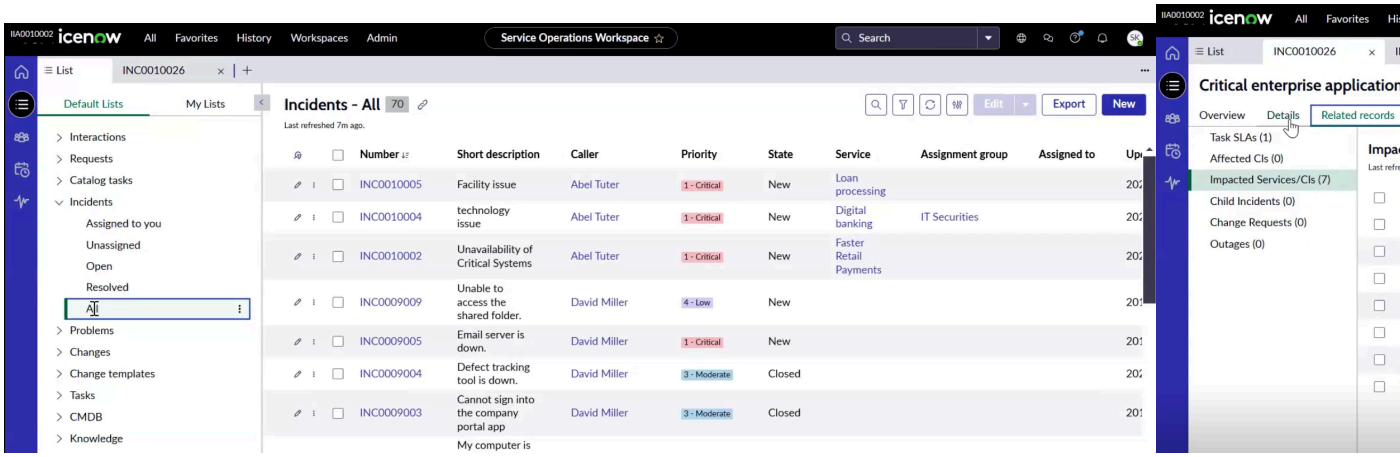
About this task

Incident Management reporting workflow consists of the following steps:

1. Configure the rules engine to automatically update the regulatory status on the incident reporting case.
2. Create an incident report from SOW in Incident Management.
3. Create action tasks and regulatory assessments for the initial, intermediate, and final reports.
4. Copy the impacted areas from the source tables.
5. Respond to the assessments and populate the responses.
6. Extract the reports in Microsoft Excel format for the regulators.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A critical incident is reported in the Service Operations Workspace and impacts related services as shown in the examples.

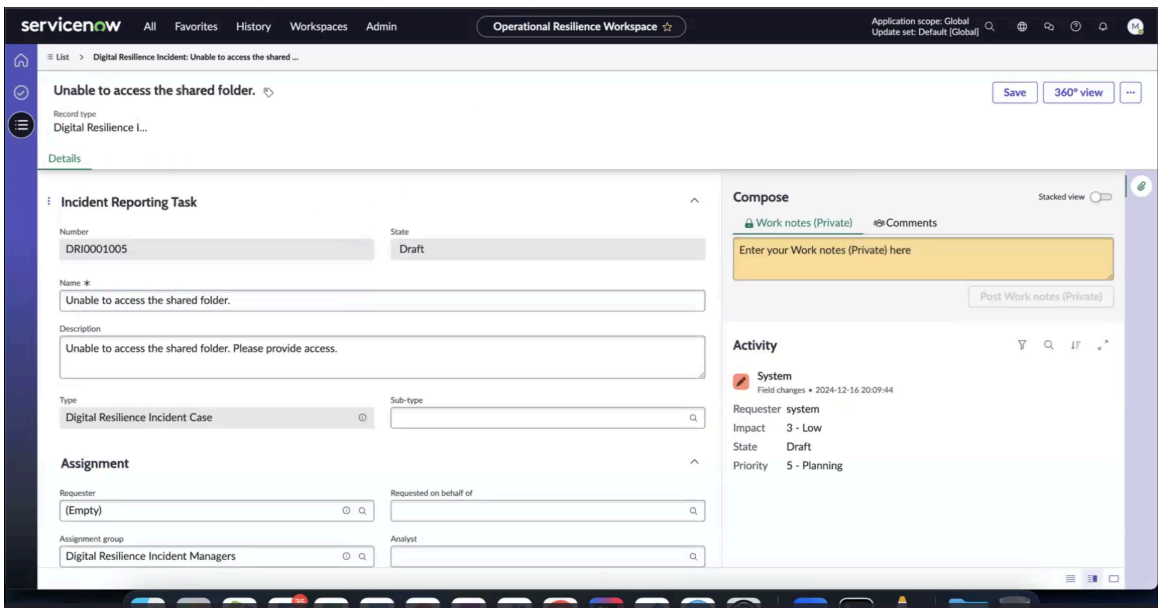


The incident triggers a Digital resilience incident reporting case in the Operational Resilience Workspace.

Procedure

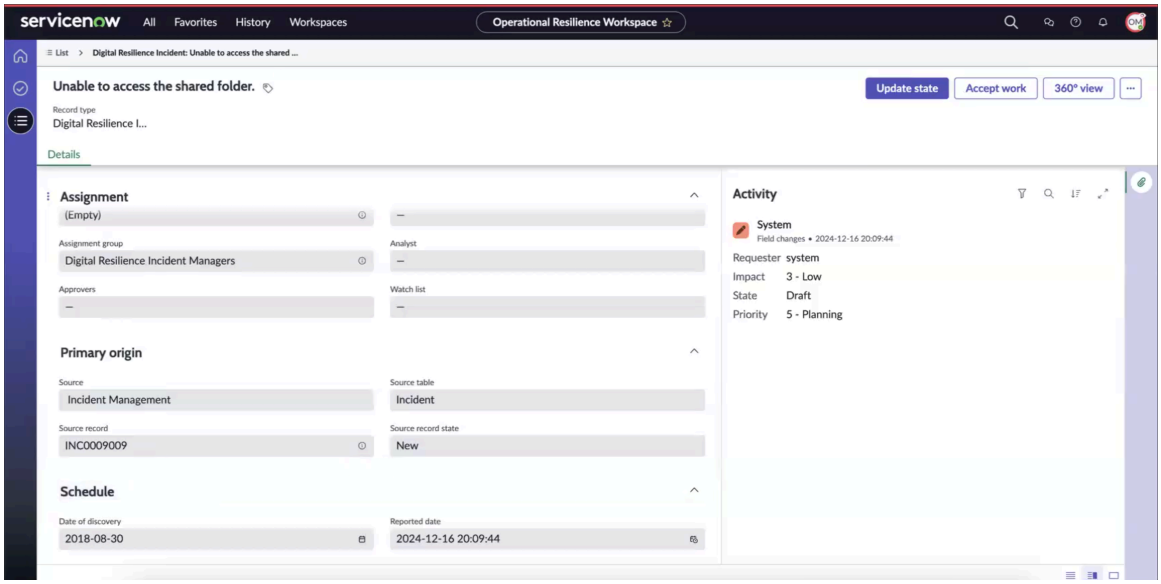
1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience incident reporting** > **All incident reporting cases**.
   When a DIR case is reported from the Service Operations Workspace, it is added to the queue under the Unassigned incident reporting cases module. When the case is assigned to a particular user or a group of users, it is listed in the My incident reporting cases module. The assigned user logs in to the Operational Resilience Workspace and works on the reporting case.
2. Log in as the assigned user into the Operational Resilience Workspace and open the case from the My incident reporting cases module.

   As the assigned user, you can view details such as the case name, description, assigned user, analyst, status, original source record, and whether the incident is potentially reportable to regulatory authorities, as shown in the example.



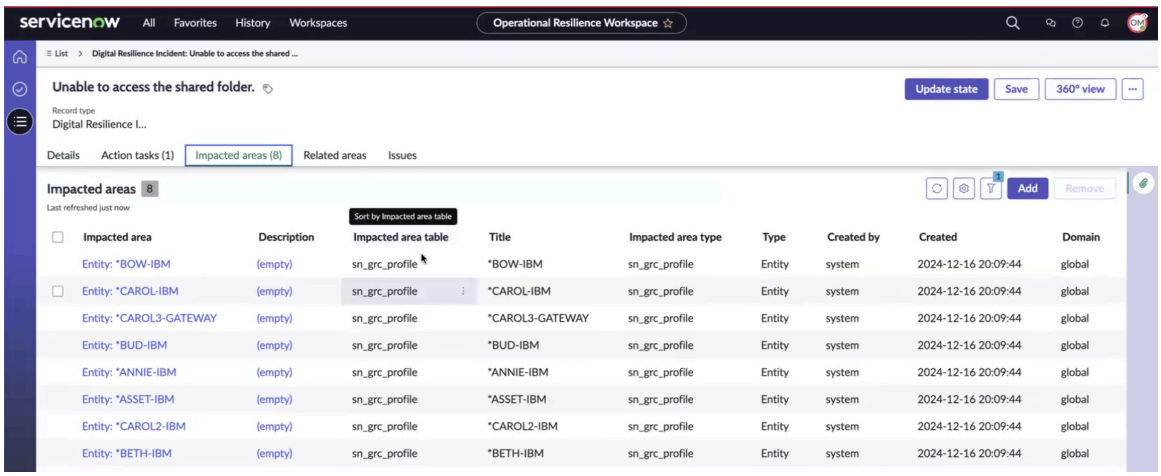
The source of the case is Incident Management.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

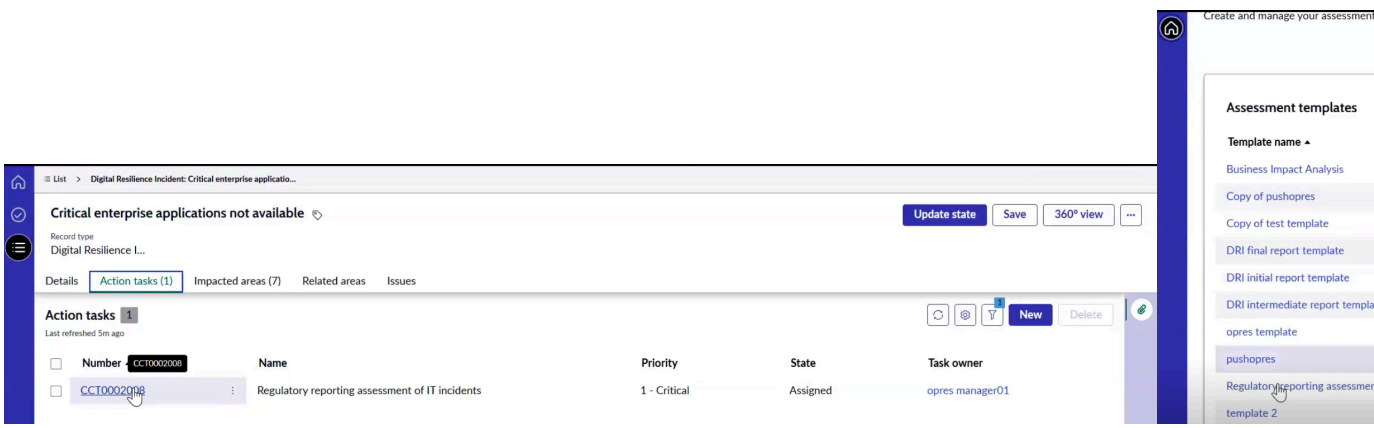


The case is assigned to the Digital Resilience Incident Managers group.

The action tasks and impacted areas related to the incident are copied in the case record.

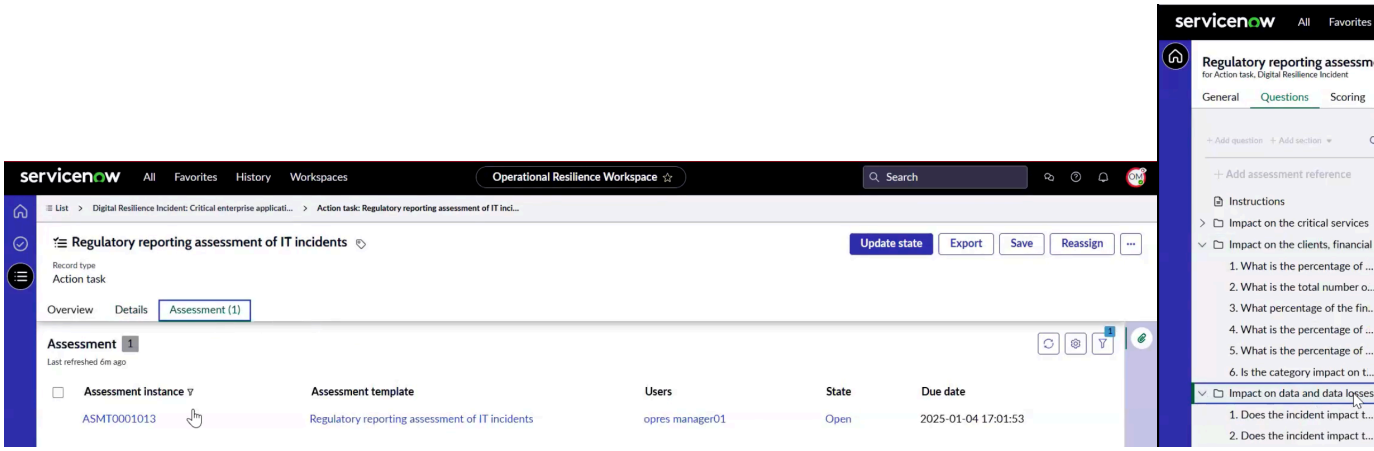


An action task is automatically generated for the incident to help you determine if it must be reported to regulatory bodies. When you open the action task, you can view its name, description, type, and the associated assessment template. This template, created by the administrator, is already available in the Assessment Workspace, where you can view its sections and questions.



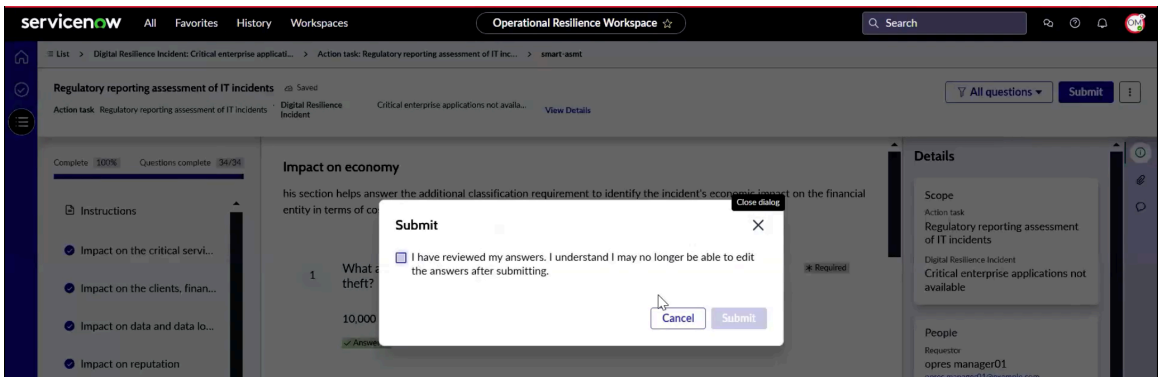
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The assessment template is aligned with the Digital Operational Resilience classification for major Information and Communication Technology (ICT) incidents. The same assessment template is tagged in the reported incident as shown in the example.



The analyst assigned to the case assesses the incident's impact on factors such as critical services, clients (including financial counterparts and third parties), data and data losses, reputation, service downtime, geographical spread, and economy. These sections in the template help you determine the impact of the incident and whether it should be reported to the regulators and responds to the questions in the questionnaire. For information on the assessment template, see Create an assessment template.

3. Select **Accept work**.
4. Monitor how the status of the incident has changed once the answers are provided in the questionnaire.
   Once all answers are provided, the impact on the economy is automatically calculated using the impact automation in the assessment template.
5. To submit the response to the questionnaire as an analyst, verify the responses and select **Submit**.

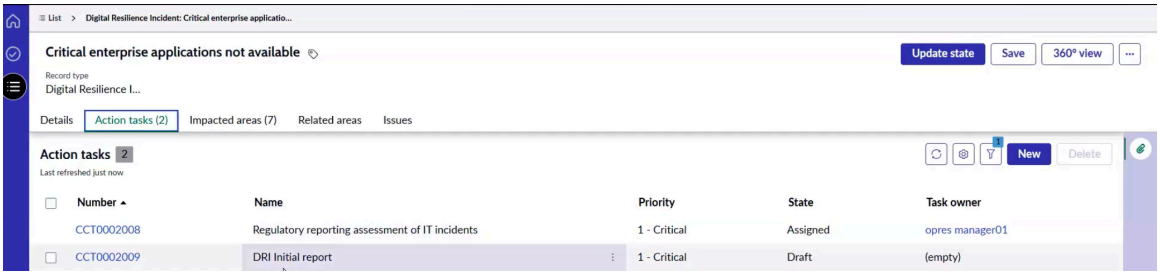


A confirmation message is displayed that the answers are submitted successfully.

6. Navigate to the **Details** tab of the incident and check the reporting status.
   You can check whether the auto-calculated regulatory reporting status of the incident is shown as Reportable.
7. Navigate to the **Action tasks** tab and check if an action task has been added for the reportable incident.

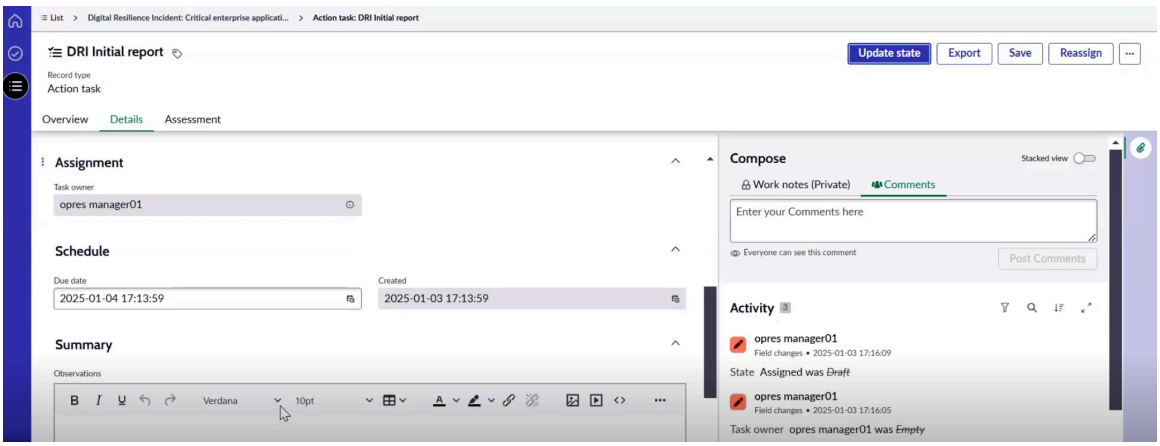
   As shown in the example, an action task is generated to collect the initial report that should be submitted to the regulator.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



8. Navigate to the action task in the incident and assign it to themselves or another user in the Assignment section of the **Details** tab.
9. Save the action task, select **Update state**, and select **Submit**.

   The action task is assigned to the user and the Task owner field is locked on the form. The user can either reassign or complete the task. A due date is provided for the action task which is a 1-day time, 24 hours from when the incident got classified as major. Within the next 24 hours, this report must be submitted to the authorities.



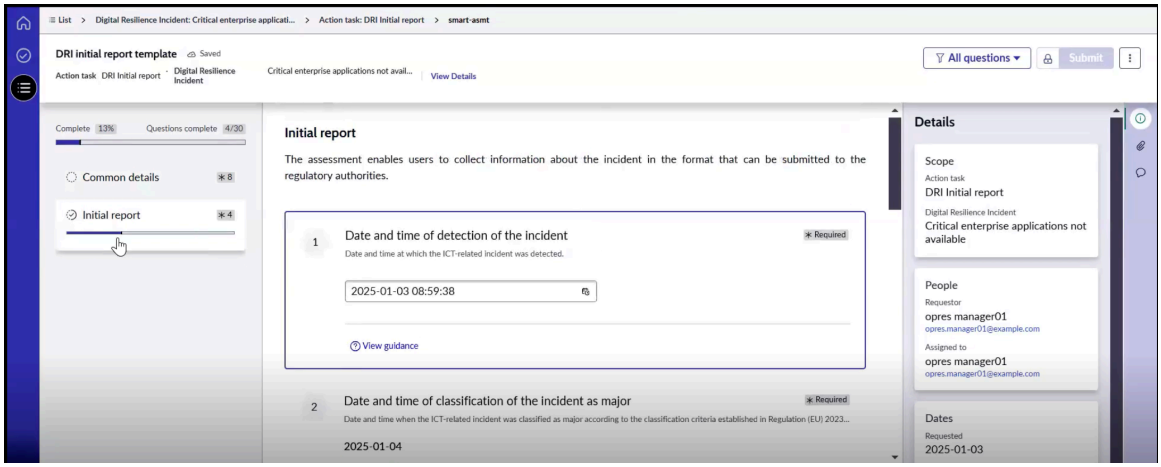
10. Navigate to the **Assessment** tab and respond to the assessment for the initial report.

    The first assessment, which is the regulatory reporting assessment, is used to determine if the incident needs to be reported to regulatory authorities. For reportable incidents, three assessment templates are created for the initial, intermediate, and final report in the Assessment Workspace.

    In this case, an assessment is already created in the **Assessment** tab of the action task, where you can provide incident details. Automation used in the assessment template helps to collect information and calculate responses quickly.

    The date of detection and classification are pre-filled, and some fields are auto-populated. You can automate or manually configure the remaining responses. Once all answers are provided, generate an Excel sheet and submit it to regulatory authorities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



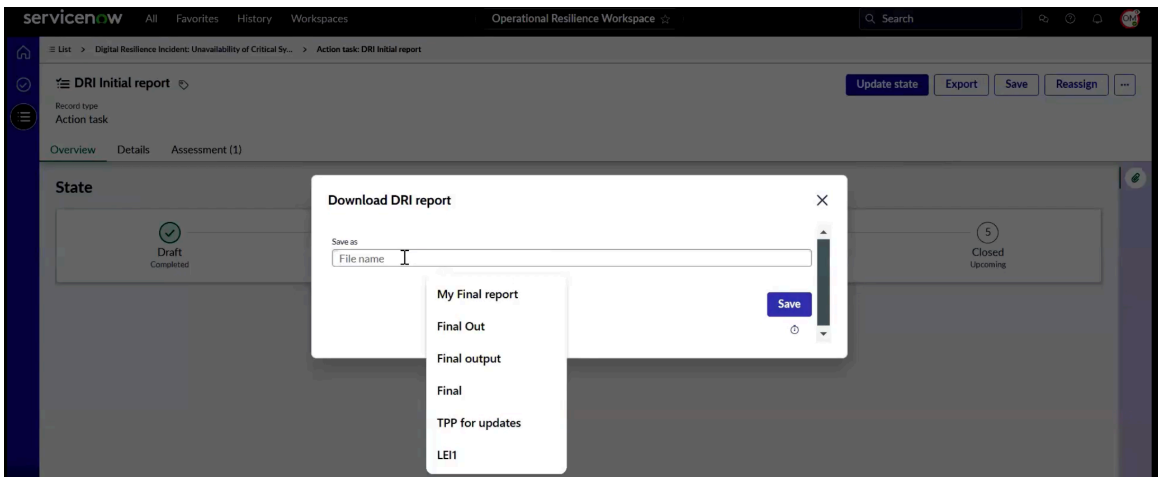
11. To submit the assessment, select **Submit** and generate an Excel sheet.
You can submit the Microsoft Excel sheet to the regulatory authorities.

    The initial report is automatically generated, and an intermediate report is created every third day the incident remains open. Once the incident is closed or resolved in Incident Management, it is moved to a Closed status, and a final report is generated with a due date of 30 days.

    Action tasks are automatically added to the incident, and you can manually add and assign additional tasks to the owner.

12. To add an action task manually, select **New** in Action tasks and complete its workflow.
13. To export and download the DRI report, select **Export**, add the file name, and select **Save**.

    The export functionality generates a Microsoft Excel sheet based on the reporting cases, which can be saved to your local hard drive and shared with regulatory authorities. You can download the DRI report as shown in the example.



The Microsoft Excel report contains the Common details and Initial report tabs. All fields from the initial report are exported with their names as column headers.

Report a major incident from Security Incident Response

Report a critical incident from Security Incident Response in the Digital resilience incident reporting application.

Before you begin

Role required: sn_dri_inc_rptg.digital_resilience_incident_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Security Incident Response reporting workflow consists of the following steps:

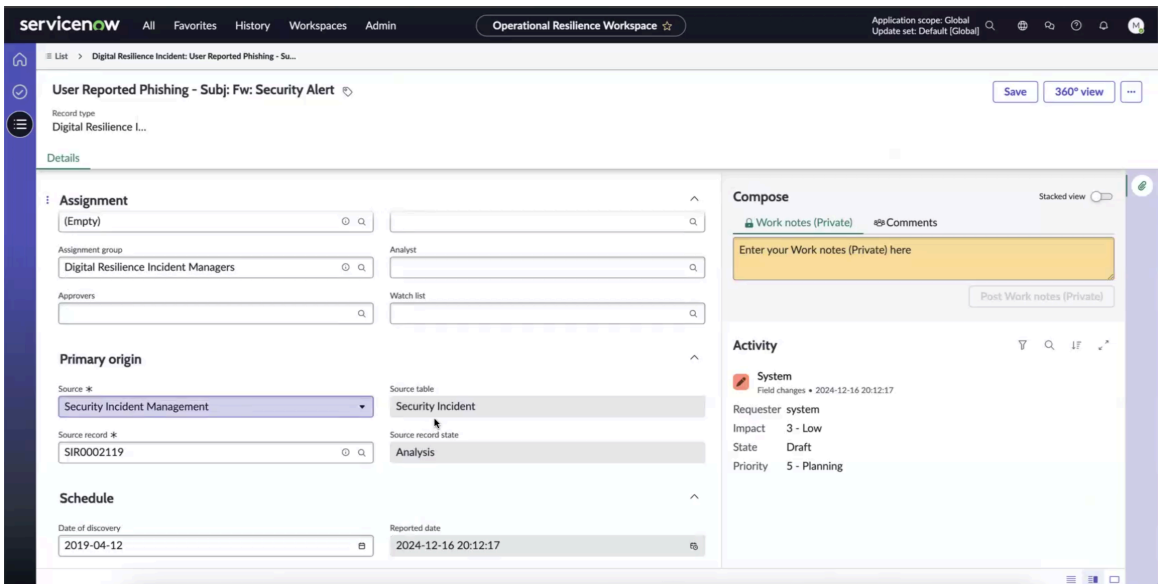
1. Configure the rules engine to automatically update the regulatory status on the incident reporting case.
2. Create an incident report from SOW in Incident Management.
3. Create action tasks and regulatory assessments for the initial, intermediate, and final reports.
4. Copy the impacted areas from the source tables.
5. Respond to the assessments and populate the responses.
6. Extract the reports in Microsoft Excel format for the regulators.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience incident reporting** > **All incident reporting cases**.
2. Open the Digital resilience incident case from the list view.

   The following example shows the Digital resilience incident case generated from the Security Incident Response application.

   The source of the case is SIR.



   The case is assigned to the Digital Resilience Incident Managers group.

   The action tasks related to the incident are copied in the case record.

   An action task is automatically generated for the incident to help you determine if it must be reported to regulatory bodies. When you open the action task, you can view its name, description, type, and the associated assessment template. This template, created by the Digital resilience incident administrator (sn_dri_inc_rptg.digital_resilience_incident_admin), is already available in the Assessment Workspace, where you can view its sections and questions.

   The assessment template is aligned with the Digital Operational Resilience classification for major Information and Communication Technology (ICT) incidents. The same assessment template is tagged in the reported incident.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The analyst assigned to the case assesses the incident's impact on factors such as critical services, clients (including financial counterparts and third parties), data and data losses, reputation, service downtime, geographical spread, and economy. These sections in the template help you determine the impact of the incident and whether it should be reported to the regulators and responds to the questions in the questionnaire. For information on the assessment template, see Create an assessment template.

3. Select **Accept work**.
4. Monitor how the status of the incident has changed once the answers are provided in the questionnaire.
   Once all answers are provided, the impact on the economy is automatically calculated using the impact automation in the assessment template.
5. To submit the response to the questionnaire as an analyst, verify the responses and select **Submit**.

   A confirmation message is displayed that the answers are submitted successfully.
6. Navigate to the **Details** tab of the incident and check the reporting status.
   You can check whether the auto-calculated regulatory reporting status of the incident is shown as Reportable.
7. Navigate to the **Action tasks** tab and check if an action task has been added for the reportable incident.

   An action task is generated to collect the DRI initial report that should be submitted to the regulator.
8. Navigate to the DRI initial report action task in the incident and assign the action task to themselves or another user in the Assignment section of the **Details** tab.
9. Save the action task, select **Update state**, and select **Submit**.

   The action task is assigned to the user and the Task owner field is locked on the form. The user can either reassign or complete the task. A due date is provided for the action task which is a 1-day time, 24 hours from when the incident got classified as major. Within the next 24 hours, this report must be submitted to the authorities.
10. Navigate to the **Assessment** tab and respond to the assessment for DRI initial report.

    The first assessment, which is the regulatory reporting assessment, is used to determine if the incident needs to be reported to regulatory authorities. For reportable incidents, three assessment templates are created for the initial, intermediate, and final report in the Assessment Workspace.

    In this case, an assessment is already created in the **Assessment** tab of the action task, where you can provide incident details. Automation used in the assessment template helps to collect information and calculate responses quickly.

    The date of detection and classification are pre-filled, and some fields are auto-populated. You can automate or manually configure the remaining responses. Once all answers are provided, generate an Excel sheet and submit it to regulatory authorities.
11. To submit the assessment, select **Submit** and generate an Excel sheet.
    You can submit the Excel sheet to the regulatory authorities.

    The initial report is automatically generated, and an intermediate report is created every third day the incident remains open. Once the incident is closed or resolved in Incident

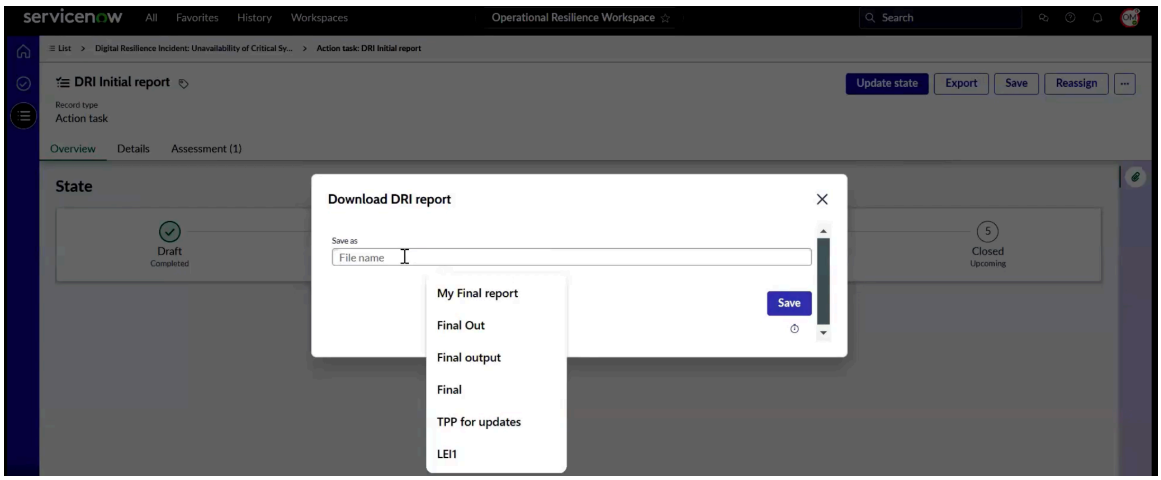
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Management, it is moved to a Closed status, and a final report is generated with a due date of 30 days.

Action tasks are automatically added to the incident, and you can manually add and assign additional tasks to the owner.

12. To add an action task manually, select **New** in Action tasks and complete its workflow.
13. To export and download the DRI report, select **Export**, add the file name, and select **Save**.

    The export functionality generates a Microsoft Excel sheet based on the reporting cases, which can be saved to your local hard drive and shared with regulatory authorities. You can download the DRI report as shown in the example.



    The Microsoft Excel report contains the Common details and Initial report tabs. All fields from the initial report are exported with their names as column headers.

14. To save the case record, select **Save**.

Report a major incident manually

Report a critical incident manually in the Digital resilience incident reporting application from the Operational Resilience Workspace.

Before you begin

Role required: sn_dri_inc_rptg.digital_resilience_incident_manager, sn_oper_res.manager

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience incident reporting** > **All incident reporting cases**.
2. Select **New**.
3. Enter the name and description of the incident case record.
4. On the New record form, fill in the fields.
   To view more information on the fields, see the Create New Digital Resilience Incident form.
5. Select **Accept work**.
6. Monitor how the status of the incident has changed once the answers are provided in the questionnaire.
   Once all answers are provided, the impact on the economy is automatically calculated using the impact automation in the assessment template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. To submit the response to the questionnaire as an analyst, verify the responses and select **Submit**.

   A confirmation message is displayed that the answers are submitted successfully.

8. Navigate to the **Details** tab of the incident and check the reporting status.
   You can check whether the auto-calculated regulatory reporting status of the incident is shown as Reportable.
9. Navigate to the **Action tasks** tab and check if an action task has been added for the reportable incident.

   An action task is generated to collect the DRI initial report that should be submitted to the regulator.

10. Navigate to the DRI initial report action task in the incident and assign the action task to themselves or another user in the Assignment section of the **Details** tab.
11. Save the action task, select **Update state**, and select **Submit**.

    The action task is assigned to the user and the Task owner field is locked on the form. The user can either reassign or complete the task. A due date is provided for the action task which is a 1-day time, 24 hours from when the incident got classified as major. Within the next 24 hours, this report must be submitted to the authorities.

12. Navigate to the **Assessment** tab and respond to the assessment for DRI initial report.

    The first assessment, which is the regulatory reporting assessment, is used to determine if the incident must be reported to regulatory authorities. For reportable incidents, three assessment templates are created for the initial, intermediate, and final report in the Assessment Workspace.

    In this case, an assessment is already created in the **Assessment** tab of the action task, where you can provide incident details. The automation used in the assessment template helps to collect information and calculate responses quickly.

    The date of detection and classification are pre-filled, and some fields are auto-populated. You can automate or manually configure the remaining responses. Once all answers are provided, generate an Excel sheet and submit it to regulatory authorities.

13. To submit the assessment, select **Submit** and generate an Excel sheet.
    You can submit the Excel sheet to the regulatory authorities.

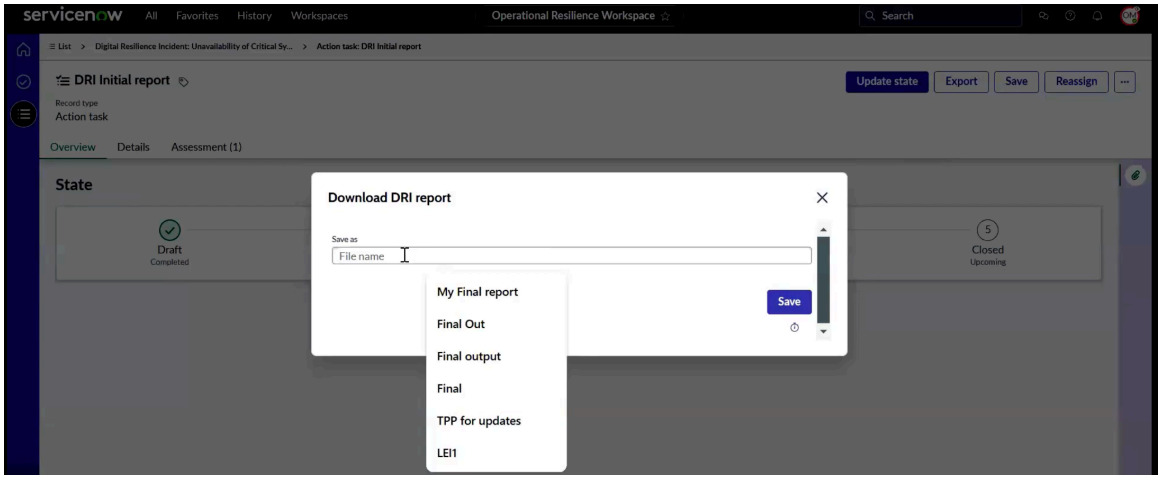
    The initial report is automatically generated, and an intermediate report is created every third day the incident remains open. Once the incident is closed or resolved in Incident Management, it is moved to a Closed status.

    Action tasks are automatically added to the incident, and you can manually add and assign additional tasks to the owner.

14. To add an action task manually, select **New** in Action tasks.
15. To export and download the DRI report, select **Export**, add the file name, and select **Save**.

    The export functionality generates a Microsoft Excel sheet based on the reporting cases, which can be saved to your local hard drive and shared with regulatory authorities. You can download the DRI report as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Microsoft Excel report contains the Common details and Initial report tabs. All fields from the initial report are exported with their names as column headers.

16. To save the case record, select **Save**.

Create New Digital Resilience Incident form

On the Create New Digital Resilience Incident form, fill in the fields.

Create New Digital Resilience Incident form

Field	Description
Number	Number of the case. This field is automatically set. For example, DRI000108.
Name	Name of the incident. For example, `DRI Case 1`.
Description	Description of the incident.
State	Workflow state of the incident. This field is automatically set to **Draft**.
Type	Nature or type of the incident. This field is automatically set to **Digital Resilience Incident Case**.
Subtype	Sub type of incident. For example, **Documentation Loss**.
Assignment	
Requester	Person who reported the incident.
Assignment group	Group assigned to the case. **Note:** The assignment group is preconfigured to the case type during configuration setup.
Approvers	Approvers of the incident.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Digital Resilience Incident form (continued)

Field	Description
Requested on behalf of	Name of the person on whose behalf you've created the incident.
Analyst	Analyst who analyzes and works on the incident. The analyst is a part of the Assignment group.
Watch list	People who must be aware of the incident.
Primary origin	
Source	Source of the case. This field is automatically set to **Manual** when the reporting case is manually created.
Schedule	
Date of discovery	Date that the case is discovered by you. For example, the case may have occurred on 18-02-2024, but is discovered by the user only on 12-03-2024.
Date of occurrence	Date that the case occurred on. For example, the case may have occurred on 18-02-2024.
Closed date	Date that the case is closed on.
Reported date	Date that the case gets reported on.
Pending approval start date	Date that the case was resolved on.
Approved date	Post case review date of the case.
Reporting status	
Regulatory reporting status	Primary cause of the case occurrence. Available options are: • **Potentially reportable** • **Reportable**
Regulatory area	Digital Operational Resilience Act
Activity	
Work notes (Private)	Notes or information regarding the case.
Comments (Customer visible)	Additional information regarding the case for the customers.
Email	Option to compose an email about the case to the stakeholders.
Attachments	Option to attach the PDF of the case.

Reporting incidents or security incidents for multiple regulations

You can now report incidents or security incidents for multiple regulations for various legal entities in Digital resilience incident reporting. The application streamlines operations by automating tasks, migrating data, helping to prevent duplicates, and verifying accurate reporting.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Automated reporting workflow

Starting with Digital resilience incident reporting, release 21.1.1, the application uses an automated reporting workflow to generate reports within regulatory reporting timelines:

- Regulatory reporting assessment of IT incidents
- Initial Report (within 24 hours)
- Intermediate Report (every three days until resolved)
- Final Report

You can complete these tasks and generate reports in Microsoft Word format, as required by regulatory authorities for analysis.

Case creation by adding entities

Digital resilience incident reporting is used for incident reporting and assessment for legal entities or other objectives according to regulations. You can now add entities to an incident, which automatically create a Digital resilience incident reporting case.

For information on setting up the entities, see Set up entities for the targets.

Sequence of action tasks

The sequence of action tasks in the Digital Resilience Incident Reporting (DIR) process, as outlined in the document "Digital resilience incident reporting for multiple regulations," is primarily driven by template configurations. Here's an overview of how action tasks are created and sequenced:

Action task creation and sequence are explained:

1. Initial action task creation: When a DIR case is created (triggered by sources like incidents), the system automatically generates action tasks. For example, the template shown creates the 'Regulatory reporting assessment of IT incidents' action task.
2. Template configuration: Templates are configured to create specific action tasks. For example, the 'DRI Initial report' template, which runs only once, automatically creates the 'DRI Initial report' action task when the regulation’s reporting status changes to 'Reportable.' Administrators can then update its name, due date, and termination conditions.
3. Closure of action tasks: When the 'DRI Initial report' is closed, the 'DRI Intermediate report' action task is created. If the 'DRI Initial report' task remains open, the system creates the 'DRI Intermediate report' action task every three days until the DIR case is closed or canceled, or the source incident is closed.
4. Closure of incident: When the source incident or security incident is closed, the “DRI Final report” action task is created, with a due date of 30 days.
5. Automated action task generation: These template configurations enable automatic creation of action tasks, as previously demonstrated. as administrators, you can create multiple action tasks and tailor their sequence to meet your organizational requirements and applicable regulations.
6. Completion of action tasks: Action tasks are completed according to the conditions defined in their templates, promoting efficient process management and required task completion.

> **Note:**
> As administrators, you can customize the configurations available with the base version or add additional action tasks as needed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For information on mapping regulations and setting up action task templates, see Map regulations to the entities and Set up action task templates in Regulatory agency profile.

For information on completing action tasks, refer to Complete action tasks and report incidents associated with regulations.

Complete action tasks and report incidents associated with regulations

Report incidents or security incidents associated with multiple regulations for various legal entities. The automated workflow generates regulatory reporting assessments of IT incidents, and Digital resilience incident (DRI) Initial, Intermediate, and Final reports, all within regulatory timelines. Complete the action tasks and generate reports in Microsoft Word format, as required by regulatory authorities for analysis.

Before you begin

Role required: sn_oper_res.manager

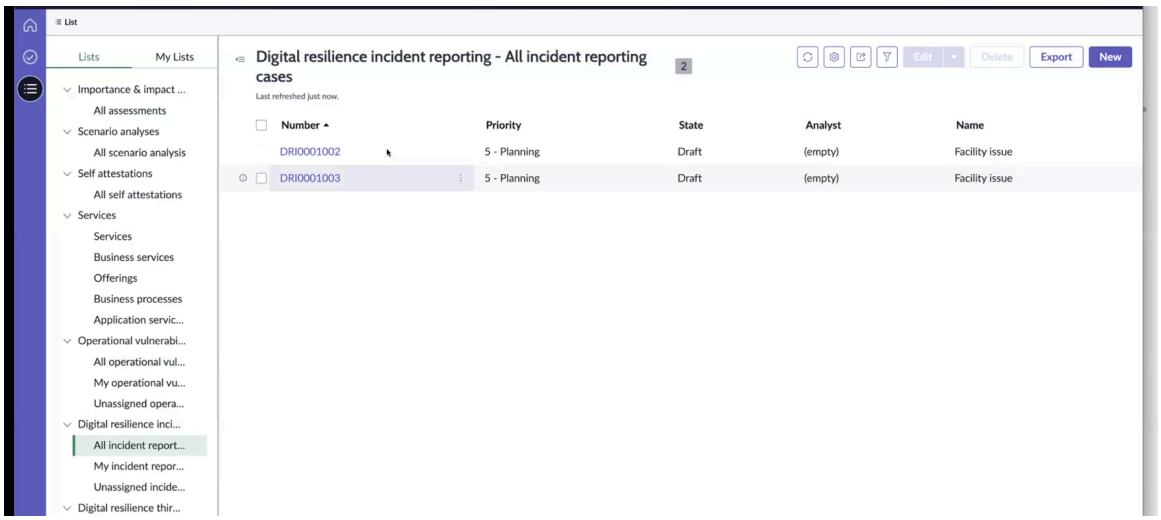
About this task

Note:
The regulation status, previously a field on the Digital resilience incident reporting (DRIR) case form, is now displayed within the Regulations related list.

Procedure

1. Navigate to **Workspaces** > **Operational Resilience Workspace** > **Digital resilience incident reporting** > **All incident reporting cases**.
2. Open the incident reporting case from the list that you want to work on.

   From the Digital resilience incident reporting cases in the instance, DRI0001003 is selected for this example.

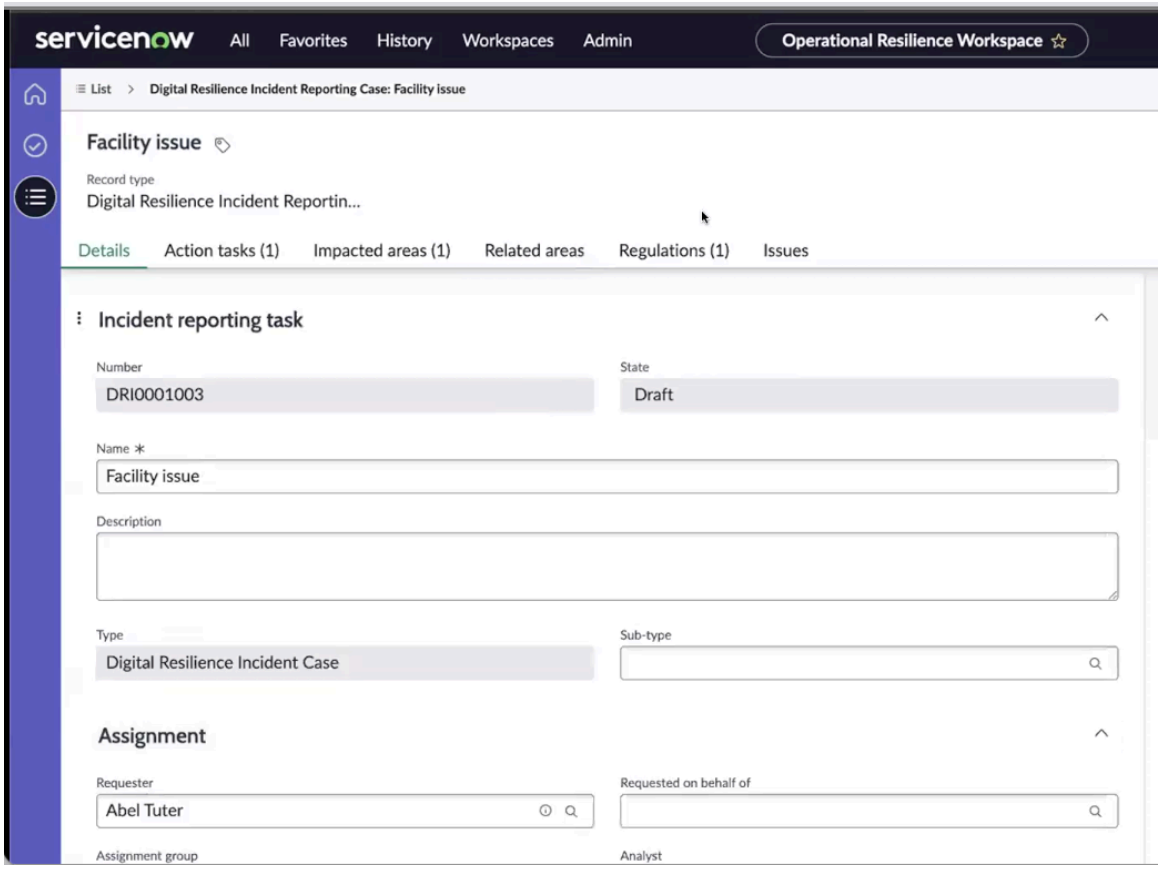


   Its automated workflow generates the Regulatory reporting assessment of IT incidents, DRI Initial report, DRI Intermediate report, and DRI Final report action tasks.

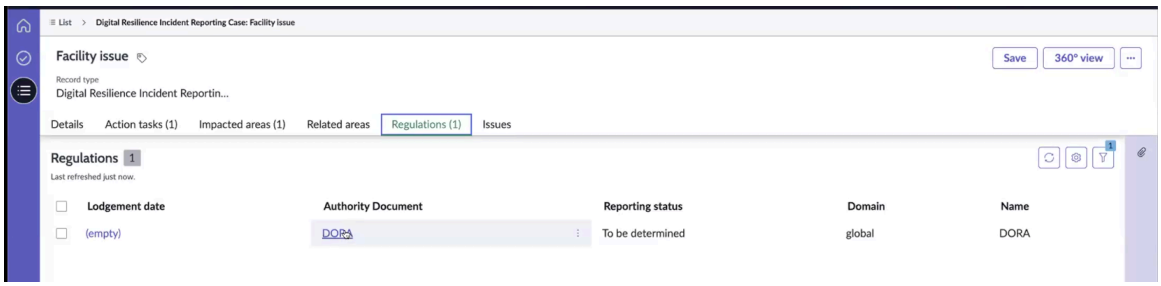
3. Review the incident record's 'Action tasks' and 'Regulations' related lists for assigned tasks and mapped regulations.

   The examples show that an action task is assigned automatically.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



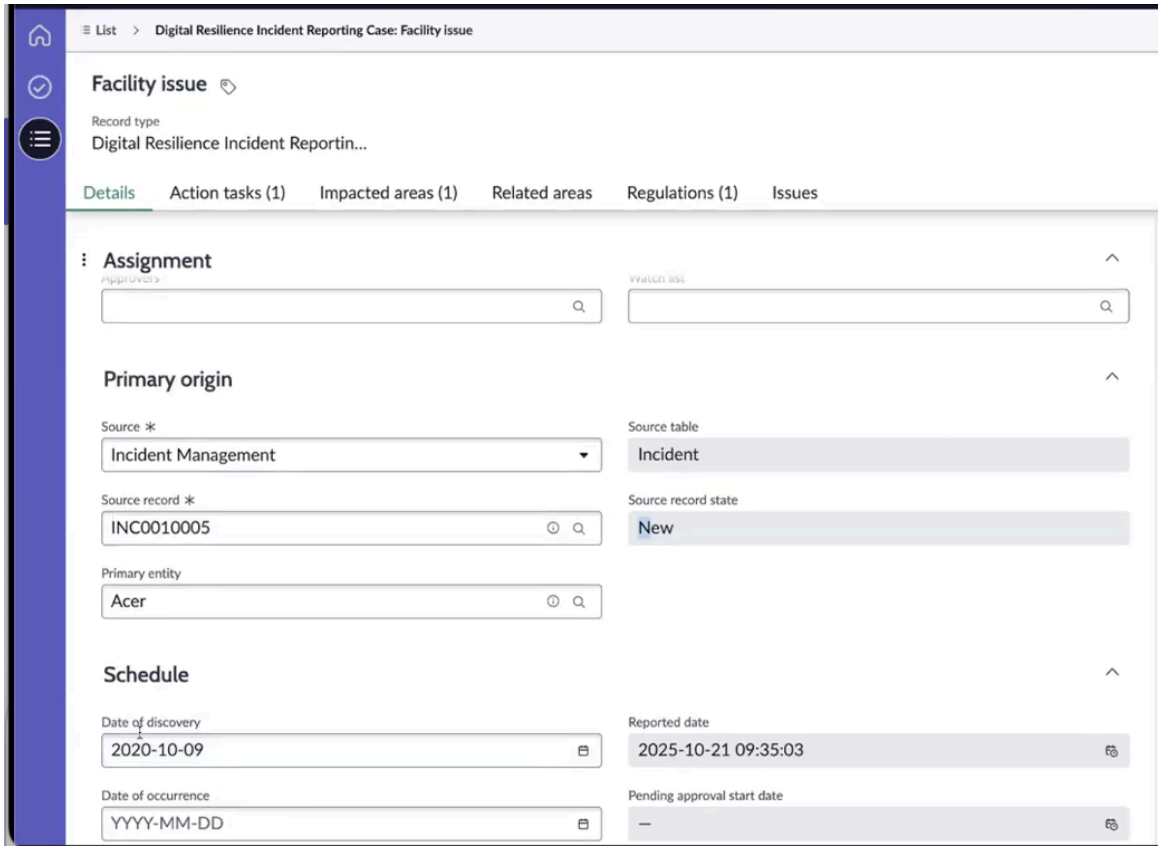
A regulation is mapped to the case.



4. Review the details of the Digital resilience incident reporting case and verify that the owner of the case is a member of the assignment group.

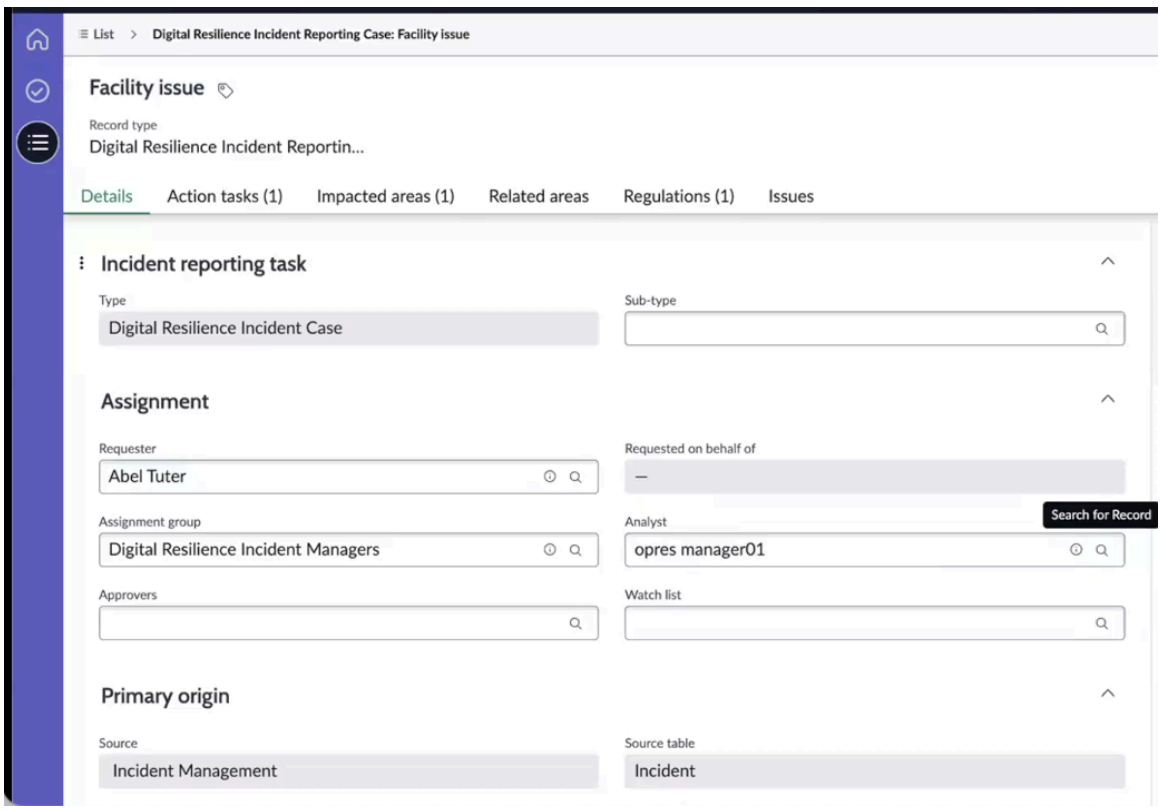
   A sample Digital resilience incident reporting incident is shown where the source is Incident, Source record is in the New state, the source record is an Incident INC0010005, and the date of discovery is listed. The case is assigned to the 'Digital Resilience Incident Managers' assignment group.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. As a Digital Resilience Incident Manager, log in to the case record, assign it to an analyst from your group, and select **Save**.

   The example shows that an analyst, Opres manger01, is assigned to the 'Digital resilience incident reporting: Facility issue' case.

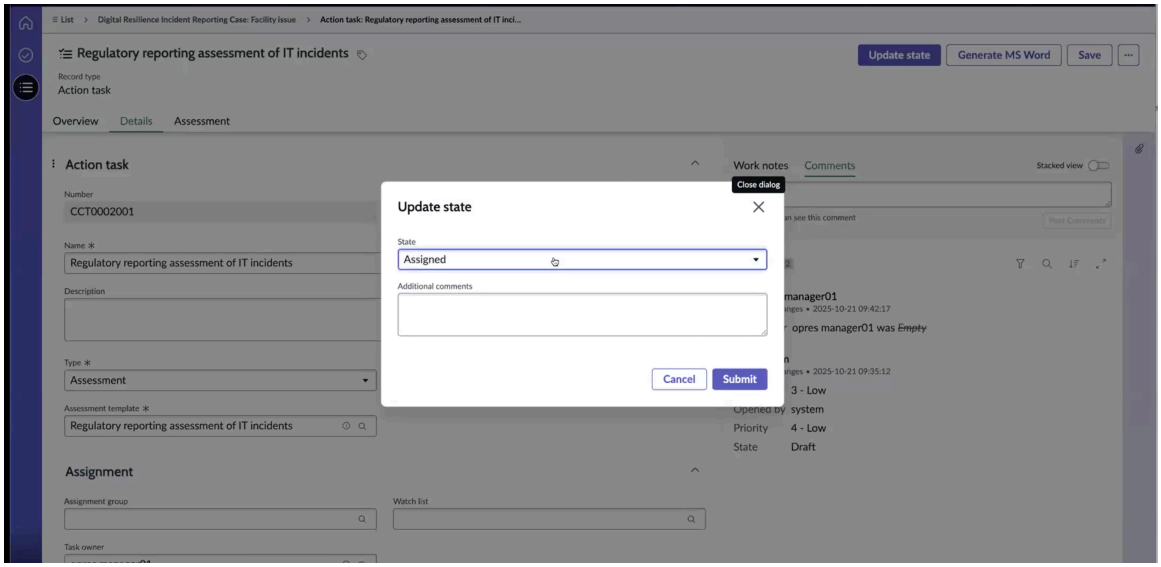


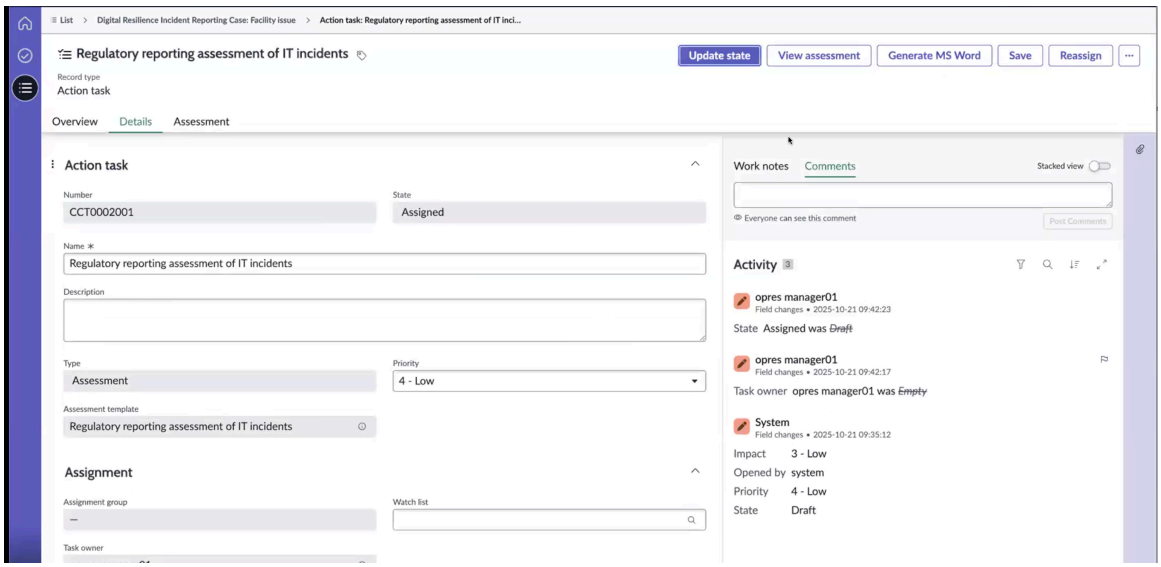
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

As the assigned analyst, you can begin working on the action tasks.

6. Open the first action task in the case and verify that it's assigned to a user.
7. Update the state of the action task to **Assigned**.

   The example shows that the 'Regulatory reporting assessment of IT incidents' action task is updated to the **Assigned** state.



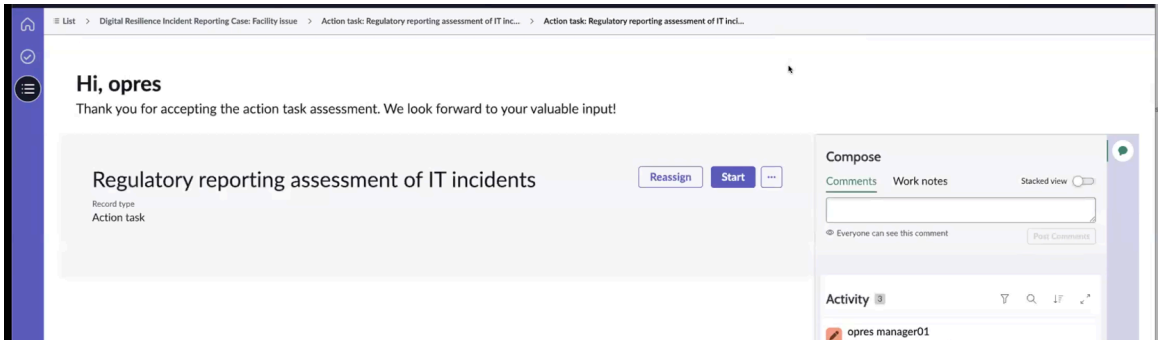


8. Select **View assessment** and then select **Start** in the assessment section of the action task.

> **Note:**
> The **View assessment** UI action is displayed only when the action task is in the **Assigned** state.

As an analyst, you can start the assessment as shown in the example.

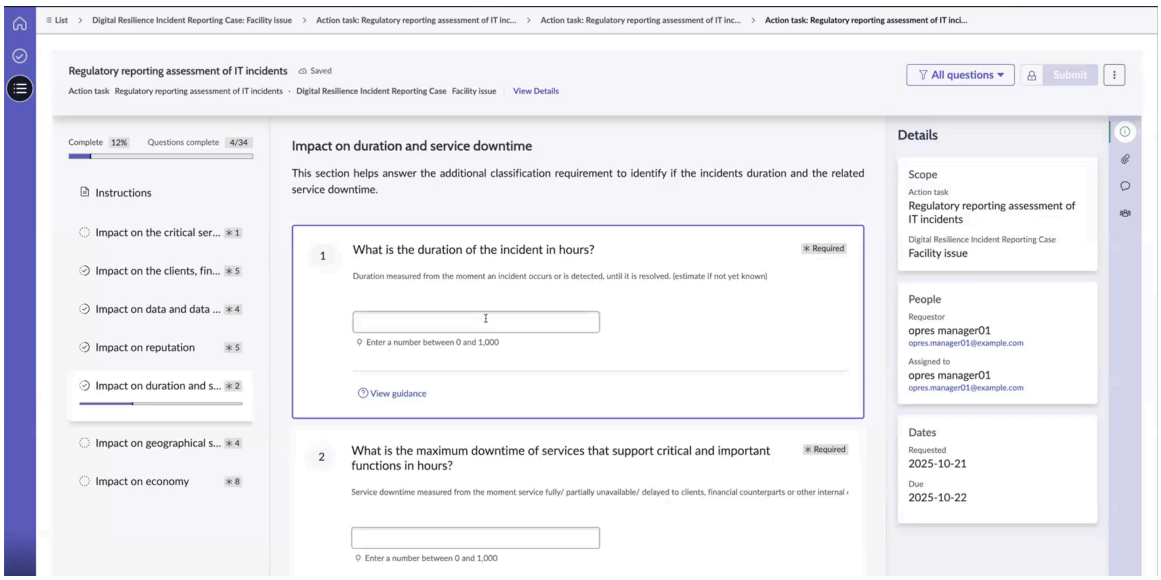
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



9. Respond to the questions in the assessment template.

> **Note:**
> You can trigger the assessment from an incident or a security incident.

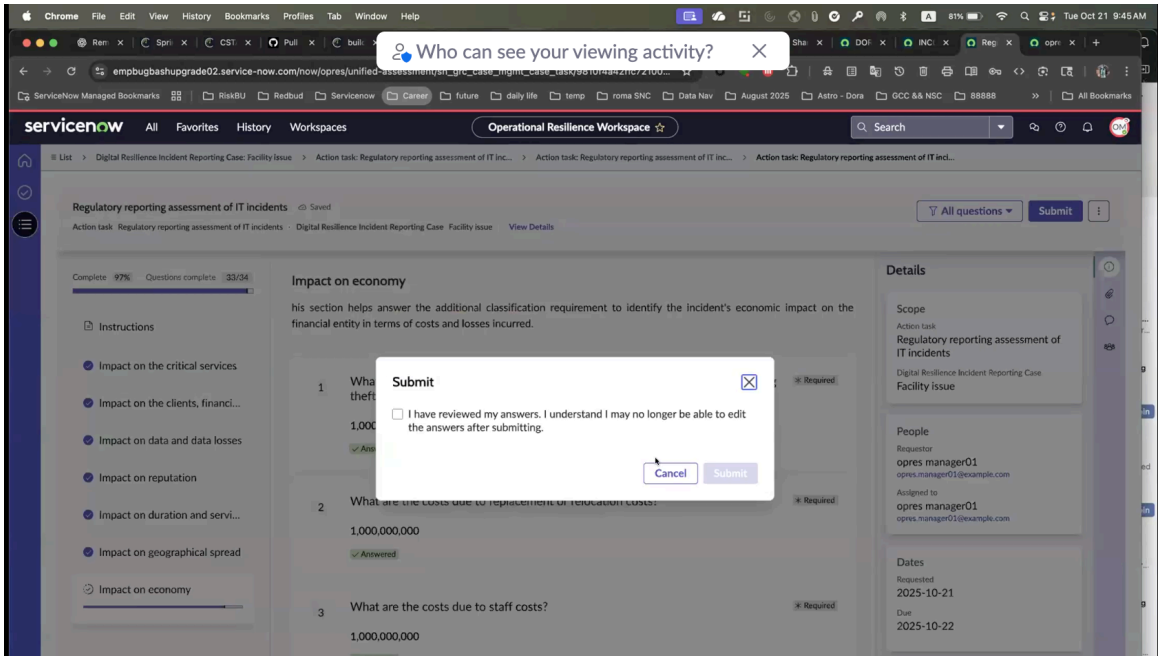
Sample assessment questions and answers are shown in the example.



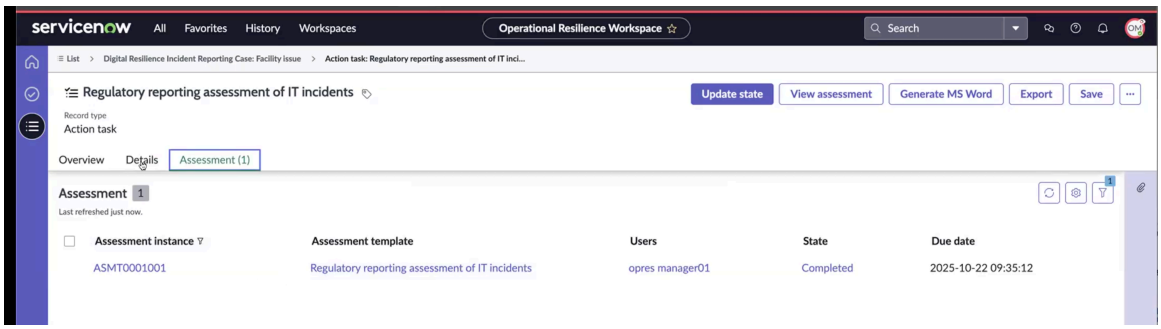
10. To submit the responses to the questions, select **Submit** and respond to the confirmation message by selecting **Submit** again.

The assessment submission form is shown in the example.

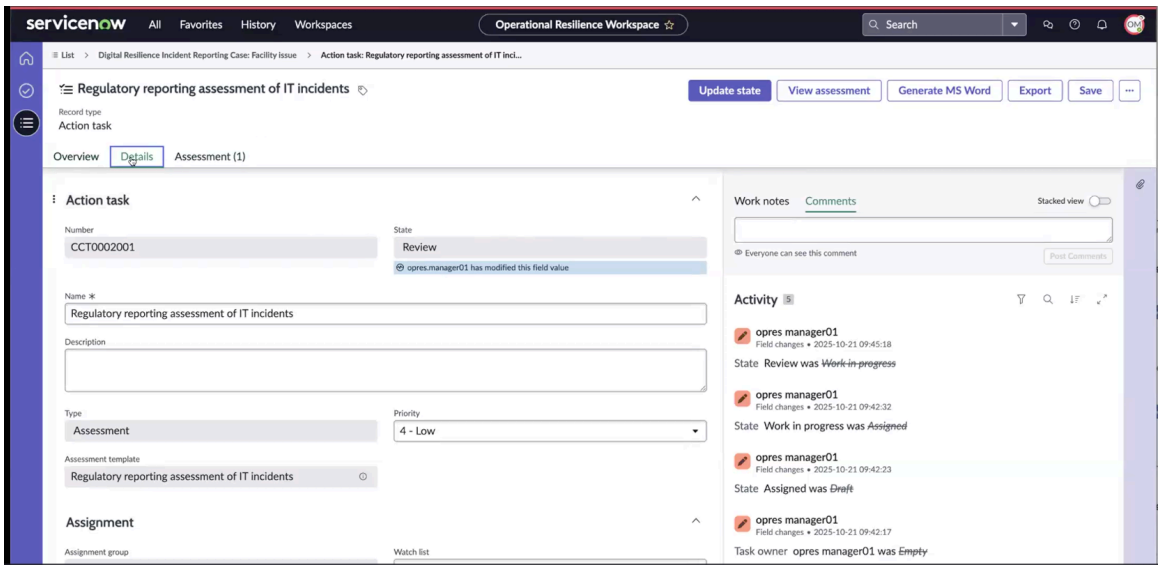
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



When you complete the assessment, its state is shown as **Completed** in the **Assessment** tab.

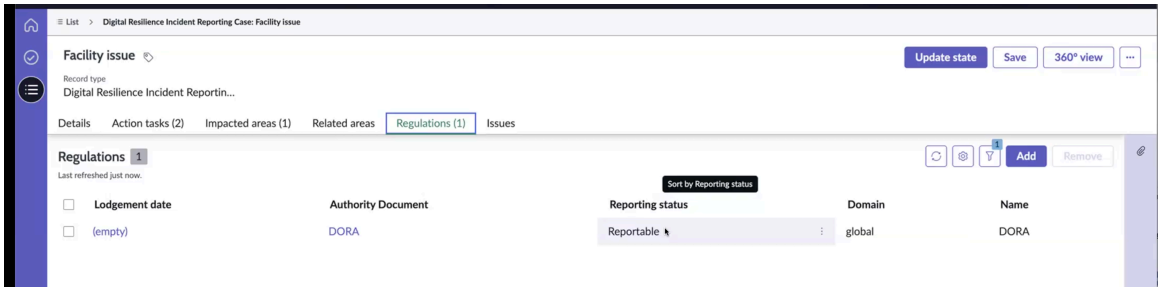


The assessment is pending for review and the state is updated to **Review** as shown in the action task.

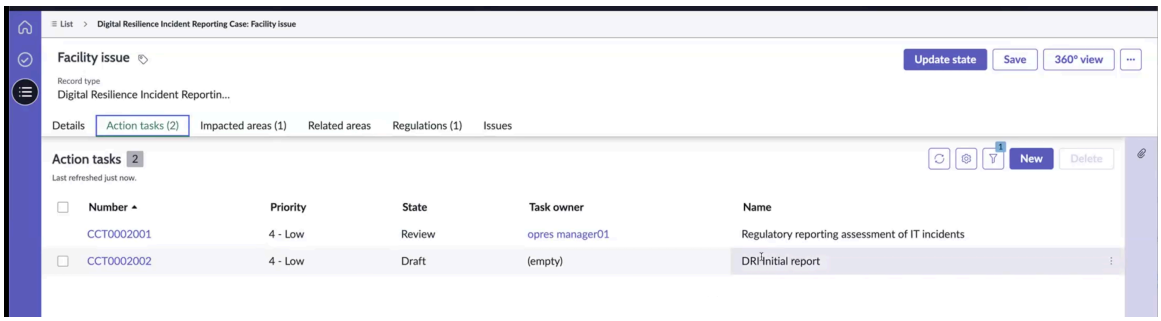


Once the assessment is submitted, the regulation status is updated to 'Reportable' as shown in the Regulations related list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



In this example, the action task CCT002001 is in the 'Review' state, while CCT002002 for 'DRI Initial report' has been created automatically.



11. As a reviewer of the action task, log in and complete the review.
12. Assign the second action task, 'DRI Initial report', to a user from the assignment group, update its state to **Assigned**, and select **View assessment** to respond to the assessment.
13. Complete the review and submit the assessment for the 'DRI Initial report' action task.
    The next action task, 'DRI Intermediate report' is created automatically.
14. Assign the 'DRI Intermediate report' action task to a user from the assignment group, update its state to **Assigned**, respond to the questions, complete the review, and submit the assessment for the 'DRI Intermediate report' action task.
    The next action task, 'DRI Final report' is created automatically.
15. Assign the 'DRI Final report' action task to a user from the assignment group, update its state to **Assigned**, respond to the questions, complete the review, and submit the assessment for the 'DRI Final report' action task.

    The action task, 'DRI Final report' is complete.

    You have now completed all action tasks required for reporting the incident or security incident mapped to the regulation.
16. To generate the report of an action task in Microsoft Word format, select **Generate MS Word**.

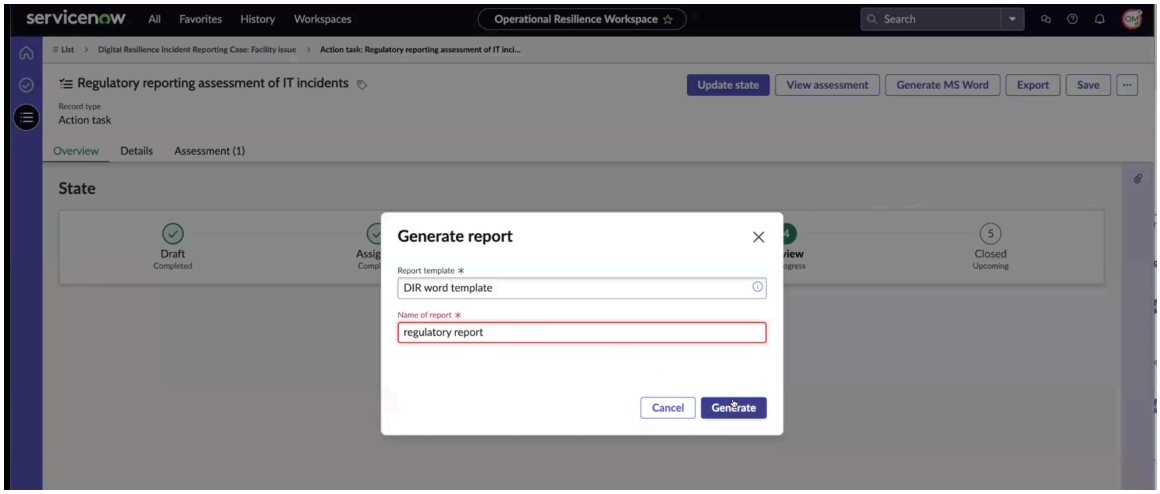
    Action task reports must be generated in Microsoft Word format as required by regulatory authorities for analysis. When you select the **Generate MS Word** UI action, the Generate report window is displayed.

    a. In the Generate report window, choose the desired Word template in the **Report template** field.

    b. Add the name of the report in the **Name of report** field.

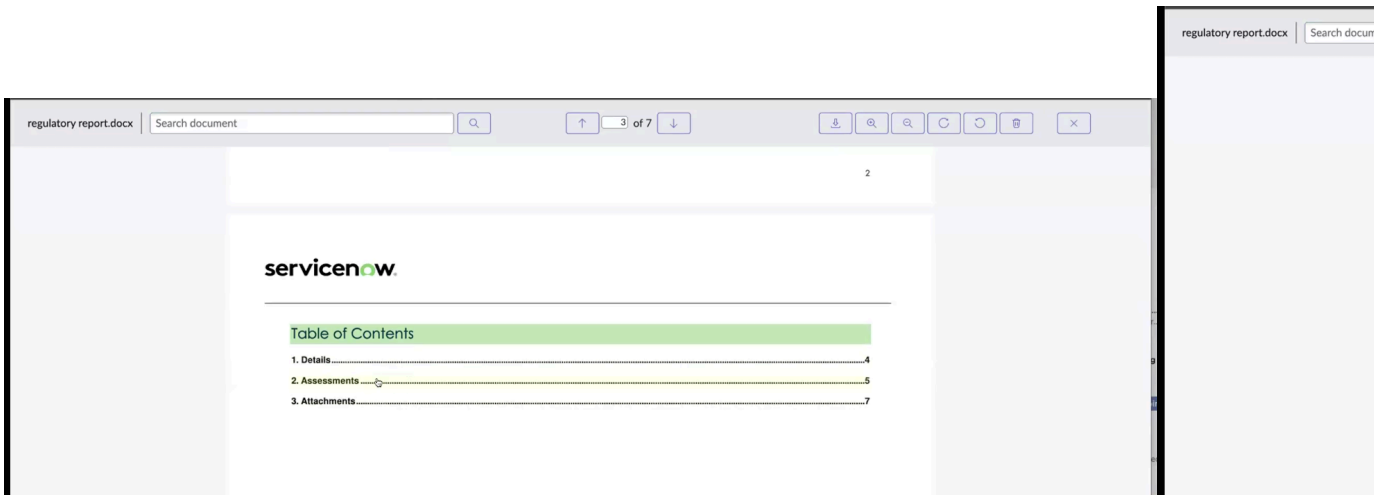
       The example shows the Word template and sample name of the report.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



c. Select **Generate**.
A message is displayed that the report is being generated.

The action task report is generated in the Microsoft Word format. It includes information from the **Details** and **Assessments** tabs and attachments. It includes information such as form sections, questions, template sections, question answers, and attachment links as shown in the examples.



For information on Word templates and Template configurations, see Generating Word reports using Document designer.

The generation of Microsoft Word reports, required by regulatory authorities for analysis in Digital resilience incident reporting, is completed with this step.

17. To export the report of the action task to your local drive, select **Export**.

18. To save the action task in the instance, select **Save**.

Saving the action task in the instance completes the required reporting workflow.

Generating Word reports using Document designer

Operational Resilience administrators can now set up Microsoft Word templates and Operational Resilience managers can download action task reports in MS word format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Using the ServiceNow Document designer with Microsoft Word

The ServiceNow Document designer with Word application offers a low-code solution, enabling you to configure different aspects of Microsoft Word documents without requiring extensive technical expertise. The templates offered by ServiceNow are designed to align with the company's brand guidelines, verifying consistent and professional documentation.

Use the ServiceNow Document designer with Word application to generate intuitive and audit-ready Microsoft Word reports for action tasks directly from your ServiceNow instance. Configure the Microsoft Word templates in the application to include specific data from the records, such as tables and columns, into the reports. Options include using predefined templates, customizing them with low-code implementation, or creating your own templates to meet your company's specific guidelines.

You can save these reports either within your ServiceNow instance or as cloud documents in Microsoft SharePoint.

Benefits of using Document designer

The ServiceNow Document designer with Word application enables you to pull metadata, such as fields and related lists, from ServiceNow tables. It also enables you to add content blocks that repeat for each record in a table, for example, 10 blocks for 10 issues. Apply the templates to specific records and create reports in Microsoft Word format.

Workflow for configuring and managing the report templates

To configure and manage the report templates, complete the following steps in the given sequence.

1. Install Document designer.
2. Create template configuration
3. Create Data relationships
4. Create Content configurations
5. Download the manifest file and side-load it in the ServiceNow Document designer with Word.
6. Build the word template using the add-in.
7. Generate the word report.

Install Document designer with Word

Install the ServiceNow Document designer with Word (sn_grc_doc_design) application. It extracts metadata (including fields, related lists, and reference fields with their associated elements) from ServiceNow® tables and enables the insertion of repeating content blocks (for example, 10 blocks for 10 issues) based on record count. When applied to specific records, the template generates a Microsoft Word document.

Before you begin

Role required: sn_oper_res.admin

Procedure

1. Navigate to **System Applications** > **All Available Applications** > **All**.
2. Find the ServiceNow Document designer with Word application using the filter criteria and search bar.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Select **Install**.
   The ServiceNow Document designer with Word application is installed in your ServiceNow® instance.

Related topics

Create Template configurations

Create Template configurations

Use the Template Configurations module to set up the template relationship registry. This module displays document design template configurations for action tasks. It enables you to configure data relationships, content, and scripted variables via the Document designer application so that required data is displayed in your reports.

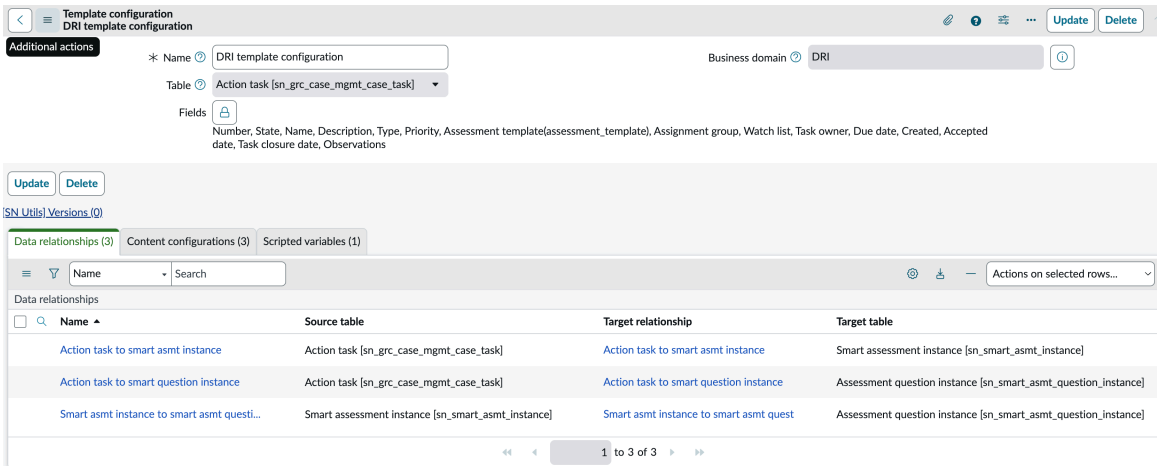
Before you begin
Role required: sn_oper_res.admin

About this task
From the Administration menu, the Template Configurations module displays document design template details for DIR action tasks. The Word Templates module, on the other hand, provides DIR Word templates necessary for generating Microsoft Word reports.

Procedure

1. Navigate to **All** > **Digital resilience incident reporting** > **Template Configurations**.

   Predefined Microsoft Word templates, available with the base version, are displayed in the Template Configurations module. The example shows a predefined DRI template.



2. To create a template, select **New** in the Template Configurations module.

   You can either use the predefined templates or create your own templates in the Template Configurations module.

3. On the form, fill in the fields.

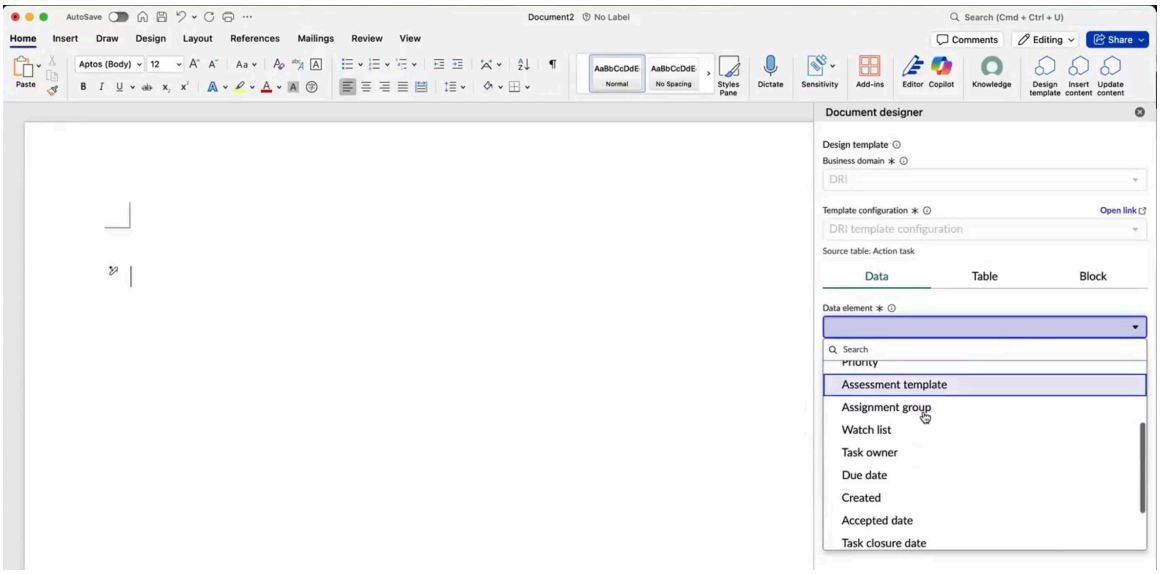
Template configuration form

Field	Description
Name	Name of the template configuration. For example, you can specify Engagement template configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Business domain	Domain from which the template is being configured. (Refers Microsoft 365 business domain table)
Table	Source table on which the word template would be built.
Fields	Fields from which data must be displayed on the report. Move the required fields from the Available list to the Selected list.

The example shows how the fields are used in a Microsoft Word document.



4. Select **Submit**.
5. To edit an existing template, select it from the list, edit the data relationships, content configurations, and scripted variables, then select **Update**.
   You can update the data relationships, content configurations, and scripted variables for the predefined templates.

Create Data relationships

Create the data relationships in the Template Configurations module, which helps you to navigate from a record in the template configuration to any table. When you create these paths, you can fetch the necessary data from each of these records in the Operational Resilience report template.

Before you begin

Role required: sn_oper_res.admin

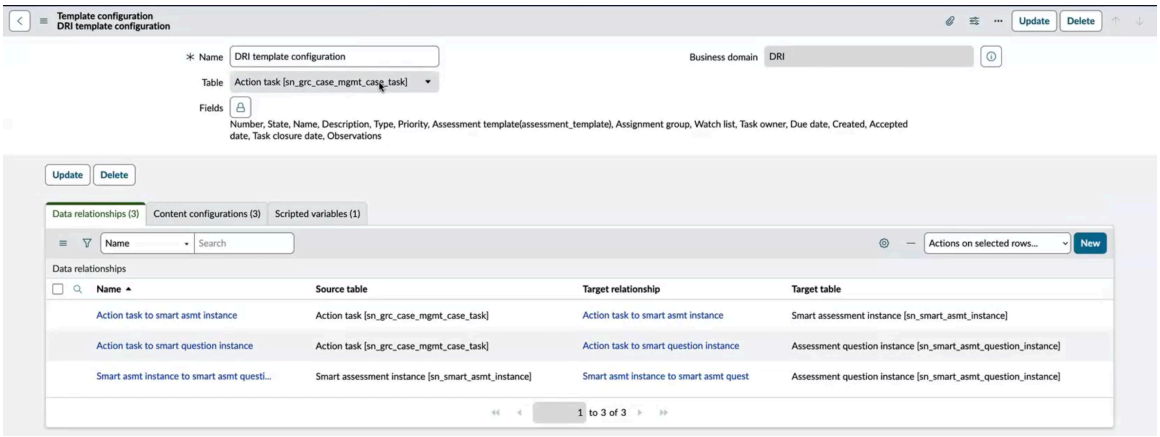
Procedure

1. Navigate to **All** > **Digital resilience incident reporting** > **Template Configurations**.
2. In the Template Configurations module, open the template configuration that you created.
3. Select **New** in the Data relationships related list.

   The Data relationship new record is displayed.
4. Add the source and target relationships.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A sample record is shown for reference.



5. On the form, fill in the fields.

Data relationship form

Field	Description
Name	Level that you want to go to. For example, you can specify `Plan to Documentation`.
Source	
Parent relationship	Parent of the data relationship.
Source table	Source table used for the data relationship created. This field is automatically set.
Target	
Target relationship	Target relationship. You can select an existing relationship or create a relationship. For example, you can select `Plan to Asset dependencies`. **Note:** For more information, refer to Setting up the 360° views. You can register only existing relationships between the types of data you want to view.
Relationship type	Type of the relationship such as many to many or one to many. This field is automatically populated based on the selection made in the **Target relationship** field.
Target table	Table from which the data is obtained. This field is automatically populated.

6. Select **Submit**.

Based on the selections, the data is shown in the template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

Create content configurations to specify the type of data you want to fetch on the report. For more information, see Set up the content configurations.

Create Content configurations

Set up the content configurations in the Template Configurations module to define the data you want to view or fetch when creating a report template. You can configure it to display a list of records or aggregated data, such as a list of remediation tasks or top priority issues. You can fetch up to 200 records from any table.

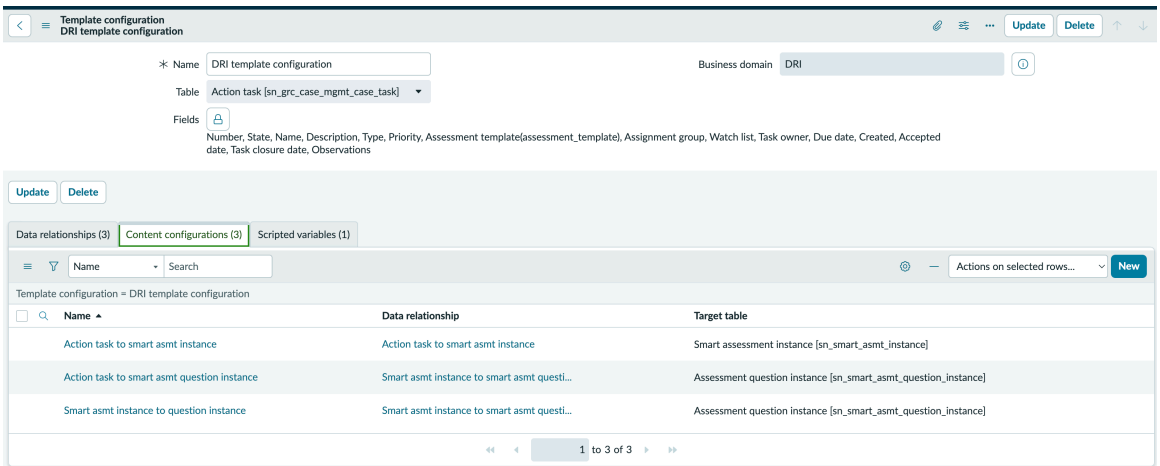
Before you begin

Role required: sn_oper_res.admin

Procedure

1. Navigate to **All** > **Digital resilience incident reporting** > **Template Configurations**.
2. Open the template for which you want to create content configurations.
3. On the Content configurations related list, select **New**.

   The Content configurations related list is shown in the example.



4. On the form, fill in the fields.

Content configuration form

Field	Description
Name	Name of the content configuration. For example, List of remediation tasks.
Template configuration	Template configuration for which you're defining the content configuration. This field is automatically set based on the configuration that you selected in step 2.
Target table	Table from which data must be fetched.
Data relationship	Data relationship for which you want to create content configurations. Only the data relationships that you have previously created are available for selection.
Filter criteria	Filter criteria and the Aggregation criteria to be built as required.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Aggregation criteria	Aggregation query to be used for the content configuration record. Use Data columns and Intermediate filters related lists for the content configuration record.
Content block criteria	To specify table or data that you want to insert in the content block as a table, select the Content block criteria tab. In the Parent block configuration field, select the required content configuration. In the Data columns related list, specify the columns you want on the report from the table that you have selected. You can either specify the standard columns available or you can write a custom script for the column.

5. Build the Filter criteria and the Aggregation criteria as required.
6. To specify a table or data that you want to insert in the content block as a table, select the **Content block criteria** tab.
   a. In the **Parent block configuration** field, select the required content configuration.
   b. Select **Submit**.
7. Choose which columns from the Data columns list to include in the report.
   You can either specify the standard columns available or you can write a custom script for the column.

   Note:
   You can add up to 20 columns in a table and in a content block. Similarly, certain content blocks can be repeated 200 times in Xanadu and 500 times in Zurich.

8. Specify the order of the columns as they must appear on the report template.
9. Select **Update**.

   The Content configurations related list is displayed.

Download the manifest file

Install ServiceNow Document designer manifest file. This add-in should be enabled for customizing the reports and Microsoft Word templates, according to your business needs.

Before you begin
Role required: sn_oper_res.admin

About this task
An Office add-in manifest file is an XML (or JSON for unified manifests) file that describes an add-in to Microsoft Word, including its name, ID, version, and permissions. It specifies how the add-in integrates with Microsoft Word, such as defining custom UI elements like ribbon buttons and the HTML files for its UI.

Before you begin
Verify that the following plugins are activated:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

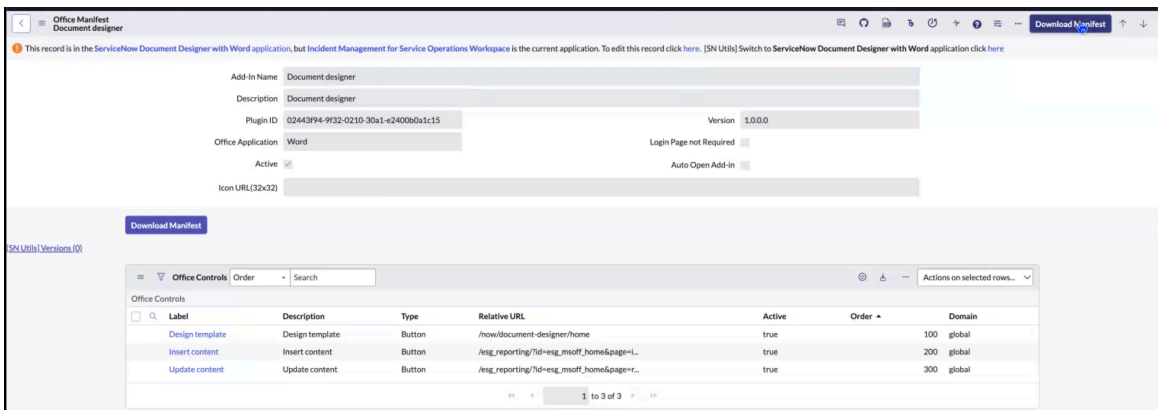
- sn_grc_doc_design
- sn_outlook_addin

Role required: sys_admin

Procedure

1. Navigate to **All** > **ServiceNow Add-Ins for Office** > **Office Add-In Manifests**.
2. From the Office Manifests list, select **ServiceNow Document Designer**.
3. Select **Download Manifest**.

   The manifest file is downloaded in your local drive.



4. To enable the add-in, contact your Microsoft 365 account manager who can use the manifest file you downloaded in step 3.

What to do next

For detailed instructions on how to deploy the manifest file, see the Deploy add-ins in the Microsoft 365 admin center [KB1307378] article in the Now Support Knowledge Base.

To configure the HTTP response headers for add-in for Microsoft Word in the browser, see the Response header resolution [KB1434453] article in the Now Support Knowledge Base.

Build the Word template using the add-in

Build the word template using the add-in. The Word Templates module provides the DIR Word templates used to generate Microsoft Word reports.

Before you begin

Role required: sn_oper_res.admin

Procedure

1. Navigate to **All** > **Digital resilience incident reporting** > **Word Templates**.
2. To create a Word template, select **New**.

   The Word templates form is displayed.

3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Word template form

Field	Description
Name	Unique name of the Word template for the table that is selected in the **Table** field.
Category	Classification or group to which the Word template belongs.
Table	Table for which the Word template is being created.
Document	Word template that was created based on content configuration. **Note:** The document must be a docx file only. If you attach a document that is in any other format, then an error message appears.
State	State of the Word template record defaults to **Draft**. ○ **Draft**: Defaults to Draft state when you open the record. ○ **Published**: State when the Word template is published. You can't update a template when it is in the published state. ○ **Edit**: State in which the record details can be updated. **Note:** The Word template record in the **Edit** state can’t be used for report generation. The record isn't available to select in the Generate report pop-up.
Active	Option to activate the record.
Word document generation configurations	
Cloud enabled	Option to manage the generated report either as a sys_attachment in the engagement record or as a cloud document. You can access the document in the cloud either from the Microsoft SharePoint or Google Drive site based on your cloud upload configuration.
Post processing action	Option to update the generated Word template report with fields from the Report section of the Engagement record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. To edit an existing pre-defined template, open the desired Microsoft Word template from the list and select the **Edit** UI action.
5. Select **OK**.
6. To delete an existing Word template, select the **Delete** in the record.
7. To update an existing Word template, complete the following steps.
   a. Update the name, category, table, or active option of the record.
   b. To add a brand new document to the Word template, select the **Update** option provided with the Document field.
   c. Select **Click to add..** in the **Document** field.
   d. In the Choose an attachment file: dialog box, select **Choose file**, and select **OK**.
   e. To update an existing document associated with the template, select the **Update** option provided with the Document field.
   f. Select **Update** in the Word template record.
   The Word template record is updated and the updated template is displayed in the list view.
8. To publish the Word template, select **Publish** in the record.
   You must publish the Word template before you can use it to generate a Microsoft Word report.

Generate Microsoft Word report

Generate customized Microsoft Word reports for different records using Word templates. This functionality enables you to streamline reporting in a standardized format.

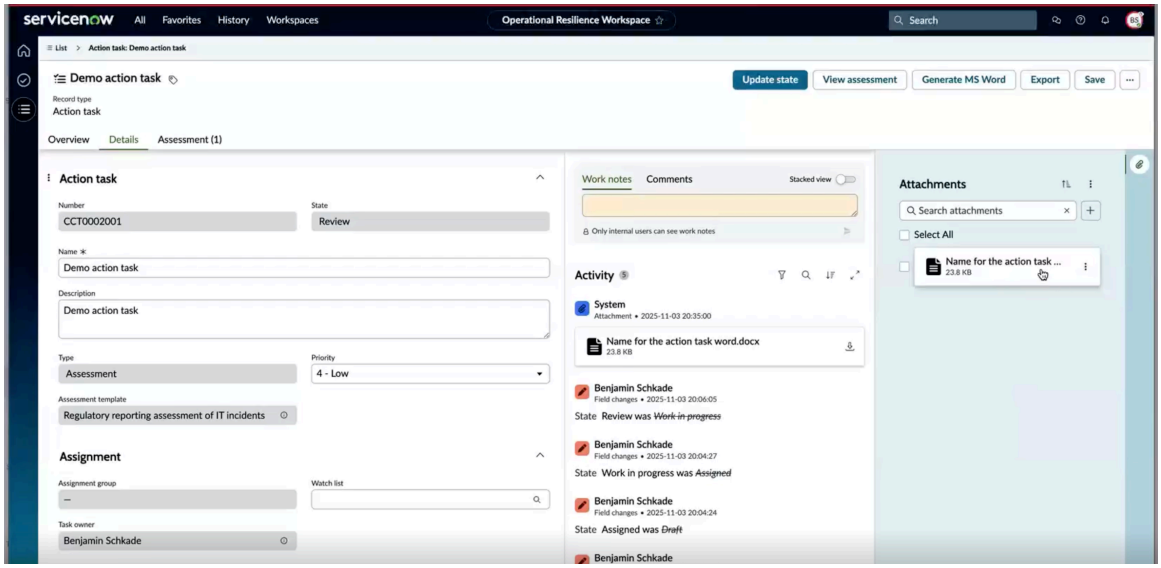
Before you begin

Role required: sn_oper_res.manager

Procedure

1. Navigate to **All** > **Business Continuity** > **Operational Resilience Workspace**.
2. Open a record, such as an action task, from the list view.
3. To generate the report in Microsoft Word format, select **...** and select **Generate MS Word** in the record view.

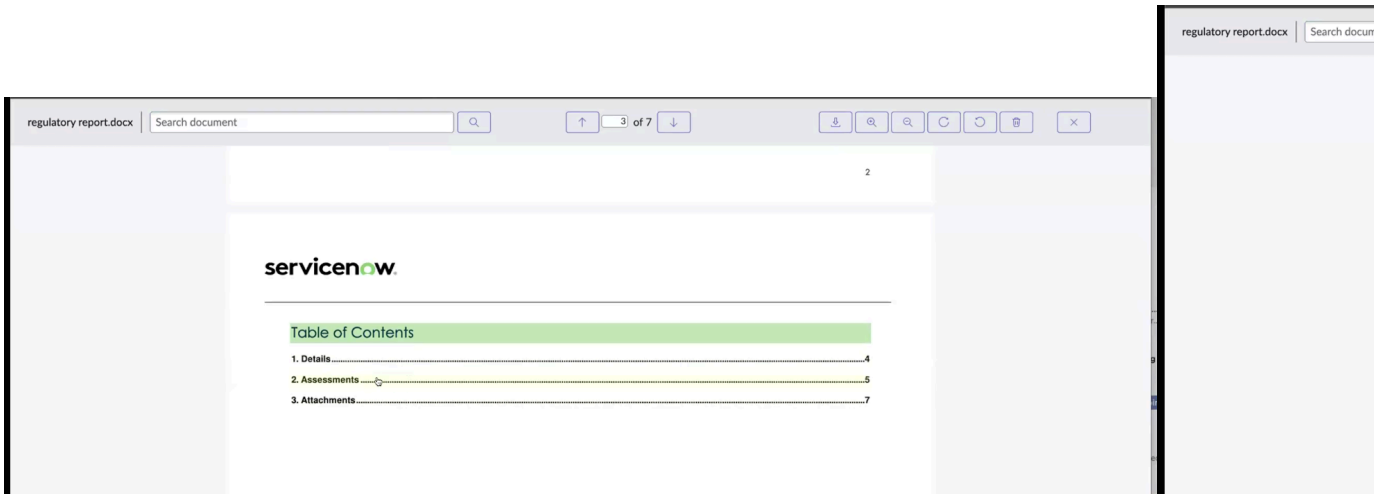
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Generate report window is displayed.

4. Select the action task report template and add a name of the report.
5. Select **Generate**.

   The action task report is generated in the Microsoft Word format. It includes information from the **Details** and **Assessments** tabs and attachments. It includes information such as form sections, questions, template sections, question answers, and attachment links as shown in the examples.



   For information on Word templates and Template configurations, see Generating Word reports using Document designer.

   The generation of Microsoft Word reports, required by the authorities for analysis in Digital resilience incident reporting, is completed with this step.

6. Navigate to the attachment section of the record and view the report listed in the Activity section.
   The report is generated in Microsoft Word format and it is displayed in the Activity section of the record.
7. Download the report in your ServiceNow instance or in the cloud (Microsoft Office 365).
   You can save the generated reports of the action tasks in your ServiceNow instances or in the cloud (Microsoft Office 365) for future references.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Creating or adding an issue

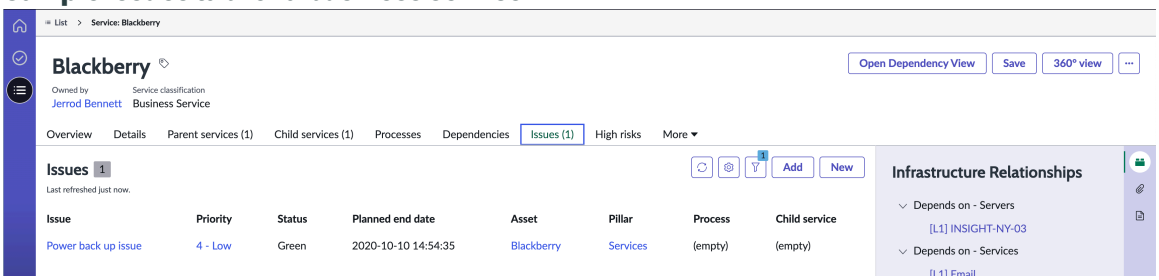
You can associate an issue with multiple objects such as controls, control objectives, risks, and so on in Operational Resilience Workspace. You can add an existing issue or create an issue for a business service or a scenario analysis in the Operational Resilience application.

Issues are used to capture the current problems or gaps that have been observed in the application environment. You can also track a plan of action to remediate the gaps.

With the new issue architecture, you can associate an existing issue with the controls or risks. You can also create an issue where you can now specify one or multiple controls, control objectives, risks, risk statements, citations, and so on, that are impacted by the issue.

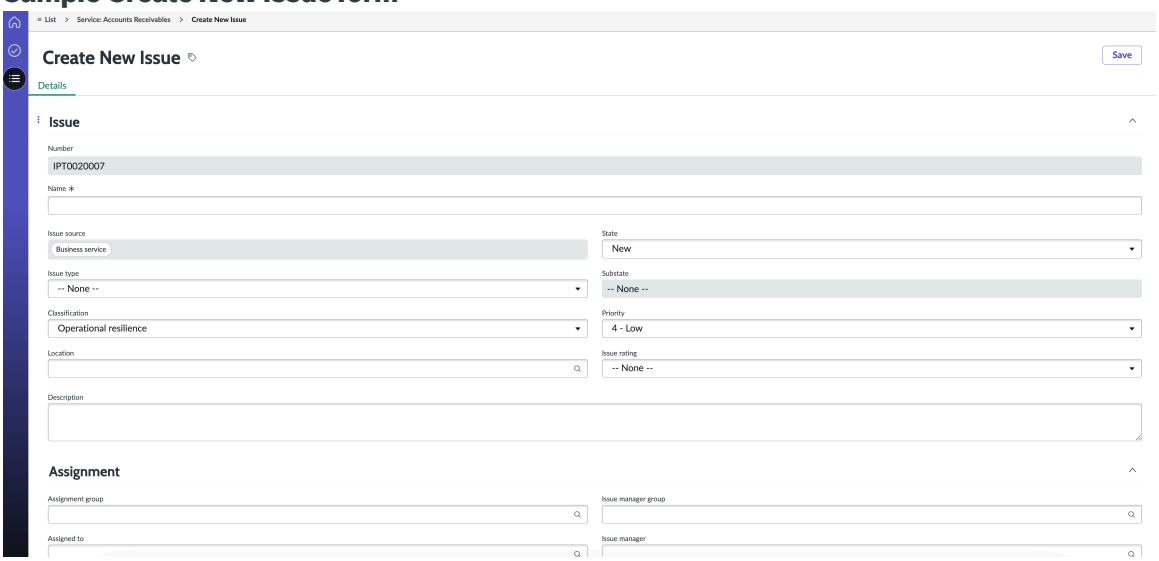
In Operational Resilience, you can add an existing issue or create an issue for a given business service or a scenario analysis. A sample **Issues** tab for a business service is shown in the following example.

Sample Issues tab for a business service



When you select **New** on the **Issues** tab to create an issue for a business service or a scenario analysis, the Create New Issue form is displayed as shown in the following example.

Sample Create New Issue form



For the descriptions of the field values on the Create New Issue form, see Create New Issue form.

Create New Issue form

Use the Create New Issue form in Operational Resilience Workspace to add an issue to a business service or a scenario analysis.

Create New Issue form

For a description of the field values, see the following table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Issue form

Field	Description
Issue	
Number	Number of the issue. This field is auto-filled.
Name	Name of the issue.
Issue source	Source of the issue, such as Business service or Scenario analysis. This field is auto-filled.
Issue type	Source from where the issue was created. This field is auto-populated with one of the following options based on how the issue is created: • Control design effectiveness failure • Control operative effectiveness failure • Control does not meet requirement • Control does not exist • Non-compliance to a regulation • Non-compliance to a policy • Improvement or suggestion to an existing policy • Recommendation for a new policy • process optimization or improvement • Observation • Data breach • Fraud • Misstatement • Training • Documentation
Classification	Classification of the issue. This field is auto-populated with one of the following options: • Audit • Compliance • Operational Resilience • Risk • Vendor
Location	Location of the issue.
State	State of the issue. Available options are: • New • Analyze • Respond • Review

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Issue form (continued)

Field	Description
	• Closed Complete • Closed Incomplete
Substate	Substate of the issue. This field is auto-filled.
Priority	Priority of the issue. Available options are: • Critical • High • Moderate • Low • Planning
Issue rating	Rating of the issue. Available options are: • Very High • High • Moderate • Low • Very Low
Description	Approver of the scenario analysis plan.
Assignment	
Assignment group	Assignment group for the issue. For example, Application Development group.
Assigned to	User that the issue is assigned to.
Issue manager group	Manager group that the issue is assigned to. Available options are: • Compliance Managers • IT Risk Managers • Risk Managers
Issue manager	Manager that the issue is assigned to.
Watchlist	Users who are on the watchlist for the issue.
Schedule	
Due date	Date when the issue is due.
Confirmed date	Confirmation date for the issue. This field is auto-filled.
Planned start date	Planned start date for the issue.
Planned end date	Planned end date for the issue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Issue form (continued)

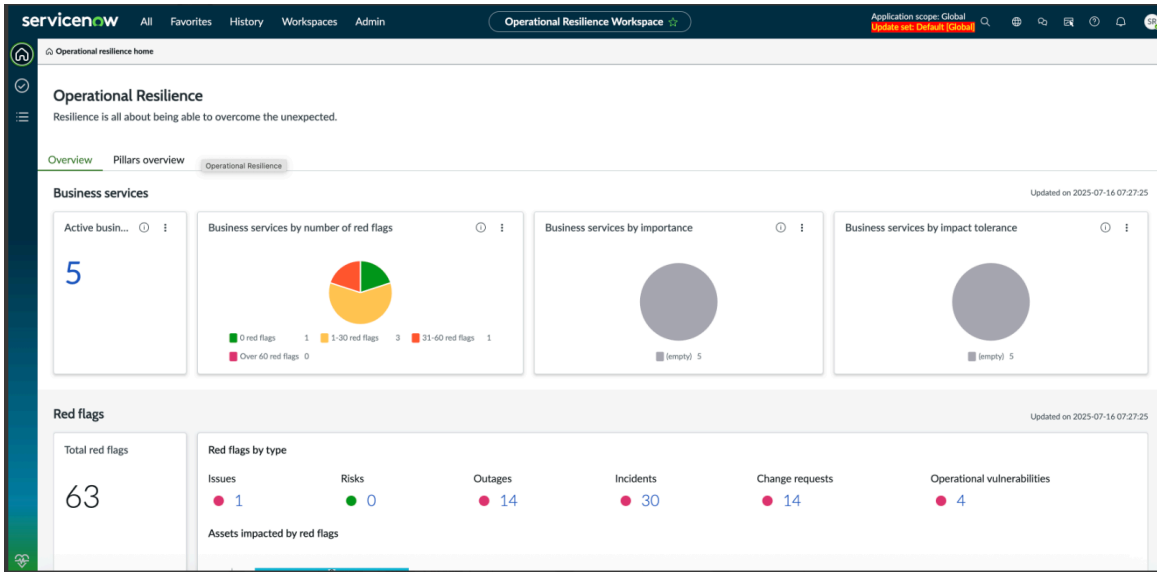
Field	Description
Duration	Duration for the issue in days, hours, minutes, and seconds.
Created	Date on which the issue is created. This field is auto-filled.
Closed	Date on which the issue is closed.
Actual start date	Actual start date for the issue.
Actual end date	Actual end date for the issue.
Actual duration	Actual duration for the issue in days, hours, minutes, and seconds.
Issue grouping	
Parent issue	Parent issue that is associated with the issue.
Issue group rule	Group rule for the issue. This field is auto-filled.
Action plan	
Recommendation	Recommendation for the issue.
Action plan	Action plan for the issue.
Activity	
Work notes	Work notes for the issue.
Additional comments	Additional comments for the issue.
Settings	
Functional domain	Functional domain that the issue belongs to. For example, an issue may belong to the IT Risk and Compliance domain.

Landing page and dashboard views

The landing page in the Operational Resilience Workspace provides a single-pane overview of the services, business services, and pillars in your organization. The dashboard displays resilience metrics, including operational status, completed activities, red flags, and suggestions for improvement.

The flexible data model introduced with Operational Resilience, Release 21.0.x provides a foundation for the dashboards and tracks the flow of dependent services. The data, including red flags by type, such as failed controls, incidents, and outages, and business service metrics such as number of flags, importance, and impact tolerance, is updated in the dashboard through changes to the flexible data model.

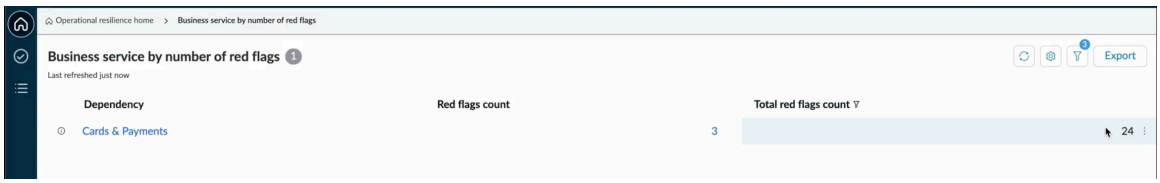
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The data shown in the example is for business services such as business service by number of red flags, business service by importance, business service by impact tolerance. You can change it service offerings, business processes, or application services by configuring the *sn_oper_res.top_class_name* property. You can then change the top class to another object and the system shows data with respect to that specific top class.

Calculation and roll up of red flags

The dashboard shown in the earlier example displays a range of 1-30 red flags. Upon selecting, it shows a detailed breakdown, showing a total of 20 red flags, with 3 specifically attributed to the "cards and payments" level. This illustrates the roll-up functionality, which aggregates red flags beneath the selected "Cards and Payments" business service, providing a hierarchical view of the data.



The value "24" shown in the Total red flags count column is the roll-up value of the red flags for all entities under the "Cards and Payments" business service.

The *Calculate red flags for CSDM and dependencies* scheduled job does not create new records in the [sn_oper_res_profile] table. Instead, it recomputes the impacted objects for the existing sn_oper_res_profile records using data from the [sn_grc_m2m_profile_profile] table.

The *Calculate red flags for CSDM and dependencies* scheduled job fetches the red flags for the profiles in the [sn_oper_res_profile] table only when the following conditions are met:

- The *sn_oper_res_profile.pillar* is not empty.
- The *sn_oper_res_profile.applies_*to field is not empty.

The red flags fetching mechanism can use either the *sn_oper_res_profile.profile* condition, the *sn_oper_res_profile.applies_to* condition, or a combination of both.

The red flags also inherit the impacted objects and impacted object classes from the [sn_oper_res_profile] record. For example if an application service's Operational Resilience

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

profile lists Business service, Offering, and Business process as impacted objects (shown in the Impacted objects column), these objects are copied to all associated red flags for the application service and its related entities.

Conditions for calculating the red flags

This section uses the *sn_oper_res_profile.profile* and *sn_oper_res_profile.applies_to* conditions for reference. The criteria for calculating red flags and the relevant tables are detailed in the Red flags calculation table.

Red flags calculation

Red flags	Table	Conditions	Notes
High risks - Advanced risk	[sn_risk_advanced_risk_assessment_instance]	Conditions: • entity_1=profile • status=30 • summary_residual_risk_score should be greater then the higher than the max criteria defined in risk_assessment_methodology • Should not have any open assessments linked to sn_risk_advanced_risk_assessment_instance	For all these risks, staging records are created in the [sn_oper_res_risk] table.
Failed controls: Step 1 (Optional)	[sn_compliance_m2m_control_entity] (sn_compliance_control ← → sn_grc_profile)	Conditions: • entity=profile • control.status=non_compliant • control.exempt=false • control.state=monitor • control.active=true	A list of controls is extracted and are valid red flags.
Failed controls: Step 2	[sn_compliance_control]	Conditions: • entity=profile or sys_id in the list of controls • control.status=non_compliant • control.exempt=false • control.state=monitor • control.active=true	For all these controls, staging records are created in the [sn_oper_res_failed_control] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Red flags calculation (continued)

Red flags	Table	Conditions	Notes
Issues: Step 1 (Optional)	[sn_grc_m2m_issue_to_entity] (sn_grc_issue ←→ sn_grc_profile)	Conditions: • entity=profile • sn_grc_issue.active=true	A list of issues is extracted and are valid red flags.
Issues: Step 2 (Optional) If one of the following pillars is used, then this step is considered: • Service • Business service • Offering	• [sn_oper_res_m2m_scenario_event_issue] (scenario_event ←→ sn_grc_issue) • [sn_oper_res_m2m_scenario_event_service] (scenario_event ←→ service)	A joint query is performed using the two tables and [sn_grc_issue] is retained for the service, business service, and offering.	These are appended in the list of issues from step 1.
Issues: Step 3	[sn_grc_issue]	Conditions: • entity=profile or sys_id in the list of controls • active=true • In addition, the issues should not have any exception policy. • Exception policy can be checked in the [sn_compliance_policy_exception] table with two conditions: ○ validity>now ○ state=8	For all these issues, staging records are created in the [sn_oper_res_issue] table.
Incident: Step 1	incident	Conditions: • cmdb_ci=profile.applies_to • state IN [1,2]	For all these incidents, staging records are created in the [sn_oper_res_incident] table.
Incident: Step 2 (Optional)	[task_ci]	Conditions: • ci_item=profile.applies_to • task.sys_class_name=incident • task.state IN [1,2]	
Incident: Step 3	[task_cmdb_ci_service]	Conditions:	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Red flags calculation (continued)

Red flags	Table	Conditions	Notes
		• cmdb_ci_service=profile.applies_to • task.sys_class_name=incident • task.state IN [1,2]	
Change request: Step 1	[change_request]	Conditions: • cmdb_ci=profile.applies_to • active=true	For all these change requests, staging records are created in the [sn_oper_res_change_request] table.
Change request: Step 2 (Optional)	[task_ci]	Conditions: • ci_item=profile.applies_to • task.sys_class_name=change_request • task.active=true	
Change request: Step 3	[task_cmdb_ci_service]	Conditions: • cmdb_ci_service=profile.applies_to • task.sys_class_name=change_request • task.state IN [1,2]	
Outage	• [cmdb_outage_ci_mtom] (cmdb_ci ←→ cmdb_ci_outage) • [cmdb_ci_outage] (cmdb_ci) For each record in [cmdb_ci_outage], one record is created in the [cmdb_ci_outage_ci_mtom] table. In [cmdb_ci_outage], for each affected CIs, a record is inserted in the [cmdb_ci_outage_ci_mtom] table.	Conditions: • ci_item=profile.applies_to • outage.type IN [degradation, outage] • outage.end IS empty OR outage.end > now	For all these outages, staging records are created in the [sn_oper_res_outage] table.
Task	[task]	Conditions: • cmdb_ci=profile.applies_to • active=true • sys_class_name IN <list of classes fetched	For all these tasks, staging records are created in the [sn_oper_res_task] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Red flags calculation (continued)

Red flags	Table	Conditions	Notes
		from property sn_oper_res.allowed_task_tables • As part of base system, it considers only problem records.	
Operational vulnerabilities: Step 1 (optional)	[sn_grc_case_mgmt_related_area]	Conditions: • related_area=profile OR related_area=profile.applies_to • core_case.sys_class_name=sn_oper_res_vulnerability • core_case.active=true	For all these vulnerabilities, staging records are created in the [sn_oper_res_vulnerability_profile] table.
Operational vulnerabilities: Step 2 (optional)	[sn_grc_case_mgmt_impacted_area]	Conditions: • impacted_area=profile OR impacted_area=profile.applies_to • core_case.sys_class_name=sn_oper_res_vulnerability • core_case.active=true	
Third party risk assessments	[sn_vdr_risk_asmt_assessment]	Conditions: • applies_to IN [core_company, sn_vdr_risk_asmt_vendor_engagement] • state IN [5, 8, 9] • risk_rating_valid_to > now • risk_rating = highestRiskRating • vendor = profile.applies_to (Note: This condition is different than the **applies_to** field in the [sn_vdr_risk_asmt_assessment] table.) • engagement = profile.applies_to (Note: This condition is different than the **applies_to**	For all these assessments, staging records are created in the [sn_oper_res_tprm] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Red flags calculation (continued)

Red flags	Table	Conditions	Notes
		field in the [sn_vdr_risk_asmt_assessment] table.)	

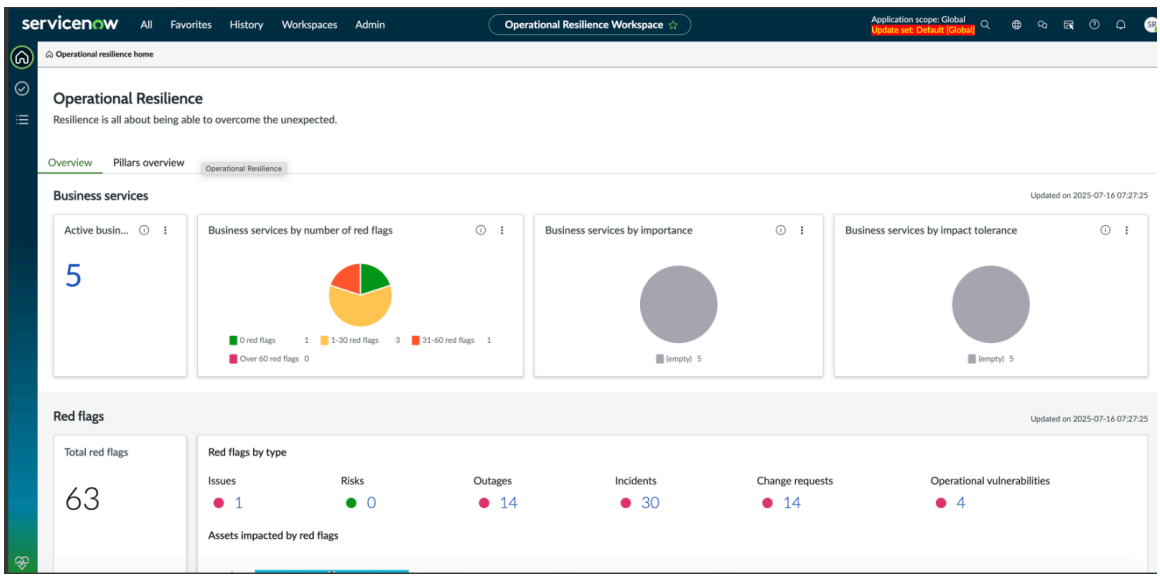
You can calculate red flags for entities with a pillar; for vulnerable items, the pillar must be Technology. For other red flags, entities must have a pillar, with no restrictions on the type.

Resilience metrics

You can view resilience metrics for services or business services, and pillars on the landing page of the Operational Resilience Workspace.

Services, Business services, and Pillars overview

The landing page displays a summary of the resilience metrics for the services or business services and pillars.



The landing page of the Operational Resilience Workspace displays the following tabs:

- **Services overview** tab—Displays an overview of the status of the services in your organization. The Service (CMDB) Main node configuration fetches service-related data. Resilience metrics for the services, including their operational status, completed activities, red flags, and suggestions for improvements, are displayed on this tab. For information on the resilience metric displayed on the **Services overview** tab, see Services overview tab.
- **Business services overview** tab—Displays the status of the business services in your organization. The Opres with CSDM header Main node configuration sets up the business services-related data. Resilience metrics for the business services, including their operational status, completed activities, red flags, and suggestions for improvements, are displayed on this tab. For information on the resilience metric displayed on the **Business services overview** tab, see Business services overview tab.
- **Pillars overview** tab—Displays the status and metrics of the pillars in your organization. For information on the resilience metric displayed on the **Pillars overview** tab, see Pillars overview tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Existing customers typically use the Service (CMDB) Main node configuration, while new customers use the OpRes with CSDM header Main node configuration. Depending on the setup done by your administrator, either the **Services overview** or the **Business services overview** tab, is shown on the landing page.

Administrators or UI Builder administrators can show or hide these tabs from the Workspace view based on organizational needs. For information on how to display or hide either the **Services overview** or **Business services overview** tab, see Show Business services overview tab in Workspace view.

Third-party Risk Management (TPRM) integration

Starting with Operational Resilience, release 21.0.x, you can track third-party risk assessments as red flags in the Operational Resilience reports and the overview pages for business services, service offerings, and business processes.

TPRM risk assessments are integrated into Operational Resilience if they meet the following conditions:

- The risk rating is Very High (using the overridden risk rating if applicable).
- The risk rating is valid beyond the current date.
- The state is one of the following: **Generating observations**, **Responses received**, or **Finalizing with third party**.
- The risk assessment applies to either the Company or an engagement.

Opening a third-party risk assessment from Operational Resilience displays the same view as when accessed directly from the Vendor Management Workspace.

To view Related lists and Red flags data in the Operational Resilience Workspace, you must have appropriate user roles as explained in this section.

TPRM is not installed

If TPRM is not installed, Operational Resilience users cannot access risk red flags without the IRM roles.

TPRM is installed

However, if TPRM is installed, Operational Resilience users can access both risk red flags and Third-party Risk Management red flags because they are assigned the TPRM viewer role. The TPRM viewer role includes risk viewer capabilities, thus eliminating the need for IRM roles.

For information on the roles required to view the related lists and red flags data, see the "Roles to view elated lists and Red flags data" table in the Create New Service form page.

Displaying reports for different user roles

Separate reports are displayed in the Operational Resilience Workspace landing page for BCM Professional and IRM Professional users.

Enhanced roles for accessing the reports

The roles installed with Operational Resilience now contain the relationship for BCM Professional and IRM Professional users.

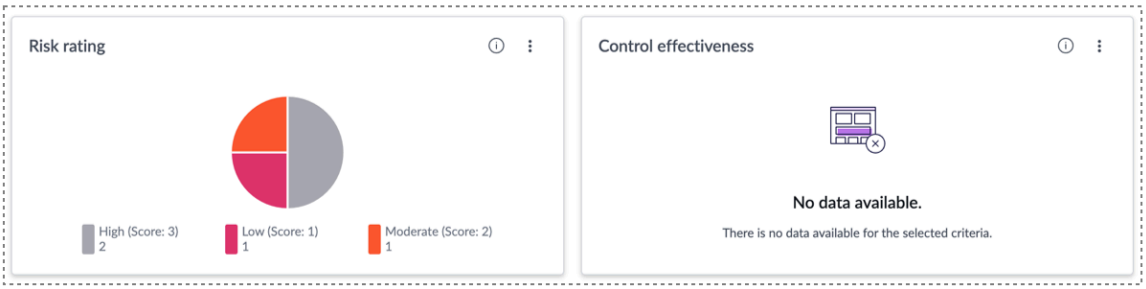
All Operational Resilience users can access general reports on the landing page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The roles required to access the BCM and IRM reports in the Operational Resilience Workspace are explained in the following table.

Roles to access the reports

Type of reports	Required roles	Information	Contains
BCM reports	sn_oper_res.bcm_opres_admin	Users with this role can create and delete both operational resilience activities and BCM activities.	• sn_oper_res.admin • sn_bcm.bcm_opres_manager
	sn_oper_res.bcm_opres_manager	Users with this role can create both operational resilience activities and BCM activities.	• sn_oper_res.manager • sn_bcm.bcm_opres_user
	sn_oper_res.bcm_opres_user	Users with this role can participate in both operational resilience activities and BCM activities.	• sn_oper_res.user • sn_bcm.viewer
IRM reports	sn_oper_res.irm_opres_admin	Users with this role can create and delete both operational resilience activities and IRM activities.	• sn_oper_res.admin • sn_bcm.irm_opres_manager
	sn_oper_res.irm_opres_manager	Users with this role can create both operational resilience activities and IRM activities.	• sn_oper_res.manager • sn_bcm.irm_opres_user
	sn_oper_res.irm_opres_user	Users with this role can participate in both operational resilience activities and IRM activities.	• sn_oper_res.user • sn_compliance.reader • sn_risk.reader



Business services overview tab

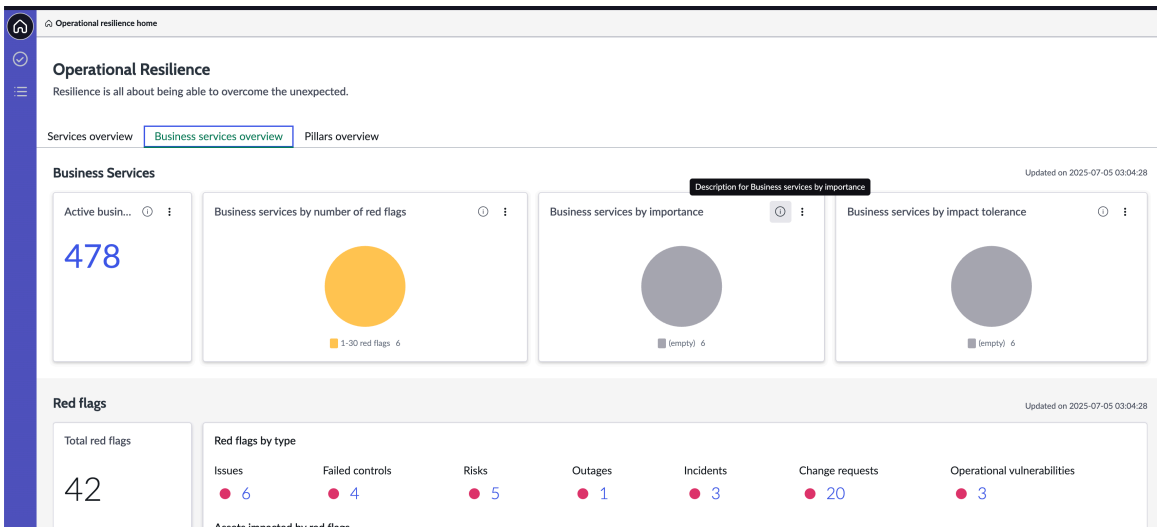
The **Business services overview** tab in the Operational Resilience Workspace provides a comprehensive summary of active business services, highlighting any red flags or urgent issues,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

status of resilience activities like assessments, scenario analysis, self-attestations. It also offers suggestions for mitigating top risks or vulnerabilities and strengthening top controls.

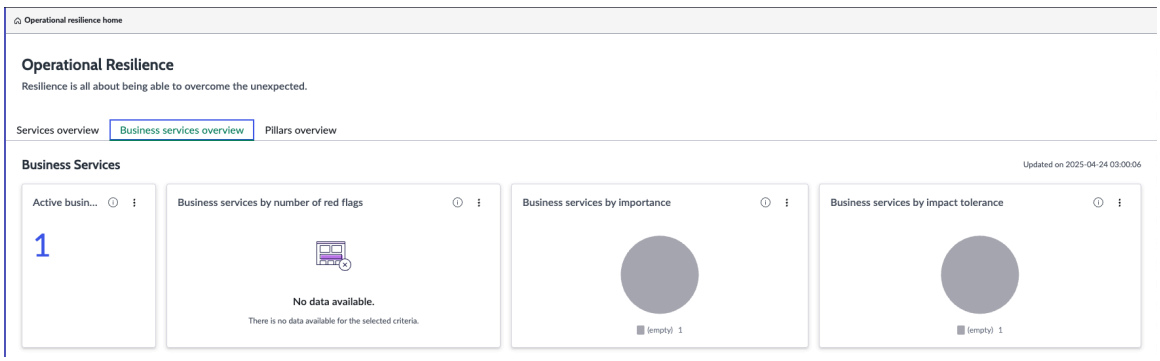
Business services overview section on the landing page

Existing customers typically use the Service (CMDB) Main node configuration, while new customers use the Opres with CSDM header Main node configuration. Administrators show the **Business services overview** tab and hide the **Services overview** tab from the Operational Resilience Workspace view based on your organizational needs.



Summarized report on the business services

The Business services report on the **Business services overview** tab provides a quick summary with precise metrics on the types of business services and their current status.



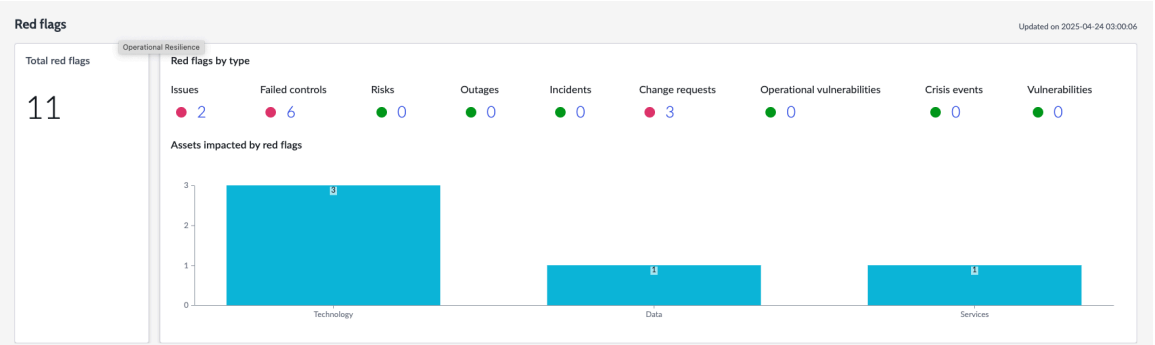
- Active business services
- Business services by number of red flags
- Business services by importance
- Business services by impact tolerance

Report on the red flags

The Red flags report on the **Business services overview** tab shows the total number of red flags that require immediate attention for the associated assets, controls, issues, and risks related to the selected business service. It breaks down details of the red flags based on the integrations with the Operational Resilience application. For example, if you have installed the Policy and Compliance Management application, business services data for the failed controls is pulled from that application and displayed in this report.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A sample Red flags report for the business services is shown in the example.



The following data is displayed for the business services in the report:

- Total red flags: Number of total red flags for the business services is shown in this report. You can select the count in the report and view the actual status of the business services.
- Red flags by type: The counts for incidents, outages, change requests, operational vulnerabilities, risks, failed controls, and issues are updated on the service's overview page. Selecting the count takes you to a detailed red flags table. Depending on the applications integrated with Operational Resilience, business services data is pulled from them and displayed in the report as shown in the following example.
  - Issues
  - Failed controls
  - Risks
  - Outages
  - Incidents
  - Change requests
  - Operational vulnerabilities
  - Crisis events
  - Vulnerabilities

  Note:

  As an administrator, you can navigate to **System properties > All properties** in your instance and configure the *sn_oper_res.red_flags_exclusion* property for the red flags section.

  By default, the services tasks, Business Continuity Management plan, and dependencies are excluded from the display list in the Red flags section.

- Assets impacted by red flags: Assets with red flags that are categorized by the pillar are shown.

Tables associated with the Business services overview tab

The following table lists all the tables that are associated with each section of the **Business services overview** tab report.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables associated with the Business services overview tab and the reports

Title	Description
Business services	
Active business services	Number of critical business services delivered to your customers. Source table for this report: Entity to entity type [sn_grc_m2m_profile_profile_type]
Business services by number of red flags	Description for business services by number of red flags. Source table for this report: Service summary [sn_oper_res_service_summary]
Business services by importance	Description for business services by importance. Source table for this report: Service related OpRes info [sn_oper_res_service_related_info]
Business services by impact tolerance	Description for business services by impact tolerance. Source table for this report: Service related OpRes info [sn_oper_res_service_related_info]
Red flags	
Total red flags	Total red flags count for the affected business service.
Red flags by type	Red flags by type. Source table for issues: Issue [sn_oper_res_issue] Source table for failed controls: Failed Controls [sn_oper_res_failed_control] Source table for risks: Risks [sn_oper_res_risk] Source table for outages: Outages [sn_oper_res_critical_service_outage] Source table for incidents: Incidents [sn_oper_res_incident] Source table for change requests: Change requests [sn_oper_res_change_request] Source table for Operational vulnerabilities: Operational vulnerabilities [sn_oper_res_vulnerability_profile]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

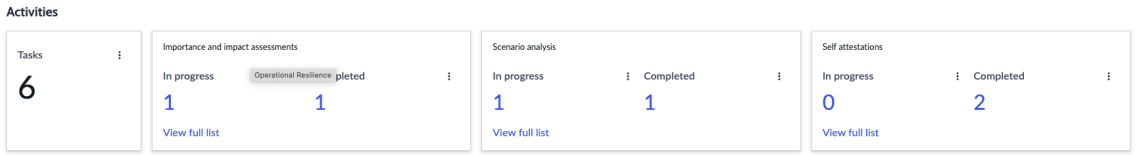
Tables associated with the Business services overview tab and the reports (continued)

Title	Description
	Source table for Crisis events: Crisis events [sn_oper_res_bcm_plan] Source table for vulnerabilities: Vulnerabilities [sn_oper_res_vul_profile]
Assets impacted by red flags	Assets that are impacted by the red flags shown for the pillars. For assets associated with the Process pillar are affected and shown in the red flags report. The source table is Assets impacted by red flags [sn_oper_res_service_process_pillar]
Activities	
Tasks	Tasks associated with the services.
Importance and impact assessments	Importance and impact assessments associated with the services. Source table is Importance and impact tolerance assessment [sn_oper_res_importance_impact_tolerance_assessment]
Scenario analysis	Scenario analysis associated with the services. Source table is Scenario analysis [sn_oper_res_scenario_analysis]
Self attestations	Self-attestations associated with the services. Source table is Self attestations [sn_oper_res_self_attestation]
Suggestions	
Top Controls to be Strengthened	Failing controls that impact the most critical services. Source table for this report: Services with failed controls [sn_oper_res_failed_control]
Top Risks to be Mitigated	Top risks threatening your organization compared with your impacted services. This report can be useful for determining where to start your mitigation efforts and in what areas you should devote the most resources around implementing controls. Source table for this report: Services with high risks [sn_oper_res_risk]
Top vulnerabilities to be fixed	Top vulnerabilities to be fixed for the services. Source table for this report: Services with operational vulnerabilities [sn_oper_res_vulnerability_profile]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Report on the Operational Resilience activities

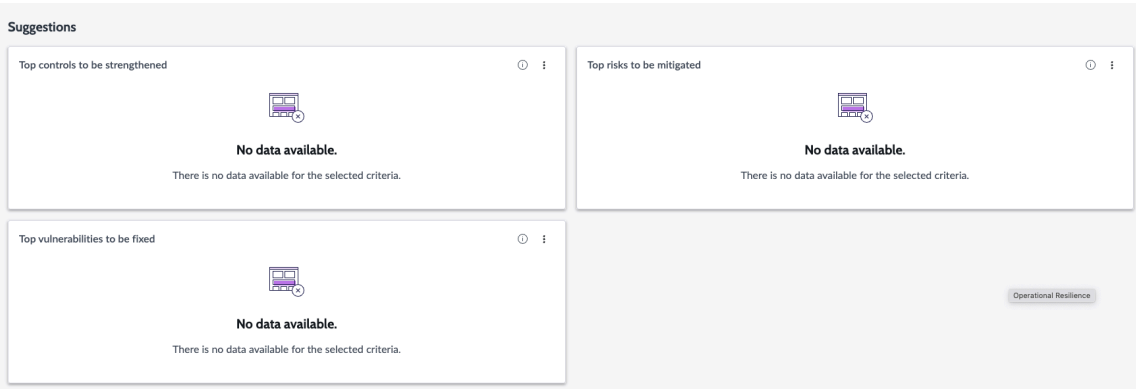
The Activities report on the **Business services overview** tab displays tasks and status for the following Operational Resilience activities for the business services.



- Tasks
- Importance and impact assessments
- Scenario analysis
- Self attestations

Suggestions for mitigating the issues

The Suggestions report on the **Business services overview** tab offers recommendations and workarounds to mitigate issues and risks for various resilience metrics for the business services.



Depending on the applications integrated with Operational Resilience, suggestions are displayed in the report. For example, if you have installed the Policy and Compliance Management, Risk Management, and Vulnerability Response applications, the following suggestions are displayed in the report.

- Top controls to be strengthened
- Top risks to be mitigated
- Top vulnerabilities to be fixed

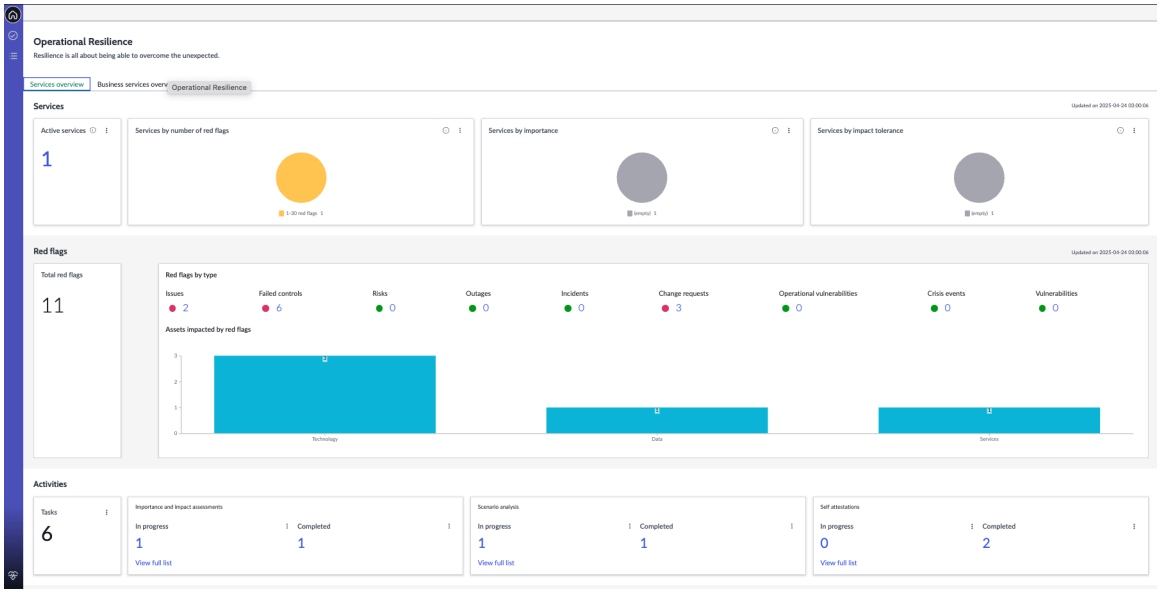
Services overview tab

The **Services overview** tab in the Operational Resilience Workspace provides a comprehensive summary of active services, highlighting any red flags or urgent issues, status of resilience activities like assessments, scenario analysis, self-attestations. It also offers suggestions for mitigating top risks or vulnerabilities and strengthening top controls.

Services overview section on the landing page

Existing customers typically use the Service (CMDB) Main node configuration, while new customers use the Opres with CSDM header Main node configuration. Administrators can show the **Services overview** tab and hide the **Business services overview** tab from the Operational Resilience Workspace view based on your organizational needs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Tables associated with the Services overview tab

The following table lists all the tables that are associated with each section of the **Services overview** tab report.

Tables associated with the Services overview tab and the reports

Title	Description
Services	
Active services	Number of critical services delivered to your customers. Source table for this report: Active services [sn_grc_m2m_profile_profile_type]
Services by number of red flags	Description for services by number of red flags Source table for this report: Services by number of red flags [sn_oper_res_service_summary]
Services by importance	Description for services by importance. Source table for this report: Services by importance [sn_oper_res_service_related_info]
Services by impact tolerance	Description for services by impact tolerance. Source table for this report: Services by impact tolerance [sn_oper_res_service_related_info]
Red flags	
Total red flags	Total red flags count for the affected service.
Red flags by type	Red flags by type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables associated with the Services overview tab and the reports (continued)

Title	Description
	Source table for issues: Issue [sn_oper_res_issue] Source table for failed controls: Failed Controls [sn_oper_res_failed_control] Source table for risks: Risks [sn_oper_res_risk] Source table for outages: Outages [sn_oper_res_critical_service_outage] Source table for incidents: Incidents [sn_oper_res_incident] Source table for change requests: Change requests [sn_oper_res_change_request] Source table for Operational vulnerabilities: Operational vulnerabilities [sn_oper_res_vulnerability_profile] Source table for Crisis events: Crisis events [sn_oper_res_bcm_plan] Source table for vulnerabilities: Vulnerabilities [sn_oper_res_vul_profile]
Assets impacted by red flags	Assets that are impacted by the red flags shown for the pillars. For assets associated with the Process pillar are affected and shown in the red flags report. The source table is Assets impacted by red flags [sn_oper_res_service_process_pillar]
Activities	
Tasks	Tasks associated with the services.
Importance and impact assessments	Importance and impact assessments associated with the services. Source table is Importance and impact tolerance assessment [sn_oper_res_importance_impact_tolerance_assessment]
Scenario analysis	Scenario analysis associated with the services. Source table is Scenario analysis [sn_oper_res_scenario_analysis]
Self attestations	Self-attestations associated with the services. Source table is Self attestations [sn_oper_res_self_attestation]
Suggestions	
Top Controls to be Strengthened	Failing controls that impact the most critical services.

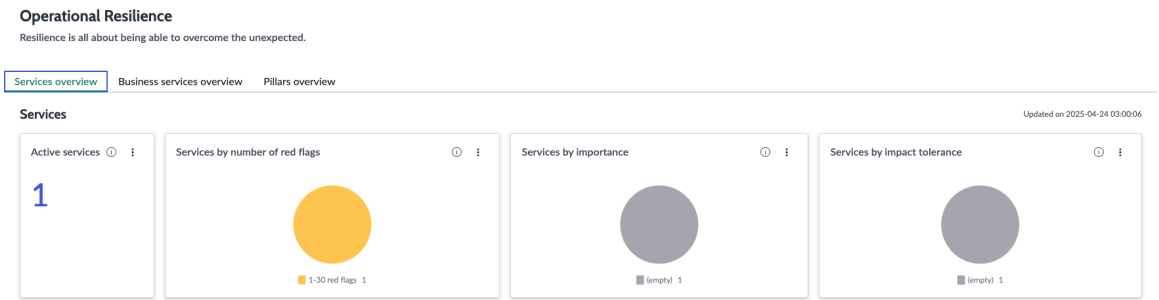
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables associated with the Services overview tab and the reports (continued)

Title	Description
	Source tables for this report are: Services with failed controls [sn_oper_res_failed_control]
Top Risks to be Mitigated	Top risks threatening your organization compared with your impacted services. This report can be useful for determining where to start your mitigation efforts and in what areas you should devote the most resources around implementing controls. Source table for this report: Services with high risks [sn_oper_res_risk]
Top vulnerabilities to be fixed	Top vulnerabilities to be fixed for the services. Source table for this report: Services with operational vulnerabilities [sn_oper_res_vulnerability_profile]

Summarized report on the services

The Services report on the **Services overview** tab provides a quick summary with precise metrics on the types of services and their current status.



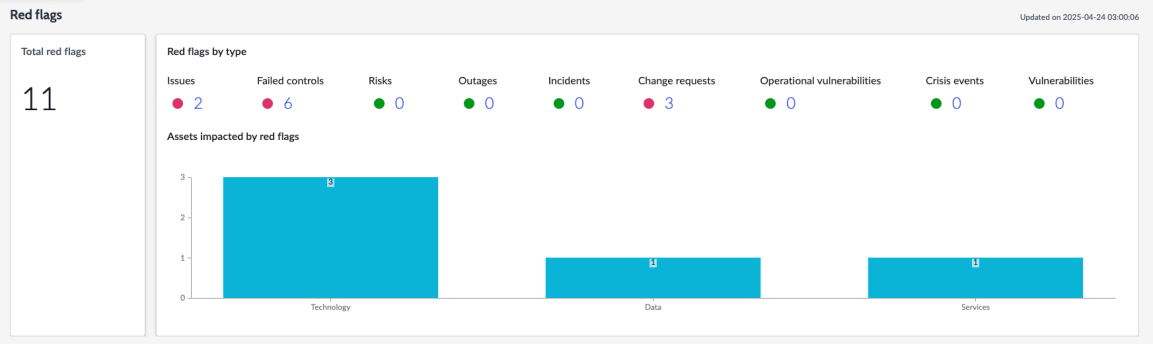
- Active services
- Services by number of red flags
- Services by importance
- Services by impact tolerance

Report on the red flags

The Red flags report on the **Services overview** tab shows the total number of red flags that require immediate attention for the associated assets, controls, issues, and risks related to the selected service. It breaks down details of the red flags based on the integrations with the Operational Resilience application. For example, if you have installed the Policy and Compliance Management application, services data for the failed controls is pulled from that application and displayed in this report.

A sample Red flags report for the services is shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

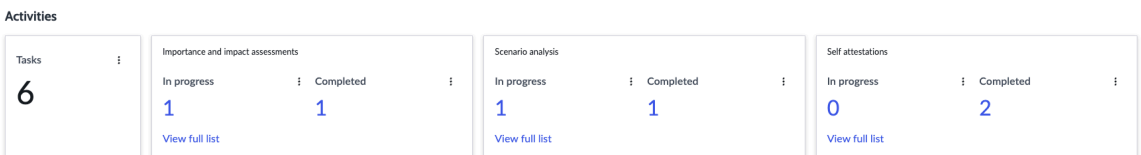


The following data is displayed for the services in the report:

- Total red flags: Number of total red flags for the services is shown in this report. You can select the count in the report and view the actual status of the services.
- Red flags by type: The counts for incidents, outages, change requests, operational vulnerabilities, risks, failed controls, and issues are updated on the service's overview page. Selecting the count takes you to a detailed red flags table. Child services are consolidated under their parent services for all services and dependencies. Depending on the applications integrated with Operational Resilience, services data is pulled from them and displayed in the report as shown in the example. The following data is displayed in the Red flags report:
  - Issues
  - Failed controls
  - Risks
  - Outages
  - Incidents
  - Change requests
  - Operational vulnerabilities
  - Crisis events
  - Vulnerabilities
- Assets impacted by red flags: Any service, child service, business process, or their dependencies are flagged as red flags under various pillars.

Report on the Operational Resilience activities

The Activities report on the **Services overview** tab displays tasks and status for the following Operational Resilience activities for the services.

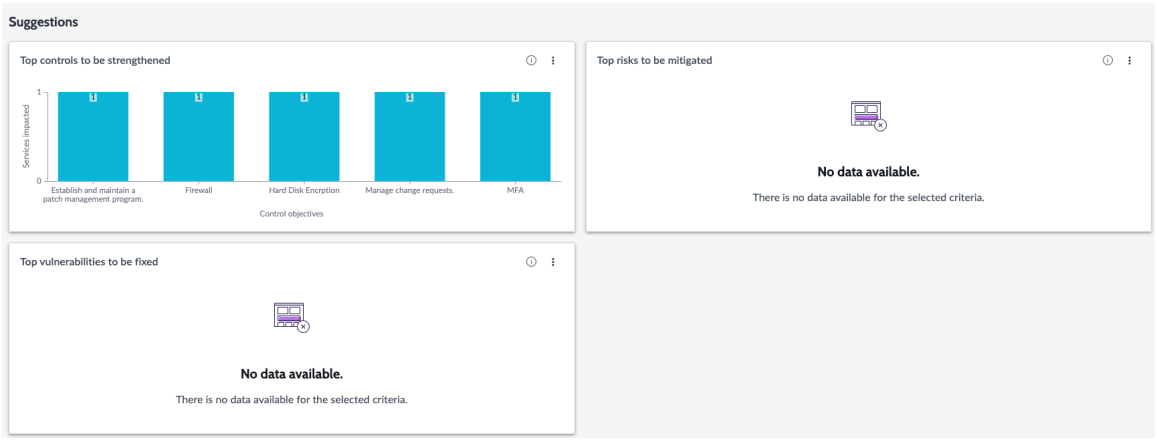


- Tasks
- Importance and impact assessments
- Scenario analysis
- Self attestations

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Suggestions for mitigating the issues

The Suggestions report on the **Services overview** tab offers recommendations and workarounds to mitigate issues and risks for various resilience metrics for the services.



Depending on the applications integrated with Operational Resilience, suggestions are displayed in the report. For example, if you have installed the Policy and Compliance Management, Risk Management, and Vulnerability Response applications, the following suggestions are displayed in the report.

- Top controls to be strengthened
- Top risks to be mitigated
- Top vulnerabilities to be fixed

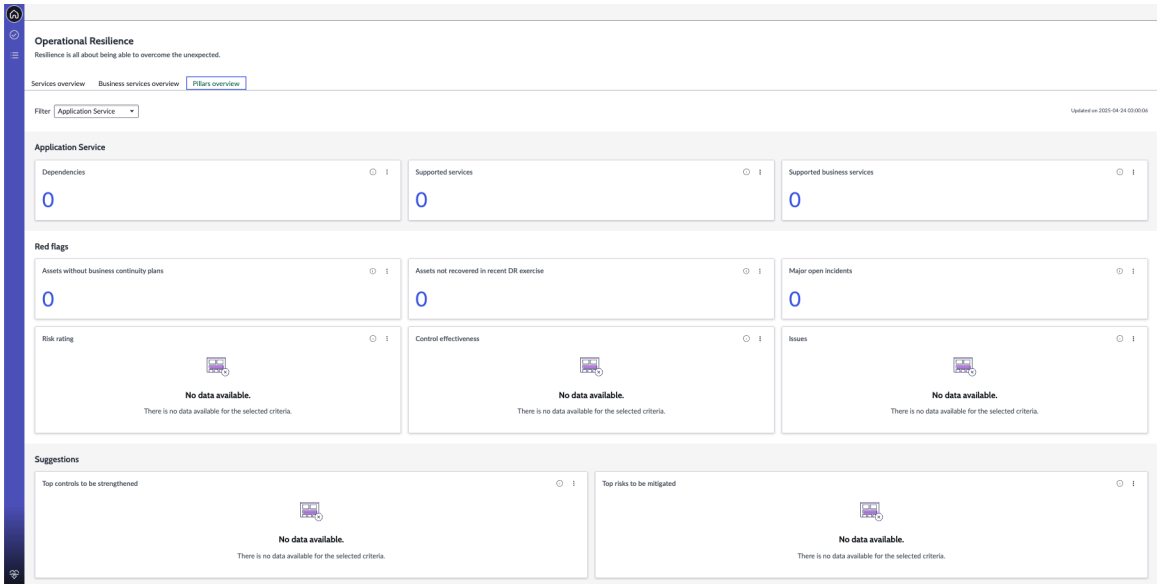
Pillars overview tab

A pillar is a foundational element that supports your organization's operational resilience. You can map business services and processes to these pillars in the Operational Resilience application to establish relationships and monitor their status on the dashboard in the Operational Resilience Workspace.

Pillars overview tab on the landing page

The **Pillars overview** tab on the landing page of the Operational Resilience Workspace provides information on the pillars, which are part of the base system in Operational Resilience. From the dashboard, you can monitor the status of the services for each pillar. The Pillars overview section displays data filtered for the selected pillar as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Tables associated with the Pillars overview tab

The following table lists all the tables that are associated with each section of the **Pillars overview** tab report.

Tables associated with the Pillars overview tab and the reports

Title	Description
Pillars	
Dependencies	Dependencies for the pillar. Source table for this report: Dependencies [sn_oper_res_profile]
Supported services	Supported services for the pillar. Source table for this report: [sn_oper_res_profile]
Supported business services	Supported business services for the pillar. Source table for this report: [sn_oper_res_profile]
Red flags	
Major open incidents	Major open incidents for the pillar. Source table for incidents: Incidents [sn_oper_res_incident]
Risk rating	Source table for risks: Risks [sn_oper_res_risk]
Control effectiveness	Source table for failed controls: Failed Controls [sn_oper_res_failed_control]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables associated with the Pillars overview tab and the reports (continued)

Title	Description
Issues	Source table for issues: Issue [sn_oper_res_issue]
Suggestions	
Top Controls to be Strengthened	Failing controls that impact the most critical services. Source table for this report: Services with Failed Controls [sn_oper_res_failed_control]
Top Risks to be Mitigated	Top risks threatening your organization compared with your impacted services. This report can be useful for determining where to start your mitigation efforts and in what areas you should devote the most resources around implementing controls. Source table for this report: Services with High Risks [sn_oper_res_risk]
Top vulnerabilities to be fixed	Top vulnerabilities to be fixed for the services.

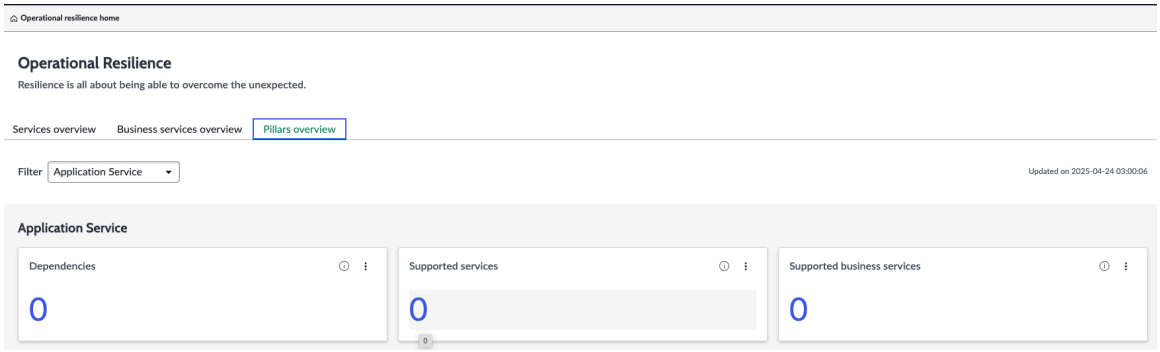
You can view data for the following pillars from the dashboard:

- Application Service
- Business Services
- Data
- Facilities
- People
- Process
- Services
- Service offering
- Suppliers
- Technology

The following sample report shows data for the Application Service pillar with its precise metrics.

- Dependencies
- Supported services
- Supported business services

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

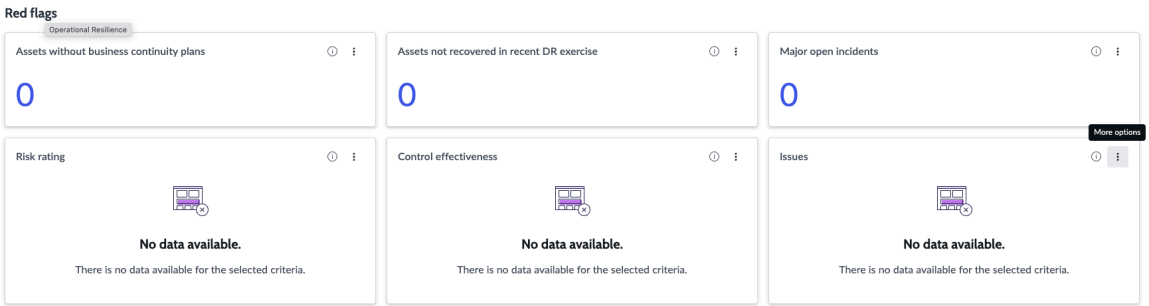


Report on the red flags

The Red flags report on the **Pillars overview** tab shows the total number of red flags that require immediate attention for the associated assets, controls, issues, and risks related to the selected pillar. It breaks down details of the red flags based on the integrations with the Operational Resilience application. For example, if you have installed the Risk Management application, data for the risk ratings is pulled from that application and displayed in this report.

If you install the optional applications from the GRC product suite, such as Business Continuity Management and Vulnerability Response in your instance, you can also view the Business Continuity plan and Vulnerability Response reports on the dashboard.

A sample Red flags report for the pillars is shown in the example.



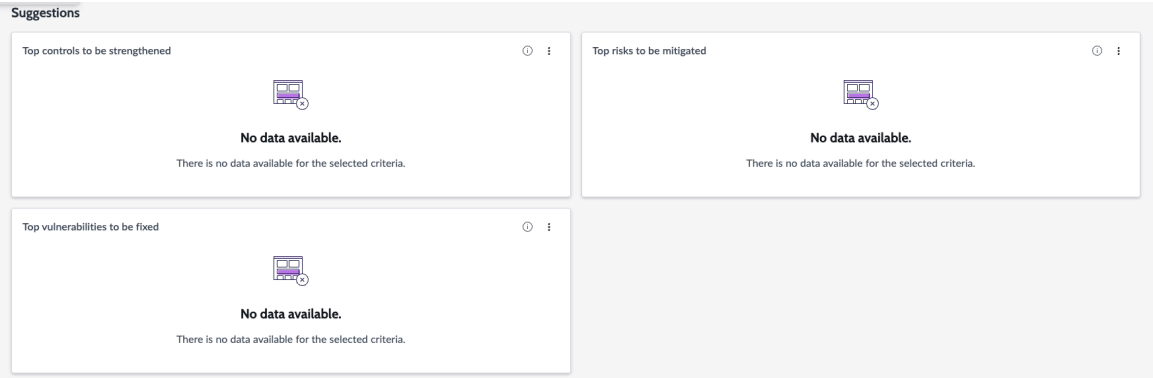
The following data is displayed for the pillars in the Red flags report:

- Assets without business continuity plans and Assets not recovered in recent DR exercise: These red flags are shown for the selected pillar in the example as the Operational Resilience application is integrated with the BCM application.
- Major open incidents
- Scores for Risk rating, Control effectiveness, and Issues

Suggestions for mitigating the issues

The Suggestions report on the **Pillars overview** tab offers recommendations and workarounds to mitigate issues and risks for various resilience metrics associated with the pillar.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Depending on the applications integrated with Operational Resilience, suggestions are displayed in the report. For example, if you have installed the Policy and Compliance Management, Risk Management, and Vulnerability Response applications, the following suggestions are displayed in the report.

- Top controls to be strengthened
- Top risks to be mitigated
- Top vulnerabilities to be fixed

For more information on the pillars in Operational Resilience, see Exploring Operational Resilience.

Task page and List view

The Tasks page in Operational Resilience Workspace provides a single-pane view of your pending tasks, your group's tasks, and the tasks that are on your watchlist. You can also update the tasks directly from the dashboard. On the List page, you can configure your operational resilience tasks.

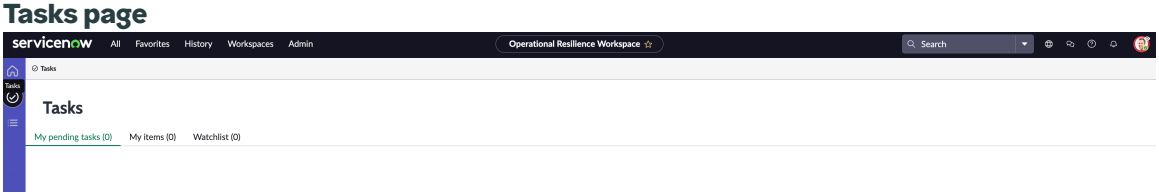
Tabs in the Tasks page

The Tasks page in Operational Resilience Workspace displays the following tabs:

- **My pending tasks**
- **My items**
- **Watchlist**

A sample Tasks page for a logged-in user is shown in the following example.

Tasks page



My pending tasks

The **My pending tasks** tab displays an overview of the pending tasks that are assigned to you and the tasks that require an action from you.

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

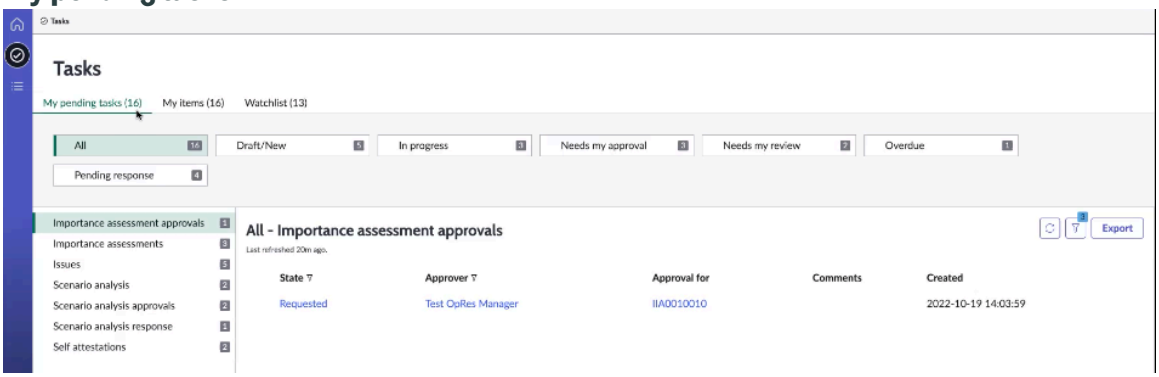
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The **My pending tasks** tab displays your pending tasks in different states. You can filter your pending tasks by using the following types of the states:

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

The following example shows the pending tasks for the signed-in user.

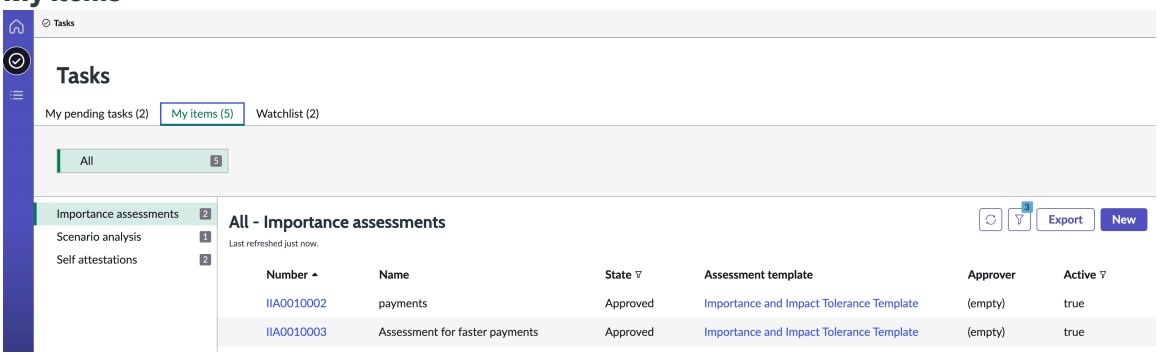
My pending tasks



My items

The **My items** tab displays a list of the tasks that are assigned to the signed-in user, such as the Operational Resilience Manager as shown in the following example.

My items

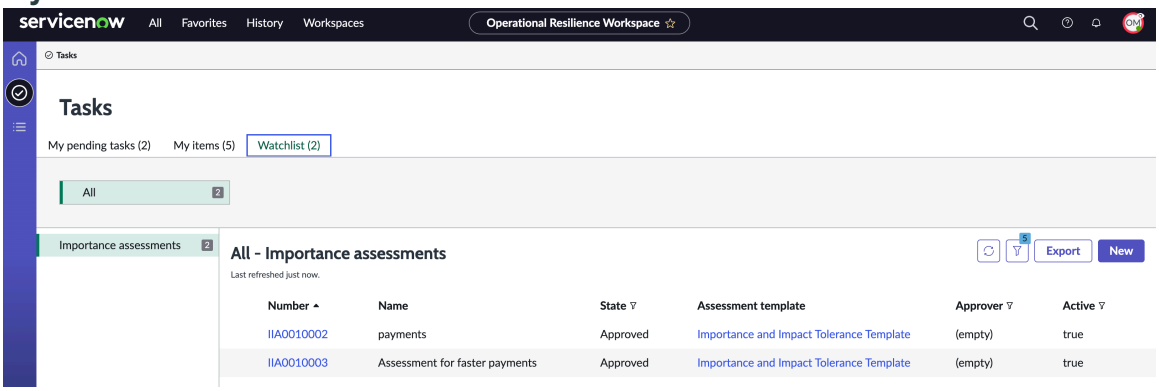


Watchlist

The **Watchlist** tab displays a list of the tasks that are on your watchlist. When a task is approved or completed, you receive a notification on the tab. The following example shows the updates on the assessments tasks that are on the signed-in user's watchlist.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

My watchlist



Note:
On the **My pending tasks**, **My items**, and **Watchlist** tabs, you can only view the records that are in-progress. On the **My pending tasks**, **My items**, and **Watchlist** tabs, the closed and canceled records aren't displayed. In Operational Resilience Workspace, you can view the closed and canceled records on their respective forms.

If you have the Operational Resilience administrator role, you can customize Operational Resilience Workspace by updating the Tasks page configurations. To update the Tasks page configurations, you can navigate to **All > GRC Landing Page Configurations > Tasks Page Configuration** in your instance.

If you have the Operational Resilience manager or Operational Resilience user roles, you can also get relevant recommendations on your resilience tasks on the landing page.

To view more information on the Tasks Page Configuration, see Update the Tasks Page Configuration record.

List view in Operational Resilience Workspace

From the List view, you can set up a business service, analyze its importance and impact tolerance, perform a scenario analysis, and generate a self-attestation report.

For more information on setting up a business service in Operational Resilience Workspace, see Data setup for business services.

For more information on analyzing the importance and impact tolerance of a business service in Operational Resilience Workspace, see Performing Importance and impact tolerance assessment.

For more information on performing a scenario analysis in Operational Resilience Workspace, see Conducting a scenario analysis.

For more information on self-attesting your business services in Operational Resilience Workspace, see Certifying services using self-attestation.

Operational Resilience reference

Reference topics provide additional information such as tables, roles, and properties that are installed with the Operational Resilience application. Several types of components are installed with the activation of the Operational Resilience application, including properties, roles, and tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties installed with Operational Resilience

When you install the Operational Resilience application, several system properties are added to your instance. You may not need to modify these properties. The user with the sn_oper_res.admin role can maintain these properties.

Properties installed

Property	Description
sn_oper_res.allowed_task_tables	Property used to assign the task application and the task relevar **Type**: string **Value: Problem**
sn_oper_res.business_process_pillar	sys_id of the Process pillar. **Type**: string **Value: 6408bde45373101087**
sn_oper_res.critical_business_processes	sys_id of the business process **Type**: string **Value: 221c1c9a53d3101087**
sn_oper_res.critical_services	sys_id of the service entity type **Type**: string **Value: 2d7bd49a53d3101087**
sn_oper_res.dependency_pillars	sys_id of the Dependency pillar comma as shown in the exampl e4f77de4537310108722ddeeff7 Refer to the following pillars and • Application Service: e4f77de4 • People: ab5c78b0533112105 • Data: 9c38fde45373101087 • Suppliers: a5187de4537310 • Technology: c4c775e453731 • Facilities: 2fad3034533112 **Type**: string **Value: e4f77de45373101087**
sn_oper_res.logging.verbosity	Level of detail recorded in the lo

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
	Type: choice list **Debug=0, Info=1, Warn=2, Erro**
sn_oper_res.max_levels	Maximum number of levels to b **Type**: string **Value: 1**
sn_oper_res.max_nodes	Maximum number of nodes to b • **Type**: integer • **Default value**: 10,000 For example, when the API is ca
sn_oper_res.max_top	Number of vulnerabilities to be • **Type**: integer • **Default value**: 5
sn_oper_res.opres_csdm_main_node_config	Main node configuration that is **Type**: string **Value: c483a911ff2a311051b15**
sn_oper_res.red_flags_exclusion	Classes that are excluded from **Type**: string **Value: sn_oper_res_profile, sn_**
sn_oper_res.top_class_name	Property to designate any class **Type**: string **Value: cmdb_ci_service_busine**
sn_oper_res.useAdvancedRisk	Property to define if the Operati **Type**: True | False **Value: True**
glide.ui.sn_oper_res_importance_impact_tolerance_assessment_activity.fields	Impact and Importance Assessr **Type**: string **Value: assigned_to, state,work**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
glide.ui.sn_oper_res_scenario_analysis_activity.fields	Scenario Analysis activity forma **Type**: string **Value: state, assigned_to, plan**

Roles installed with Operational Resilience

Several types of roles are installed with the Operational Resilience application.

Roles that are installed with Operational Resilience

Note:
For more information on roles and FAQs, see KB0555605.

Roles installed with Operational Resilience

Role name	Description
Operational Resilience administrator [sn_oper_res.admin]	The Operational Resilience administrator is responsible for: • Configuring scenarios • Setting up entity types, entity filters, and reporting pillars based on dashboard requests from the business teams. • Customizing reports on the Operational Resilience dashboard. The Operational Resilience administrator should have the ITIL role to add the CMDB relationship between the service and the process. The Operational Resilience administrator role contains the following roles: • sn_grc.admin • sn_oper_res.manager • Contains sn_grc_case_mgmt.grc_case_admin, who inherits the ability to set up the vulnerability type, state models, vulnerability assessment templates, and document templates.
Operational Resilience Manager [sn_oper_res.manager]	The Operational Resilience Manager is responsible for: • Ensuring operational resilience in the organization using the dashboards and reports • Reviewing reports on the Operational Resilience dashboard, as well as supporting data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed with Operational Resilience (continued)

Role name	Description
	The Operational Resilience Manager role contains the following roles: • sn_grc.manager • sn_compliance.reader • sn_oper_res.user • sn_risk.reader • Contains sn_grc_case_mgmt.grc_case_manager, who inherits the ability to submit operational vulnerability (A type of case).
Operational Resilience User [sn_oper_res.user]	The Operational Resilience User is responsible for: • Reviewing reports on the Operational Resilience dashboard, as well as supporting data. • Completing impact tolerance and test plans for individuals assigned to the service impact analysis. The Operational Resilience User can access the Vulnerability Response data. The Operational Resilience User role contains the following roles: • sn_incident.read • sn_grc.reader • task_editor • Contains sn_grc_case_mgmt.grc_case_business_user, who can be assigned tasks or issues in the operational vulnerability.
sn_oper_res.operational_resilience_business_user	Submits "Report operational vulnerability" from the employee center from: instancename/esc?id=emp_taxonomy_topic&topic_id=14aedd93a314121051b1ab18
BCM and Operational Resilience Administrator [sn_oper_res.bcm_opres_admin]	The BCM and Operational Resilience Administrator role contains the following roles: • sn_oper_res.bcm_opres_manager • sn_oper_res.admin
BCM and Operational Resilience Manager [sn_oper_res.bcm_opres_manager]	The BCM and Operational Resilience Manager role contains the following roles:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed with Operational Resilience (continued)

Role name	Description
	• sn_oper_res.bcm_opres_user • sn_oper_res.manager
BCM and Operational Resilience User [sn_oper_res.bcm_opres_user]	The BCM and Operational Resilience User role has the following permissions: • Can read the BCM UIB Workspace. • Cannot access the IRM reports or data. The BCM and Operational Resilience User role contains the following roles: • sn_bcm.viewer • sn_oper_res.user
IRM Operational Resilience User [sn_oper_res.irm_opres_user]	The Integrated Risk Management (IRM) Operational Resilience User role cannot access the BCM reports and data. It contains: • sn_grc.reader • sn_oper_res.user The following user roles are contained only when policy and compliance management and risk management are installed: • sn_compliance.reader • sn_risk.reader
IRM Operational Resilience Administrator [sn_oper_res.irm_opres_admin]	The IRM Operational Resilience Administrator role contains the following roles: • sn_oper_res.irm_opres_manager • sn_oper_res.admin
IRM Operational Resilience Manager [sn_oper_res.irm_opres_manager]	The IRM Operational Resilience Manager role contains the following roles: • sn_oper_res.irm_opres_user • sn_oper_res.manager

Model types when Lite Apps are installed

Roles	Family	Comments
sn_oper_res.admin	IRM	None
sn_oper_res.manager	IRM	None

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Model types when Lite Apps are installed (continued)

Roles	Family	Comments
sn_oper_res.user	IRM	The sn_oper_res.user role is required to access Vulnerability profile records.
New roles introduced		
sn_oper_res.bcm_opres_admin	BCM	The sn_bcm.viewer role is required to access the BCM Configurable Workspace. A user with the sn_oper_res.bcm_opres_user + role can access both Operational Resilience Workspace and BCM Configurable Workspace.
sn_oper_res.bcm_opres_manager	BCM	
sn_oper_res.bcm_opres_user	BCM	
sn_oper_res.irm_opres_admin	IRM	A user with the sn_oper_res.irm_opres_user + role can access the Operational Resilience Workspace, but cannot access the Compliance Workspace and Risk Workspace. Extra roles are needed to access the Compliance Workspace and Risk Workspace.
sn_oper_res.irm_opres_manager	IRM	
sn_oper_res.irm_opres_user	IRM	

Roles created for BCM Professional and IRM Professional

- The following roles are created for the BCM Professional users:

  Note:
  When the app-grc-bcm-lite applications are not installed, the users with these roles are counted as operators.

  - sn_oper_res.bcm_opres_admin
  - sn_oper_res.bcm_opres_manager
  - sn_oper_res.bcm_opres_user
- The following roles are created for the IRM Professional users:

  Note:
  When the app-grc-bcm-lite applications are not installed, the users with these roles are counted as operators.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- sn_oper_res.irm_opres_admin
- sn_oper_res.irm_opres_manager
- sn_oper_res.irm_opres_user

- When the following Lite applications are installed, the users with the sn_oper_res.bcm_opres_user, sn_oper_res.irm_opres_user, or sn_oper_res.user roles are counted as Lite operators.
  - BCM Lite application: app-grc-bcm-lite (Plugin id: com.snc.app_grc_bcm_lite)
  - IRM Lite application: app-grc-business-user-lite (Plugin id: com.sn_grc_lite)
- The sn_oper_res.admin, sn_oper_res.manager, and sn_oper_res.user roles are included in IRM.

Roles required for accessing the Workspaces

A user with one of the following roles can access the Operational Resilience Workspace and BCM Configurable Workspace:

- sn_oper_res.bcm_opres_user
- sn_oper_res.bcm_opres_manager
- sn_oper_res.bcm_opres_admin

A user with any following role can access the Operational Resilience Workspace:

- sn_oper_res.irm_opres_user
- sn_oper_res.irm_opres_manager
- sn_oper_res.irm_opres_admin

A user with one of the following roles can access the Risk Workspace:

- sn_risk_workspace.business_op_risk_manager
- sn_risk_workspace.IT_risk_manager
- sn_risk_workspace.operatonal_risk_manager

A user with one of the following roles can access the Compliance Workspace:

- sn_compliance_ws.corporate_compliance_analyst
- sn_compliance_ws.corporate_compliance_manager
- sn_compliance_ws.it_compliance_manager

Roles used for reporting the incidents

The following roles are used for reporting incidents in the Digital resilience incident reporting module.

Roles used for reporting the incidents

Role	Description
sn_dri_inc_rptg.digital_resilience_incident_admin	Role for setting up administrative and Digital resilience incident activities.
sn_dri_inc_rptg.digital_resilience_incident_manager	Role for creating Operational Resilience and Digital resilience incident activities.

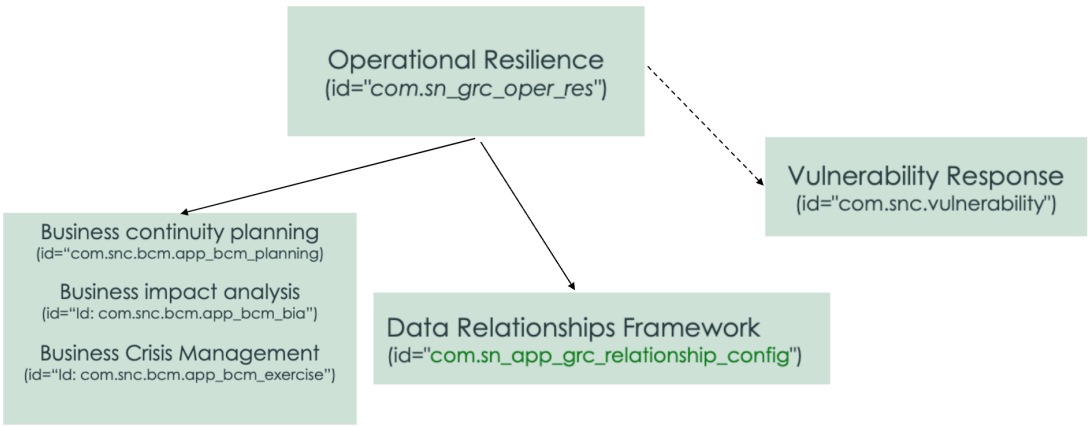
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles used for reporting the incidents (continued)

Role	Description
sn_dri_inc_rptg.digital_resilience_incident_user	Role for participating in Operational Resilience and Digital resilience incident activities.

Plugin dependencies for BCM Professional

For BCM Professional, the following mandatory applications are installed with Operational

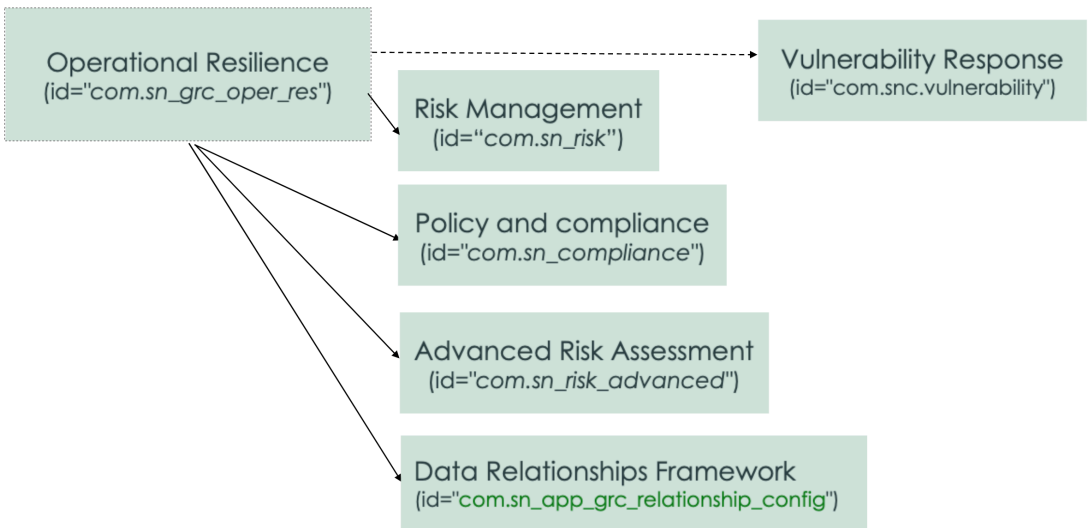


Resilience.

- Business Continuity Planning (com.snc.bcm.app_bcm_planning)
- Business Impact Analysis (com.snc.bcm.app_bcm_bia)
- Crisis Management (com.snc.bcm.app_bcm_exercise)
- Data Relationships Framework (com.sn_app_grc_relationship_config)
- Optional: Vulnerability Response (com.snc.vulnerability)

Plugin dependencies for IRM Professional

For IRM Professional, the following mandatory applications are installed with Operational



Resilience.

- Advanced Risk Assessment (com.sn_risk_advanced)
- Data Relationships Framework (com.sn_app_grc_relationship_config)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Policy and Compliance Management (com.sn_compliance)
- Risk Management (com.sn_risk)
- Optional: Vulnerability Response (com.snc.vulnerability)

Scheduled jobs installed with Operational Resilience

When you install the Operational Resilience application, the *Update CSDM and other dependencies*, *Calculate red flags for CSDM and dependencies*, *Update other dependencies* scheduled jobs are added to your instance. As a user with the sn_oper_res.admin role, you may find this information useful.

Scheduled jobs installed with the Operational Resilience application

The following scheduled jobs are installed with the Operational Resilience application:

Scheduled jobs installed with Operational Resilience

Scheduled job	Description
Update CSDM and other dependencies	Scheduled job that gathers data from different applications including such as GRC: Advanced Risk, GRC: Risk Management, and GRC: Policy and Compliance Management, BCM, CMDB, and Vulnerability Response to calculate supporting data for various reports. The scheduled job runs once a day and removes all the data from the previous day before creating new supporting data for the reports. The job uses different conditions to retrieve the data from different sources and saves it to the Operational Resilience staging tables. Updates CSDM and other dependencies. It is configured to run weekly at midnight local time.
Calculate red flags for CSDM and dependencies	Calculates the red flags for the CSDM and its dependencies. It is configured to run daily at 3:00 AM local time to refresh the red flags.

Script includes installed with Operational Resilience

When you download the Operational Resilience application, several Script includes are added to your instance.

Script includes and other references installed

Script includes, Client scripts, Catalog Client scripts, Events, Event script actions

Script Name	Description	Process step used
Add to related area after insert	Script include	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script includes, Client scripts, Catalog Client scripts, Events, Event script actions (continued)

Script Name	Description	Process step used
Build scratchpad values	Script include	
Cancel vulnerability notification	Script include	
Delete relevant records after deletion	Script include	
Update relevant records after update	Script include	
Show Opres tables only upon loading	Client script	Load options for the source field on operational vulnerability
Hide activity journal in workspace	Client script	Hide activity journal on operational vulnerability
Validate due date	Client script	Validate due date when submitting operational vulnerability
Disable attachments if inactive	Client script	Disable attachments if inactive when loading the operational vulnerability
Synch source to source table	Client script	Change the source table, when the source is changed on operational vulnerability
Hide or show related lists	Client script	Hide or show related lists in terms of the installation of the integrated apps.
Make type read-only for operational vulnerability	Catalog UI Policy	
Validate date of occurrence	Catalog Client script	
Show/Hide fields when source changes	Catalog Client script	
Validate date of discovery	Catalog Client script	
Show Opres tables only upon loading	Catalog Client script	
Synch source to source table	Catalog Client script	
VulnerabilityUtils VulnerabilityUtilsBase	Script include	Used for the operational vulnerability.
OperationalResilienceEntitiesLists	Script include	Used for the roll up of the red flags, CSDM, and dependencies.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script includes, Client scripts, Catalog Client scripts, Events, Event script actions (continued)

Script Name	Description	Process step used
OperationalResilienceEntitiesListsBase		
OpResLogger	Script include	Used for logging.
OperationalResilienceComputation OperationalResilienceComputationBase	Script include	Contains the utility functions that are being used to fetch the data from different places in Operational Resilience and also to fetch all the issues that are related to a business service's entity or configuration item (CI). Used for updating the CSDM, dependencies, and their red flags.
OperResBusinessServiceUtil OperResBusinessServiceUtilBase	Script include	Contains the utility functions for the related lists in the business service form. Utility classes used for service and business service.
OpResAssessmentUtils OpResAssessmentUtilsBase	Script include	Used for importance and impact duration assessment.
OpResRedFlags OpResRedFlagsBase	Script include	Used to calculate red flags.
OperResUtils OperResUtilsBase	Script include	Utility class used for Operational Resilience.
OperationalResilienceConstants	Script include	Contains the constants that are required in different places in the application. Used to define constants.
OperationalResilienceAjax	Script include	Client callable script include that handles the interaction between the client side and the service side. AJAX utilities for Operational Resilience.
sn_oper_res.businessservice_dependencies	Event	Event to trigger the updating of business service dependencies
sn_oper_res.businessprocess_dependencies	Event	Event to trigger the updating of business process dependencies

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script includes, Client scripts, Catalog Client scripts, Events, Event script actions (continued)

Script Name	Description	Process step used
sn_oper_res.serviceoffering_dependencies	Event	Event to trigger the updating of service offering dependencies
sn_oper_res.compliance_comp_job_error	Event	Event to trigger the logging.
sn_oper_res.set_entity_type_pillar	Event	Event to trigger adding pillar to the entities.
sn_oper_res.set_child_service_pillar	Event	Event to add pillar to the child service
sn_oper_res.remove_child_service_pillar	Event	Event to remove pillar from the child service
sn_oper_res.set_entity_pillar	Event	Event to add pillar to single entity
Fetch business service dependencies	Event script action	Updating of business service dependencies
Fetch service offering dependencies	Event script action	Updating of service offering dependencies
Fetch business process dependencies	Event script action	Updating of business process dependencies
Compliance job error handler	Event script action	Logging an error if the scheduled job throws exception.
Set pillar for entities in entity type	Event script action	Adding the pillar of the entity type to its entities.
Set service pillar for child services	Event script action	Adding service pillar from the child services. (Only used for the service)
Remove service pillar for child services	Event script action	Removing service pillar from the child services. (Only used for the service)
Set pillar for entity	Event script action	Adding the pillar for single entity

Tables installed with Operational Resilience

Several types of tables are installed with the Operational Resilience application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed with Operational Resilience

Tables installed with Operational Resilience

Table name	Description
Activity log [sn_oper_res_activity_log]	Activity log for the application.
ASMT rating scale [sn_oper_res_asmt_rating_scale]	ASMT rating scale.
BCM plan [sn_oper_res_bcm_plan]	BCM plan.
Choice [sn_grc_choice]	List of all GRC choices.
Change request [sn_oper_res_change_request]	Change request created for the application.
Critical service outage [sn_oper_res_critical_service_outage]	Outage of the critical service.
Event [sn_oper_res_event]	Event recorded for the application.
Failed control [sn_oper_res_failed_control]	Failed control.
GRC Profile [sn_grc_profile]	List of all GRC entities.
Importance impact tolerance assessment [sn_oper_res_importance_impact_tolerance_assessment]	Importance of the impact tolerance assessment.
Incident [sn_oper_res_incident]	Incident registered due to an event.
Issue [sn_oper_res_issue]	Issue logged due to an event.
M2M analysis participant [sn_oper_res_m2m_analysis_participant]	Association between analysis and participant.
M2M analysis scenario event [sn_oper_res_m2m_analysis_scenario_event]	Association between analysis and scenario event.
M2M scenario analysis service [sn_oper_res_scenario_analysis_service]	Association between scenario and analysis service.
M2M scenario event [sn_oper_res_m2m_scenario_event]	Association between scenario and event.
M2M service importance impact tolerance assessment [sn_oper_res_m2m_service_importance_impact_tolerance_assessment]	Association between service and importance of the impact tolerance assessment.
Operational Resilience profile [sn_oper_res_profile]	Operational Resilience entity. The table has all the latest dependencies.
Profile type [sn_grc_profile_type]	List of all GRC entity types.
Risk [sn_oper_res_risk]	Risk defined in the application. Starting with the Xanadu release (Release 19.0.4), the Advanced Risk Assessment (ARA) integration with Operational Resilience uses the **Status** field. When an entity is shared between Operational Resilience and Advanced Risk Assessment (ARA), and the ARA has the highest risk rating with a status of **Completed**, a record is created for the ARA integration and stored in the [sn_oper_res_risk] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed with Operational Resilience (continued)

Table name	Description
Scenario [sn_oper_res_scenario]	Scenario defined in the application.
Scenario analysis [sn_oper_res_scenario analysis]	Scenario analysis defined in the application.
Service impact analysis [sn_oper_res_service_impact_analysis]	Service impact analysis defined in the application.
Service process pillar [sn_oper_res_service_process_pillar]	Service process pillar defined in the application.
Task [sn_oper_res_task]	Task defined in the application.
Vulnerability profile [sn_oper_res_vul_profile]	Vulnerability profile defined in the application.
Services with operational vulnerabilities [sn_oper_res_vulnerability_profile]	Services with operational vulnerabilities.
M2M scenario event participant [sn_opres_res_m2m_scenario_event_participant]	Each participant can be associated with one or more scenario events. This table stores many-to-many relationships between the participant and scenario events.
M2M scenario event issue [sn_oper_res_m2m_scenario_event_issue]	Stores many-to-many relationships between the issues and scenario events.
Service related information [sn_oper_res_service_related_info]	Service related information defined in the application.
Service Summary [sn_oper_res_service_summary]	Service summary defined in the application.
Service tasks [sn_oper_res_resp_task]	Service tasks defined in the application.
Response tasks [sn_oper_res_response_task]	Response tasks that are defined in the application.

Tables installed with Digital resilience incident reporting

Tables installed with Digital resilience incident reporting

Table name	Description
Action task [sn_grc_case_mgmt_case_task]	Action tasks associated with the case.
Digital Resilience Incident [sn_grc_inc_rptg_case_task]	Incident reporting case task.
Impacted area [sn_grc_case_mgmt_impacted_area]	Impacted area for the case.
Related area [sn_grc_case_mgmt_related_area]	Related area for the case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Database views

Database views

Table view name	Database view label	Plural
sn_oper_res_risk_dependency	Services with high risk	Services with high risks
Services with high risk	Vulnerable entity	Vulnerable entities
sn_oper_res_failed_control_dependency	Services with failed control	Services with failed controls
sn_oper_res_service_outage	Service Outage	Service Outage

Tables relevant to CSDM

Reference topics provide additional information about CSDM, including the associated roles, scheduled jobs, and tables. This section lists the tables relevant to CSDM.

Tables for CSDM

Tables for CSDM

Table label and name	Description
Application Service [cmdb_ci_service_auto]	Application service which extends the Service table.
Business process [cmdb_ci_business_process]	Business process and its details stored in the table.
Business service [cmdb_ci_service_business]	Business service and its details stored in the table.
CI relationships [cmdb_rel_ci]	Configuration item (CI) relationships table.
Contract [ast_contract]	Details of the Contracts table.
Contract CIs [contract_rel_ci]	Details of the Contract Configuration item (CIs) table.
Core company [core_company]	Details of the Core company table.
Entity types [sn_grc_profile_type]	Details of the Entity types table.
Location [cmn_location]	Details of the Location table. Includes location details of the object.
Pillars [sn_grc_choice]	Details of the Pillars table.
Profile [sn_grc_profile]	Details of the Profile table.
Profile profile [sn_grc_m2m_profile_profile]	Details of the type of relationship configured in the Many-to-many Profile table. The table contains all the history dependencies.
Profile profile type [sn_grc_m2m_profile_profile_type]	Details of the type of relationship configured in the Many-to-many Profile type table.
Service [cmdb_ci_service]	Details of the Service table.
Service Offerings [task_service_offering]	Details of the Service Offerings table.
Sys relationships [sys_relationship]	Details of the System relationships table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables for CSDM (continued)

Table label and name	Description
Vendor [sn_risk_asmt_vendor_engagement]	Details of the vendor engagement covered in the Vendor table.

Tables relevant to Operational vulnerability

Reference topics provide additional information about the Operational vulnerability, including the associated tables and roles.

Tables installed

Operational vulnerability tables

Table	Description	Application
GRC case [sn_oper_res_vulnerability]	Stores all the vulnerability details.	GRC: Operational Resilience
Case classification [sn_grc_case_mgmt_case_classification]	Stores the case classifications.	GRC: Core Case Management
Case task [sn_grc_case_mgmt_case_task]	Stores all the case tasks created for the operational vulnerabilities.	GRC: Core Case Management
Case type [sn_grc_case_mgmt_case_type]	Stores the case type and case subtype details.	GRC: Core Case Management
Cause [sn_grc_case_mgmt_cause]	Stores the causes added to the library and mapped at the case level.	GRC: Core Case Management
Cause and consequence [sn_grc_case_mgmt_cause_consequence]	Stores the causes and consequences mapped at the case level.	GRC: Core Case Management
Consequence [sn_grc_case_mgmt_consequence]	Stores the consequences added to the library and mapped at the case level.	GRC: Core Case Management
GRC core case [sn_grc_case_mgmt_core_case]	Stores the details of core functionality of the case.	GRC: Core Case Management
Impacted area [sn_grc_case_mgmt_impacted_area]	Stores the impacted areas mapped at the case level.	GRC: Core Case Management
Case Task to Assessment Instance [sn_grc_case_mgmt_m2m_case_task_assessment_instance]	Stores the assessment details of the case tasks that are of task assessment type.	GRC: Core Case Management
Issue to Case [sn_grc_case_mgmt_m2m_issue_case]	Stores the issues mapped to the case record.	GRC: Core Case Management
Regulation [sn_grc_case_mgmt_regulation]	Stores the regulations mapped at the case level.	GRC: Core Case Management
Related area [sn_grc_case_mgmt_related_area]	Stores the related areas associated with the case.	GRC: Core Case Management

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Digital resilience third-party registers reference

Reference topics provide additional information about Digital resilience third-party registers including roles and tables.

Roles installed with Digital resilience third-party registers

Specific roles are installed with Digital resilience third-party registers.

Roles installed with Digital resilience third-party registers

Roles installed with Digital resilience third-party registers (DORA) roles

Role	Description	Contains roles
DORA Accelerator Administrator [sn_dora_accel.admin]	Role that has full control over all DORA accelerator data, including data in DORA accelerator choice table.	sn_dora_accel.manager
DORA Accelerator Manager [sn_dora_accel.manager]	Role to create, update, and delete most DORA accelerator data, except data in DORA accelerator choice table. They can create and update [ast_contract] and [core_company] data.	• sn_dora_accel.user • contract_manager • vendor_editor
DORA Accelerator User [sn_dora_accel.user]	Role to view most DORA accelerator data, except data in DORA accelerator choice table. They can view [ast_contract] and [core_company] data.	vendor_reader
TPRM roles		
TPR assessor (Third-party risk assessor) [sn_vdr_risk_asmt.vendor_assessor]	Role that includes all permissions of the Third-party assessment reviewer role including managing third parties, third-party contacts, external risk assessments, and issues.	• sn_grc.user • sn_grc.reader • sn_vdr_risk_asmt.vendor_assessment_reviev • sn_dora_accel.manager • vendor_editor • vendor_reader
TPR assessment approver [sn_vdr_risk_asmt.approver]	Role to approve the third-party risk management.	• sn_vdr_risk_asmt.vendor_assessment_reviev • sn_dora_accel.manager
TPR Contract Negotiator [sn_vdr_risk_asmt.contract_negotiator]	Role to work in the contracting stage of the onboarding process.	sn_vdr_risk_asmt.vendor_assessor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed with Digital resilience third-party registers (DORA) roles (continued)

Role	Description	Contains roles
TPR Assessment Reviewer [sn_vdr_risk_asmt.vendor_assessment_reviewer]	Role to review and edit assessments.	• vendor_reader • task_editor • template_editor_global • survey_reader • sn_dora_accel.user • sn_grc.reader • sn_grc.business_user
TPR Administrator [sn_vdr_risk_asmt.vendor_risk_admin]	Role that has full control over all Vendor Risk Management data. The role also has full control over Assessment Metric Types.	• assessment_admin • sn_grc_appr.admin • sn_vdr_risk_asmt.vendor_risk_manager • sn_dora_accel.admin
TPR Manager [sn_vdr_risk_asmt.vendor_risk_manager]	Role to manage third parties, third-party contacts, third-party assessment templates, questionnaire templates, documentation request templates, and scheduled assessments.	• sn_vdr_risk_asmt.vendor_assessment_reviev • sn_dora_accel.manager • sn_data_registry.admin • sn_vdr_risk_asmt.vendor_assessor

Tables installed with Digital resilience third-party registers

Specific tables are installed with Digital resilience third-party registers.

Table installed with Digital resilience third-party registers

Table label	Name	Description
Contract	[ast_contract]	Stores information for the contract records.
Company	[core_company]	Stores information for the core company records.
Assessment of the ICT service	[sn_dora_accel_assessment]	Stores the assessment of the ICT service for DORA regulation requirement.
Branch	[sn_dora_accel_branch]	Stores the branch records for DORA regulation requirement.
Digital operational resilience choice	[sn_dora_accel_choice]	Stores the Digital operational resilience choice tables for DORA regulation requirement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table installed with Digital resilience third-party registers (continued)

Table label	Name	Description
Contractual arrangement	[sn_dora_accel_contract]	Stores the contractual arrangement records for DORA regulation requirement.
Digital operational resilience core information	[sn_dora_accel_core_info]	Stores the Digital operational resilience core information for DORA regulation requirement.
Legal entity	[sn_dora_accel_entity]	Stores the legal entity records for DORA regulation requirement.
Entity making use of the ICT services	[sn_dora_accel_entity_using_service]	Stores info about the entity making use of the ICT services.
Function	[sn_dora_accel_function]	Stores the function records for DORA regulation requirement.
ICT service supply chain	[sn_dora_accel_ict_service_supply_chain]	Stores the ICT service supply chain records for DORA regulation requirement.
Entity signing contract to provide services	[sn_dora_accel_m2m_entity_providing_service]	Stores the entity signing contract to provide services
Entity signing contract to use services	[sn_dora_accel_m2m_entity_signing_contract]	Stores the entity signing contract to use services
Entity making use of services	[sn_dora_accel_m2m_entity_using_service]	Stores the entity making use of services
Intra-group contractual arrangements	[sn_dora_accel_m2m_intra_group_contract]	Stores the intra-group contractual arrangements
Third-party engagement signing contract to provide services	[sn_dora_accel_m2m_third_party_engagement_providing_service]	Stores the third-party engagement signing contract to provide services
Third party signing contract to provide services	[sn_dora_accel_m2m_third_party_providing_service]	Stores the third-party signing contract to provide services
Excel download/upload request	[sn_dora_accel_report]	Stores the Excel download/upload request records for DORA regulation requirement.
ICT third-party service provider	[sn_dora_accel_third_party]	Stores the ICT third-party service provider records for DORA regulation requirement.
ICT third-party engagement service provider	[sn_dora_accel_third_party_engagement]	Stores the ICT third-party engagement service

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table installed with Digital resilience third-party registers (continued)

Table label	Name	Description
		provider records for DORA regulation requirement.

Digital resilience incident reporting reference

Reference topics provide additional information about the Digital resilience incident reporting application, including the associated tables and roles.

Roles installed with Digital resilience incident reporting

Certain roles are installed with the Digital resilience incident reporting functionality.

Roles used with Digital resilience incident reporting

The following roles are used for reporting incidents with Digital resilience incident reporting.

Roles used with Digital resilience incident reporting

Role	Description
sn_dri_inc_rptg.digital_resilience_incident_admin	Role for setting up administrative and Digital resilience incident activities. Users with this role can create and delete a few Operational Resilience activities and Digital resilience incident activities. A user with this role has the following permissions: • Create access to all cases • Read access to all cases • Write access to all cases
sn_dri_inc_rptg.digital_resilience_incident_manager	Role for creating Operational Resilience and Digital resilience incident activities. Users with this role can create and delete a few Operational Resilience activities and Digital resilience incident activities. A user with this role has the following permissions: • Create access to all cases • Read access to all cases • Write access to the DRI case where the manager is assigned as an analyst
sn_dri_inc_rptg.digital_resilience_incident_user	Role for participating in Operational Resilience and Digital resilience incident activities. Users with this role can create and delete a few Operational Resilience activities and Digital resilience incident activities. A user with this role has the following permissions:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles used with Digital resilience incident reporting (continued)

Role	Description
	• Create access to all cases • Read access to all cases • Smart assessment actor access

Script includes installed with Digital resilience incident reporting

Several Script includes are added to your instance with Digital resilience incident reporting.

Script includes used for Digital resilience incident reporting

Name	Description
DriIncRptgUtils	Contains common functions that are used across various components of the DRI application, such as business rules (BR), Script Actions, UI actions, and more. One important function within this module is getIntermediateDUE, which is used to modify the creation of intermediate report schedules.
DriIncRptgAjax	Contains functions that are used on the client side. It is a client-callable Script Include designed to provide important data to the client side.
DRIGenerateReport	Contains client-callable Script include that is used to generate or export Microsoft Excel files for reports.
DriIncRptgConstants	Stores all constants for the DRI application.
DRIIncRptgResponseAutomation	Used for response automation, which automatically populates certain questions based on data from previous templates, incidents, or source records.

Tables installed with Digital resilience incident reporting

The tables installed with Digital resilience incident reporting are listed in this section.

Tables for Digital resilience incident reporting

Tables installed for Digital resilience incident reporting

Table name	Description
Action task [sn_grc_case_mgmt_case_task]	Action tasks associated with the case.
Digital Resilience Incident [sn_grc_inc_rptg_case_task]	Incident reporting case task.
Impacted area [sn_grc_case_mgmt_impacted_area]	Impacted area for the case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed for Digital resilience incident reporting (continued)

Table name	Description
Related area [sn_grc_case_mgmt_related_area]	Related area for the case.
Entities [sn_grc_inc_rptg_entities]	Entities used for Incident reporting.
Entities [sn_grc_inc_rptg_sir_entities]	Entities used for Security incident reporting (SIR).
Due date configuration [sn_reg_body_mgmt_agency_profile]	Due date configuration for regulatory agency profile.
Action Task Configuration [sn_reg_body_mgmt_template_configuration]	Action task configuration for template configuration.

Applications provided with IRM Pro and BCM Pro SKUs

This section outlines the applications required for the IRM Pro SKU (stock keeping units) and BCM Pro SKU (stock keeping units).

Applications provided with IRM Pro SKU and BCM Pro SKU

IRM Pro SKU

The IRM Pro SKU contains the following applications.

1. GRC: Advanced Risk
2. GRC: Policy and Compliance Management
3. GRC: Risk Management

BCM Pro SKU

The BCM Pro SKU contains the GRC: Business Continuity Management applications.

Policy and Compliance Management

The ServiceNow® Policy and Compliance Management product provides a centralized process for creating and managing policies, standards, and internal control procedures that are cross-mapped to external regulations and benchmarks. Additionally, the application provides structured workflows for the identification, assessment, and continuous monitoring of control activities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Explore  Explore key features and benefits of Policy and Compliance Management	**Implement**  Implement setup steps for the GRC: Policy and Compliance Management application	**Install**  Install components for Policy and Compliance Management
Use  Use the Compliance Workspace for compliance tasks	**Build**  Author and redline policy documents in Compliance Workspace	**Manage the compliance of critical business tasks using the**  Mobile experience for GRC Policy and Compliance
Integrate  Integrate with UCF Common Controls Hub to manage compliance frameworks	**Analytics and Reporting**  Analytics and reporting solutions for compliance records	

Request apps on the Store

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

Activate Policy and Compliance Management

The Policy and Compliance Management (com.sn_compliance) plugin is available as a separate subscription and requires activation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Troubleshoot and get help

- Ask or answer questions in the GRC community
- Search the Known Error Portal for known error articles
- Learn how to build apps on the developer site.
- Contact Customer Service and Support

Exploring Policy and Compliance Management

The ServiceNow Policy and Compliance Management product provides a centralized process for creating and managing policies, standards, and internal control procedures that are cross-mapped to external regulations and benchmarks. Additionally, the application provides structured workflows for the identification, assessment, and continuous monitoring of control activities.

Policy and Compliance Management overview

A comprehensive integrated risk management (IRM) program is defined by the requirements established by an organization's policies. For instance, controls may mitigate risk, but they are primarily implemented to enforce policies. Therefore, the normalization and consolidation of policies is an integral step in an organization’s strategy to manage risk and meet compliance requirements across an ever-growing regulatory landscape. For more information, see Structural overview of Policy and Compliance Management

The scope of Policy and Compliance Management includes:

- Process to create policies and controls.
- Control risk exposure by continuously monitoring risks and control or configuration changes.
- Reduce manual burden and cost through automation.

The process objectives of Policy and Compliance Management are:

- Create a centralized platform for creating policies, control objectives, and controls, and map them to regulations and industry guidelines.
- Manage the life cycle of the policies with a consistent process. For a graphical representation of a policy's life cycle, see An overview of policy life cycle in Policy and Compliance Management.
- Communicate policies across the organization using a tool.
- Assess the state of compliance.
- Provide a systematic and consistent approach to managing the life cycle of controls.

Policy and Compliance Management centralizes the following activities:

- Establish controls and control owners
- Define control tests and expected results
- Establish test and control frequencies
- Identify risks: impact and likelihood
- Prepare attestations
- Map authoritative sources to policies, procedures, controls, and risks

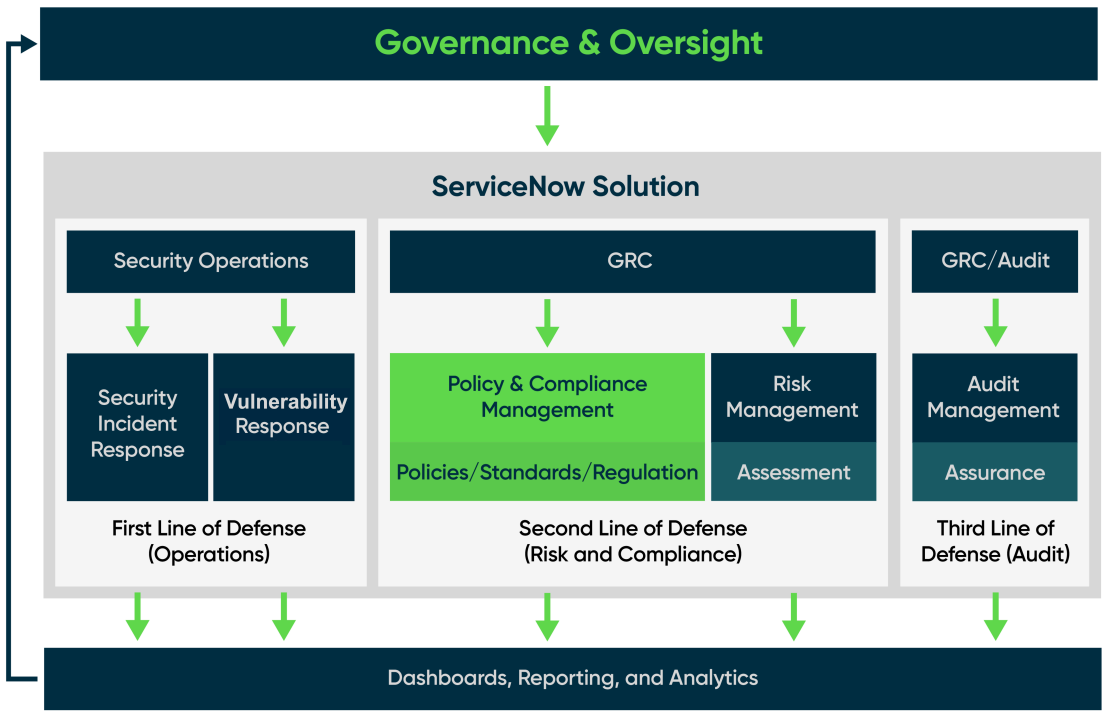
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Policy and Compliance Management users

Policy and Compliance activities involve all levels of management. A key function of good governance involves the establishment of a strong organization structure.

- Board of directors
- IT steering committee
- Audit committee
- All levels of management

Policy and Compliance Management and the ServiceNow AI Platform

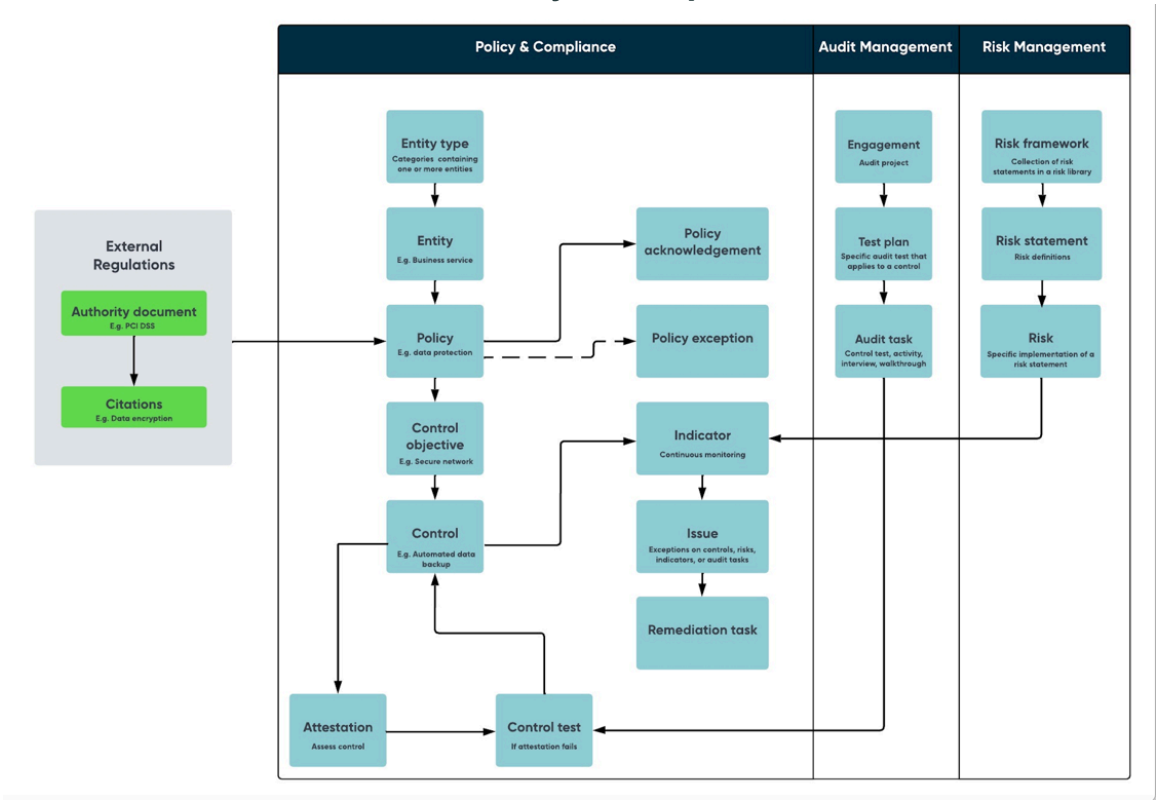


Structural overview of Policy and Compliance Management

The structural overview of Policy and Compliance Management enables you to understand how the different modules that make up the Policy and Compliance Management application of ServiceNow integrate and interact with one another.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Structural overview of the modules in Policy and Compliance



Authority document

Policy and Compliance Management application begins by identifying authority documents. These documents are external regulations that include laws, regulations, and standards that your organization need to be compliant with, which depend on the type of business that your organization does and its location. Regulatory requirements are usually published by regulatory agencies that provide requirements outlined by law or a certain industry. These requirements might come from federal or state regulations such as Health Insurance Portability and Accountability Act (HIPAA), international regulations such as General Data Protection Regulation (GDPR), or industry regulations such as Payment Card Industry (PCI). Each of these documents such as HIPAA, GDPR, and PCI is an authority document.

For example, Payment Card Industry Data Security Standards (PCI DSS) is an information security standard and an authority document that is meant to reduce payment card fraud. It provides a set of security standards for all organizations that accept credit card payments. Financial service providers must comply with PCI standards to prevent fraud and protect cardholder data and ensure that their business services are safe and legal.

Citation

A citation is a passage or an expression from an authority document (for example, Unified Compliance Framework (UCF)) that your business must specifically comply with. It is an individual requirement within an authority document. For example, encrypting transmission of cardholder data across public networks is one of the requirements of PCI DSS to prevent theft of consumer's personal financial information through payment card transactions.

Citations can be created manually or imported via UCF.

Entity type

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Entity type is a grouping of the entities that match a set of filter conditions. You can automatically generate entities based on a conditioned query to any table within your instance. For example, consider a customer holding an account in a bank as an entity type. The customer has attributes such as a Name, Customer ID, Account type, Income source, and others, which are stored in a customer information table, which can be queried based on any of the attributes.

Entity

An entity can be people, departments, applications, objects, servers, external network equipments, different locations, data servers, data warehouse – essentially anything you are going to do a control test against and is of policy and compliance in nature. For example, a person holding an account in a bank with a name and related financial information.

Entities are automatically generated when an entity type is created.

Policy

After authority documents are identified, companies develop policies that specify how the business unit would comply with the authority documents. At a high level, policy statements define what the business should or should not do. For example, an organization can set a policy for data protection that defines the requirements for protecting sensitive customer information. Policies are internal documents of an organization and can be like a firewall policy, networking policy, acceptable use policy, information security, networks security, environmental protection, and others. They are an aggregation of different controls and control objectives that deal with a particular aspect of the business.

Policy acknowledgement

The policy acknowledgement module allows policy owners or compliance teams to send out policies for review and acknowledgement by employees to meet compliance requirements.

Policy exception

This allows you to have an exception on a policy. For some reason, if you cannot comply with a policy or a control, then you can log an exception.

The Policy Exception module documents any situation where the organization is not able to follow the documented control. Policy exception has its own life cycle and approvals.

Control objective

Control objectives are specific goals that the controls are meant to achieve. For example, to ensure data protection policy, the company can build and maintain a secure network. For an acceptable use policy, there can be a control objective to have a proxy to keep control over the websites that the users are visiting. For a network policy, there can be a control objective to have strong passwords.

It is through the control objectives that authority documents and policies can be tied together to ease the burden of compliance – one control objective can enforce multiple internal and external requirements. Citations can also be associated to one or more control objectives. It is also at the control objective level the controls and policies are tied to one another. Alternatively, you can look at a Control Objective and see the mappings back to Authority Documents and Policies that show why you do the actions indicated in the objectives.

The control objectives module is the main hub of the Policy and Compliance Management application. While authority documents state regulatory objectives,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

and policies document what the organization should or shouldn’t do, the control objectives define exactly how to adhere to those policies and authority documents.

Control

A control is a specific implementation of a control objective. For example, for a data protection policy, the company may ensure data is backed up regularly, or set up automated backup system.

Controls are automatically generated when you associate a policy with an entity type or an entity type with a control objective where a control is created for each entity listed in the entity type for the control objective. However, controls can also be manually created. Controls are tested to see if they are successful in achieving the intended control objective.

Control test

A control is put to test to ensure that it is effective in achieving the control objective. For example, a penetration test ensures proper implementation of data encryption.

Indicator

An indicator allows you to do a test on the controls, and tests can be scheduled daily, weekly, monthly, or quarterly. An indicator task is created and sent to the user to check whether the control is compliant, and the indicator can be marked as Pass or Fail. If the task fails, then the control is not compliant, and an issue is created. If the indicator passes the test, then the control is compliant until the next scheduled test.

Indicator templates allow the creation of multiple indicators for similar controls. The Indicator template defines the parameters of the Indicators and is mapped to the Risk Statement or the Control objective according to the Type of Indicator it monitors.

A task is created each time when the indicator is executed to collect the indicator result. An indicator task is created according to a schedule to ensure monitoring according to a pre-set frequency on the indicator form.

Attestation

An attestation assesses the control to continuously monitor its compliance. Unlike an indicator, attestation is mostly ad hoc and may not be scheduled.

Issue

If a gap is identified while testing a control, then that gap is termed as an issue. Issues can include operational observations from audits, regulatory compliance violations, security breaches, or other negative results. Or, when a control test fails and is non-compliant, an issue is created. Issues can be shared amongst the Policy and Compliance Management, Risk Management, and Audit Management GRC applications. You can measure the effectiveness of your company's risk management program by how quickly and thoroughly it identifies and reacts to risk and compliance issues.

Remediation task

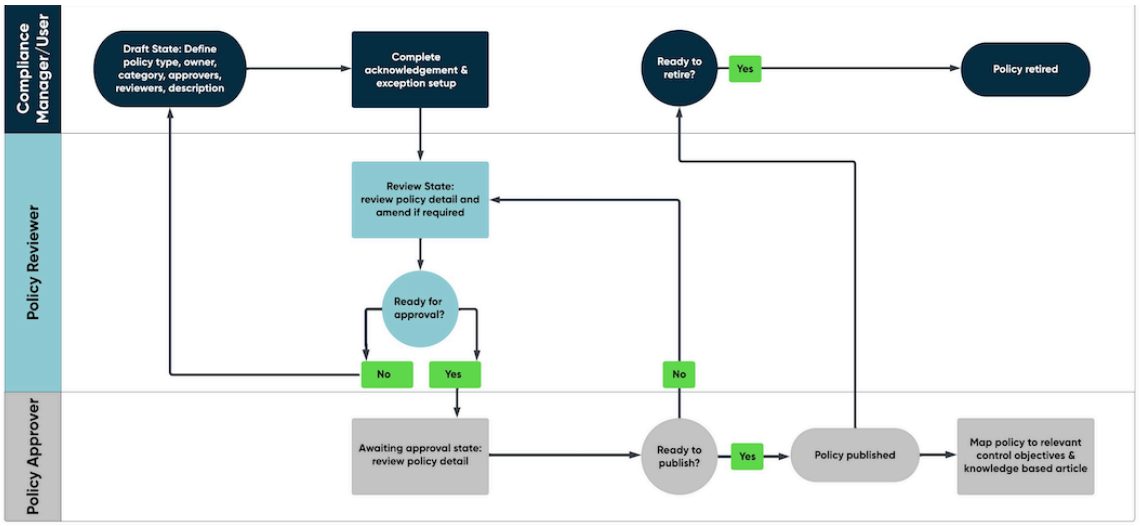
After an issue is confirmed, the organization identifies necessary steps to remediate the issue. To mitigate a risk you can create a remediation task to track the remediation work. If a triage was performed, the triage issue is converted into an actual issue or risk event. You can also track the issue as a recommendation or close it as a non-issue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

An overview of policy life cycle in Policy and Compliance Management

Policies ensure compliance and reduce exposure to risks. A policy can be of any type – it can be a policy, procedure, standard, plan, checklist, framework, or template. Publishing a policy is within its approval process.

When you create a policy, it is in a Draft state, and all the required information about the policy are defined and captured in the record. The required information that you capture are the attributes that drive the process flow of the policy.



The life cycle of a policy record passes through different states. This is designed to understand where the record currently resides and to display its progress. Each state has a specific set of related activities before it moves to the next state. A policy may also move to the previous state, if required, which is configured and identified according to the current state.

Draft

A compliance admin, compliance manager, or a compliance user can create a policy, define and capture its related information. In this draft state, reviewers are identified, who have the ability to edit the policy in its review state, and approvers who can approve the policy. Control objectives that already exist can be added to the policy or new ones can be created. Each policy has a Valid to period, within which it is updated, reviewed, republished, or retired. In this state, the actions that are available for you to perform on the policy are Update, Ready for Review, and Delete.

Review

Only the policy reviewers can Update the policy in this state to ensure that it satisfies all regulatory requirements. They review the control objectives, its associated entities, controls, and citations, and add additional information, remove unnecessary mappings, or create new control objectives. The reviewer can move the policy Back to Draft state if the policy does not fulfil the requirements or if more details are needed. The reviewer can also Request Approval for the policy or Delete if no longer needed.

Awaiting approval

If a policy approver is assigned to the policy, the policy moves to the Awaiting approval state. Otherwise, it moves to the Published state. In this state, the approver can Delete the policy as well. In the Awaiting approval state, a policy approval task is created and assigned to the approver. The task is in Requested state, and the approver can change it to any of the following states:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Requested
- Approved
- Rejected
- Cancelled
- No longer required

Published

When the policy moves to the Published state the system automatically generates a Knowledge Base article. The policy becomes a mandate for all users to follow its guidelines and requirements, which is through the controls that are mapped to the policy. In this state, the policy can also be sent Back to Review, Retired, or Deleted.

Retired

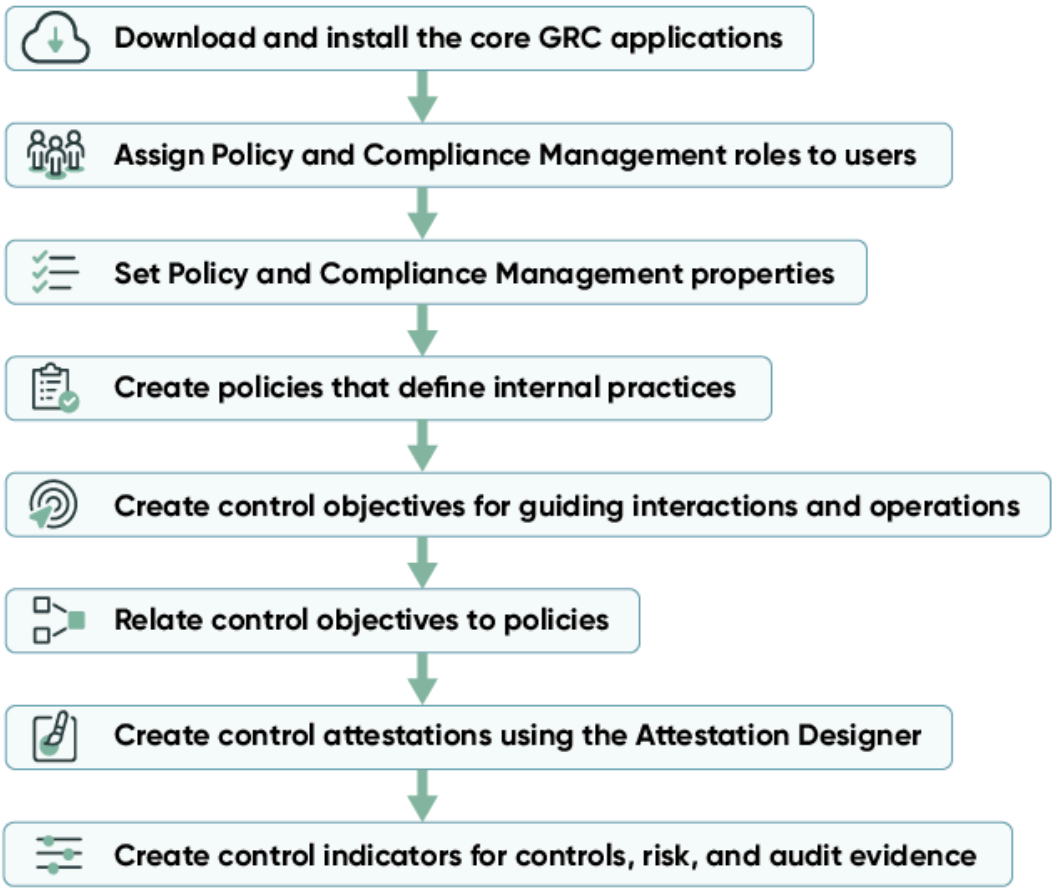
A policy may be retired if no longer required, or when it no longer serves a business purpose. The Knowledge Base article that was created is removed, but the policy stays in retired state for audit purpose. If the policy is needed again, it can be sent back to the Draft stage, and the policy's life cycle begins again.

Implementing Policy and Compliance Management

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

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



When you have completed the mandatory steps outlined above, other optional setup procedures are available.

Implement setup checklist for the GRC: Policy and Compliance Management application

This checklist includes the setup tasks that you are required to complete in your ServiceNow AI Platform® instance. When you have completed these tasks, the base system is ready for operation. Optional setup procedures are also included to enhance GRC: Policy and Compliance Management functionality.

Before you begin

Role required: sn_compliance.admin, sn_compliance.manager
Consider creating and printing a PDF of this checklist topic. You can then check off tasks as you complete them.

Procedure

To generate a PDF, click the **Save As PDF** icon ( ) at the top of the topic and click **Selected topic**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC: Policy and Compliance Management application checklist

Item	Description
☐	As a user with the Compliance Administrator or Compliance Manager role, verify that you have the GRC core applications installed on a ServiceNow AI Platform instance. **Note:** The GRC core applications and the ServiceNow AI Platform instance should be from the same family release. **a.** To verify the GRC: GRC Profile Dependencies core application is installed on your instance, navigate to **Plugins** and search for GRC Profile. **b.** If the GRC Profile core application is not already installed, click **Install** to install it. **c.** After the GRC Profile application is installed, install the Policy and Compliance Management core application. If Policy and Compliance Management is not visible in your instance, all of the GRC core applications are available from the ServiceNow Store. For more information about getting entitlement, downloading, and installing the GRC core applications, see GRC and the ServiceNow Store.
☐	As a user with the Compliance Administrator role, in your ServiceNow AI Platform instance, verify that you have assigned users with the required ServiceNow AI Platform roles. For detailed instructions and a list of Policy and Compliance Management roles, see Assign Policy and Compliance Management roles to your users.
☐	As a user with the Compliance Administrator role, set Policy and Compliance Management properties to control various behaviors in the system. For example, you can define states for which a control is active or inactive. For detailed instructions, see Set Policy and Compliance Management properties.
☐	As a user with the Compliance Administrator or Compliance Manager role, create policies. A policy is a document that defines an internal practice that processes must follow. Policies are defined as policies, procedures, standards, plans, checklists, frameworks, and templates. For detailed instructions, see Create a policy.
☐	As a user with the Compliance Administrator or Compliance Manager role, create control objectives. A control objective is an objective, direction, or standard that acts as guidance for company interactions and operations. They can be categorized, classified, and related to policies. For detailed instructions, see Create a control objective.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Item	Description
☐	As a user with the Compliance Administrator or Compliance Manager role, relate control objectives to policies. You can associate control objectives to a policy individually when the policy is in the Review or Draft state. For detailed instructions, see Relate a control objective to a policy.
☐	As a user with the Compliance Administrator, Compliance Manager, or Attestation Creator role, create an attestation. The Attestation Designer allows you to create and edit metric types, as well as define different metric types for different controls. For detailed instructions, see Create a control attestation using the Attestation Designer.
☐	As a user with the Compliance Administrator or Compliance Manager role, create control indicators. Indicator data for controls, risk, and audit evidence are measured differently depending on the GRC application. For detailed instructions, see Create a control indicator.

Congratulations! You have successfully set up the GRC: Policy and Compliance Management base system. Depending on the needs of your organization, optional setup procedures are available. For example, if you integrate with Network Frontiers Unified Compliance Framework (UCF), procedures for managing the integration are here. Or if you want to set up the mobile experience for GRC: Policy and Compliance Management, those procedures are also here.

For detailed instructions for optional features, see Policy and Compliance Management enhancement steps.

Download GRC: Policy and Compliance Management

Before you run GRC: Policy and Compliance Management (com.sn_compliance) in your instance, you must download it from the ServiceNow Store.

Before you begin

Role required: admin

Procedure

Follow the instructions for Download a GRC application from the ServiceNow Store for the first time.

Note:
Starting with Version 10.1, you can leverage new policy exception capabilities in Policy and Compliance Management from within Version 10.3 of the Vulnerability Response application. To use this feature, you must upgrade Policy and Compliance Management before upgrading Vulnerability Response. For more information, see

Related topics

List of plugins

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Quick start tests for Policy and Compliance Management

Validate that GRC: Policy and Compliance Management still works after you make any configuration change, such as apply an upgrade or develop an application. Copy and customize these quick start tests to pass when using your instance-specific data.

GRC: Policy and Compliance Management quick start tests require activating the Policy and Compliance Management plugin (com.sn_compliance) and loading the demo data.

GRC: Policy and Compliance Management Quick Start Tests test suite

Test	Description	Release version
GRC: Create Controls	Validates control creation.	Madrid
GRC: Create Policy Exception and Flow	Create a policy exception and navigate through its states.	Paris
GRC: Policy Lifecycle	Create a policy and navigate through its states.	Paris

Related topics

Quick start tests

Perform Policy and Compliance Management administration

Prior to performing application-specific setup, you need to prepare the system. This involves assigning user roles and setting properties.

Assign Policy and Compliance Management roles to your users

Before you can successfully implement or use the Policy and Compliance Management application, you must assign roles to your users.

Before you begin
Role required: admin

Procedure

1. Navigate to **All** > **User Administration** > **Users**.
2. Click the name of a user.
3. Click the **Roles** tab.
4. Click **Edit**.
5. Move the roles you want to assign to the user from the Collection side to the Roles List, then click **Save**.
6. Repeat these steps for each of your users.

For a comprehensive list of compliance users, see Roles installed with GRC: Policy and Compliance Management.

Role title [name]	Description
Compliance Reader [sn_compliance.reader]	The Compliance Reader has read-only access to all modules of the Policy and Compliance Management application. This role is typically assigned to users who need

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role title [name]	Description
	to see what policies and controls are within the organization. Users with the reader role are also often responsible for reporting and monitoring activities. The Compliance Reader role contains: sn_grc.reader.
Compliance User [sn_compliance.user]	The Compliance User, often referred to as the Compliance Analyst, has permissions enough to fulfill virtually any policy- or control-related task. Users assigned this role are often responsible for: ○ Creating new policies ○ Requesting policy exceptions ○ Responding to acknowledgement requests ○ Creating controls objectives and relating them to policies ○ Testing and monitoring control effectiveness ○ Attesting controls ○ Remediating issues ○ Assisting with risk assessments and audit tasks The Compliance User role contains: ○ sn_grc.reader ○ sn_grc.user ○ sn_compliance.reader **Note:** Users with the Compliance User role can be assigned controls, and have read-only access to the Risk Management application and modules.
Compliance Manager [sn_compliance.manager]	The Compliance Manager is responsible for managing the day-to-day compliance process. Users assigned this role are often responsible for: ○ Reviewing specific regulatory requirements and trends ○ Determining which regulations require a policy ○ Approving policies and policy exceptions

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role title [name]	Description
	○ Setting up a policy acknowledgement campaign ○ Scoping controls using entity types and entities ○ Creating and assigning attestations ○ Continuously monitoring control effectiveness ○ Compiling and sharing reports highlighting data, such as non-compliant controls The Compliance Manager role contains: ○ sn_grc.reader ○ sn_grc.user ○ sn_grc.manager ○ sn_compliance.reader ○ sn_compliance.user
Compliance Administrator [sn_compliance.admin]	The Compliance Administrator administers the Policy and Compliance Management application. Users assigned this role are often responsible for: ○ Monitoring platform dependencies with other applications and modules ○ Controlling all compliance data The Compliance Administrator role contains: ○ sn_grc.reader ○ sn_grc.user ○ sn_grc.manager ○ sn_grc.admin ○ sn_compliance.reader ○ sn_compliance.user ○ sn_compliance.manager
Compliance Developer [sn_compliance.developer]	The Compliance Developer is responsible for maintaining various aspects of the platform, such as creating workflows, reports, dashboards, additional modules, and other platform-specific content that can enrich the application. The Compliance Developer role contains: ○ sn_grc.reader ○ sn_grc.user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role title [name]	Description
	○ sn_grc.manager ○ sn_grc.admin ○ sn_grc.developer ○ sn_compliance.reader ○ sn_compliance.user ○ sn_compliance.manager ○ sn_compliance.admin
Attestation Creator sn_compliance.attestation_creator	The Attestation Creator is responsible for creating and maintaining attestations. Attestations are one of the platform components used to attest controls and it is essential for keeping them lean, precise, and up-to-date.

What to do next
Return to the Policy and Compliance Management setup checklist.

Set Policy and Compliance Management properties

Set properties to control various aspects and behaviors in the software.

Before you begin
Role required: admin

Procedure

Navigate to **All** > **Policy and Compliance** > **Administration** > **Properties**.

Name	Description
States for which the control is active (the first state is the default active state) sn_compliance.active_states **Note:** Controls in active states only, as mentioned in this property, are considered during compliance score calculation.	Compliance administrators can change this setting. • **Type**: string • **Default value**: draft, assess, review, monitor • **Location**: **Policy and Compliance** > **Administration** > **Properties**
States for which control is inactive (the first state is the default inactive) sn_compliance.closed_states	Compliance administrators can change this setting.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
Note: Controls in inactive states, as mentioned in this property, are not considered during compliance score calculation.	• **Type**: string • **Default value**: retired • **Location**: **Policy and Compliance** > **Administration** > **Properties**
Name of the assessment metric type that is used for attestations sn_compliance.default_attestation	System administrators can change this setting. • **Type**: string • **Default value**: GRC Attestation • **Location**: **Policy and Compliance** > **Administration** > **Properties**
This is a platform-level system property that is used to run client scripts in strict mode with direct DOM disabled. When this property is set to true, you cannot use jquery or change the DOM directly. sn_compliance.glide.script.block.client.globals	• **Type**: true or false • **Default value**: false • **Location**: **Policy and Compliance** > **Administration** > **Properties**
Name of the knowledge base used to publish Policy articles sn_compliance.knowledge_base	Compliance administrators can change this setting. • **Type**: string • **Default value**: Governance, Risk, and Compliance • **Location**: **Policy and Compliance** > **Administration** > **Properties**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

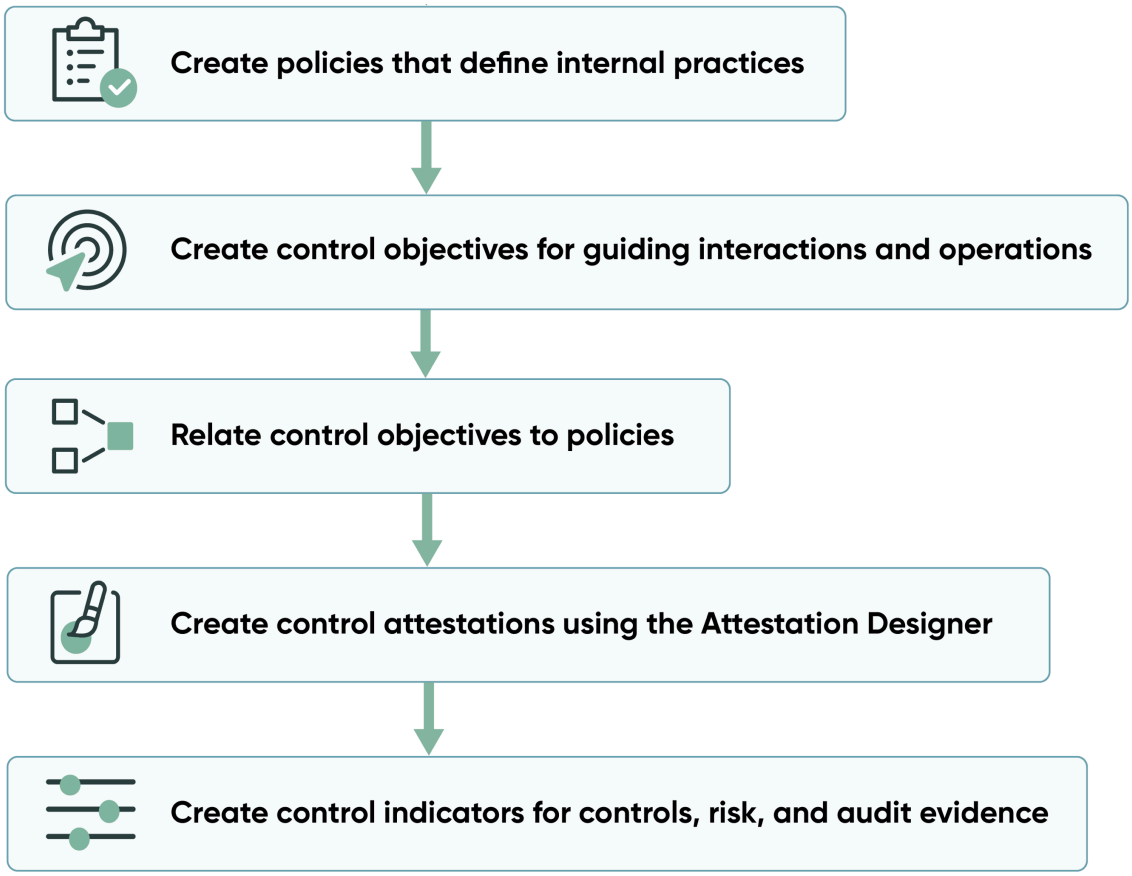
What to do next

Return to the Policy and Compliance Management setup checklist.

Policy and Compliance Management mandatory setup

After you have assigned roles to your users and set Policy and Compliance Management properties, proceed with the mandatory setup steps.

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



When you have completed the mandatory steps outlined above, other optional setup procedures are available.

Create a policy

A policy defines an internal practice that processes must follow. Policies are defined as policies, procedures, standards, plans, checklists, frameworks, and templates.

Before you begin

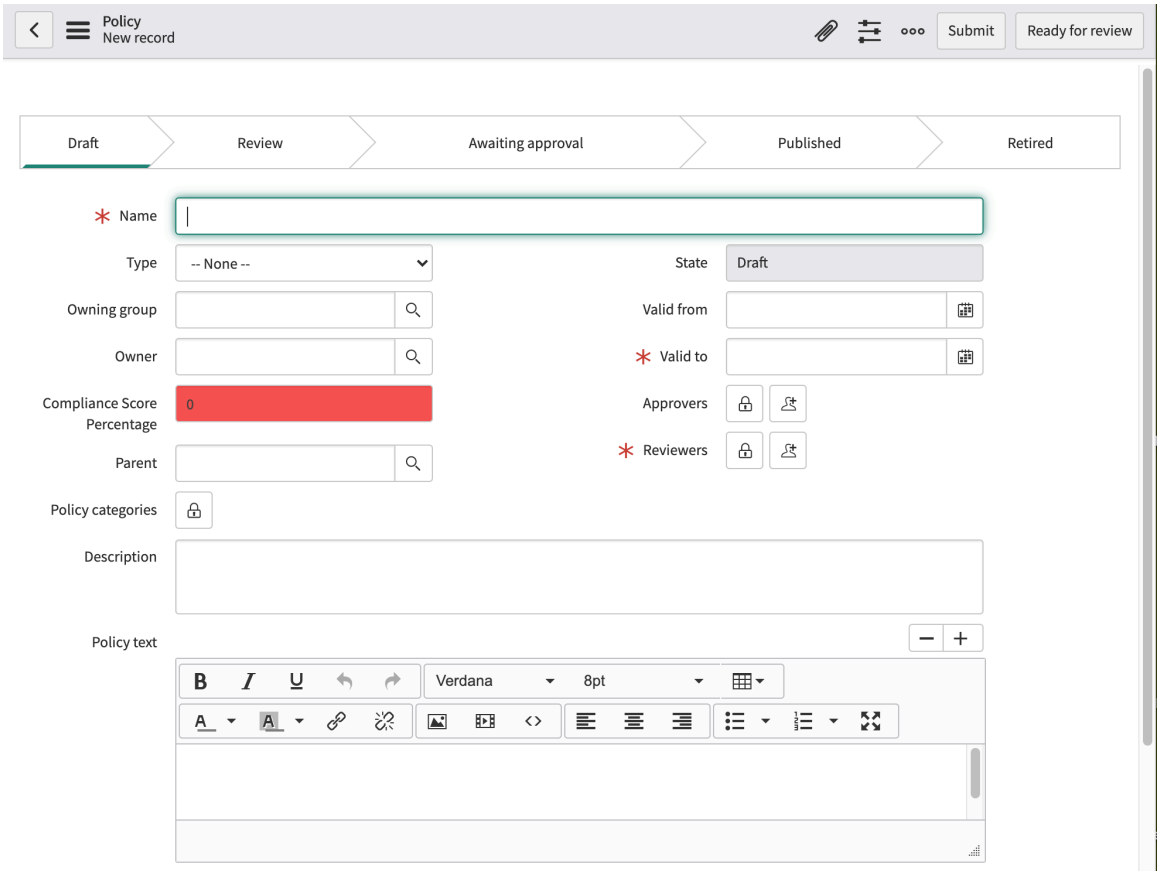
Role required: sn_compliance.admin or sn_compliance.manager

Users with Compliance user (sn_compliance.user) role can also create policies.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Policies**.
2. Click **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. On the form, fill in the fields.

Policy

Field	Description
Name	The name of the policy.
Type	List of options: ○ Policy ○ Procedure ○ Standard ○ Plan ○ Checklist ○ Framework ○ Template
Owning Group	Group that owns the policy.
Owner	User that owns the policy.
Compliance Score Percentage	The compliance score percentage assigned to this policy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Parent	The policy containing this policy. If you create a control objective from within a policy, this field is automatically filled.
Policy categories	Click the lock icon and select one or more categories for filtering policies. For example, select Vulnerability Response to view policies associated with that application.
State	The state is a read-only field. Possible choices are: ○ **Draft** In this state, all compliance users can modify the policy and control objectives. All compliance users can click **Request review** button. Enter a message in the Request review pop-up and click **Request** , which sets the state to Review. ○ **Review** In this state, the owner, owning group, and reviewers can modify the policy and control objectives. The owner, owning group, and reviewers click **Request approval**, starting the workflow by sending approvals to the users in the Approvers list. The owner, owning group, and reviewers move the policy back to Draft, by clicking **Back to draft**, as well. ○ **Awaiting approval** In this state, the policy and control objectives are read-only for all. Approvers can approve the policy by updating the approval state in the **Approvals** Related List on the policy form, or by viewing **My Approvals**. If the policy is approved, the policy goes to the **Published** state. Otherwise, it goes back to the **Review** state. ○ **Published** In this state, the policy and control objectives are read-only for all. Admins can click **Retire** which sets the state of the policy to **Retired** ○ **Retired** In this state, the policy is read-only for all.
Valid from	The date and time for which the policy becomes valid.
Valid to	The date and time for which the policy is no longer valid.
Approvers	The users you want to be included in the approval process.
Reviewers	Select the users you want to be included in the review process.
Description	A general description of the policy.
Policy text	A detailed description of the policy.
Knowledge Base	
Knowledge base	The knowledge base article related to this policy.
KB article	The KB article number and link where the policy is published.
Article template	The article template to use for the publication of this policy.
Acknowledgement Setup	
Audience	Select the default audience responsible for acknowledging this policy.
Reference Material URL	Click the lock icon to add the URL for any needed reference materials, such as certification or training materials.
Allow users to decline policy	Select this check box to give users the option of declining policy acknowledgements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Allow users to request exception	Select this check box to give users the option of requesting exceptions for policy acknowledgements.
Exception Setup	
Maximum exception duration (days)	Enter the maximum number of days for which a policy exception can be requested for a given policy.

4. Continue with one of the following options.
   - To save and submit the policy, click **Submit**.
   - To mark the policy ready for review, click **Request review** .

What to do next
If you are implementing the Policy and Compliance Management software, return to the Policy and Compliance Management setup checklist and proceed to the next step.

Create a control objective

A control objective is an objective, direction, or standard that acts as guidance for company interactions and operations. Control objectives can be categorized, classified, and related to policies.

Before you begin
Role required: sn_compliance.admin, sn_compliance.manager, sn_compliance.user

About this task
To understand the difference between a control objective and a control, see Structural overview of Policy and Compliance Management.

Procedure
1. Navigate to **All** > **Policy and Compliance** > **Control Objectives**.
2. Click **New**.
3. On the form, fill in the fields.

Control Objectives form

Field	Description
Name	Name of the control objective.
Source	Source of the control objective. For example, if the control objective is from a third-party provider, indicate which one.
Source ID	Unique identification number used by the source to catalog this control objective.
Reference	Unique numerical identifier.
Parent	Control objective that is not a child of the current control objective. This is to avoid cyclic parent – child relationship.
Compliance Score Percentage	Compliance score percentage calculated for this control objective and it's color code:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ 80 and higher in green ○ 80 to 50 in yellow ○ below 50 in red
Active	Option that indicates whether a control objective is active.
Creates controls automatically	Option that indicates that controls are automatically created from the control objective. **Note:** Select this option if the control objective can also serve as the control.
Category	List of options: ○ Acquisition or sale of facilities, technology, and services ○ Audits and risk management ○ Compliance and Governance Manual of Style ○ Human Resources management ○ Leadership and high-level objectives ○ Monitoring and measurement ○ Operational management ○ Physical and environmental protection ○ Privacy protection for information and data ○ Records management ○ System hardening through configuration management ○ Systems continuity ○ Systems design, build, and implementation ○ Technical security ○ Third Party and supply chain oversight ○ Root ○ Deprecated
Classification	List of options: ○ Preventive ○ Corrective ○ Detective
Type	List of options: ○ Acquisition/Sale of Assets or Services ○ Actionable Reports or Measurements ○ Audits and Risk Management ○ Behavior

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Business Processes ○ Communicate ○ Configuration ○ Data and Information Management ○ Duplicate ○ Establish Roles ○ Establish/Maintain Documentation ○ Human Resources Management ○ Investigate ○ IT Impact Zone ○ Log Management ○ Maintenance ○ Monitor and Evaluate Occurrences ○ Physical and Environmental Protection ○ Process or Activity ○ Records Management ○ Systems Continuity ○ Systems Design, Build, and Implementation ○ Technical Security ○ Testing ○ Training
Attestation	List of options. ○ **GRC Attestation** is chosen by default ○ **Note:** If the user changes the control attestation, the related control objective attestation type is changed also.
Issue group rule	Group rule assigned to this control objective.
Description	Description of the control objective.

4. Click **Submit**.
   The control objective is created and all related lists are visible.
   - A control is created for every control objective when a policy is associated with an entity.
   - The control attributes default to the same attributes as the related control objective.

What to do next

If you are implementing the Policy and Compliance Management software, return to the Policy and Compliance Management setup checklist and proceed to the next step.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Relate a control objective to a policy

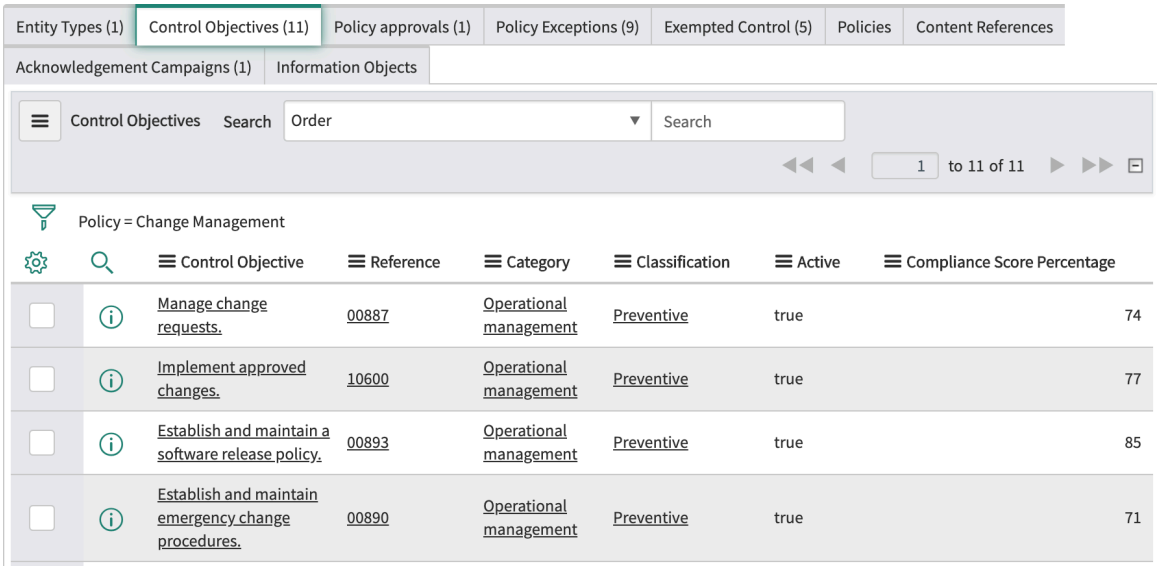
Associate the control objective to a policy individually when the policy is in the review or draft state by clicking the edit button in the Control Objective related list.

Before you begin

Role required: sn_compliance.admin, sn_compliance.manager, sn_compliance.user

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Policies**.
2. Open the policy record.
3. Click **Edit** in the **Control Objectives** related list.
   The slushbucket contains active control objectives with no associated policy selected.
4. Select the control objectives.
5. Click **Save**.
   Those control objective are listed in the **Control Objective** related list.



What to do next

If you are implementing the Policy and Compliance Management software, return to the Policy and Compliance Management setup checklist and proceed to the next step.

Create a control attestation using the Attestation Designer

Use the Attestation Designer to create and edit metric types. Use different metric types for different controls. Select multiple respondents for an attestation, as well as change scoring parameters.

Before you begin

Role required: sn_compliance.attest_creator, sn_compliance.manager, sn_compliance.administrator

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Attestation Types**.
2. Click **Attestation Designer**.
   The designer contains the following elements:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
Controls	Supported question data types are available in the Controls palette. Drag a control onto the designer canvas to create a question of that type.
Questions	A library of questions for various categories, so you do not have to build each questionnaire from scratch.
Categories	New assessment opens in the **Design** view. The questionnaire **Name** field appears above the first category in the canvas. A blank question field appears in the category container.

3. Enter a name in the **Name** field.
4. Drag a control onto the designer canvas to create a question of that type.

Question controls

Data type	Description	Scored
Attachment	Question with a Manage Attachments icon that allows users to attach one or more files.	N
Boolean	Question with a check box or a **Yes/No** list for user responses.	Y
Choice	List of predefined options. For more information, see the definition for **Choices**.	Y
Date	Date field.	N
Date/Time	Date and time field.	N
Number	Number field with predefined minimum and maximum values. The default is 1–10.	N
Percentage	Percentage field with a prescribed range.	N
Scale	Predefined Likert scale. Answer options appear as radio buttons.	Y
Numeric Scale	Selectable number scale. The default is 1–5. Answer options appear as radio buttons.	Y
String	Single or multi-line text field.	N
Template	Choice list of templates that provide a predefined scale of options. **Note:** It is important to assign a template to every attestation. This allows controls to be created automatically based on control objectives and entity types.	Y
Reference	Choice list of fields from a specified reference table. This data type does not support reference qualifiers.	N

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Set the correct answer for the metric that you want to be scored. Scored metrics determine the compliance status of the controls.

5. Point to the menu icon in the upper right of the Attestation Designer to select one of the following options.

Note:
The availability of each option depends on the status of the attestation that is opened in the designer.

Option	Description
New Attestation	Opens a fresh canvas for a new attestation.
Load Attestation	Opens a list of existing attestations that you can select and edit.

Unlike other types of assessments, control attestations do not appear in the **Self-Service** > **My assessments & surveys** module, because many control attestations could be generated at once. Instead, controls attestations are shown as a list in the **Policy and Compliance** > **Controls** > **My Attestations** module and **All Attestations** module.

What to do next
If you are implementing the Policy and Compliance Management software, return to the Policy and Compliance Management setup checklist and proceed to the next step.

Create a control indicator

Indicator data for controls, risk, and audit evidence are measured differently depending on the GRC application.

Before you begin
Role required: sn_compliance_admin, sn_compliance_manager

Procedure
1. Navigate to one of the following locations:
   - **Policy and Compliance** > **Indicators** > **Indicators**.
   - **Risk** > **Indicators** > **Indicators**.
   - **Audit** > **Indicators** > **Indicators**.
2. Select **New**.
3. On the form, fill in the fields.

Indicator form

Field	Description
Category	Select **Compliance Indicator** for a control indicator and **Risk Indicator** for a risk indicator.
Name	Name of the indicator.
Applies to	Entity related to the **Item**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Owning group	Group that owns the indicator.
Owner	Indicator owner.
Number	Unique identification number.
Active	Option that indicates whether the indicator is active.
Item	Related control or risk.
Template	Related indicator template.
Override Template	Option that indicates whether to override the indicator template associated to this indicator
Last result passed	Option that indicates whether the last result passed.
Schedule	
Collection frequency	Collection frequency for indicator results. Indicator tasks and results are generated automatically based on the indicator schedule.
Next run time	Next collection time for indicator results.
Method	
Type	Results can be gathered manually using task assignment or automatically using basic filter conditions, Performance Analytics, or a script. ○ Manual ○ Basic
Short Description	If Type is **Manual**, this field is present. Brief description of the issue.
Instructions	If Type is **Manual**, this field is present. Instructions for the collection of indicator results.
Value Mandatory	If Type is **Manual**, this field is present.
Passed/Failed	If Type is **Basic**, this field is present. Indicator passes or fails.
PA Threshold	If Type is **PA Indicator**, this field is present. The associated PA Threshold.
Script	If Type is **Script**, this field is present. Script that obtains the desired system information.
Supporting Data	

Note:
Starting with Version 10.1, the actual historical data for the supporting data records from the indicator results or indicator tasks is displayed. Earlier, only the real-time state of the records collected could be viewed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Table	Use supporting data to gather supporting evidence from other applications.
Supporting data fields	Supporting data fields based on the selected table.

4. Select **Submit**.

Note:
As a compliance manager or compliance admin, you can assign the indicator task to a user with Business User Lite role. If you assign a user with a Business User Lite role as an owner in the **Owner** field and **Execute** the indicator, an indicator task is created in the Open Tasks related list. This indicator task is assigned to the owner with the Business User Lite role.

As a user with the Business User Lite role, you can navigate to **Policy and Compliance** > **Indicators** > **My Indicator Tasks** to view the indicator tasks that are assigned to you. You can view the indicator by selecting the information icon next to the Indicator field. You can also update the **Result** field, **State** field, **Value** field, **Additional comments**, and **Work notes** in the Indicator Task form.

To accomplish similar tasks from the employee center, see GRC tasks in the employee center portal.

What to do next
If you're implementing the Policy and Compliance Management software, then you've completed the required setup steps. Return to the Policy and Compliance Management setup checklist and proceed to the optional steps, as needed.

Policy and Compliance Management enhancement steps

After you have set up the Policy and Compliance Management base system, you can perform the procedures listed in the following sections to enhance the functionality of the application.

Related topics

- Managing mobile experience for GRC Policy and Compliance
- Create a GRC article template
- Create or deactivate a citation
- Set notification properties
- Set up GRC Virtual Agent for requesting an exception to a policy or a control objective
- Allow policy exception requests from other applications

Create a GRC article template

Policy and Compliance managers can create templates for policy article publishing.

Before you begin
Role required: sn_compliance.developer

Procedure

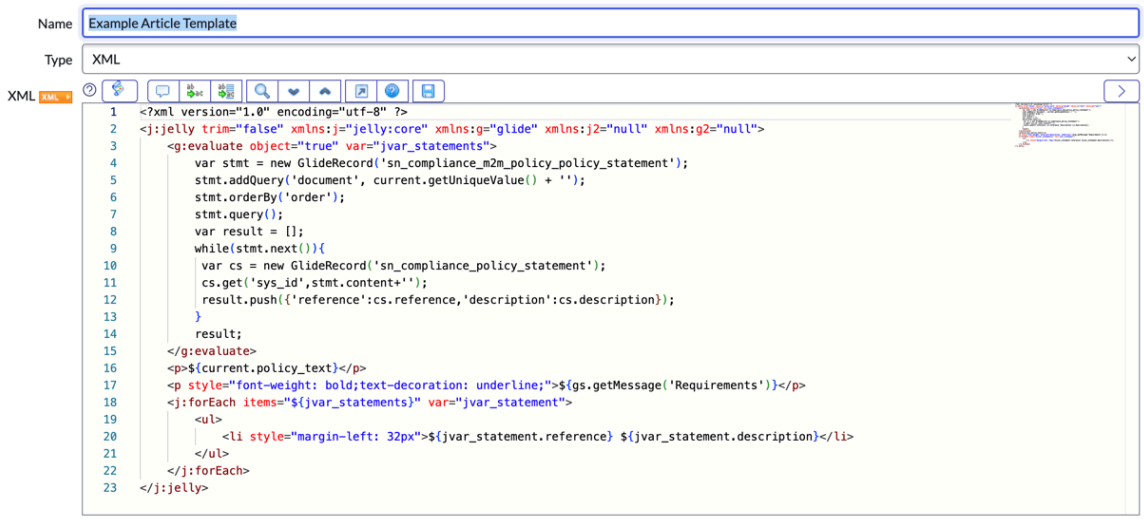
1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Article Templates**.
2. Click **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. On the form, fill in the fields.

Authority Document

Field	Description
Name	Name of the article template.
Type	○ Script ○ HTML ○ XML
Script	The script code. This field depends on the **Type** field.
HTML	The HTML code. This field depends on the **Type** field.
XML	The XML code. This field depends the **Type** field.
Is default	Option to indicate that this template is used as the default template for all KB articles.



4. Click **Submit**.

Create or deactivate a citation

Usually, authority documents, citations, and control objectives are downloaded from a third-party provider. However, citations can be created manually from an authority document. The **Active** option in a citation indicates whether the citation is active or inactive.

Before you begin

Role required: sn_compliance_admin or sn_compliance_manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Authority Documents**.
2. Open an authority document.
3. In the **Citations** related list, click **New**.
4. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Citation form

Field	Description
Name	User-defined name that identifies this citation.
Source	Source of the policy. For example, if the statement is from a third-party provider, indicate which one.
Source ID	Unique identification number used by the source to catalog this authority document.
Reference	Content reference.
Type	Type of citation created. Optional field not used for any processing. Use the value in this field in reports or to query for records of a specific type. ○ Core Topic ○ Process ○ Control Objective ○ Control ○ Supporting information
Authority document	Name of the parent authority document for this citation. When you create citations from the authority document form, the system completes this field automatically.
Active	Option that indicates if a policy is active. A policy is marked active if it is not in the **Draft** or **Retired** state. To deactivate a citation, clear the check box marked **Active**.
Parent	References the parent content.
Description	Description of the citation.

Set notification properties

After an acknowledgement request has been sent to an audience, different reminder notifications are sent based on the timeliness and state of the response. Properties allow you to configure the notifications.

These properties are available for Policy and Compliance Management.

Note:
Navigate to **Policy and Compliance > Administration > Properties**.

Properties for Policy and Compliance Management

Property	Description
Specify how many days after due date to send Policy Acknowledge summary notification.	The number of days after an acknowledgement due date has passed before a Policy Acknowledge summary notification is sent.
States for which the control is active (the first state is the default active state)	States of the control in which it is considered active. The first state in the list is the default active state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties for Policy and Compliance Management (continued)

Property	Description
Number of days after Policy Acknowledgement Due Date to send overdue notification.	The number of days after an acknowledgement due date has passed before an overdue notification is sent.
Send a summary of the Policy Acknowledge after its due date. Use property sn_compliance.policy_ack_after_due_summary_timer to specify how many days after due date to send notification.	Select Yes to send a Policy Acknowledge summary notification after the days specified in the **Specify how many days after due date to send Policy Acknowledge summary notification** property has elapsed. For example, if the property is set to 1 day, the notification is sent when the acknowledgement is 1 day late.
Send a summary of the Policy Acknowledge before its due date. Use property sn_compliance.policy_ack_before_due_summary_timer to specify how many days before due date to send notification.	Select Yes to send a Policy Acknowledge summary notification prior to the number of days specified in the **Specify how many days after due date to send Policy Acknowledge summary notification** property is reached. For example, if the property is set to 1 day, the notification is sent 1 day before the due date.
Repeat the Policy Acknowledgement overdue notification daily	Select Yes to repeat the overdue notification on a daily basis until it is completed.
Number of days before Policy Acknowledgement Due Date to send reminder notification.	The number of days prior to the acknowledgement due date to begin sending reminder notifications.
Repeat the Policy Acknowledgement Due Date reminder daily until Policy Acknowledgement is due	Select Yes to send reminder notifications on a daily basis starting on the day determined by your setting in the **Number of days before Policy Acknowledgement Due Date** to send reminder notification property. For example, if you select Yes in this property and the due date occurs in 7 days, and you specified 3 days in the previous property, reminder notifications begin in 3 days and repeat daily.
Specify how many days before due date to send Policy Acknowledge summary notification.	The number of days prior to the due date to send the Policy Acknowledge summary notification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Set up GRC Virtual Agent for requesting an exception to a policy or a control objective

Set up the Governance, Risk, and Compliance Virtual Agent to request an exception to a policy or a control objective from the Service Portal.

Before you begin

Role required: sn_risk.admin.

Customers must have the following plugins activated for setting up the GRC Virtual Agent:

- Glide Virtual agent (com.glide.cs.chatbot) activated with a valid license.
- GRC
- Policy and Compliance Management.

About this task

A virtual agent chatbot enables customers to request an exception. The chatbot assists the customers by saving their time. The information exchanged during the conversation flow enables the chatbot to fulfill a user request or assist a user in completing a task.

Procedure

1. Navigate to **All** > **Service Portal** > **Service Portal Configuration**.
2. Click **Page Editor**.
3. In the search field, type `Index`.
4. Click **Service Portal index**.
5. At the top of the page, click **Edit Service Portal (index) page in Designer**.
6. In the Filter Widget search field, type `Virtual Agent Service Portal Widget` and drag and drop the widget anywhere on the screen.

   You can see the chat icon at the bottom-right of the screen.

Allow policy exception requests from other applications

Starting with Version 10.1, you can leverage new policy exception capabilities in Policy and Compliance Management from within other applications.

Requests are routed through multiple approvals based on risk rating, policy, and control objective associated with an exception. Compliance and risk teams obtain better visibility with respect to exceptions raised for vulnerabilities.

Note:
Starting with Version 10.1, if you have installed Version 10.3 of the Vulnerability Response application, you can request policy exceptions using the GRC policy exception management capability inherent in the Policy and Compliance Management application. For details, see Policy Exception Integration with Vulnerability Response.

Before allowing other applications to leverage the policy exception capabilities of Policy and Compliance Management, you must first add the application to the Integration Registry and then perform some preliminary setup.

Configure policy exceptions from other applications

Before you can request policy exceptions from applications other than Policy and Compliance Management, you must add a UI action for making the request and, optionally, create a new list view to see policy exception target records on the Policy Exception form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: sn_compliance.manager, ui_action_admin or admin

The GRC business user (sn_grc.business_user) or business user – lite (sn_grc.business_user_lite) is the minimum required role to raise a policy exception from an upstream application.

About this task

Starting with Version 10.1 of Policy and Compliance Management, if you have installed Version 10.3 of the Vulnerability Response application, you can request policy exceptions using the GRC policy exception management capability inherent in the Policy and Compliance Management application. The procedure below is not necessary requesting policy exceptions from Vulnerability Response as the UI action is automatically installed.

Procedure

1. Navigate to **All** > **System Definition** > **UI Actions**.
2. Select the table on which you want to create the UI action.
3. Click **New**.
4. Create a new UI action with the following parameters:
   - **Name**: Request policy exception
   - **Show update** check box: Selected.
   - **Form button** check box: Selected.
   - **Onclick**: Type the `popupDispList()` function call.

     Note:
     This field is available only when **Client** option is selected.

   - **Condition**: Apply any conditions you require.
   - **Script**: Enter this script:

```
function popupDispList(){


 ScriptLoader.getScripts(['sn_compliance.PolicyExceptionUtils
.jsdbx'], function() {


 sn_compliance.PolicyExceptionUtils.createPolicyException('in
cident');

            });



}
```

Note:
The argument for the `createPolicyException` function varies based on the integration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Save the UI action.
6. To create a new list view to see policy exception target records on the Policy Exception form, see KB0783018.

Register other applications to request policy exceptions

Enable other applications to request policy exception from any table such as Problem or Incident and so on. The applications must be added and configured in the Integration Registry.

Before you begin

Role required: sn_compliance.manager
The GRC business user (sn_grc.business_user) or business user – lite (sn_grc.business_user_lite) is the minimum required role to raise a policy exception from an upstream application.

About this task

Starting with the New York release, users from any ServiceNow application can request for policy exceptions using (GRC)'s policy exception management capability. For example, users can request policy exception for a problem related to a group of incidents that cannot be resolved for a specific duration. To be able to request policy exception, you must register the application for policy exception and create a UI action for requesting policy exception, unless one is provided with the ServiceNow application.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policy Exceptions** > **Integration Registry**.
2. Click **New**.
3. On the form, fill in the fields.

Policy Exception Integration Registry form

Field	Description
Name	Enter a name of the registry entry.
Policy exception target table	Select the table on which a policy exception will be applied.
Exception applied on	Target record on which the exception is applied. The options are: ○ One target record: Specific target record on which the exception is applied. Select the assessed object in the Compliance data source registry. ○ All target records: All target records on which the exception is applied. Select the policy exception target table on which the exception is applied.
Source type	Auto-populates **Controls** if the **Exception applied on** is **One target record**. Auto-populates **Control objective** if the **Exception applied on** is **All target records**.
Policy categories	Select one or more categories for filtering policies. For example, if you select the Vulnerability Response category, and are requesting an exception using that application, the list of all policies is filtered by that category, saving you time. For more information, see Define policy categories.
Entity Mapping	
Relationship	Select **Reference field** when the entity is a field in the Policy Exception [sn_compliance_policy_exception] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Select **Related list** when the entity is in a related list of the Policy Exception table.
Entity field	Enter the name of the field that points to the Entity [sn_grc_profile] table. This field displays only if you selected **Reference field** as the **Relationship**.
Mapping table	Select the table that establishes a relationship between the Policy Exception table and the Entity table. This field displays only if you selected **Related list** as the **Relationship**.
Policy exception target field	Select the field in the mapping table that points to the Policy Exception table. This field displays only if you selected **Related list** as the **Relationship**.
Entity field	Enter the name of the field in the mapping table that points to the Entity table.
Request Source **Note:** The fields in this section are needed only if you are requesting a policy exception from a table other than the Policy Exception Target table.	
Table	Select the table that contains the records from which the policy exception will be requested.
Relationship	Select **Reference field** when the entity is a field in the Policy Exception [sn_compliance_policy_exception] table. Select **Related list** when the entity is in a related list of the Policy Exception table
Request source field	Select the field that points to the request source table. This field displays only if you selected **Reference field** as the **Relationship** field in the **Request Source** section.
Mapping table	Select the table that establishes a relationship between the Policy Exception table and the Entity table. This field displays only if you selected **Related list** in the **Relationship** field in the **Request Source** section.
Policy exception target field	Select the field in the mapping table that points to the Policy Exception table. This field displays only if you selected **Related list** in the **Relationship** field in the **Request Source** section.
Request source field	Select the field in the mapping table that points to the request source table. This field displays only if you selected **Related list** in the **Relationship** field in the **Request Source** section.
Questionnaire Details	
Exception questionnaire	Select a questionnaire template to generate a questionnaire for the requested policy exception. For more information, see Create an exception questionnaire.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Save the record.

   The Reason Choices related list appears.

> **Note:**
> The Reason Choices are available to the person who requests a policy exception to explain the purpose of the request. So define reasons that apply to your specific situation. For more information, see Define policy exception reason choices.

Define policy exception reason choices

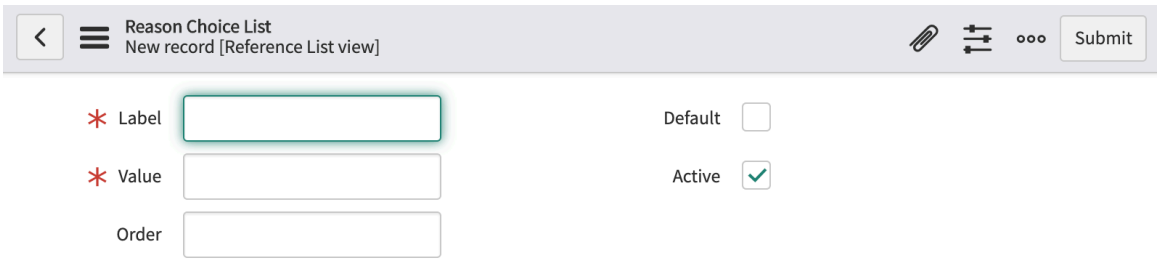
You can define reason choices to be available to any user who requests an exception.

Before you begin

Role required: sn_compliance.manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policy Exceptions** > **Exception Reason Choices**.
2. Click **New**.



3. On the form, fill in the fields.

Reason Choice List form

Field	Description
Label	Enter a unique label for this choice.
Value	Enter a unique value for this choice.
Order	Enter an order for this choice. Reasons are ordered based on this number.
Default	Select this check box to indicate that this reason choice will be available whenever an ad hoc policy exception is requested. If the integration registry does not contain any application-specific choices, all reason choices with **Default** selected will be available.
Active	If this is selected, this choice is displayed in the list of reason choices.

4. Click **Submit**.
   The reason choice is added and will be available in the **Reason** field of the policy exception request form for the selected application.
5. Repeat this process for as many reason choices as required by your users.

> **Note:**
> For additional details about this process, see KB0783018.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Define policy categories

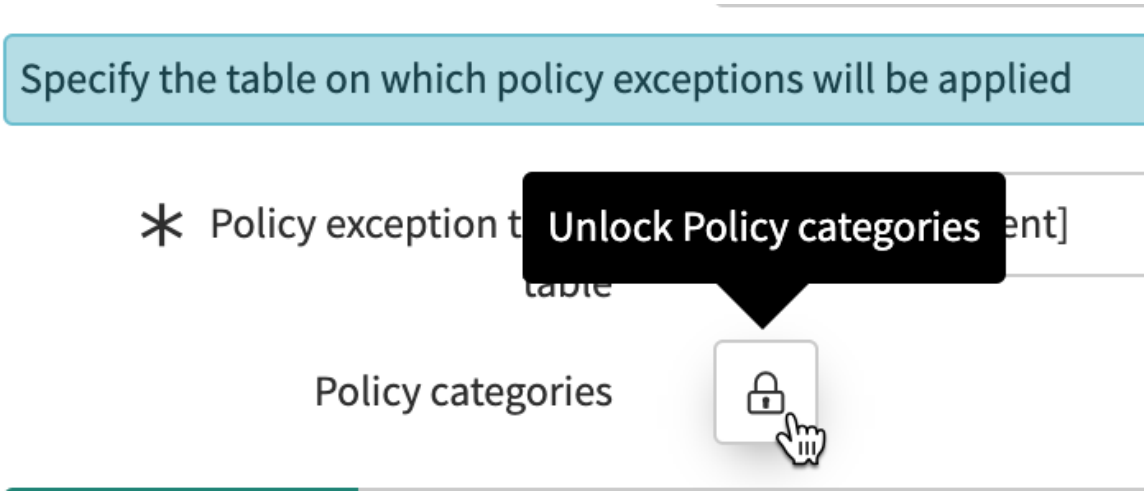
You can filter policies by specific criteria to limit the number of policies displayed when you are creating policy exceptions.

Before you begin

Role required: sn_compliance.manager

Procedure

1. When defining the Policy Exception Integration Registry, click the lock icon on the **Policy categories** field.



2. In the Policy categories form, click **New**.
3. Enter the name and description of the category you want to define.
4. Repeat for any other categories you want to define.
5. When you have finished defining categories, click the lock icon again.
   When you save the registry, the policy categories you defined are available on the Policy form for filtering policies.

Example:

Assume you defined registry entries for the Incident and Problem applications and selected Incident [incident] and Problem [problem] as the policy exception target tables. Also assume you created policy categories of **incident** and **problem**.

You have defined five policies and they are tagged as follows.

- Policy 1 is tagged **incident**.
- Policy 2 is tagged **incident** and **VR**.
- Policy 3 is tagged **VR**.
- Policy 4 is tagged **Problem**.
- Policy 5 is untagged

You open the Problem form and click the **Request Policy Exception** button. You are prompted to enter specific details about the exception (for example, the policy, control objective, and so forth).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When you click the search icon in the **Policy** field, only Policy 1, Policy 2, and Policy 4 appear. If you select one of the three policies and click the search icon on the **Control objective** field, only control objectives related with that policy appear.

If none of your policies are tagged, all 5 appear. If you have only one policy tagged, that policy appears in the **Policy** field by default.

Create an exception questionnaire

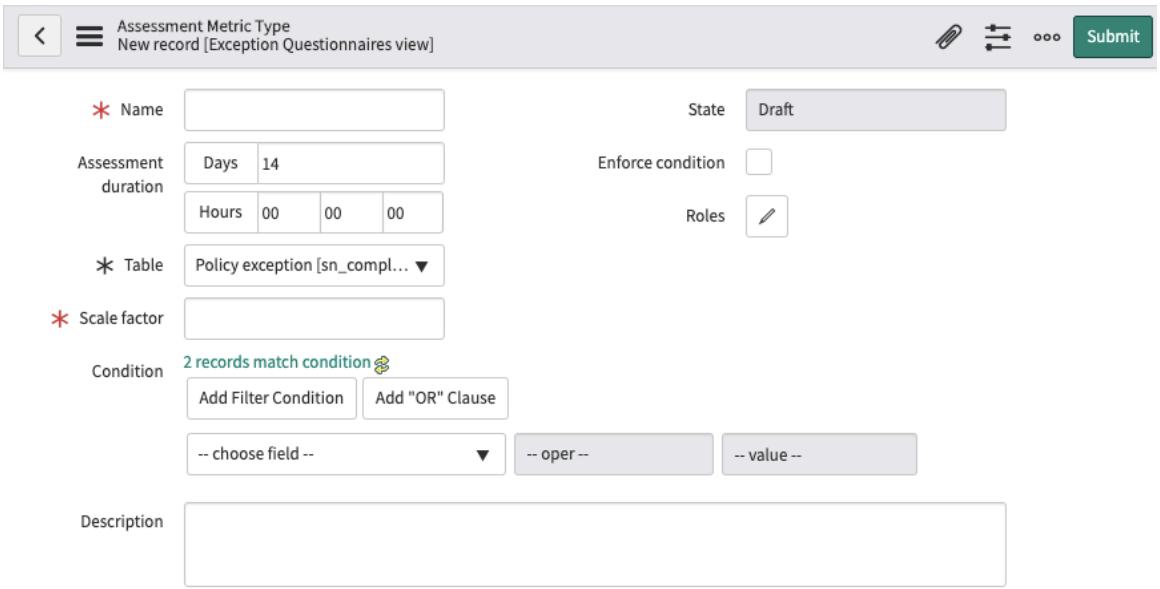
When you are setting up the Policy Exception Integration Registry, you can define configurable questions that can be included in risk assessments created from templates. The Policy Exception Integration Registry can be associated with one template at a time.

Before you begin

Role required: sn_compliance.attestation_creator

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policy Exceptions** > **Exception Questionnaire**.
2. Click **New**.



> **Note:**
> Notice that the Assessment Metric Type screen opened. In the terminology of GRC applications, a question in a questionnaire is considered a metric. A group of questions is a category. A group of categories is a metric type.

3. On the form, fill in the fields.

Assessment Metric Type form

Field	Description
Name	The name of the questionnaire.
Assessment duration	The amount of time allowed from the creation of the assessment to its completion.
Table	The table containing the records to be assessed.
Scale factor	The scale factor to be used for all questionnaire results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
State	The publish state of the assessment: **Draft** or **Published**.
Enforce condition	When selected, all records that do not meet the conditions defined are deleted.
Roles	Roles that have Read access to the information in the assessment.
Condition	Conditions for selecting records from the selected table to be assessed. For more information, see Condition builder.
Description	A description for this exception questionnaire.

4. Save the questionnaire record.
5. Click **Attestation Designer** to create the questionnaire.
   For more information, see Attestation Designer.

Define policy exception verification rules

The verification rule is used to verify the accuracy and completeness of a policy exception request prior to sending it out for approvals. You can define multiple levels of approvers for an application.

Before you begin

Role required:

- sn_compliance.manager to create the policy exception verification rules
- survey_reader to review and verify the questionnaire

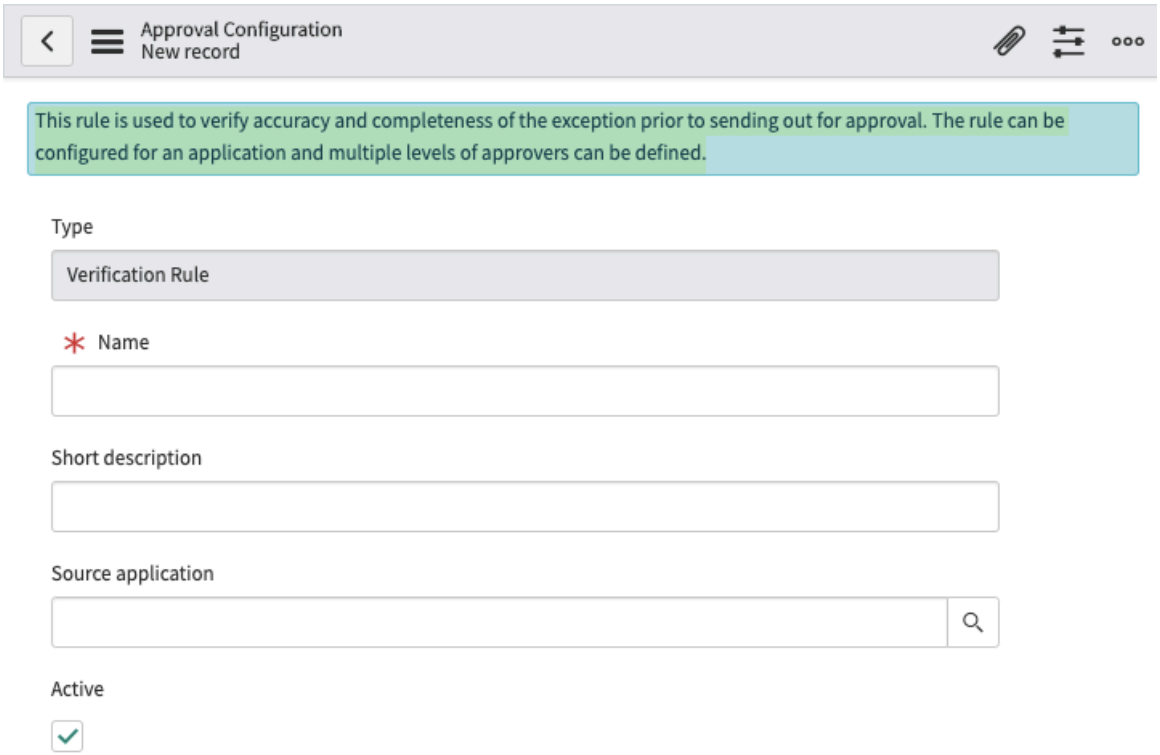
About this task

Defining verification rules is an optional step. If you do not define verification rules or define them and do not activate them, approvals from the requester's team will not be required.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policy Exceptions** > **Verification Rule**.
2. Click **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. On the form, fill in the fields.

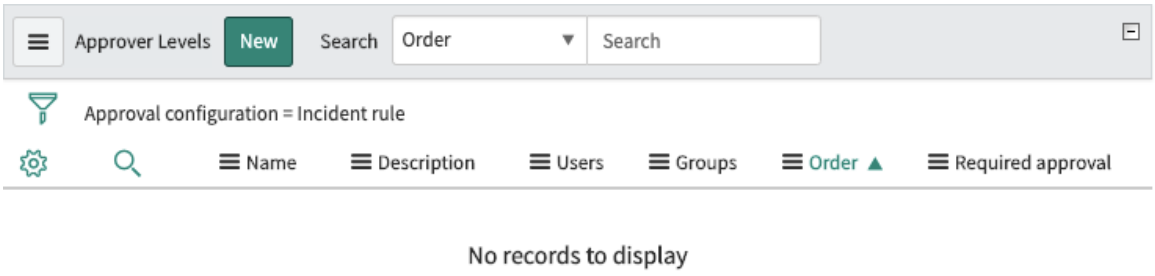
Approval Configuration form

Field	Description
Type	Defaults to Verification Rule.
Name	Enter a name for this approval configuration.
Short description	Provide a brief description of the purpose of the configuration.
Source application	Select the application for that applies to this verification rule. Only applications that have been previously added to the Integration Registry are listed.
Active	If this is selected, this verification rule is active and the requester will have the option of requesting an initial approval prior to sending it to the compliance manager for approvals.

4. Click **Update**.

The Approver Levels related list appears. This related list allows you to define multiple approver levels for a rule. One or more users, or a group of users can be selected as approvers for each level. Approvers must be assigned the survey_reader role. You can make it mandatory for all selected users to approve the exception or optionally allow a single user to approve on behalf of all approvers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. Click **Submit**.
   When the policy exception record transitions to the Pending Verification state, the designated approvers are notified that their approval is required. If any fields in the policy exception request were not filled in by the requester (for example, the Policy or Control Objective), those fields become mandatory for the approvers. When the approvers have reviewed, completed, and approved the request, it transitions to the Analyze state and is assigned to the compliance manager for further analysis and approval.

Define policy exception approval rules

Approval rules define the criteria (risk rating, policy or control objective) that is used for sending approval requests for an exception. Rules can be configured for an application and you can identify multiple levels of approvers, as needed.

Before you begin

Role required: sn_compliance.manager

About this task

You can configure approvals to be sent out automatically or manually after review.

Note:

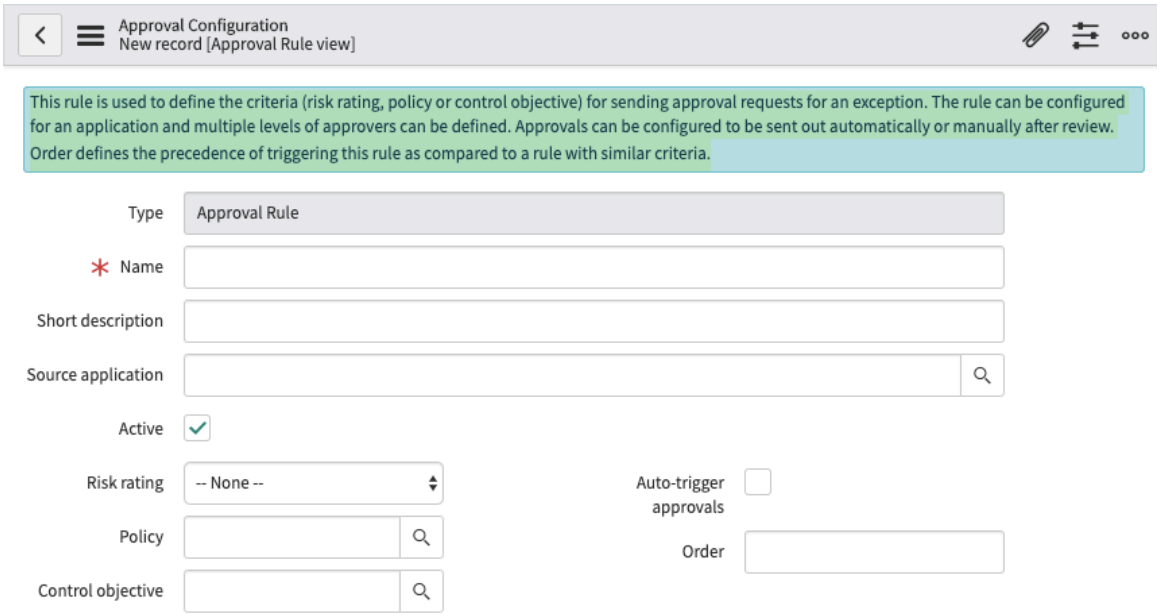
When policy exceptions are created from upstream applications (from Vulnerability Response for example), the policy exception must have impacted controls present before you can request approval.

For policy exceptions created using Policy and Compliance Management, exceptions can be requested for a policy without impacted controls being present, even if both policies and control objectives are added to the exception form. However, for policy exceptions created for control objectives alone, impacted controls must be present before you can request approval.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policy Exceptions** > **Approval Rule**.
2. Click **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. On the form, fill in the fields.

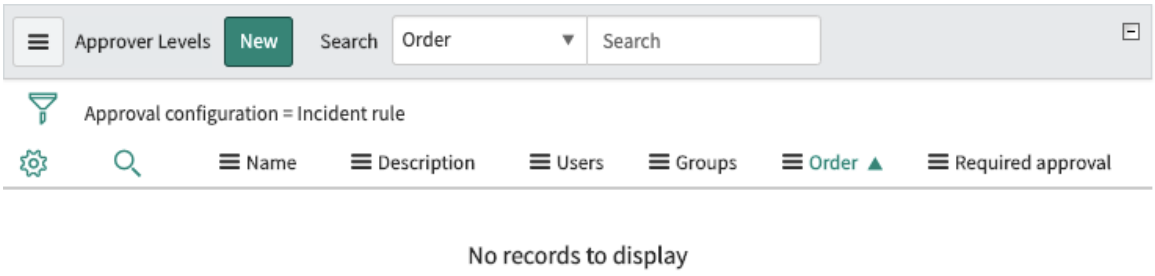
Approval Configuration form

Field	Description
Type	Defaults to Approval Rule.
Name	Enter a name for this approval configuration.
Short description	Provide a brief description of the purpose of the configuration.
Source application	Select the application for that applies to this approval rule. Only applications that have been previously added to the Integration Registry are listed.
Active	If this is selected, this approval rule is active.
Risk rating	The risk rating is determined by running a risk assessment on the policy exception.
Policy	Select the policy against which this policy exception is being applied.
Control objective	Select the control objective that references the selected policy.
Auto-trigger approvals	Select this check box to automatically trigger all approvals after the review is completed. If you do not select it, the compliance manager can manually trigger the approvals defined by this rule.
Order	Order defines the precedence of triggering this rule as compared to another rule that is applicable to the exception and defined with similar criteria.

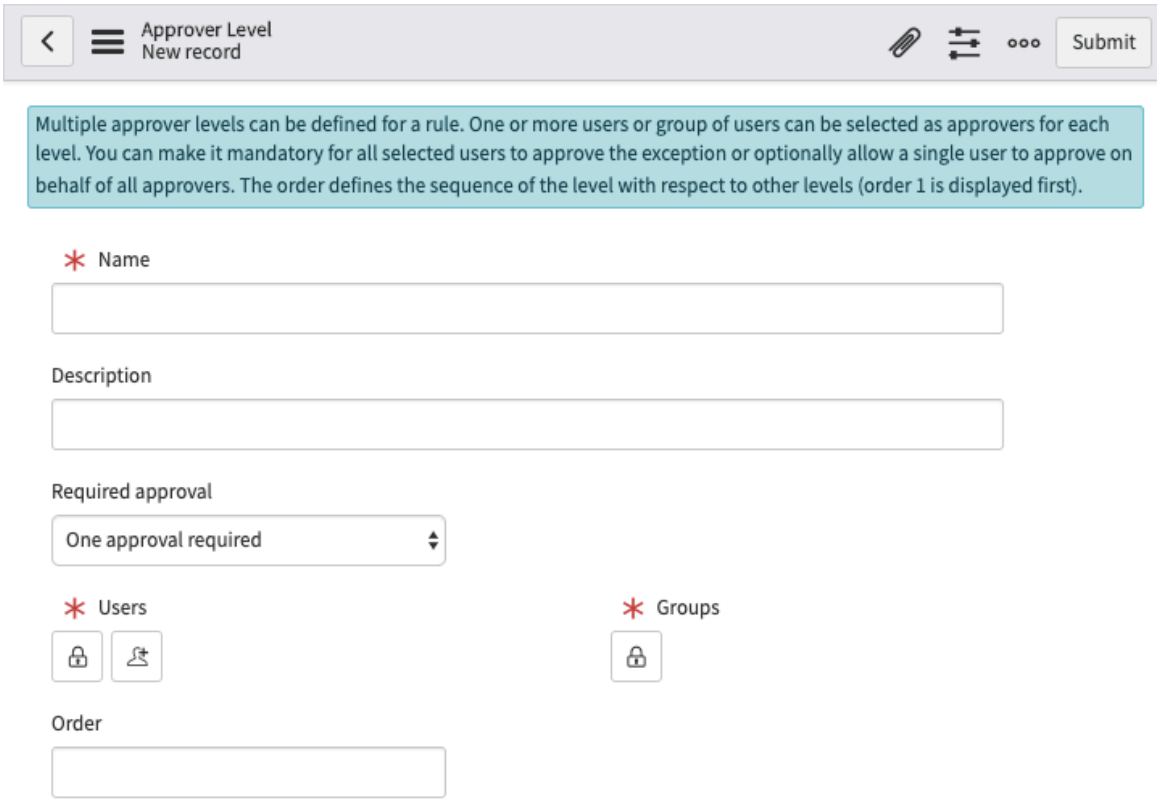
4. Click **Update**.

The Approver Levels related list appears. This related list allows you to define multiple approver levels for a rule. One or more users, or a group of users can be selected as approvers for each level. Approvers must be assigned the survey_reader role. You can make it mandatory for all selected users to approve the exception or optionally allow a single user to approve on behalf of all approvers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. Click **New**.



6. On the form, fill in the fields.

Approver Level form

Field	Description
Name	Enter a name for this approval level.
Description	Provide a brief description of the approval level.
Required approval	Select **One approval required** to allow a single user to approve on behalf of all approvers. Select **All users must approve** to make it mandatory that all designated users approve the selection.
Users	Select one or more users to act as policy exception approvers.
Groups	Select one or more groups to act as policy exception approvers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: Users who belong to the group must have GRC business user (sn_grc.business_user) role.
Order	Select the order to determine the sequence of levels used with respect to other levels (that is, order 1 is displayed first).

7. Click **Submit**.
   If you selected the **Auto-trigger approvals** check box, the designated approvers are notified that their approvals are required. Alternatively, the approvers are notified when the compliance manager clicks the **Send for Approval** button.

Define policy exceptions and extensions with the GRC Approval Configurator

If you're a compliance manager, you can define the policy exceptions and extensions for granular, multi-level approval workflows by using the GRC Approval Configurator. The GRC Approval Configurator is a tool within the Governance, Risk, and Compliance application.

GRC Approval Configurator Overview

A policy exception is a formal, temporary authorization to deviate from a standard policy or procedure, typically for a defined business reason or in response to an issue. A policy extension is a request to prolong the duration of an existing policy exception, requiring a re-assessment of the situation and potentially another approval. Both processes can be handled by using the GRC Approval Configurator.

The GRC Approval Configurator enables you to define the approval rules for exceptions and extensions, assign approvals to designated users or groups, and implement multi-level approval flows. Exception and Extension requests are automatically routed based on the configured rules and data within the record, and approvers can directly approve or reject extensions within their workspace.

Benefits of using the GRC Approval Configurator for policy exceptions and extensions

The GRC Approval Configurator provides the following benefits for managing policy exceptions and extensions:

- Customized approval processes: Create customized approval rules that are based on specific conditions such as the exception type, requester role, or policy domain. This process helps to control the approval workflow and verify that each request is evaluated appropriately.
- Multi-level approvals: Configure a workflow that contains sequential approval levels to enable a thorough review and accountability. The workflow can include various stakeholders, such as compliance managers, subject matter experts (SMEs), and designated approvers.
- Dynamic rule-based approvals: Set up multi-level approval rules that are based on dynamic conditions. For example, an approval workflow can be sent to users or groups that are selected from fields in the source record, or can be assigned to users or groups that you select manually. You can also configure whether only one approval or all approvals are required at each level.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Automated routing: Automate direct exception and extension requests to the relevant approvers based on the configured rules. The automated routing reduces manual effort and minimizes delays.
- Workspace integration: Enable your approvers to review and act on requests directly within their workspace so that you can help to maintain a clear audit trail and improve operational efficiency.

Workflow for policy exception approvals

The policy exception approval process consists of the following states:

- New: When a policy exception is created, it enters the New state.

  At this stage, the verification approvals are triggered to validate whether the exception request is legitimate. These approvals are created by using the Verification Configuration template.

- Analyze: After the verification is complete and approved (based on the verification rule), the request moves to the Analyze state.

  In this state, a compliance manager evaluates the request. If additional domain-specific insight is needed, they can either move it to the Review state for further analysis, or request input from an SME.

- Review: In this state, the request is reviewed in detail by the SME for technical validation.

- Awaiting Approval: After the SME input is gathered, the request enters the Awaiting Approval state for gathering the final approvals from the designated approvers (based on the final approval configuration rules).

- Approved: After final approval, the policy exception is marked as Approved and becomes active.

- Closed: When the exception is no longer required, it's moved to the Closed state.

Workflow for policy extension approvals

You can extend approved extensions through a similar approval process. Extension requests are routed by using the same GRC Approval Configurator. You can configure multiple approvers or groups to approve or reject extension requests.

Roles required for configuring policy exceptions and extensions

To configure policy exceptions and extensions, you must have the following roles:

- sn_compliance.manager to create approval rules.
- sn_grc.business_user or sn_grc.business_user_lite to view exception and extension records.

Configuring policy exceptions and extensions

After you have the required roles, you can then configure the policy exceptions and extensions by using the Approval Configurator.

Enable the GRC Approval Configurator

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Enable the GRC Approval Configurator so that you can manage policy exceptions and extensions with granular, multi-level approval flows.

Define the policy verification rules

Configure granular approval rules for policy exception verification rules by using the GRC Approval Configurator.

Define the policy exception approval rules

Configure granular approval rules for policy exception approval rules by using the GRC Approval Configurator.

Define extension rules for policy exceptions

Enable the GRC Approval Configurator from the Policy and Compliance Properties page to allow multiple approvers for policy extension approvals, replacing the single default approver (Compliance Manager).

Enable the GRC Approval Configurator

Enable the GRC Approval Configurator so that you can manage policy exceptions and extensions with granular, multi-level approval flows.

Before you begin

Role required: sn_compliance.manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Properties**.
2. Locate the **Enable GRC Approval Configurator instead of legacy and verification rules for policy exception** property, and select **Yes**.
3. Select **Save**.

Define the policy verification rules

Configure granular approval rules for policy exceptions and extensions by using the GRC Approval Configurator. This allows you to manage approvals with precise rule definitions and support multi-level approval workflows.

About this task

Verification rules validate policy exception or extension requests before they proceed to review or approval. These rules are configured using the Verification Configuration template, allowing you to define conditions based on status, sub-status, and other filters. When a policy exception is created, it enters the New state, triggering verification approvals. Upon successful verification, the request advances to the Analyze state for further evaluation.

Before you begin

Role required: sn_compliance.manager to create the policy verification rules.

Procedure

1. Navigate to **All** > **Assignment and Approval Configurations** > **Approval Configurations**.
   The GRC Approval Configurator is shipped with default template for verification called **Policy Exception - Verification Config**.
2. Select **Policy Exception - Verification Config**.
3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Verification Configuration form

Field	Description
Priority	By default, the verification configuration is set with priority 1. **Note:** The verification configuration is set to priority 1 by default and should be retained to ensure initial verification approval before
Filter Condition	Filter conditions to define when the configuration should be activated. The available values are sourced from the Policy Exception table. By default, State is set to New. This is a mandatory condition. You can set other filter conditions as well. Use logical operators such as AND or OR to build complex condition sets.
Domain	Functional group or role that should be associated with the approval flow.
Applies to	Verify that the **Policy exception (sn_compliance_policy_exception)** option is selected.
Active	Option to enable the configuration.
Name	Name of the verification configuration. By default, the template name is **Policy Exception - Verification Config**. You can change the template name.

4. Add approval levels to the configuration in the Approval Levels table.
   A default approval level called **Verification Config - Level 1** is already set up. You can add multiple levels for the configuration. Each level can have its own rules, assigned users or groups, and triggering conditions.
5. Select **Verification Config - Level 1**.
6. On the form, change the following fields:

Verification Level form

Field	Description
Name	By default, the name provided is Verification Config - Level 1. You can retain the same name or change the name.
Level	Keep the level as 1, as this is the first level that we are configuring.

7. Select **Submit**.
8. Add additional approval levels to the configuration by selecting **New** in the Approval Levels table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Verification Level form

Field	Description
Name	Provide a name to the new level.
Level	Assign the level.

9. Select **Submit**.
   After adding the required approval levels, add verification rules to each level.
10. To add verification rules, select the configured verification level, and do the following:

    a. In Approval Rules, select **New**.

    b. On the form, fill in the fields.

Rule configuration form

Field	Description
Name	Name for this rule.
Description	Description for the rule.
Source	Source table for rule evaluation.
Additional condition	Option to refine the source table by applying additional filters.
Query using field	Field on the source record to query for matching approval conditions.
Approve type	Approval type options: ▪ **Specific approvers**: Select individual users, groups, or both as approvers directly. This option enables you to assign approvers manually without relying on dynamic or source-based logic. ▪ **Approver from source**: Select approvers that are based on values from the source table. You can select a user field, a group field, or both to determine approvers dynamically from the source record. ▪ **Dynamic approvers**: Define approvers dynamically using the source. Apply static or advanced dynamic conditions to filter approvers. You can select a user field, group field, or both to determine who should approve. ▪ **Scripted approvers**: Use a script to determine the approvers programmatically. The script must populate the users and groups variables.
Approval required from	Approval options: Select **All** to make it required for all the selected users to approve the exception. Select **Anyone** to enable a single user to approve on behalf of all approvers.

    c. Select **Submit**.

Define the policy exception approval rules

Approval rules define how policy exception requests are reviewed and approved, enabling organizations to create customized, multi-level workflows.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_compliance.manager to create the policy exception approval rules.

About this task
Approval rules enable organizations to create customized, multi-level workflows for reviewing and approving policy exception requests based on specific filter conditions. These rules support dynamic assignment of approvers and allow configuration of approval requirements at each level. Once configured, requests are automatically routed to the designated approvers, streamlining the approval process.

Procedure
1. Navigate to **All** > **Assignment and Approval Configurations** > **Approval Configurations**.
   The GRC Approval Configurator is shipped with default template for approval called **Policy Exception - Approval Config**.
2. Select **Policy Exception - Approval Config**.
3. On the form, fill in the fields.

Approval Configuration form

Field	Description
Active	Option to enable the configuration.
Filter Condition	Filter conditions to define when the configuration should be activated. The available values are sourced from the Policy Exception table. By default, State is set to Awaiting Approval. This is a mandatory condition. You can set other filter conditions as well. Use logical operators such as AND or OR to build complex condition sets.
Name	Name of the approval configuration. By default, the template name is **Policy Exception - Approval Config**. You can change the template name.
Domain	Functional group or role that should be associated with the approval flow.
Priority	By default, the approval configuration is set with priority 2. **Note:** The approval configuration is set to priority 2 by default and should be retained to ensure that this approval triggers immediately after verification of policy exception requests.
Applies to	Verify that the **Policy exception (sn_compliance_policy_exception)** option is selected.

4. Add approval levels to the configuration in the Approval Levels table.
   A default approval level called **Approval Config - Level 1** is already set up. You can add multiple levels for the configuration. Each level can have its own rules, assigned users or groups, and triggering conditions.
5. Select **Verification Config - Level 1**.
6. On the form, change the following fields:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Verification Level form

Field	Description
Name	By default, the name provided is Approval Config - Level 1. You can retain the same name or change the name.
Level	Keep the level as 1, as this is the first level that we are configuring.

7. Select **Submit**.
8. Add additional approval levels to the configuration by selecting **New** in the Approval Levels table.

Verification Level form

Field	Description
Name	Provide a name to the new level.
Level	Assign the level.

9. Select **Submit**.
   After adding the required approval levels, add verification rules to each level.
10. To add verification rules, select the configured verification level, and do the following:

    a. In Approval Rules, select **New**.

    b. On the form, fill in the fields.

Rule configuration form

Field	Description
Name	Name for this rule.
Description	Description for the rule.
Source	Source table for rule evaluation.
Additional condition	Option to refine the source table by applying additional filters.
Query using field	Field on the source record to query for matching approval conditions.
Approve type	Approval type options: ▪ **Specific approvers**: Select individual users, groups, or both as approvers directly. This option enables you to assign approvers manually without relying on dynamic or source-based logic. ▪ **Approver from source**: Select approvers that are based on values from the source table. You can select a user field, a group field, or both to determine approvers dynamically from the source record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	▪ **Dynamic approvers**: Define approvers dynamically using the source. Apply static or advanced dynamic conditions to filter approvers. You can select a user field, group field, or both to determine who should approve. ▪ **Scripted approvers**: Use a script to determine the approvers programmatically. The script must populate the users and groups variables.
Approval required from	Approval options: Select **All** to make it required for all the selected users to approve the exception. Select **Anyone** to enable a single user to approve on behalf of all approvers.

c. Select **Submit**.

Define extension rules for policy exceptions

Enable the GRC Approval Configurator from the Policy and Compliance Properties page to allow multiple approvers for policy extension approvals, replacing the single default approver (Compliance Manager).

Before you begin

Role required: sn_compliance.manager to create the policy exception approval rules.

About this task

Extension rules govern how requests to prolong an existing policy exception are reviewed and approved. Using the GRC Approval Configurator, organizations can define tailored workflows for these extensions, including assigning multiple approvers, setting dynamic conditions, and automating routing based on record data. This configuration allows multiple approvers to be designated, thereby overcoming the previous constraint of relying on a single default approver, namely the Compliance Manager.

Procedure

1. Navigate to **All** > **Assignment and Approval Configurations** > **Approval Configurations**. The GRC Approval Configurator is shipped with default template for approval called **Policy Exception - Extension Config**.
2. Select **Policy Exception - Approval Config**.
3. On the form, fill in the fields.

Approval Configuration form

Field	Description
Active	Option to enable the configuration.
Filter Condition	Filter conditions to define when the configuration should be activated. The available values are sourced from the Policy Exception table. By default, State is set to Approved, and Substate to Under review. These are mandatory conditions. You can set other filter conditions as well. Use logical operators such as AND or OR to build complex condition sets.
Name	Name of the approval configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	By default, the template name is **Policy Exception - Extension Config**. You can change the template name.
Domain	Functional group or role that should be associated with the approval flow.
Priority	By default, the approval configuration is set with priority 2. **Note:** The approval configuration is set to priority 2 by default and should be retained to ensure that this approval triggers immediately after verification of policy exception requests.
Applies to	Verify that the **Policy exception (sn_compliance_policy_exception)** option is selected.

4. Add approval levels to the configuration in the Approval Levels table.
   A default approval level called **Extension Approval - Level 1** is already set up. You can add multiple levels for the configuration. Each level can have its own rules, assigned users or groups, and triggering conditions.
5. Select **Extension Approval - Level 1**.
6. On the form, change the following fields:

Verification Level form

Field	Description
Name	By default, the name provided is Extension Approval - Level 1. You can retain the same name or change the name.
Level	Keep the level as 1, as this is the first level that we are configuring.

7. Select **Submit**.
8. Add additional approval levels to the configuration by selecting **New** in the Approval Levels table.

Verification Level form

Field	Description
Name	Provide a name to the new level.
Level	Assign the level.

9. Select **Submit**.
   After adding the required approval levels, add verification rules to each level.
10. To add verification rules, select the configured verification level, and do the following:
    a. In Approval Rules, select **New**.
    b. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Rule configuration form

Field	Description
Name	Name for this rule.
Description	Description for the rule.
Source	Source table for rule evaluation.
Additional condition	Option to refine the source table by applying additional filters.
Query using field	Field on the source record to query for matching approval conditions.
Approve type	Approval type options: ▪ **Specific approvers**: Select individual users, groups, or both as approvers directly. This option enables you to assign approvers manually without relying on dynamic or source-based logic. ▪ **Approver from source**: Select approvers that are based on values from the source table. You can select a user field, a group field, or both to determine approvers dynamically from the source record. ▪ **Dynamic approvers**: Define approvers dynamically using the source. Apply static or advanced dynamic conditions to filter approvers. You can select a user field, group field, or both to determine who should approve. ▪ **Scripted approvers**: Use a script to determine the approvers programmatically. The script must populate the users and groups variables.
Approval required from	Approval options: Select **All** to make it required for all the selected users to approve the exception. Select **Anyone** to enable a single user to approve on behalf of all approvers.

c. Select **Submit**.

Using the Classic user interface for Policy and Compliance tasks

You can continue to use the Classic environment to perform all Policy and Compliance Management activities.

As a compliance manager or compliance user with specific roles you can perform Policy and Compliance Management related tasks such as manage control objectives, policies, policy exceptions and extensions, issues, and others.

Manage control objectives and policies

The Policies and Procedures module contains overview and detailed information related to policy approvals, policies, and control objectives.

Policies and Procedures Overview

Policies and Procedures Overview is contained in the **Policies and procedures** module and provides an executive view into compliance requirements, overall compliance, and compliance breakdowns so areas of concern can be identified quickly. Users with the compliance administrator and compliance manager roles view the **Policies and Procedures Overview**.

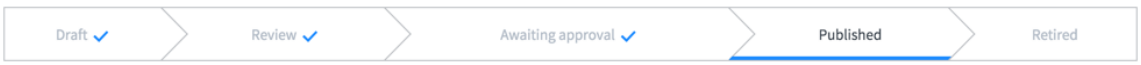
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Policies and Procedures Overview reports in the base system

Name	Visual	Description
Control compliance	Donut chart	Displays the overall compliance of all the controls in the system.
Control details	Donut chart	Displays a breakdown of controls grouped by owner, category, or type.
Control Overview	Column Chart	Displays the total number of controls related to each policy. The chart is stacked to display the overall control compliance status for each policy.
Control Issues by Policy (Opened Date)	Line Chart	Displays the number of control issues opened each week, grouped by policy.
Policy Exceptions	List	Displays a list of control issues that have been closed with a response value of accept, meaning the issue was not remediated.
Total Control Objectives by Policy	Bar graph	Displays a count of the overall number of control objectives in each policy. The chart is stacked to display control objectives by type.

Policy approval process

Policies are part of a strict approval process that ensures compliance and reduces exposure to risk. When a policy is published, it is automatically incorporated in the approval process. Compliance managers set the length of time that policies are valid, ensuring that the team reviews the policy often to affirm its validity. Policies have a type, such as a policy, procedure, standard, plan, checklist, framework, or template.



Policy approval states

State	Description
Draft	All policies start in **Draft** state. In this stage, all compliance users can modify the policy and control objectives.
Review	The owner, owning group, and reviewers can modify the policy and control objectives and send it on to the next state.
Awaiting Approval	The policy is read only in this state. Approved policies transition to the **Published** state. Unapproved policies return to **Review**. If no approvers are identified on the policy form, the state is skipped and the policy is published without an approval.
Published	Approved policies are automatically published to a template-defined KB article, and the policy remains in a read-only state. The **Valid to** field

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Policy approval states (continued)

State	Description
	on the policy form defines how long the policy is valid. **Note:** After the policy is published and when the valid to date on the policy is reached, then based on the value of the *Number of days after reaching a policy "Valid to" date in which the expired policy will automatically move from its Published state back to a Draft/Review state* property, the policy moves back to the Draft/Review state. For example, if the value of the property is 10, then the policy moves back to review state 10 days after the valid to date is reached. When a policy reaches the end of the **Review** state and is **Approved** for publishing, it is automatically published to the GRC knowledge base (as defined in **Policy and Compliance** > **Administration** > **Properties**. The **Article template** field on the policy form defines the style of the published policy.
Retired	When a policy is put into the **Retired** state, its associated KB article is removed.

Policies

Compliance managers catalog and publish internal policies that define a set of business processes, procedures, and or standards.

Control objectives

Compliance managers catalog the control objectives and generate controls from those control objectives.

Note:
UCF refers to control objectives as controls. When UCF data is imported, controls are imported into the control objectives table.

Create a policy

A policy defines an internal practice that processes must follow. Policies are defined as policies, procedures, standards, plans, checklists, frameworks, and templates.

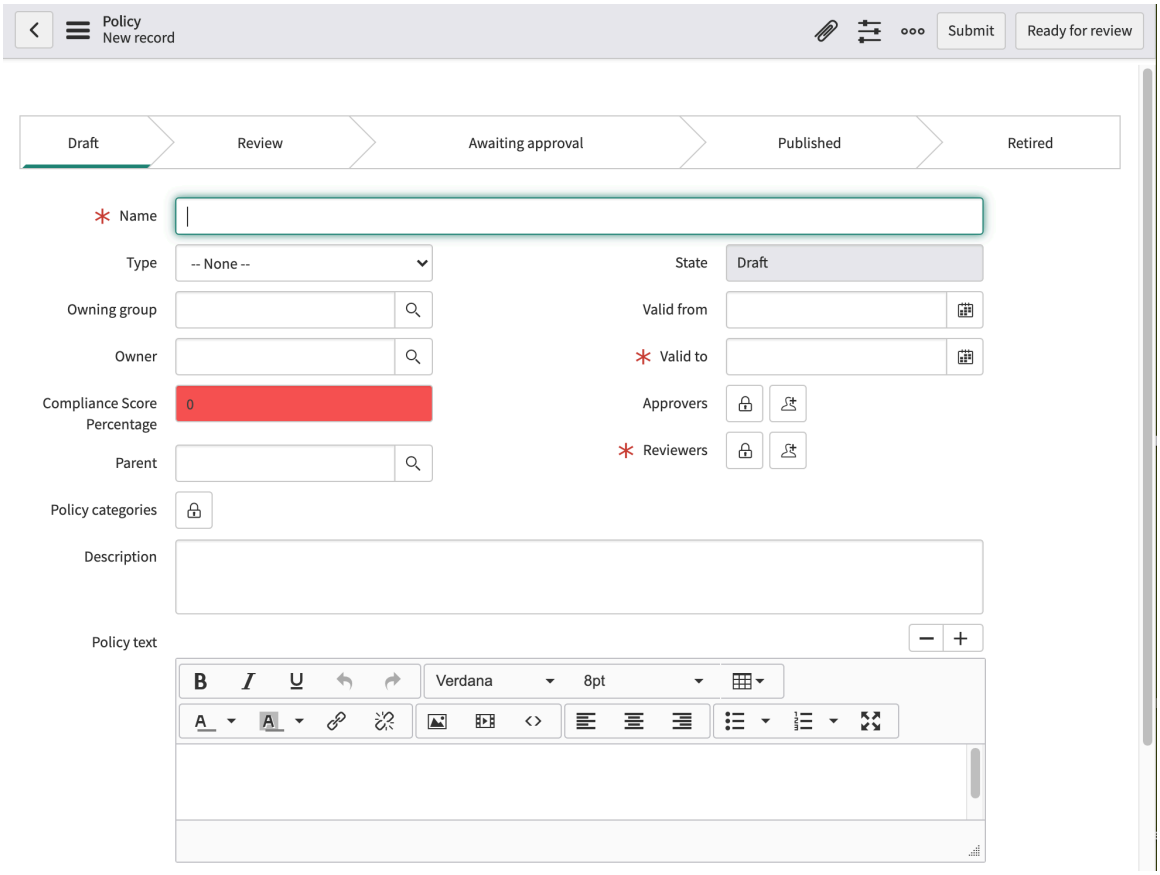
Before you begin
Role required: sn_compliance.admin or sn_compliance.manager

Users with Compliance user (sn_compliance.user) role can also create policies.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Policies**.
2. Click **New**.



3. On the form, fill in the fields.

Policy

Field	Description
Name	The name of the policy.
Type	List of options: ○ Policy ○ Procedure ○ Standard ○ Plan ○ Checklist ○ Framework ○ Template
Owning Group	Group that owns the policy.
Owner	User that owns the policy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Compliance Score Percentage	The compliance score percentage assigned to this policy.
Parent	The policy containing this policy. If you create a control objective from within a policy, this field is automatically filled.
Policy categories	Click the lock icon and select one or more categories for filtering policies. For example, select Vulnerability Response to view policies associated with that application.
State	The state is a read-only field. Possible choices are: ○ **Draft** In this state, all compliance users can modify the policy and control objectives. All compliance users can click **Request review** button. Enter a message in the Request review pop-up and click **Request** , which sets the state to Review. ○ **Review** In this state, the owner, owning group, and reviewers can modify the policy and control objectives. The owner, owning group, and reviewers click **Request approval**, starting the workflow by sending approvals to the users in the Approvers list. The owner, owning group, and reviewers move the policy back to Draft, by clicking **Back to draft**, as well. ○ **Awaiting approval** In this state, the policy and control objectives are read-only for all. Approvers can approve the policy by updating the approval state in the **Approvals** Related List on the policy form, or by viewing **My Approvals**. If the policy is approved, the policy goes to the **Published** state. Otherwise, it goes back to the **Review** state. ○ **Published** In this state, the policy and control objectives are read-only for all. Admins can click **Retire** which sets the state of the policy to **Retired** ○ **Retired** In this state, the policy is read-only for all.
Valid from	The date and time for which the policy becomes valid.
Valid to	The date and time for which the policy is no longer valid.
Approvers	The users you want to be included in the approval process.
Reviewers	Select the users you want to be included in the review process.
Description	A general description of the policy.
Policy text	A detailed description of the policy.
Knowledge Base	
Knowledge base	The knowledge base article related to this policy.
KB article	The KB article number and link where the policy is published.
Article template	The article template to use for the publication of this policy.
Acknowledgement Setup	
Audience	Select the default audience responsible for acknowledging this policy.
Reference Material URL	Click the lock icon to add the URL for any needed reference materials, such as certification or training materials.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Allow users to decline policy	Select this check box to give users the option of declining policy acknowledgements.
Allow users to request exception	Select this check box to give users the option of requesting exceptions for policy acknowledgements.
Exception Setup	
Maximum exception duration (days)	Enter the maximum number of days for which a policy exception can be requested for a given policy.

4. Continue with one of the following options.
   - To save and submit the policy, click **Submit**.
   - To mark the policy ready for review, click **Request review** .

What to do next

If you are implementing the Policy and Compliance Management software, return to the Policy and Compliance Management setup checklist and proceed to the next step.

Approve and publish a policy

When a policy is approved, it is automatically published.

Before you begin

Role required: sn_compliance.user or sn_compliance.manager

Note:
For more information:

- About a policy, see An overview of policy life cycle in Policy and Compliance Management.
- About GRC application, see Governance, Risk, and Compliance.

About this task

Prior to Version 11.0.2 of the GRC: Policy and Compliance Management application, a new knowledge base article overwrote the previous version whenever you made changes to a policy. Starting with Version 11.0.2, when you again approve a policy, a new version of the KB article is created and listed in the **Policy Versions** tab, along with a history of previous versions.

This feature requires that you manually install and activate the Knowledge Management Advanced Installer [com.snc.knowledge_advanced.installer] plugin. For more information, see Activate a plugin .

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Policies**.
2. Open the policy record.
3. Review the policy details.
4. Click the **Request Approval** button.
   Reviewers cannot request approval for a policy. However, the owner of the policy with sn_compliance.user, which is the minimum required role, and users with compliance manager

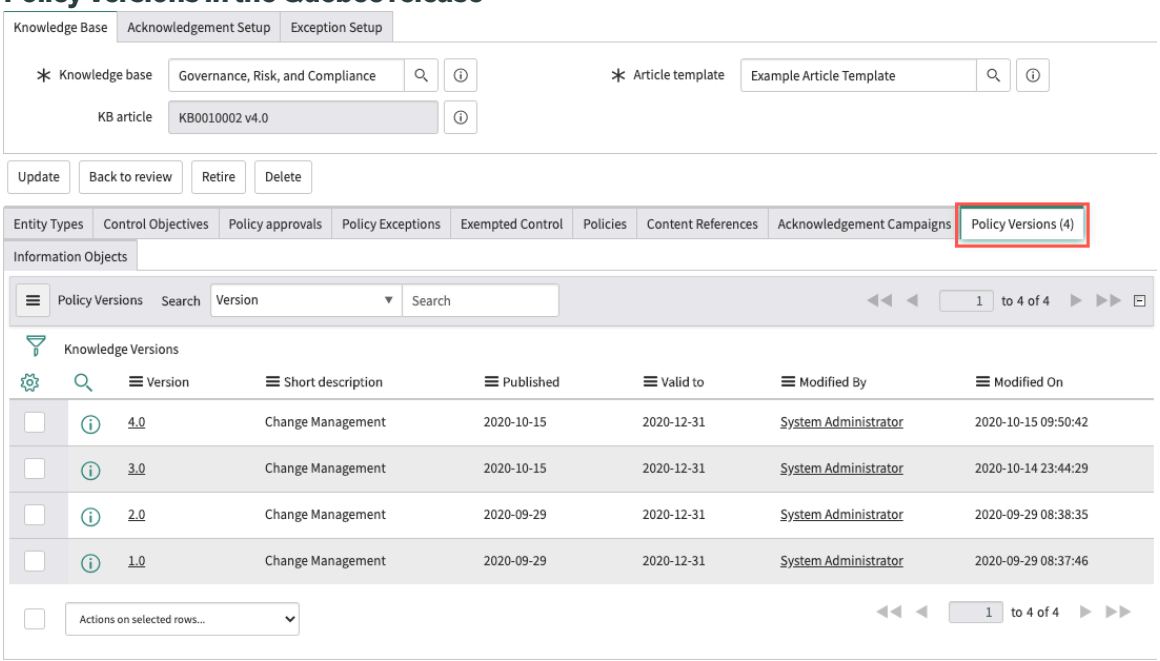
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

role can request approval for a policy. When approval is granted, the policy is published and a knowledge base (KB) article is automatically created with the details of the policy.

5. Any time you need to make changes to the policy, you can click **Edit policy** and enter a message in the pop-up, and click **Request Approval**. Add a comment in the pop-up. When approval is granted, a new version of the knowledge base article is created.

Note:
As described above, if you activated the Knowledge Management Advanced Installer [com.snc.knowledge_advanced.installer] plugin, a new version of the KB article is created and listed in the **Policy Versions** tab, along with a history of previous versions as shown below.

Policy versions in the Quebec release



So, if you create links to this policy from the Service Portal or elsewhere, the latest version of the KB article is always displayed.

Acknowledge a policy

After a policy has been published, you can create an acknowledgement campaign to define a group of your employees who must provide an acknowledgement that a particular policy is in compliance. When the campaign has been defined, you can submit the request to the audience.

Set up a policy acknowledgement campaign

A policy campaign is the record used to prepare for a policy acknowledgement request. It defines the audience who must provide an acknowledgement that a particular policy is in compliance. A policy campaign is requested only if the compliance user decides it is needed.

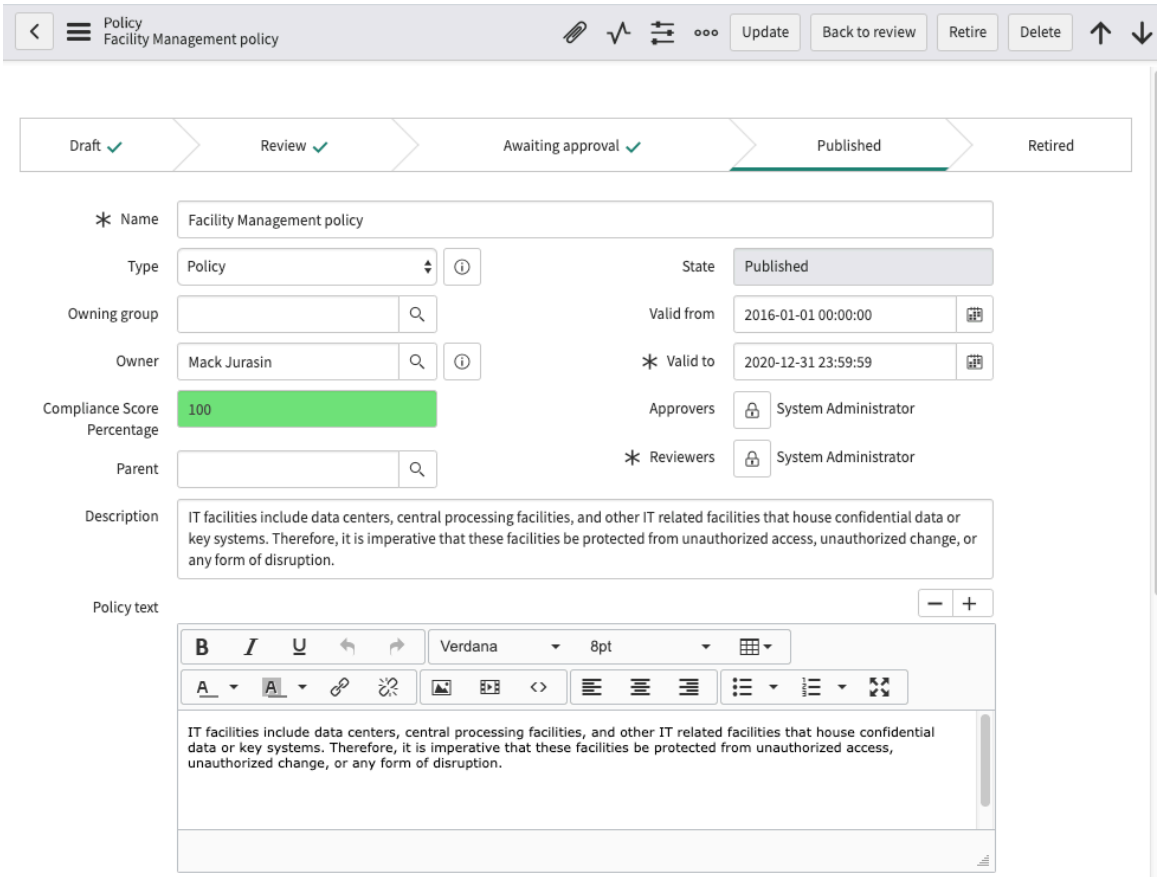
Before you begin

Role required: Compliance User

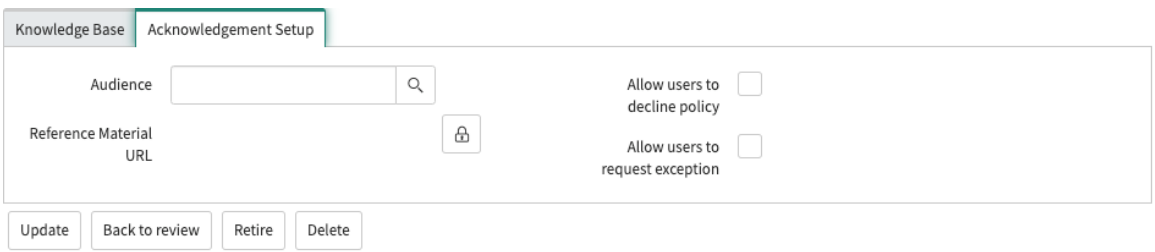
Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Policies**.
2. Open the Policy record in the **Published** state you want to acknowledge.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. Scroll down and click the **Acknowledgement Setup** related list.

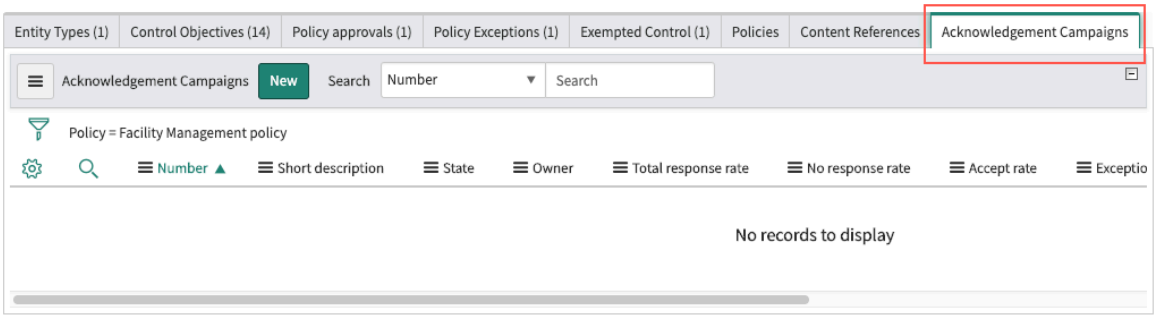


4. On the form, fill in the fields.

Field	Description
Audience	Select the employees who are responsible for acknowledging the policy. You define the audience using the Audience module.
Reference Material URL	Click the lock icon and add a URL to reference materials for the policy that the audience can review. When you have completed your entry, click the lock icon again.
Allow users to decline policy	Select if you want members of the audience to be able to decline the policy.
Allow users to request exception	Select if you want to members of the audience to be able to request a policy exception.

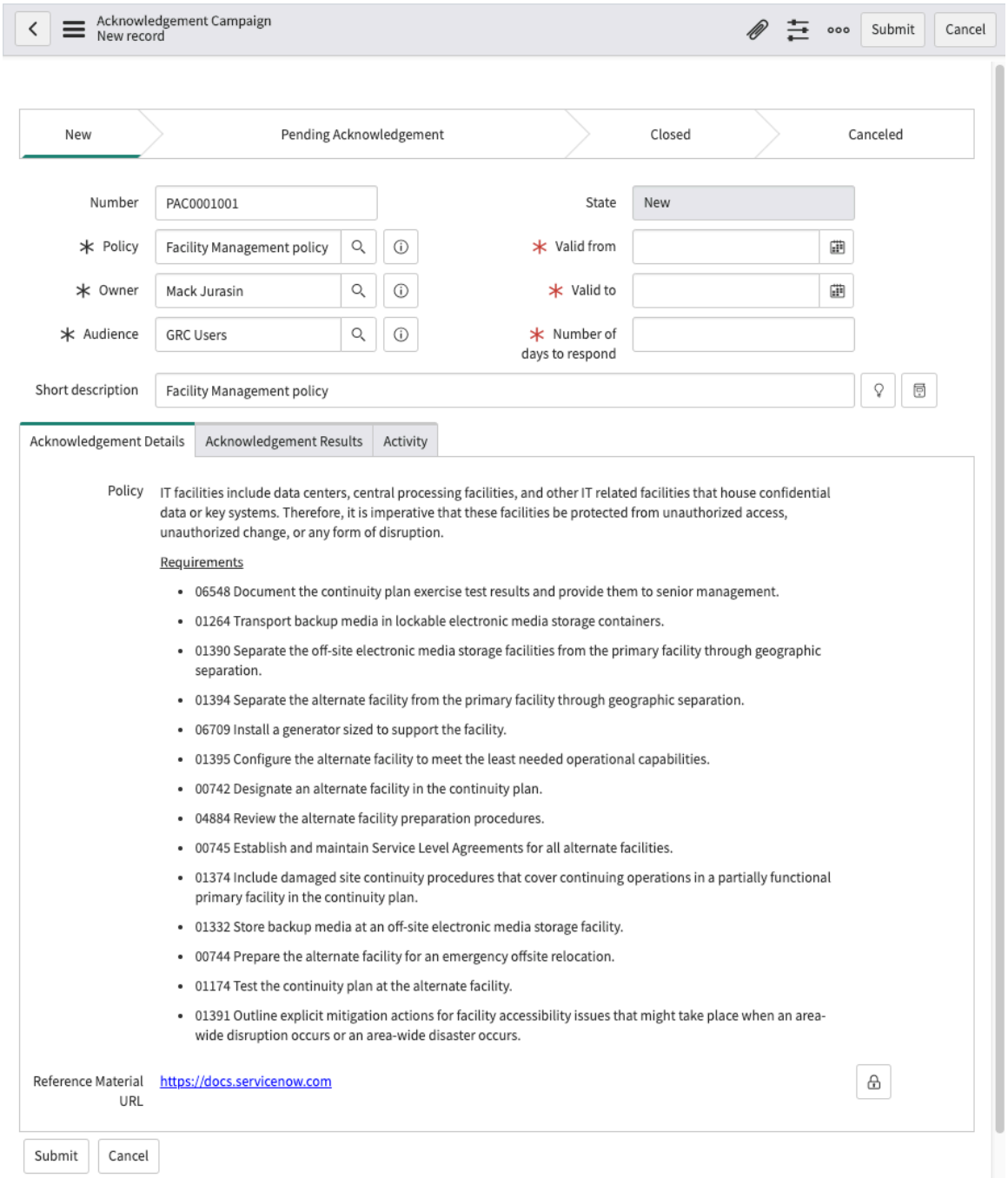
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Save the record.
6. Scroll down and click the **Acknowledgement Campaigns** related list.



7. Click **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note:
Notice that the majority of the fields are pre-filled with data from the policy record.

8. On the form, fill in the fields.

Note:
Only field description that were not previously described are provided here.

Field	Description
Number	An auto-generated record number for the acknowledgement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
State	The current state of the acknowledgement campaign. The default state is New.
Valid from/to	Select the period of time the acknowledgement is valid. The acknowledgement is valid from the beginning of the **Valid from** date until the end of the **Valid to** date. **Note:** The **Valid from** date cannot be prior to the current date. The **Valid to** date cannot be beyond the **Valid to** date defined in the policy.
Number of days to respond	The number of days by which members of the audience have to respond.
Short description	A brief description of the policy.
Acknowledgement Details tab	This tab shows details and requirements from the policy, as well as the **Reference Material URL** defined during acknowledgement setup.

9. Click **Submit**.
   The acknowledgement request is now ready for you to send to the defined audience.

Create an audience

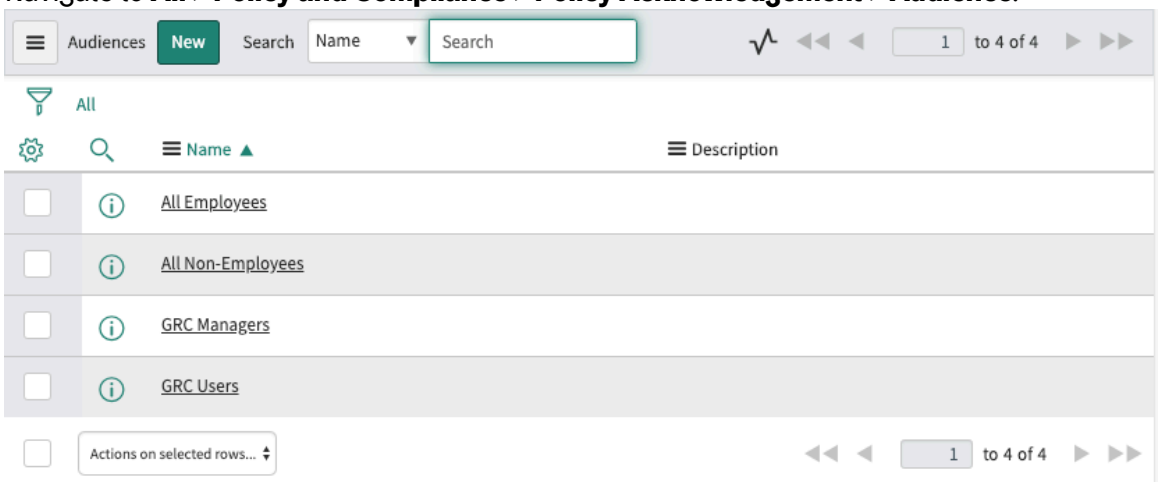
When you set up a policy acknowledgement request, you must identify an audience responsible for providing the acknowledgement.

Before you begin

Role required: sn_compliance_admin or sn_compliance_manager

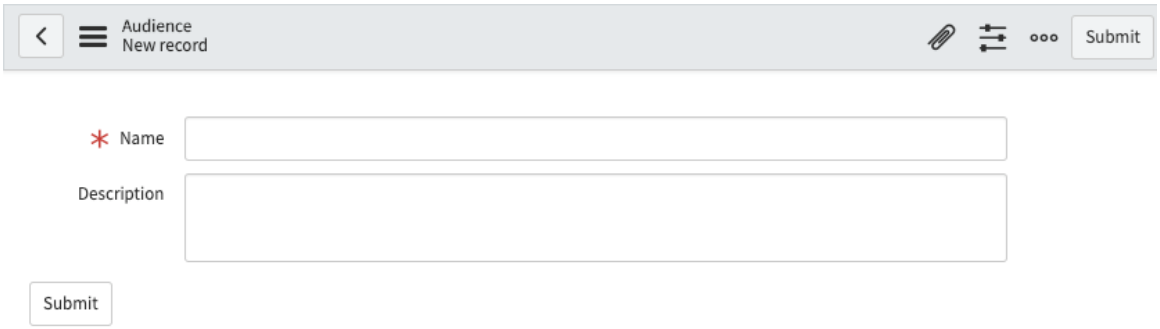
Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policy Acknowledgement** > **Audience**.

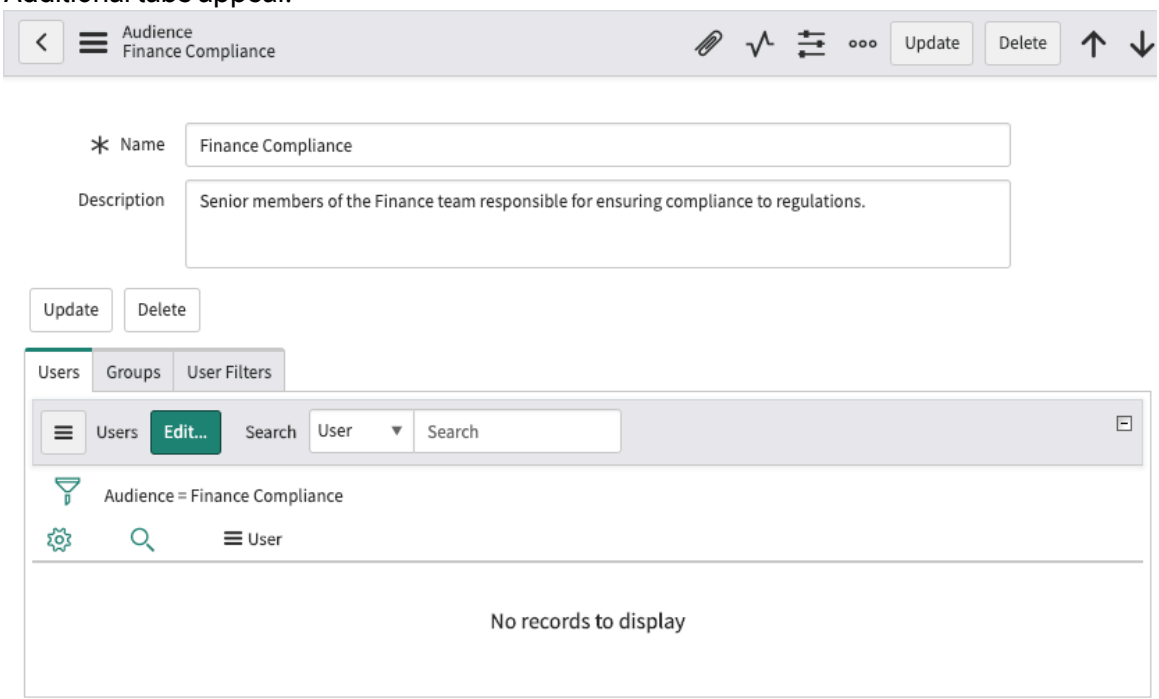


2. Click **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. Enter a name and description for the new audience, and save the record.
4. Additional tabs appear.



5. Use the three tabs to identify members for this audience.

Option	Description
Users	Click **Edit** and add one or more individual users to the audience.
Groups	Click **Edit** and add one or more predefined groups of users to the audience.
User Filters	Click **New** to define a new filter for audience member inclusion. Click **Edit** to modify an ex isting user filter. You can save filters for future use.

6. When the audience has been defined, you can add the users, groups, or user filters to an acknowledgement request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Submit an acknowledgement request

After you have created an acknowledgement campaign, you can submit the acknowledgement request to the defined audience.

Before you begin

Role required: sn_compliance.user

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **My Acknowledgement Campaigns**.
2. Open the Policy Acknowledgement Campaign (PAC) record you want to submit to the defined audience.
3. Ensure that you have set up and saved the acknowledgement in the Acknowledgement Setup related list.
4. Click the **Acknowledgement Campaigns** related list.
5. Click **New**.

   Note:
   The majority of the fields are pre-filled with data from the policy record.

6. On the form, fill in the fields.

   Note:
   Only field description that were not previously described are provided here.

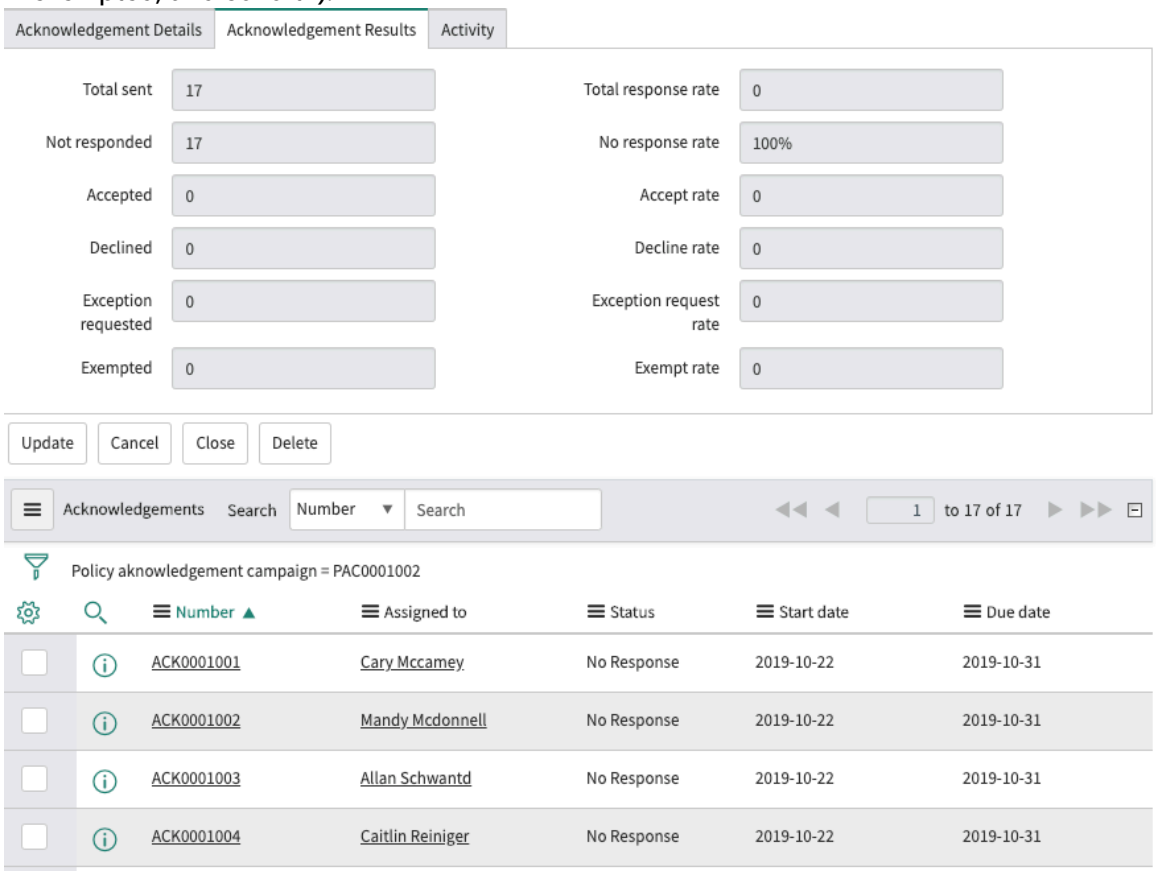
   ### Acknowledgement Campaign form

Field	Description
Number	An auto-generated record number for the acknowledgement.
State	
Valid from/to	Select the period of time the acknowledgement is valid. The acknowledgement is valid from the beginning of the **Valid from** date until the end of the **Valid to** date. **Note:** The **Valid to** date cannot be beyond the **Valid to** date defined in the policy.
Number of days to respond	The number of days by which members of the audience have to respond.
Short description	A brief description of the policy.
Acknowledgement Details tab	This tab shows details and requirements from the policy, as well as the **Reference Material URL** defined during acknowledgement setup.

7. Click **Submit**.
   The **Request Acknowledgement** button appears.
8. Click **Request Acknowledgement**.
9. Notice that the following changes occur.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

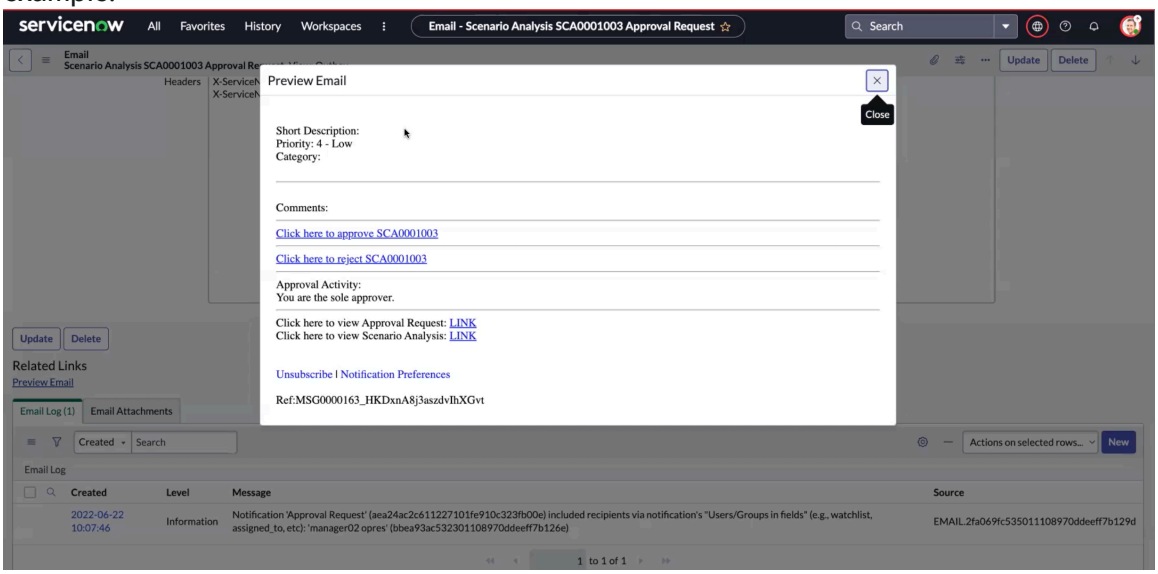
- The state of the acknowledgement campaign changes to **Pending Acknowledgement**.
- Acknowledgement (ACK) records for each member of the audience appear at the bottom of the screen.
- The **Acknowledgement Results** tab shows the progress of the acknowledgement process. That is, it reports the total number of acknowledgements sent, and keeps a running tally of the number and types of responses received (for example, number of accepted, declined, exempted, and so forth).



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
The **Activity** tab shows acknowledgement activities as they happen. The compliance user can click the Work notes check box and post work notes to track changes. The Additional comments box can be used to communicate with the audience.

Also, each member of the audience receives an email notification similar to the following example.



10. As the acknowledgement period elapses, you can monitor the progress of the responses by navigating to **Policy and Compliance** > **Policy Acknowledgement** > **Pending Acknowledgements**.
11. You can also identify any audience members who have exceeded the acknowledgement time line by navigating to **Policy and Compliance** > **Policy Acknowledgement** > **Overdue Acknowledgements**.

Respond to an acknowledgement request

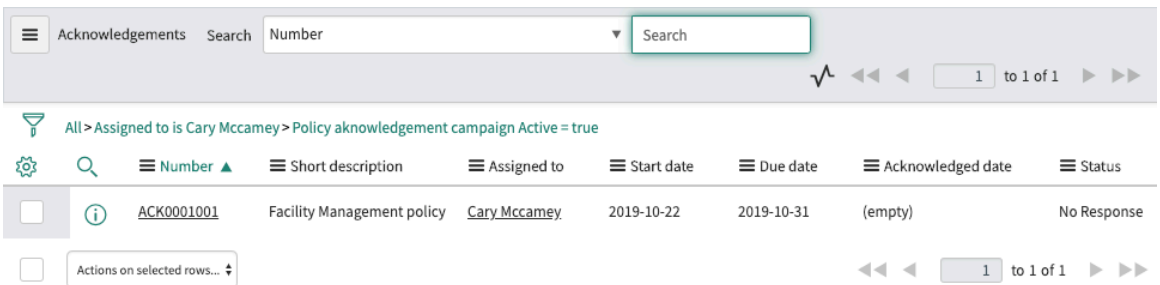
After you have been identified as a member of an audience to provide a policy acknowledgement, you must open and review the record, and then acknowledge it.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

Procedure

1. After you have received a notification that you are required to acknowledge a policy, navigate to **Policy and Compliance** > **Policy Acknowledgement** > **My Acknowledgements**.



2. To provide the acknowledgement, open the record and perform one of the following actions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The available options depend on how the acknowledgement request was configured.

The available options depend on how the acknowledgement request was configured.

- The default status of the policy acknowledgement is **New**.
- The policy acknowledgement is set to **Pending Acknowledgement**, if:
  - the policy acknowledgement has reached the time set as **Frequency**.
  - the policy acknowledgement has reached the Valid From date, if it is the ad hoc acknowledgement
  - you click the **Pending Acknowledgement** button to move its state manually.
- The policy acknowledgement is in Closed state, if:
  - you move it manually to **Closed** state
  - it reaches the **Valid to** date
- The state moves to **Cancel** if:
  - you manually click **Cancel** button
  - the policy exception is rejected, the acknowledgement is reset to Cancel

Following options are available when the policy acknowledgement instance is set to different states:

Accept

If the policy is in compliance, click **Accept**.

Decline

If the policy is not in compliance and the request is configured in such a way that you are allowed to decline the request, click **Decline**.

Request Exception

If, for any reason, you do not want to respond, and the request is configured in such a way that you can opt out, click **Request Exception**.

Work with acknowledgements using the Service Portal

After you have received a request to provide acknowledgement for a policy, you have the option of working with the request in the ServiceNow AI Platform, or you can perform your actions in the ServiceNow Service Portal.

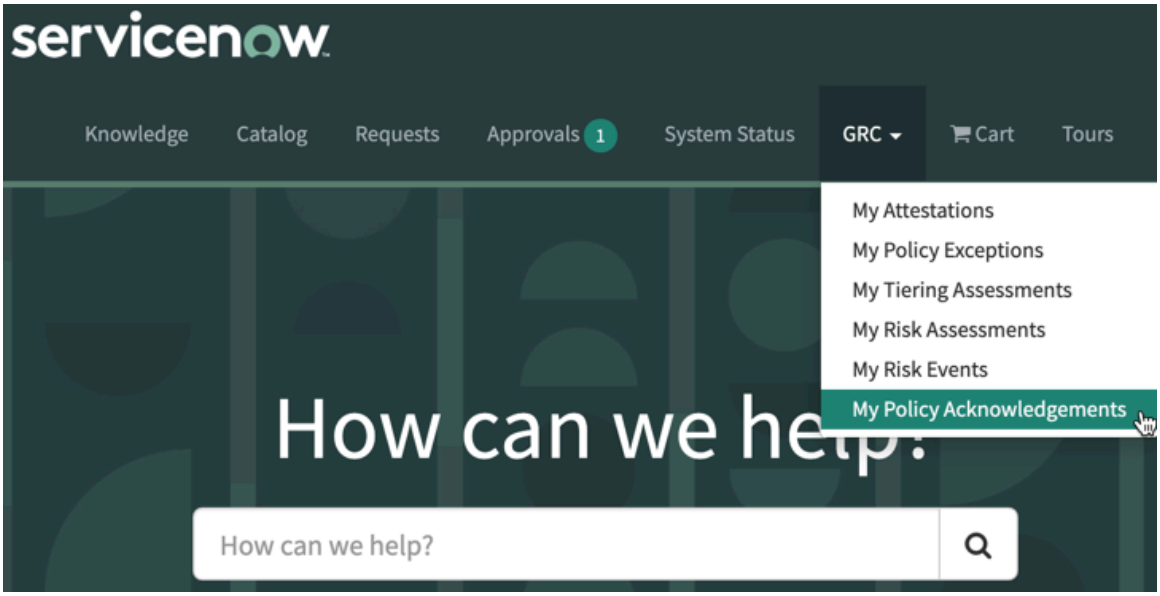
Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite, sn_grc_emp_user.grc_employee

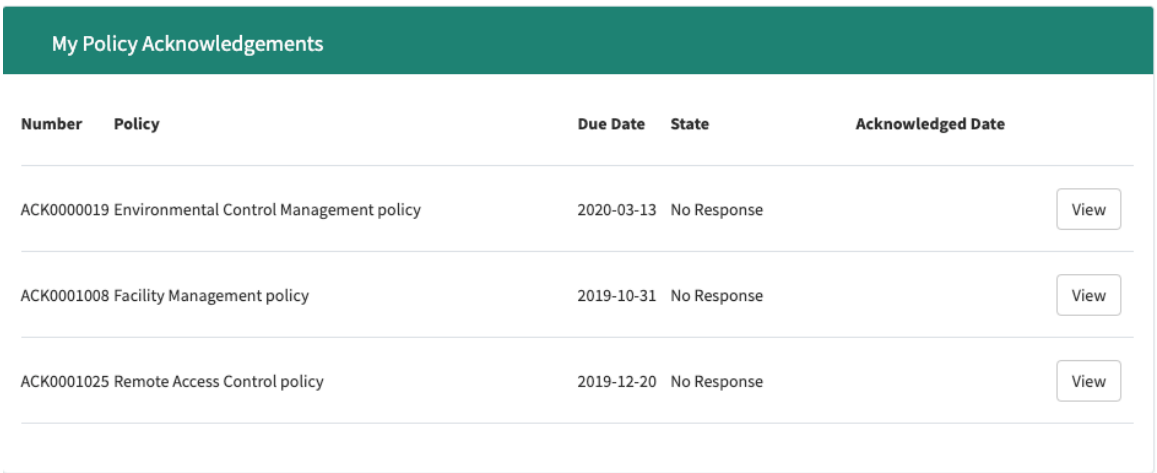
Procedure

1. Navigate to the ServiceNow Service Portal.
2. In the header bar, navigate to **GRC** > **My Policy Acknowledgements**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

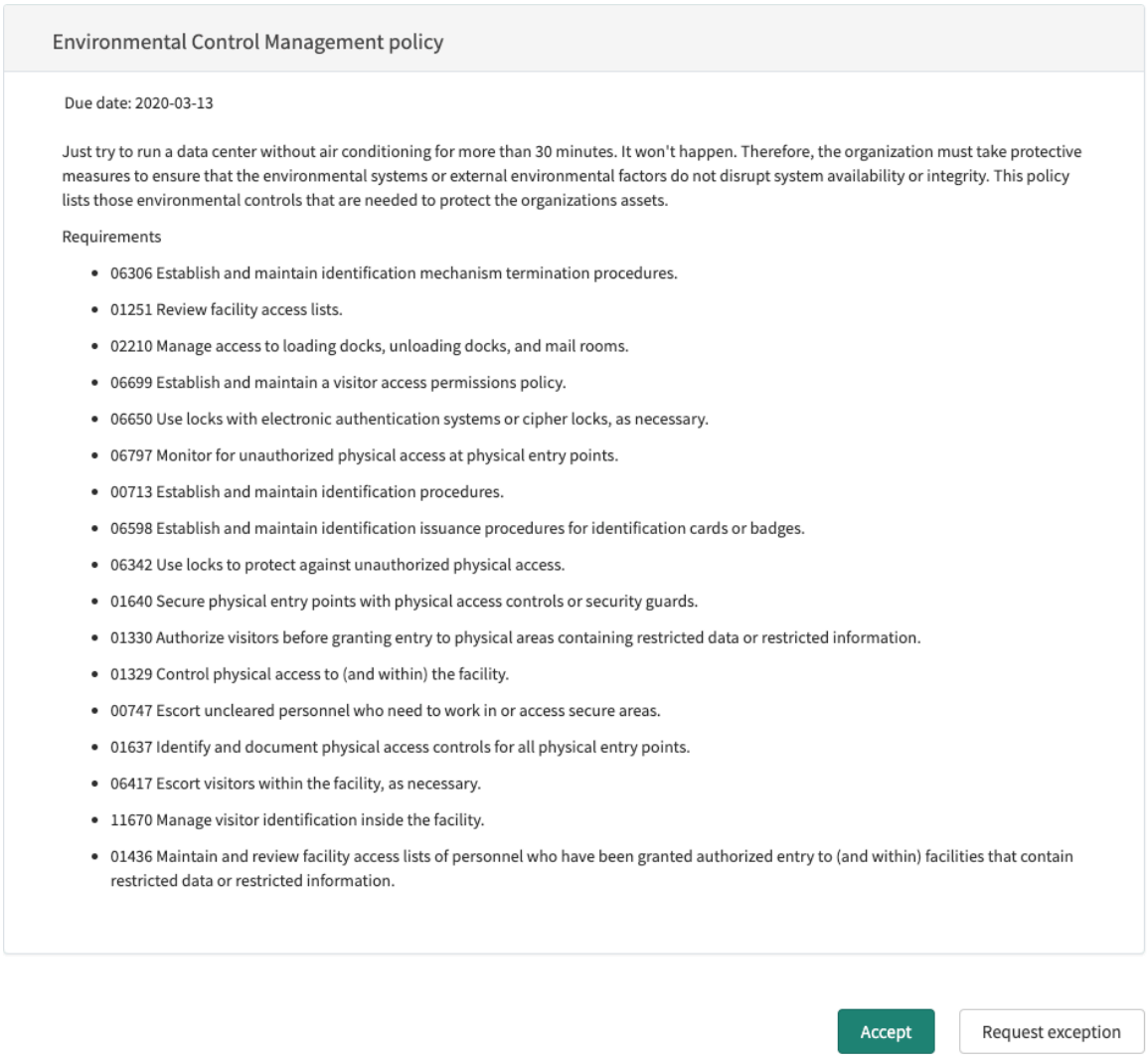


All pending policy acknowledgement requests assigned to you appear.



3. To view details of the request, click **View**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note:
The actions you can perform on the policy acknowledgement depend on how the acknowledgement campaign was configured, as follows.

Option	Description
If the policy is in compliance	Click **Accept**.
If the policy is not in compliance and you are allowed to decline the request	Click **Decline**.
If you do not want to respond, and you want to opt out	Click **Request Exception**.

Retire a policy

Retiring a policy is part of the policy management process.

Before you begin
Role required: sn_compliance_admin or sn_compliance_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

A policy can be retired anytime after being approved and published to the KB. If the policy has reviewers, then one month before the policy retires, it is moved to the Review state. If there are no reviewers for the policy, then it is moved to the Draft state.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies**.
2. Open the Policy record.
3. In the top-right corner, click **Retire**.
   This option is available only for policies in a published state.

Create a GRC article template

Policy and Compliance managers can create templates for policy article publishing.

Before you begin

Role required: sn_compliance.developer

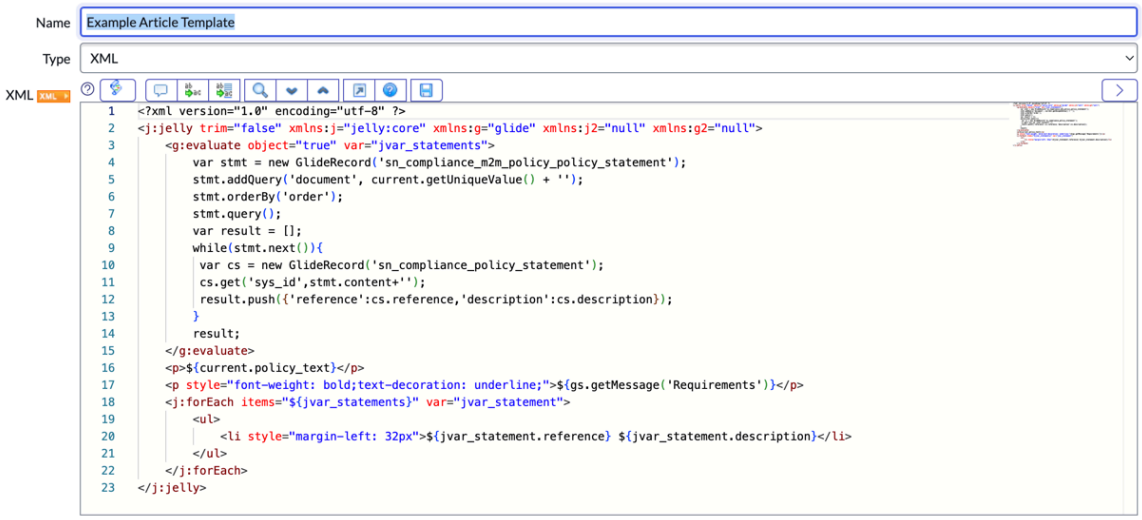
Procedure

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Article Templates**.
2. Click **New**.
3. On the form, fill in the fields.

Authority Document

Field	Description
Name	Name of the article template.
Type	○ Script ○ HTML ○ XML
Script	The script code. This field depends on the **Type** field.
HTML	The HTML code. This field depends on the **Type** field.
XML	The XML code. This field depends the **Type** field.
Is default	Option to indicate that this template is used as the default template for all KB articles.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Click **Submit**.

Create a control objective

A control objective is an objective, direction, or standard that acts as guidance for company interactions and operations. Control objectives can be categorized, classified, and related to policies.

Before you begin

Role required: sn_compliance.admin, sn_compliance.manager, sn_compliance.user

About this task

To understand the difference between a control objective and a control, see Structural overview of Policy and Compliance Management.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Control Objectives**.
2. Click **New**.
3. On the form, fill in the fields.

Control Objectives form

Field	Description
Name	Name of the control objective.
Source	Source of the control objective. For example, if the control objective is from a third-party provider, indicate which one.
Source ID	Unique identification number used by the source to catalog this control objective.
Reference	Unique numerical identifier.
Parent	Control objective that is not a child of the current control objective. This is to avoid cyclic parent – child relationship.
Compliance Score Percentage	Compliance score percentage calculated for this control objective and it's color code:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ 80 and higher in green ○ 80 to 50 in yellow ○ below 50 in red
Active	Option that indicates whether a control objective is active.
Creates controls automatically	Option that indicates that controls are automatically created from the control objective. **Note:** Select this option if the control objective can also serve as the control.
Category	List of options: ○ Acquisition or sale of facilities, technology, and services ○ Audits and risk management ○ Compliance and Governance Manual of Style ○ Human Resources management ○ Leadership and high-level objectives ○ Monitoring and measurement ○ Operational management ○ Physical and environmental protection ○ Privacy protection for information and data ○ Records management ○ System hardening through configuration management ○ Systems continuity ○ Systems design, build, and implementation ○ Technical security ○ Third Party and supply chain oversight ○ Root ○ Deprecated
Classification	List of options: ○ Preventive ○ Corrective ○ Detective
Type	List of options: ○ Acquisition/Sale of Assets or Services ○ Actionable Reports or Measurements ○ Audits and Risk Management ○ Behavior

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Business Processes ○ Communicate ○ Configuration ○ Data and Information Management ○ Duplicate ○ Establish Roles ○ Establish/Maintain Documentation ○ Human Resources Management ○ Investigate ○ IT Impact Zone ○ Log Management ○ Maintenance ○ Monitor and Evaluate Occurrences ○ Physical and Environmental Protection ○ Process or Activity ○ Records Management ○ Systems Continuity ○ Systems Design, Build, and Implementation ○ Technical Security ○ Testing ○ Training
Attestation	List of options. ○ **GRC Attestation** is chosen by default ○ **Note:** If the user changes the control attestation, the related control objective attestation type is changed also.
Issue group rule	Group rule assigned to this control objective.
Description	Description of the control objective.

4. Click **Submit**.
   The control objective is created and all related lists are visible.
   - A control is created for every control objective when a policy is associated with an entity.
   - The control attributes default to the same attributes as the related control objective.

What to do next

If you are implementing the Policy and Compliance Management software, return to the Policy and Compliance Management setup checklist and proceed to the next step.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Deactivate a control objective

Deactivate control objectives that are no longer relevant to their citation or parent control objective.

Before you begin

Role required: sn_compliance_admin or sn_compliance_manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Control objective**.
2. Open a control objective.
3. In the control objective, clear the check box marked **Active**.
4. Click **Update**.

Relate a control objective to a policy

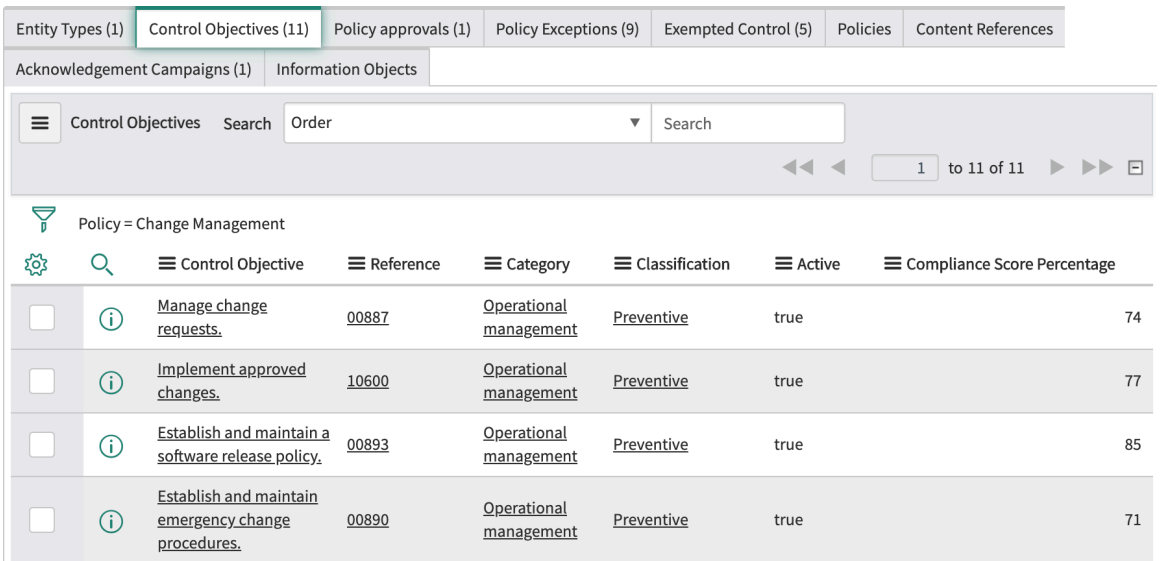
Associate the control objective to a policy individually when the policy is in the review or draft state by clicking the edit button in the Control Objective related list.

Before you begin

Role required: sn_compliance.admin, sn_compliance.manager, sn_compliance.user

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Policies**.
2. Open the policy record.
3. Click **Edit** in the **Control Objectives** related list.
   The slushbucket contains active control objectives with no associated policy selected.
4. Select the control objectives.
5. Click **Save**.
   Those control objective are listed in the **Control Objective** related list.



What to do next

If you are implementing the Policy and Compliance Management software, return to the Policy and Compliance Management setup checklist and proceed to the next step.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Relate a control objective to a citation

A single control objective can be mapped to many citations from different authority documents. This function allows you to test a control objective once while complying with many different citations.

Before you begin

Role required: sn_compliance_admin or sn_compliance_manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance** > **Citations**.
2. Open a citation.
3. In the **Control Objectives** related list, click **New**.
4. On the form, fill in the fields.

Control objective form

Field	Description
Name	Name of the control objective.
Source	Source of the policy. For example, if the statement is from a third-party provider, indicate which one.
Source ID	Unique identification number used by the source to catalog this authority document.
Reference	Unique numerical identifier.
Policy	Parent control objective supported by this control objective.
Parent	References the parent content.
Active	Option that indicates if a policy is active. If the control objective is not in the **Draft** or **Retired** states, a policy is marked active.
Category	Select from a list of options: ○ Acquisition or sale of facilities, technology, and services ○ Audits and risk management ○ Compliance and Governance Manual of Style ○ Human Resources management ○ Leadership and high-level objectives ○ Monitoring and measurement ○ Operational management ○ Physical and environmental protection ○ Privacy protection for information and data ○ Records management ○ System hardening through configuration management ○ Systems continuity ○ Systems design, build, and implementation ○ Technical security

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Third Party and supply chain oversight ○ Root ○ Deprecated
Classification	Select from a list of options: ○ Preventive ○ Corrective ○ Detective ○ IT Impact Zone
Type	Select from a list of options: ○ Acquisition/Sale of Assets or Services ○ Actionable Reports or Measurements ○ Audits and Risk Management ○ Behavior ○ Business Processes ○ Communicate ○ Configuration ○ Data and Information Management ○ Duplicate ○ Establish Roles ○ Establish/Maintain Documentation ○ Human Resources Management ○ Investigate ○ IT Impact Zone ○ Log Management ○ Maintenance ○ Monitor and Evaluate Occurrences ○ Physical and Environmental Protection ○ Process or Activity ○ Records Management ○ Systems Continuity ○ Systems Design, Build, and Implementation ○ Technical Security ○ Testing ○ Training
Description	Description of the control objective and how it supports the goals of the organization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Click **Submit**.
   The control objective that you created is related to the citation.

Create or deactivate a citation

Usually, authority documents, citations, and control objectives are downloaded from a third-party provider. However, citations can be created manually from an authority document. The **Active** option in a citation indicates whether the citation is active or inactive.

Before you begin

Role required: sn_compliance_admin or sn_compliance_manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Authority Documents**.
2. Open an authority document.
3. In the **Citations** related list, click **New**.
4. On the form, fill in the fields.

Citation form

Field	Description
Name	User-defined name that identifies this citation.
Source	Source of the policy. For example, if the statement is from a third-party provider, indicate which one.
Source ID	Unique identification number used by the source to catalog this authority document.
Reference	Content reference.
Type	Type of citation created. Optional field not used for any processing. Use the value in this field in reports or to query for records of a specific type. ○ Core Topic ○ Process ○ Control Objective ○ Control ○ Supporting information
Authority document	Name of the parent authority document for this citation. When you create citations from the authority document form, the system completes this field automatically.
Active	Option that indicates if a policy is active. A policy is marked active if it is not in the **Draft** or **Retired** state. To deactivate a citation, clear the check box marked **Active**.
Parent	References the parent content.
Description	Description of the citation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create an authority document

Authority documents manage a process and citations are created within them to manage points of the process. For example, the process called Building Security contains a citation for Entry Control.

Before you begin

Role required: sn_compliance_admin or sn_compliance_manager

Procedure

1. Navigate to **Policy and Compliance** > **Compliance** > **Authority Documents**.
2. Click **New**.
3. On the form, fill in the fields.

Authority Document

Field	Value
Name	Name of the document.
Number	Read-only field that is automatically populated with a unique identification number.
Source	A non-editable field with the source of the policy. For example, if the statement is from the UCF import, the source is UCF.
Source ID	The unique identification number used by the source to catalog this authority document.
Version	The unique version number used by the source to identify this authority document.
Common name	Abbreviated version of the **Name** field.
Category	Category for this authority document.
Type	The document type: ○ Audit Guideline ○ Best Practice Guideline ○ Bill or Act ○ Contractual Obligation ○ International or National Standard ○ Not Set ○ Organizational Directive ○ Regulation of Statute ○ Safe Harbor ○ Self-Regulatory Body Requirement ○ Vendor Documentation
Valid From	The date and time for which the policy becomes valid.
Valid To	The date and time for which the policy is no longer valid.
Url	The URL of the stored authority document.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Description	More information about the authority document.

4. Right-click in the header bar and select *Save* from the context menu.
   The authority document is created and all related lists are visible.

> **Note:**
> Starting with Version 13.0.3 of the Policy and Compliance Management application, a **Taxonomy** related list appears. This related list allows you to update an existing taxonomy or map a new taxonomy to the authority document.

What to do next
Create a citation from the **Authority document** related list.

Related topics
Create or deactivate a citation

Deactivate an authority document

The **Active** option in an authority document indicates whether the authority documents have been retired.

Before you begin
Role required: sn_compliance.admin or sn_compliance.manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance** > **Authority Documents**.
2. Open an authority document.
3. In the authority document, clear the check box marked **Active**.

   For Authority documents imported from UCF, users are not allowed to clear the **Active** check box as it is a read-only form.

Manage policy exceptions and extensions

Policy exceptions and extensions provide temporary relief for non-compliant controls.

The policy exception captures the rationale, comments, and evidence to support the acceptance or rejection of a policy exception request. Also, you can request an extension to an approved policy exception before the policy exception validity period. The control owner, the compliance manager, and the risk manager may be involved in the policy exception and extension workflow.

Request a policy exception

Users can request exceptions for policies, control objectives, or issues by specifying the reason of exception on a particular list of the systems, applications, networks, or entities for which the exception will apply. The user must also specify the duration for which the exception is required.

Before you begin
Role required: sn_grc.business_user, sn_grc.business_user_lite

About this task
Exceptions provide temporary relief for users unable to meet compliance requirements due to extraordinary situations. For example, if the user is unable to meet a control that stipulates that all critical OS servers must be patched within 48 hours after the OS vendor releases patches.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **My Policy Exceptions**.
2. Click **New**.
3. On the form, fill in the fields.

Policy Exception form

Field	Description
Number	Unique identification number.
Requester	Person requesting the policy exception, usually the control owner.
Approval group	Group that has the compliance manager role. You cannot edit the approval group if the policy exception reaches Review state. If you do not provide an approval group, then the field defaults to compliance manager. Compliance manager is the default role if the policy exception is raised from any upstream application that is integrated with GRC. For example, if you raise a policy exception for a problem that is related to an incident and that problem is related to GRC.
Approver	User from the approval group. If the exception policy moves to the **Analyze** state, then you must select an approver.
State	State of the policy exception within the approval workflow.
Substate	Approval substate of the policy exception within the approval workflow.
Priority	Approval priority of this policy exception
Watch list	Users that are notified when the request is updated.
Name	Unique name of the policy exception.
Reason	Reason for requesting the policy exception. The requester can change the reason until the policy exception is approved.
Justification	Statement of explanation for the policy exception. Justification is also displayed in the **Additional comments** field of the **Comments** tab.
Source	
Source type	Type of policy exception that you want to create. The options are: ○ Policy: Create a policy exception based on a policy. ○ Control objective: Default is a single control objective on which the policy exception is created. When you select a control objective, the**Impacted controls** tab appears, where you can select controls associated to the control objective. ○ Controls: Option to create a policy exception on multiple controls. Select **Control** to associate multiple controls from different control objectives. This option supports multiple controls objectives for your policy exception, instead of creating multiple policy exceptions that could be applied on multiple controls. ○ Issue: Issue associated with this policy exception.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Control objective	Control objective associated with this policy exception.
Issue	Issue associated with this policy exception.
Target record	Target record table on which the policy exception is applied. This table is also referenced in the **Policy exception target table** field of the Policy Exception Integration Registry form.
Risk assessment	
Risk rating	Select the risk rating as determined by the risk assessment performed on the policy exception.
Risk description	Description of the risk as performed by the risk manager during risk assessment.
Analysis of risk and impact	Details on the likelihood of this risk occurring and residual impacts of this risk on the policy exception.
Risk mitigation plan	The risk mitigation plan for this policy exception.
Schedule	
Valid from	Day on which the policy exception begins.
Valid to	Day on which the policy exception ends. **Valid to** date must be after **Valid from** date and cannot be a past date.
Duration	Number of days between the **Valid from** and **Valid to** dates.
Approved extensions	Number of times extensions have been requested so far and have been approved.
Remaining extensions	Number of times extensions can be requested in future. `Remaining extensions = Value in the` *`Number of extensions allowed for a policy exception`* `property - Number of Approved extensions.`
Created	Date on which the policy exception was requested.
Date approved	Date on which the request was approved.
Extension date	Requested extension date, which is after the **Valid to** date.
Extension reason	Reason for extension.
Original valid to	Date until which the policy exception was originally requested and approved. The original **Valid to** date is populated only when the extension is approved.
Comments	
Work Notes	Work notes can be used by exception reviewers and approvers to share Information about the exception.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Additional comments	These comments are used by the reviewer to communicate additional information to the exception requester.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on confidential option, see Confidentiality flag for audit and compliance records.

Note:
In versions prior to Version 10.1, the **Risk assessment** tab was called **Business Impact Analysis** and required that the GRC: Risk Management application be activated. Starting in Version 10.1, the dependency on Risk Management has been removed and the associated field names have changed.

Approved extensions, **Remaining extensions**, **Date approved**, **Extension date**, **Extension reason**, **Original valid to** fields appear only when you have requested an extension on the policy exception and has been approved by the approver.

4. Save the policy exception.
5. Click any of the tabs to view the various types of information for the policy exception
6. Click **Update**.

Request an extension

Request an extension for the policy exception that you created.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

Procedure

1. Navigate to **All** > **Policy and Compliance** > **My Policy Exceptions**.
2. Open the policy exception for which you want to request extension.

   As a requester you can request extensions to a policy exception that is in Approved state more than once. Configure the *Number of extensions allowed for a policy exception* property to request policy extension multiple times.

   a. To set up the property, navigate to **All** > **Policy and Compliance** > **Administration** > **Properties**

   b. Enter the number in the *Number of extensions allowed for a policy exception* property.
   If you enter 20, then you can request 20 extensions for each policy exception.

   Note:
   If an extension request is rejected by the approver, then you can request another extension until the **Valid to** date is reached.

3. Click the **Request Extension** button.
4. On the pop-up, fill in the **Extension date**, **Extension reason**, and **Justification** fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request extension form

Field	Descriptions
Extension date	Requested extension date, which is later than the **Valid to** date.
Extension reason	Reason for extension.
Justification	Statement of explanation for the request extension. Justification is also displayed in the **Additional comments** field of the **Comments** tab.

5. Click **Request**.
   You can see the policy extension details in the Schedule tab of the Policy exception form after the requester has requested for an extension and the extension has been approved by the approver.

Review the policy exception and extension request

After reviewing a policy exception request, a compliance manager can accept or reject the request. However, if the compliance manager doesn't have enough information decide, they can request a risk assessment by the risk manager.

Before you begin
Role required: compliance manager

Procedure
1. Navigate to **All** > **Policy and Compliance** > **My Policy Exceptions**.
2. Select the policy exception.
3. Perform one of the following actions.

4. Perform one of the following actions.

5. Click **Update**.

Request a policy exception through Service Portal

Your employees and business users within your company can request a policy exception through the ServiceNow® Service Portal.

Before you begin
Role required: sn_compliance.user, sn_grc.business_user, sn_grc.business_user_lite, sn_grc_emp_user.grc_employee

Procedure
1. Navigate to **All** > **Service Portal** > **Service Portal Home**.
2. In the screen header, navigate to **GRC** > **My Policy Exceptions** to view all policy exceptions that you requested.
3. Click **New Policy Exception**.
4. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Complete the Policy Exception form. Specify what the policy exception is for and select appropriate policy, control objective, or issue. This question is for you to identify the appropriate source type.

When you select a control objective, the **Impacted controls** tab appears, where you can select controls associated to the control objective. You can also search and select an entity.

Select **Control** to associate multiple controls from different control objectives. This option supports your policy exception for multiple controls objectives, instead of creating multiple policy exceptions that could be applied on multiple controls.

If you are creating a policy exception from **GRC** > **My Policy Acknowledgements**, then **What is the exception for?** field auto-populates the value as Policy. The name of the policy also appears in the **Policy** field.

In **Issue** field, you can search by the description and select the appropriate issue.

5. Click **Submit**.

   If you raise a policy exception from Service Portal and if verification rules are not configured, then the policy exception moves to the Analyze state. However, if verification rules are configured for the policy exception, then the policy exception moves to the New state and the verification approval process is triggered. As verification rules are configured the approver is required to verify the policy exception and approve it, only then the policy exception moves to Analyze state.

Request a policy extension through Service Portal

From the ServiceNow® Portal, anyone who has requested a policy exception can request an extension before the policy deadline.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

Add the My Policy Exceptions widget to the Service Portal index page. The widget is visible only if there is at least one policy exception in your list.

Procedure

1. Click **My Policy Exceptions** in the Service Portal.
2. Open the policy exception for which you want to request for extension.
   The number of remaining extensions that you can request is displayed.
3. In the **Request extension** section, enter the date until which you want to extend.
   A note displays the remaining number of extensions that you can request.
4. Click **Request**.

Result

The extension request is sent for approval to the approving authority.

Policy Exception Integration with Vulnerability Response

Starting with Version 10.1, you can request policy exceptions using the GRC policy exception management capability inherent in the Policy and Compliance Management application from within version 10.3 of the Vulnerability Response application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Benefits of using the Policy Exception Integration

Requesting exceptions using the policy exception integration with Policy and Compliance Management provides the following benefits:

- Perform assessments to gather additional information about the requests.
- Request exceptions based on a specific policy or control objective. This action shows the effects on compliance when an exception is approved.
- Configure approvals to be triggered automatically based on the risk rating, policy, or control objective associated with the policy exception.

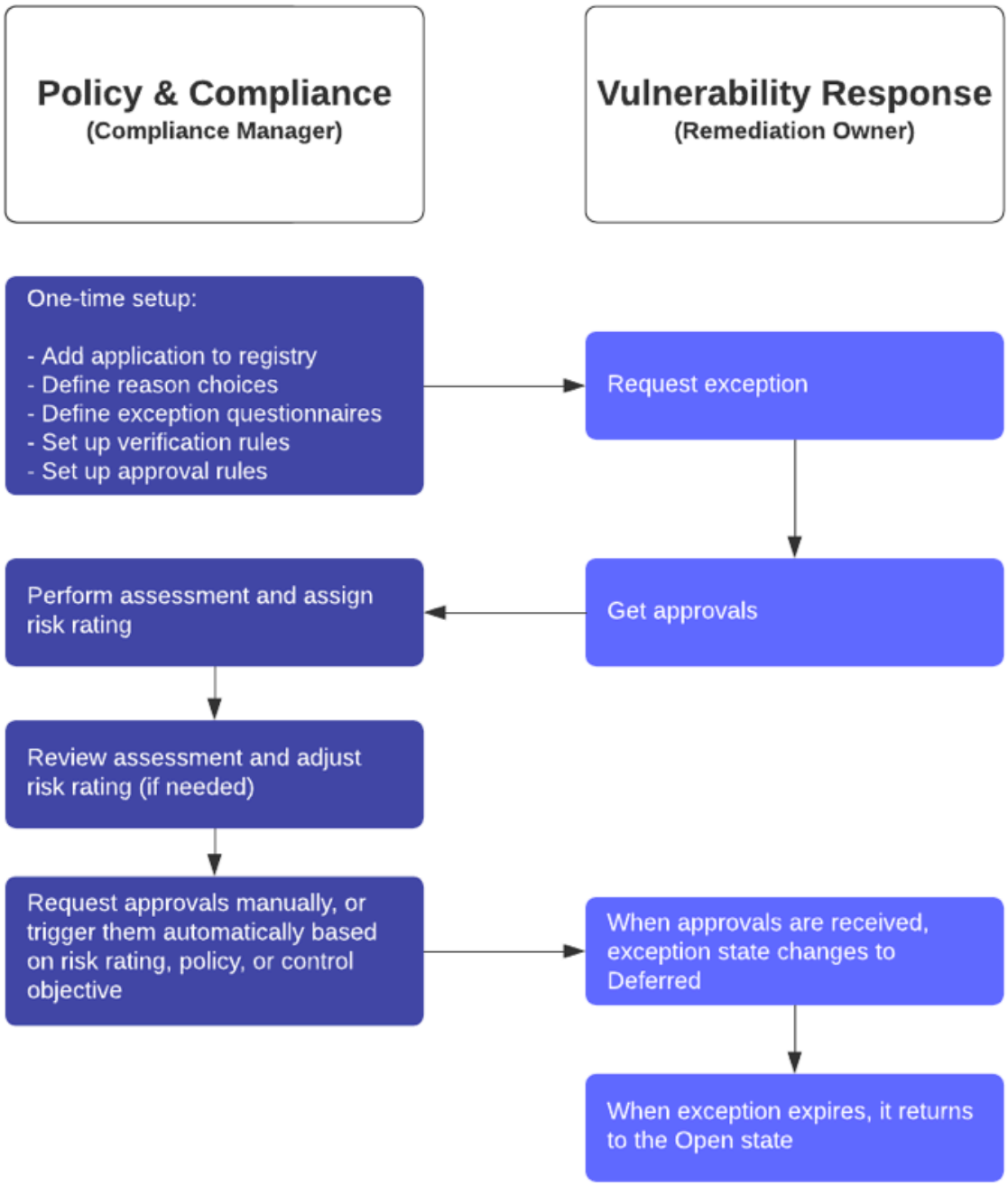
How the Policy Exception Integration works

The scenario described here assumes that a vulnerability has been identified in your system and your remediation owner has determined that a software patch is needed. The patch has not been fully tested and the owner is requesting a policy exception to defer deployment of the patch until testing is complete.

The following diagram illustrates the steps performed by the compliance manager and the remediation owner in each of the applications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Policy Exception integration

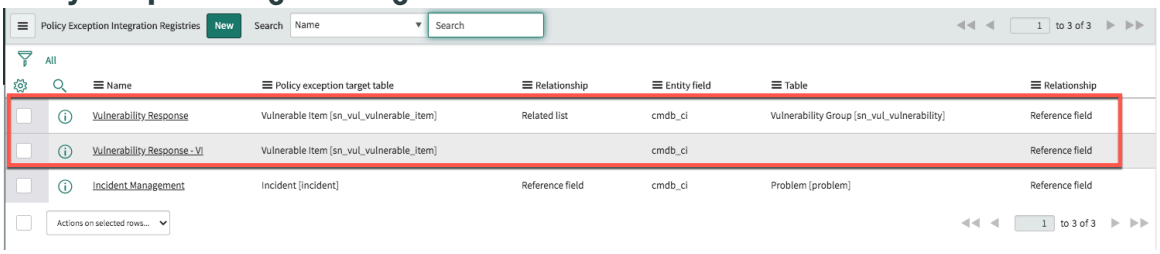


Note:
The GRC business user (sn_grc.business_user) or business user – lite (sn_grc.business_user_lite) is the minimum required role to raise a policy exception from an upstream application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. When the Vulnerability Response application was installed, two policy exception integration records are automatically created and added to the Integration Registry, one for a vulnerability group and one for a vulnerable item.

Policy exception integration register



To configure the vulnerable item record, the compliance manager performs the following steps.

a. Identifies the mapping of tables used to integrate the two applications.

b. Defines reasons for requesting exceptions.

c. (optionally) Defines policy categories for filtering policies

d. (optionally) Creates one or more questionnaires to be sent to the requester to gather additional information about the policy exception request.

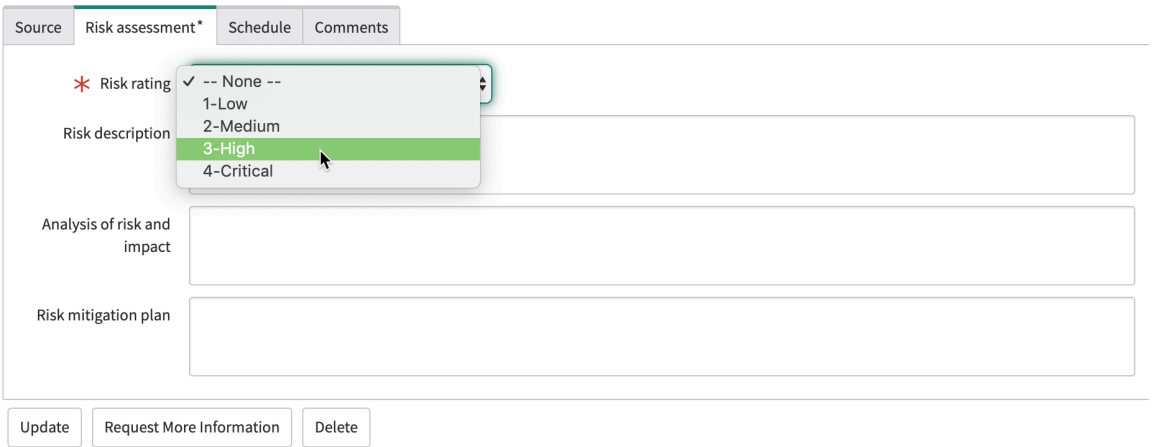
2. The compliance manager also defines optional verification rules and approval rules to automate the process of getting approvals for the policy exception.

3. In Vulnerability Response, the remediation owner Request an exception using GRC: Policy and Compliance Management .

4. If a verification rule was defined for the application, the designated approvers are notified that their approval is required. If any fields in the policy exception request were not filled in by the requester (for example, the Policy or Control Objective), those fields become mandatory for the approvers. When the approvers have reviewed, completed, and approved the request, it transitions to the Analyze state and is assigned to the compliance manager for further analysis and approval.

5. In Policy and Compliance Management, the compliance manager receives the approved request, and assigns a risk rating to the policy exception request on the **Risk assessment** tab.

Policy exception request on the Risk assessment tab



When the policy exception record is saved, information in the **Source** tab, including the source application and source record, as well as information in the **Vulnerable Items** related list are auto-populated. The compliance manager now has access to all the data needed to review and approve the policy exception.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. In Policy and Compliance Management, the compliance manager performs the exception assessment, if assessments were configured. When the assessment is completed, the compliance manager returns to the **Risk assessment** tab and updates the **Risk rating** based on the findings of the assessment, if needed. The compliance manager also populates the following fields with information gathered during the assessment.

Risk assessment tab

Field	Description
Risk description	Provide details about the risk associated with this policy exception.
Analysis of risk and impact	Provide details about your analysis of the risk and impact to the policy exception.
Risk mitigation plan	Provide details about the mitigation plan associated with this policy exception.

7. If the policy exception is missing any information, the compliance manager can click **Request More Information** and add comments to identify the type of data needed. The requester is notified and provides the requested information.
8. Optionally, the compliance manager can send the policy exception out for an additional in-house review before approving it by clicking **Request Review**.

> **Note:**
> Prior to requesting a review, ensure that the Impacted Controls related list contains the controls that are impacted by the policy exception. Simply open the related list, click **Add**, and select the controls.

9. If the policy exception is of a particularly high risk, and the compliance manager believes that approval should come from someone higher in the organization (for example, the CIO), the compliance manager can click **Request Approval**.

   Otherwise, approval is performed in the following scenarios.

Approval rule defined	Effect on approval
If an approval rule was not defined for Vulnerability Response	Clicking the **Approved** button causes the policy exception to be approved.
If an approval rule was defined, but the **Auto-trigger** check box was not selected	You can click **Request Approval** to send the policy exception to the users or groups defined in the rule. For example, an approval rule may indicate that when the policy exception is based on a particular policy, a certain set of users or groups are notified that they need to provide approval for the policy exception. Or, an approval rule may be defined so that any policy exception with a risk rating of Critical is automatically sent to a certain set of approvers. The number of approvers necessary to approve the policy exception depends on the setting in the **Required Approval** field in the rule. You can also click **Approve** to approve the policy exception yourself.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Approval rule defined	Effect on approval
If an approval rule was defined, and the **Auto-trigger** check box was selected	Clicking the **Approve** button causes the approval rule to be executed and the policy exception is automatically sent to the users or groups defined by the rule for approval. Auto-trigger causes this step to be mandatory. When approvals are received, the policy exception goes into effect.

10. In Vulnerability Response, after the approvals have been received, the policy exception becomes active and the patching activity on the vulnerable item is deferred until the policy exception expires. When the **Valid until** date is reached, the policy exception expires and the state of the vulnerable item changes from Deferred to Open.

Manage issues in Policy and Compliance Management

You can measure the effectiveness of your company's risk management program by how quickly and completely it identifies and reacts to compliance issues.

To know more about how issues function across all GRC applications, see GRC issues.

Manually create GRC issues

As a GRC user, you can manually create issues to document policy, risk, or audit observations, or to accept any GRC problems. You can also identify the source of the issue to help analyze and classify the issues.

Before you begin

Role required: (per product)

- In Policy and Compliance Management: sn_grc.business_user, sn_grc.business_user_lite
- In Risk Management: sn_grc.business_user, sn_grc.business_user_lite
- In Audit Management: sn_grc.business_usersn_grc.business_user_lite

Note:
Starting with Version 12.0.1 of the products mentioned above, the minimum role for the **Assigned to** user on the Issues form is GRC Business User [sn_grc.business_user]. The minimum role for the **Issue manager** is GRC User [sn_grc._user].

For more information on the access control limitations to issues, see GRC business user role to control access and track usage of compliance tables.

Procedure

1. Navigate to one of the following locations:
   - **All** > **Policy and Compliance** > **Issues** > **Create New**.
   - **Risk** > **Issues** > **Create New**.
   - **Audit** > **Issues** > **Create New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Starting with Version 12.0.1 of the products mentioned above, the minimum role for the **Assigned to** user on the Issues form is GRC Business User [sn_grc.business_user]. The minimum role for the **Issue manager** is GRC User [sn_grc._user].

2. On the Issue form, fill in the fields.

   The due date under the **Dates** tab is automatically calculated based on the issue rating. You can manually override the calculated due date. The Task SLAs related list creates and displays SLAs based on the **Due date**.

3. Save the issue record.
   The tabs at the bottom of the screen enable you to perform various tasks for remediating the issue. You can add policy exceptions and create remediation tasks. Additionally, you can view other issues, indicator results, and task SLAs related to the issue.

   Note:
   Starting with Version 12.0.1, the **Task SLA** tab creates and displays SLAs based on the **Due date**. Notifications are sent to the issue owner and issue manager when the issue **Due date** reaches 50%, then 75%, then when it breaches. If the **Assigned to** and **Due date** fields are not empty and the issue is not in the **New** state, an SLA is created for the issue.

   If the due date for the SLA changes, a new SLA is created. The SLA is completed when the issue transitions to **Closed Complete** or **Closed Incomplete**. Also, the SLA is cancelled if the **Due date** or **Assigned to** fields are empty, or the state is New.

   Also starting with Version 12.0.1, remediation tasks can be created with the Assigned to user and issue manager user roles, as well as any user with the GRC Business User role.

Group similar issues under a new parent issue

When you are creating an issue, you have the option of grouping the issue with other similar issues.

Before you begin

Role required: (per product)

- In Policy and Compliance Management: compliance_admin, compliance_manager, or sn_compliance.user
- In Risk Management: risk_admin, risk_manager, or sn_risk.user
- In Audit Management: audit_admin, audit_manager, audit_admin, or sn_audit.user

About this task

Grouping issues under a parent can save you valuable time. For example, assume you have an issue related to patching Windows servers. Since each server is a separate entity, all controls associated with "Windows servers should be patched every Tuesday" will have the same issue. Therefore, the issue can be resolved once for all of the Windows servers by applying the relevant patch one time. So, this feature can be used to group similar issues and resolve them all at the parent level.

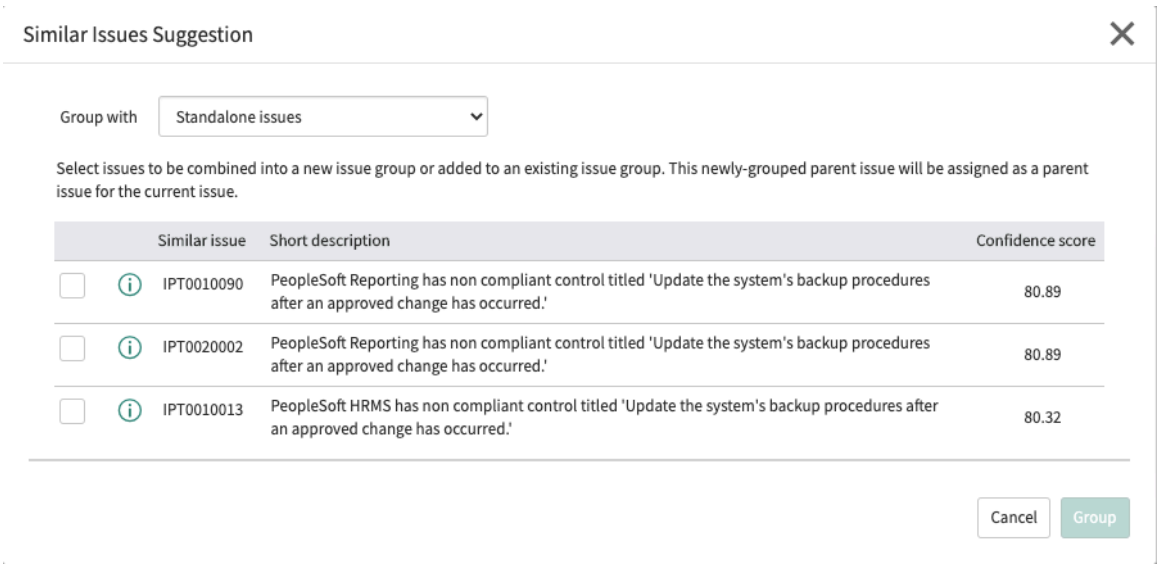
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to one of the following locations:
   - **Policy and Compliance** > **Issues** > **Create New**.
   - **Risk** > **Issues** > **Create New**.
   - **Audit** > **Issues** > **Create New**.
2. On the form, locate the **Parent issue** field.



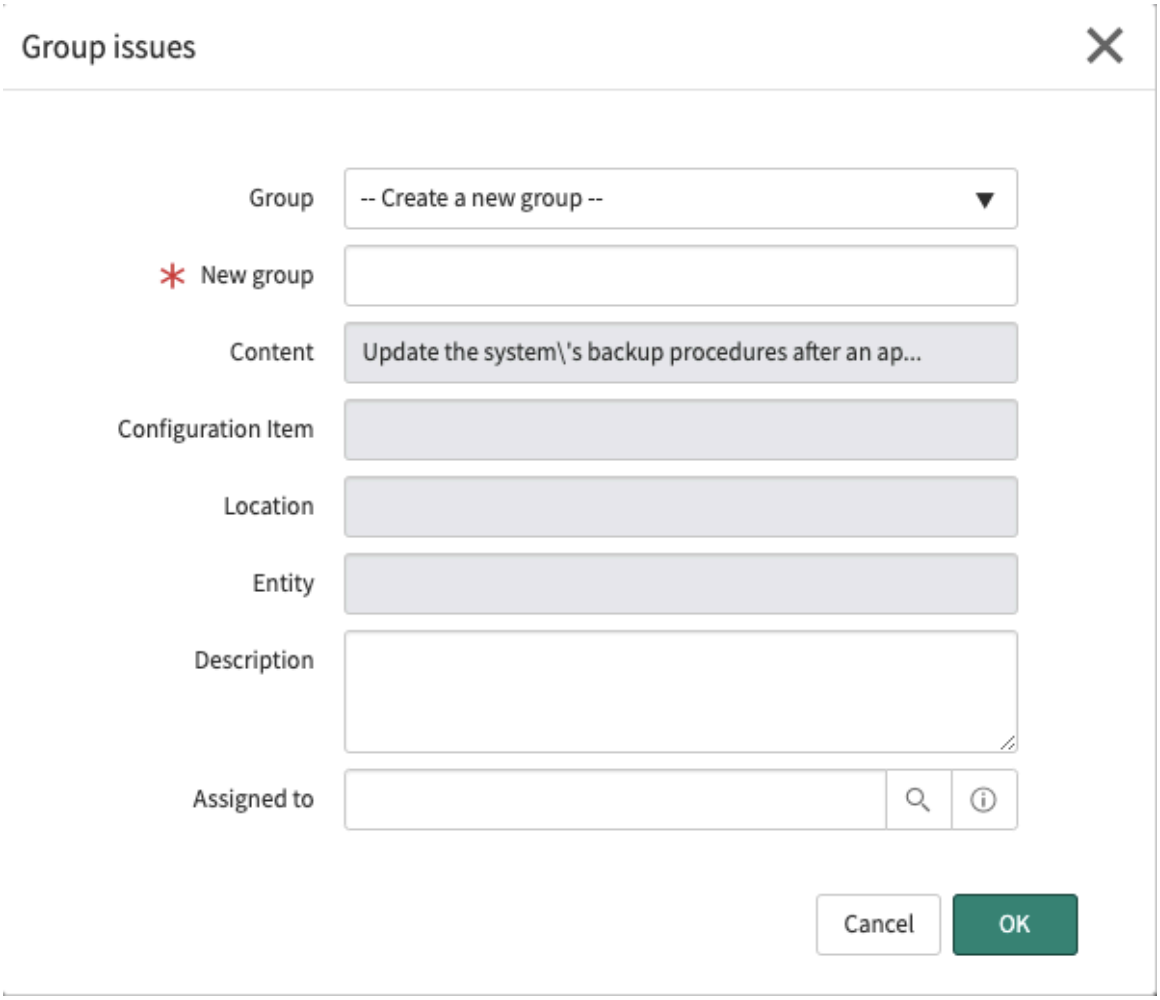
3. Click the bulb icon ( ) to view similar issues that you may want to assign to this parent issue.



Note:
Standalone issues are similar to the current issue, but that are not assigned to a parent issue group. The Confidence score is calculated using a similarity definition included in the GRC: Predictive Intelligence application base system.

4. You can click the Information icon to view details for any similar issues in order to help determine whether they should be grouped with the current issue.
5. Select the similar issues you want to group with the current issue, and click **Group**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. On the form, fill in the fields.

Issue form

Field	Description
Group	To group the selected issues and assign them to a new group, select **Create a new group**. To add the selected issues to an existing group, select the group.
New group	This field displays only if you selected **Create a new group**. Type the name of the new group.
Description	This field displays only if you selected **Create a new group**. Type a description of the group.
Assigned to	This field displays only if you selected **Create a new group**. Select the user to whom the group is assigned.

7. Click **OK**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The selected issues are added to a new or existing group.

8. You can view the issue in the group by clicking the **Issues** tab.

Group similar issues under an existing parent issue

When you are creating an issue, you have the option of grouping the issue with other similar issues as part of an existing parent issue group.

Before you begin

Role required: (per product)

- In Policy and Compliance Management: compliance_admin, compliance_manager, or sn_compliance.user
- In Risk Management: risk_admin, risk_manager, or sn_risk.user
- In Audit Management: audit_admin, audit_manager, audit_admin, or sn_audit.user

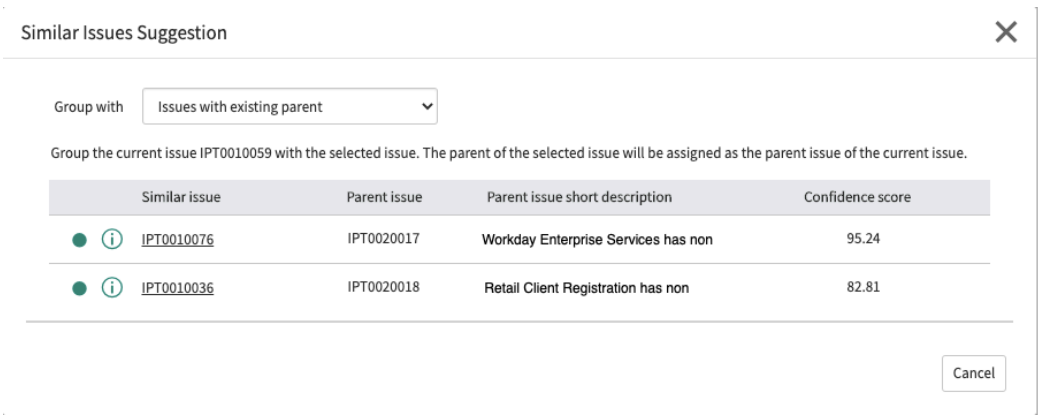
Procedure

1. Navigate to one of the following locations:
   - **Policy and Compliance** > **Issues** > **Create New**.
   - **Risk** > **Issues** > **Create New**.
   - **Audit** > **Issues** > **Create New**.
2. On the form, locate the **Parent** field.



3. Click the bulb icon ( ) and select **Issues with existing parent** from the **Group with** drop-down list.

   You are shown a list of similar issues.



4. Click the **Similar issue** you want to group with the current issue.
   The parent issue of the issue you select becomes the parent issue of the current issue.
5. You can view the issue in the group by clicking the **Issues** tab.

User hierarchy access control for issue and remediation task records

If a user is assigned to an issue or a remediation task, then the manager of the user and the manager above in the hierarchy also get access to the issue or remediation task record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The user reference in the **Assigned to** field, **Opened by** field, or **Owner** field are configurable in the User hierarchy configurations [sn_grc_user_hierarchy_configuration] table. Therefore, you can configure the fields in the table and enter the user reference, for example **Assigned to** or **Issue Manager** as User reference field 1 or User reference field 2. However, you can configure only two fields in a table.

The manager of the user in the user reference field and the manager above in the hierarchy can be configured as User hierarchy field 1 and User hierarchy field 2, respectively. If one of them is no longer the manager of the user in the user reference field, then that user in the hierarchy loses access to the record. You can view the hierarchy of users in the User Hierarchy [sn_grc_user_hierarchy] table.

The prerequisites to enable user hierarchy access control are:

- Users in the hierarchy must have at least the GRC business user (sn_grc.business_user) role.
- The *sn_grc.enable_user_hierarchy_access_control* system property must be set as **true**.

The concept of user hierarchy is helpful as it provides more visibility to the users in the hierarchy in tracking its completion when it is assigned to a user in a team. User hierarchy fields are not visible in the Issue or Remediation task form, however internally this feature enables you to restrict access to records based on those users in the hierarchy who can access them.

Report self-identified issues via the Service Portal

Your employees and business users within your company can self-identify an issue and submit it via the ServiceNow® Service Portal. Following submission, a triage issue is automatically created.

Before you begin

You must download the GRC: Advanced Core application before you can use the Issue Triage featuring within Policy and Compliance Management. For more information, see Download a GRC application from the ServiceNow Store for the first time.

Role required: sn_compliance.user, sn_grc.business_user, sn_grc.business_user_lite

About this task

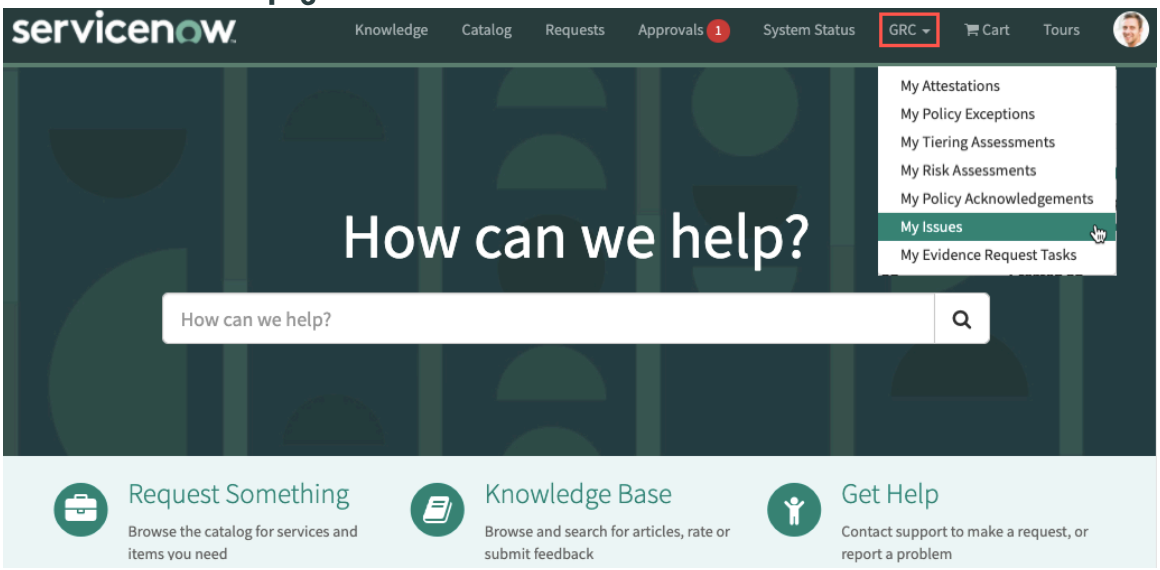
There are multiple methods you can use to report an issue using the Service Portal. For example, you can click the **Request Something** button on the Service Portal home page, select the **Governance, Risk, and Compliance** category, and then click **Report Issue**. An alternate, and perhaps simpler, method is described here.

Procedure

1. Open the Service Portal.
   a. In your instance URL, type sp after your instance name.
   b. Press the Return key.

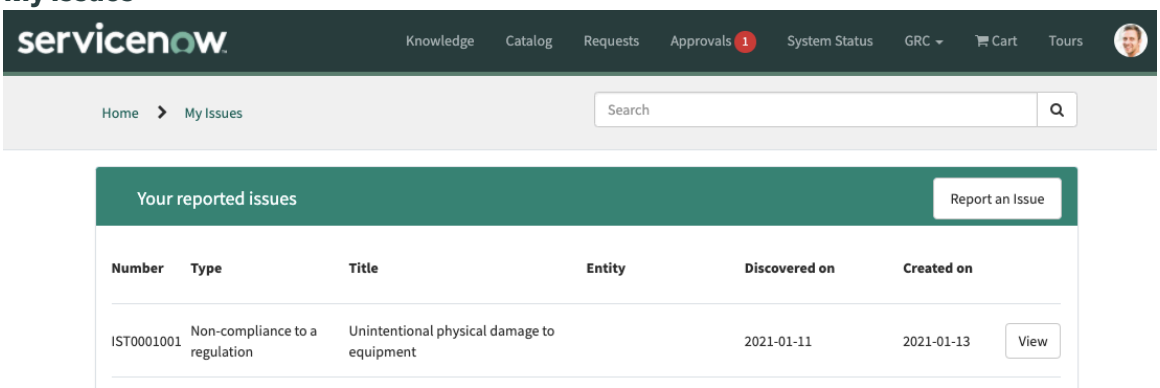
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Service Portal home page



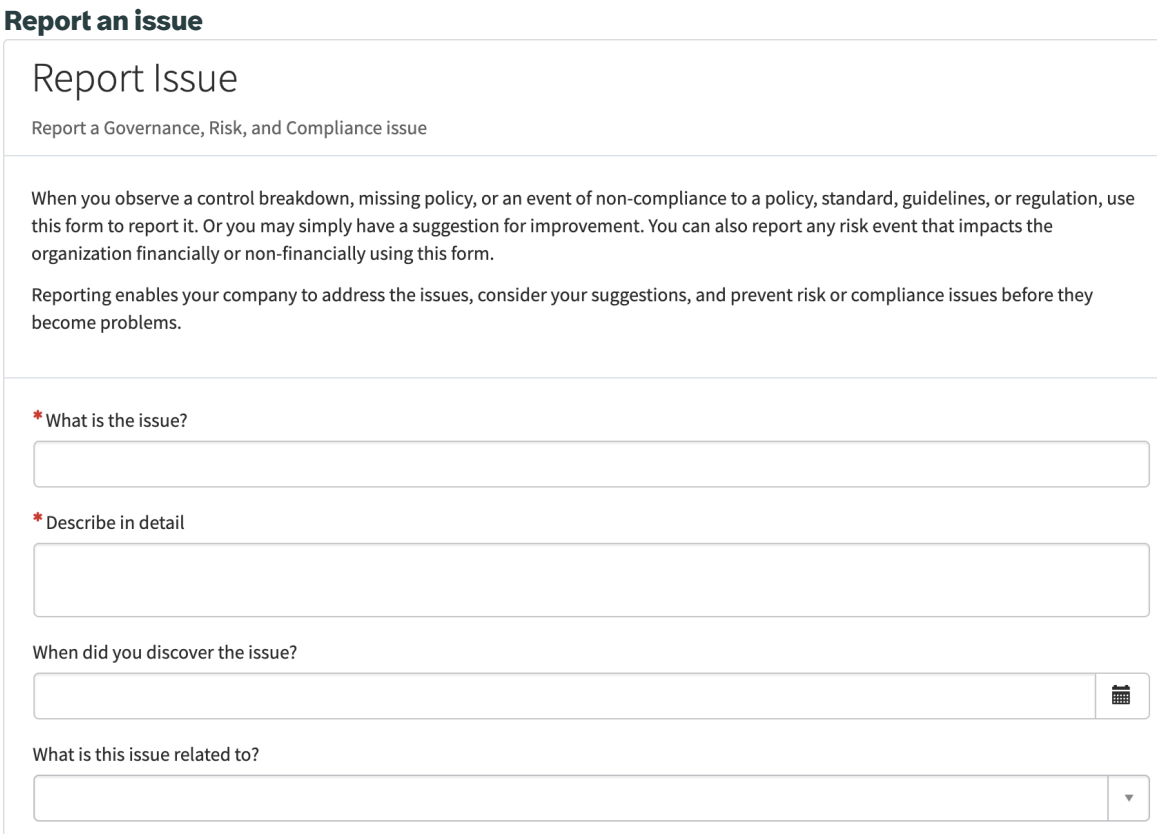
2. In the screen header, navigate to **GRC** > **My Issues** to view issues already assigned to you.

My issues



3. Click **Report an Issue**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Answer the questions presented.

   Example
   Additional questions may appear depending on the answers you provide. For example, if your response to the **What type of issue is this?** field is **Incident or loss event**, additional questions relating to the incident or loss event are presented to you. Or if you select **Non-compliance to a policy** at that field, you are asked for the affected policy and what you consider to be the root cause of the issue.

5. When you have completed all of the questions, click **Submit**.

   The request is submitted, and an issue triage record is created. This kicks off the issue triage process.

   Note:
   You can control the options displayed in the Service Portal **GRC** option menu by returning to your instance and navigating to **Policy and Compliance** > **Issue Triage** > **Administration** > **Properties**, and setting the **sn_grc_advanced.enable_my_issues_hide_my_reported_issues** property.

   If it is set to **Yes**, the **GRC** > **My Issues** menu option is available, and the **My Reported Issues** option is hidden. You can use the **My Issues** menu option to create risk or compliance issues that must be triaged before being released as actual issues.

   If the property is set to **No**, the **GRC** > **My Reported Issues** menu option is available, and the **My Issues** option is hidden. You can use the **My Reported Issues** menu option to create actual risk or compliance issues directly from the Service Portal.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Triage a self-identified issue

After an issue has been identified and submitted by employees or business users via the Service Portal, the issue triage process begins. The actual problem is identified and assigned to the appropriate owner for prioritization and resolution.

Before you begin

Role required:

- sn_compliance.manager
- sn_compliance.user
- sn_grc_advanced.issue_triage_manager
- sn_grc_advanced.issue_triage_user

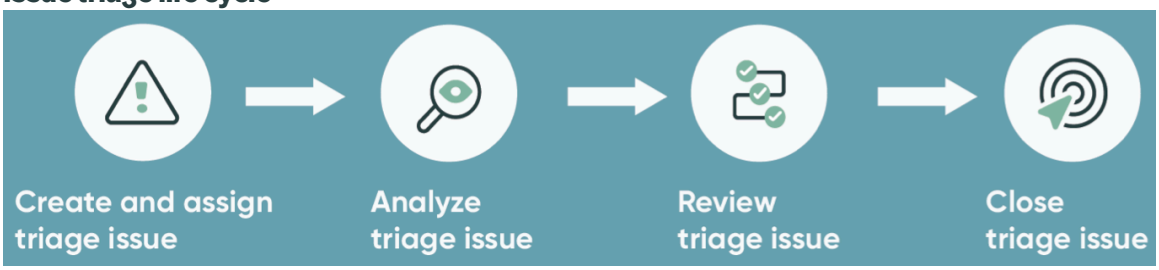
About this task

The assigned triage teams identify whether the self-identified issues are actual reported issues, risk events, or observations to be tracked and possibly closed out as noise.

Note:
In the initial release, only self-identified issues are handled by the triage process. In a later release, system-generated issues, such as those caused by indicator or attestation failures, will also be triaged.

The end-to-end flow of the issue triage life cycle is illustrated and described here.

Issue triage life cycle



Stage	Description
Create and assign triage issue	An employee identifies an issue related to an entity, control, policy, authority document, process, or risk, and submits a triage request in the ServiceNow Service Portal. Based on the type of issue submitted and an issue assignment rule, the issue is assigned to a triage team and a triage owner.
Analyze triage issue	The triage team decides whether the issue should be analyzed as an actual issue or risk event, or tracked as a recommendation for a policy or for optimizing a process. During analysis, the triage team may request more information from the issue creator. The team may also optionally send the issue to the compliance manager, risk manager, or triage manager with a triage result. Possible results include:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Stage	Description
	• Confirmed as a new issue • Confirmed as an existing issue • Confirmed as a risk event • Track as a recommendation • Close as a non-issue/No action required
Review triage issue	The Review state is optional. The team may send the issue and result to the compliance manager, risk manager, or triage manager for review. They may also request more information from the triage owner. The compliance manager, risk manager, or triage manager decides whether the issue should be confirmed as an issue or risk event, tracked as a recommendation, or closed as a non-issue.
Close triage issue	If the issue had been determined to be an actual issue or risk event, those records are created, or the triage issue is added to an existing issue. When the triage process is completed, the triage issue is automatically closed. The issue can also be manually closed by the manager and triage team.

The following user roles are involved in the issue triage process.

Issue triage personas

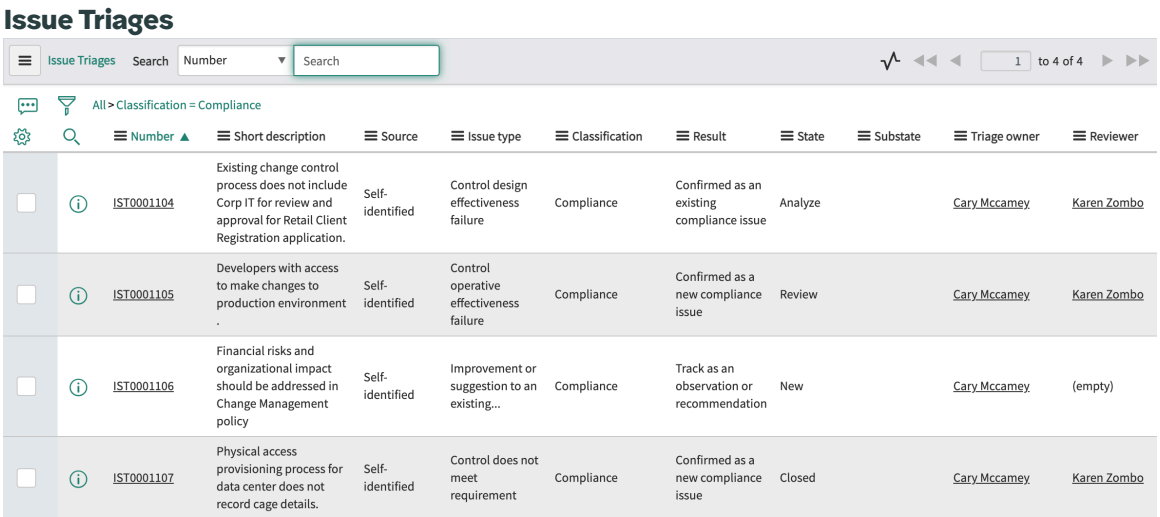
Persona/Role	Description
Business user/Employee	Ability to report issue.
• Compliance user/manager • Risk user/manager • Triage user/manager	Ability to triage and review issues
Issue manager	Ability to manage and review the reportable issue
Issue owner	Ability to resolve the reportable issue assigned to them

Note:
The triage user/manager and Issue manager roles were introduced in GRC: Policy and Compliance Management version 11.1.0.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

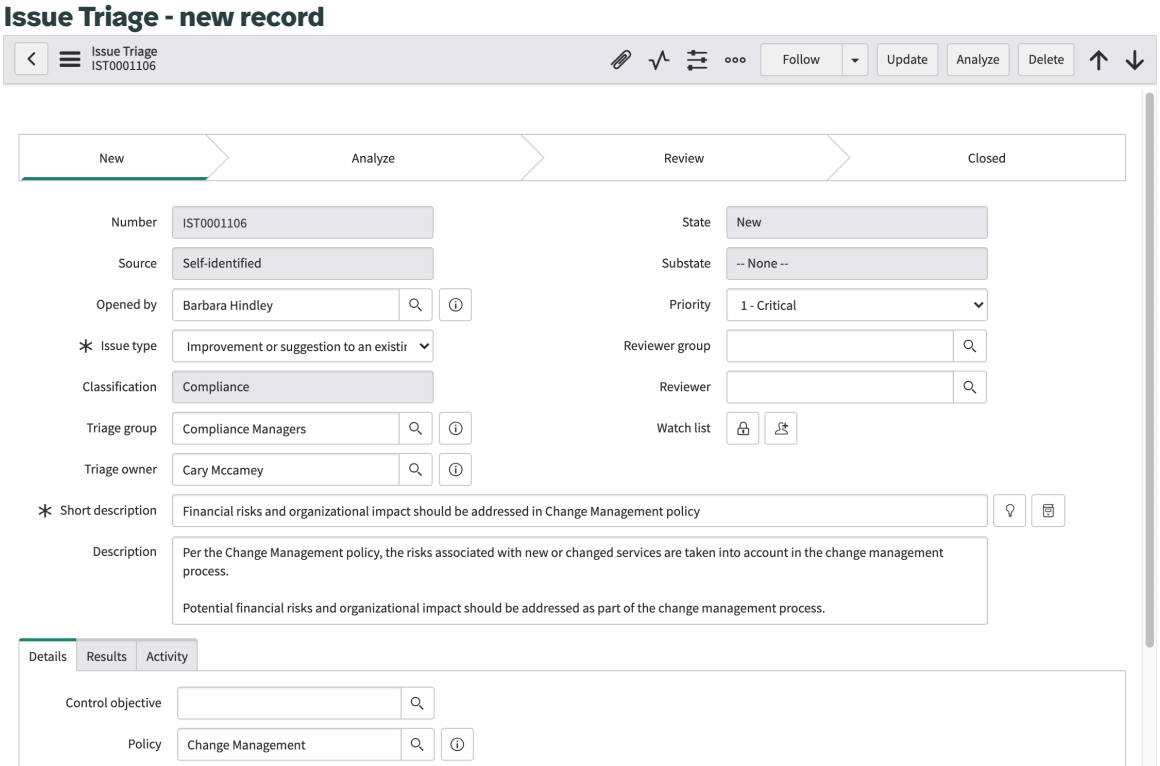
Procedure

1. Navigate to **All** > **Policy and Compliance** > **Issue Triage** > **My Triage Issues** or **Risk** > **Issue Triage** > **My Triage Issues**.
   The list shows triage issues previously created and assigned to you.



Number	Short description	Source	Issue type	Classification	Result	State	Substate	Triage owner	Reviewer
IST0001104	Existing change control process does not include Corp IT for review and approval for Retail Client Registration application.	Self-identified	Control design effectiveness failure	Compliance	Confirmed as an existing compliance issue	Analyze		Cary Mccamey	Karen Zombo
IST0001105	Developers with access to make changes to production environment .	Self-identified	Control operative effectiveness failure	Compliance	Confirmed as a new compliance issue	Review		Cary Mccamey	Karen Zombo
IST0001106	Financial risks and organizational impact should be addressed in Change Management policy	Self-identified	Improvement or suggestion to an existing...	Compliance	Track as an observation or recommendation	New		Cary Mccamey	(empty)
IST0001107	Physical access provisioning process for data center does not record cage details.	Self-identified	Control does not meet requirement	Compliance	Confirmed as a new compliance issue	Closed		Cary Mccamey	Karen Zombo

2. Click the number of the issue that you want to triage.

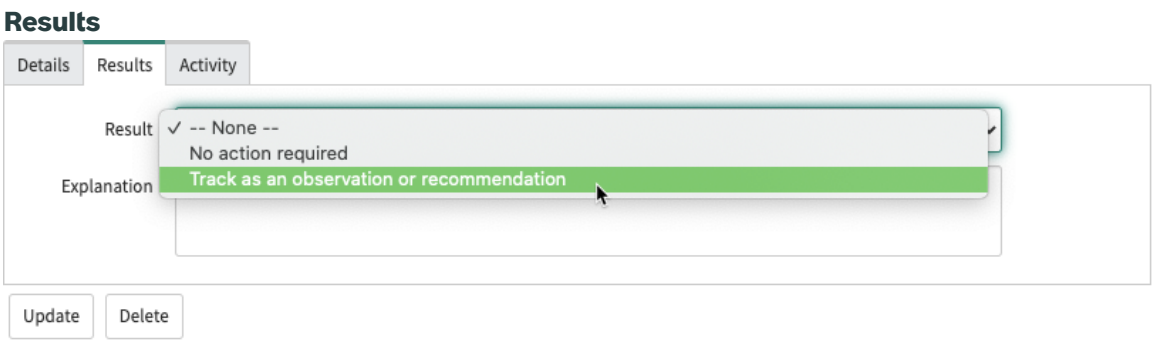


Note:
The **Classification** field is automatically pre-filled based on the **Issue type** selected. Similarly, an assignment rule called sn_grc_advanced_issue_triage runs and pre-fills the **Triage group**. This rule uses the **Source** and **Classification** to determine the group to which the triage is assigned. Assignment rules also handle issue triages in Risk Management and triages where the **Classification** is set to **Other** (that is, it is initially unknown). For the second use case, you must manually set the **Triage group** to **Risk** or **Compliance**.

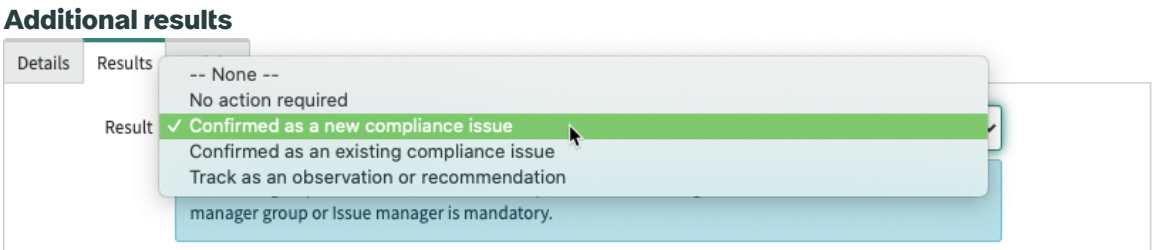
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. When you are ready for triage of this issue to begin, select a **Triage owner** and click **Analyze**. The assigned Triage owner can now open the issue and begin analyzing the issue.
4. During analysis, the triage owner can perform several tasks.

   Example
   The owner may, for example, decide that the issue is misclassified and can change the **Issue type**. This action could result in the Triage group and Triage owner changing. In this example, the assignment rule runs in the background and the issue is removed from the current owner's queue.
5. The triage owner can also perform the following actions:
   - Click **Request Information** to request additional information from the issue submitter.
   - Click **Request Review** to request a review from the user identified in the **Reviewer** field. That user can open and review the issue by navigating to **Policy and Compliance** > **Issue Triage** > **My Pending Reviews**.
   - Select the **Details** related list to provide additional enrichment to the issue.
6. After it has been determined what action (if any) should be performed on the issue, the triage owner can select a result of the analysis from the **Results** related list.



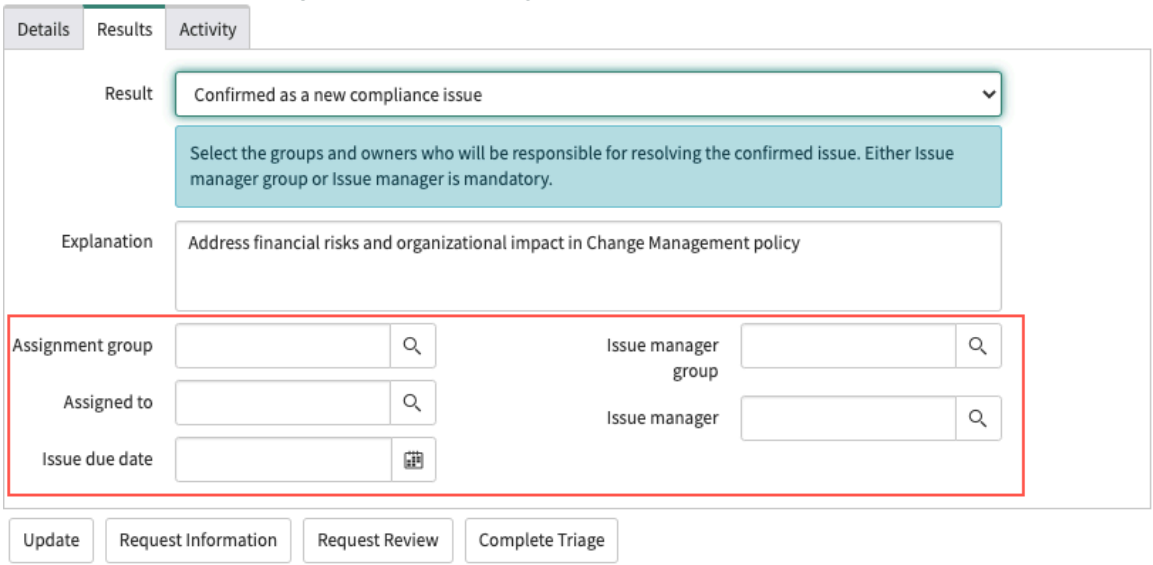
Note:
The options available in the **Result** field depend on the **Issue type** identified for this issue. For example, if you select **Control design effectiveness failure** as the **Issue type**, the following results may be selected.



7. If you select a result, such as **Confirmed as a new compliance issue**, which requires more action than simple observation, additional analysis fields display, as shown in the following screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Additional fields displayed after selecting Result



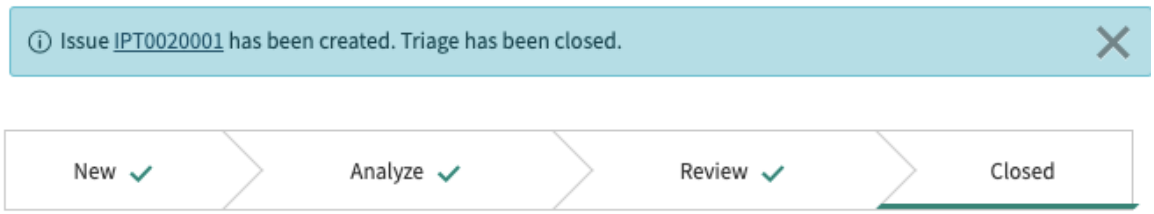
If the result is **Confirmed as an existing compliance issue**, then an **Existing issue** field appears where you must identify the existing issue that you are referring to.

8. When the issue triage is complete, the triage owner can click **Complete Triage**.

> **Note:**
> If the issue is out for review, the reviewer can also click **Complete Triage** to complete the triage and create an actual issue.

The issue triage transitions to the **Closed** state and a link to the issue displays at the top of the screen.

Triage closed and new issue created



9. The issue can be analyzed using the usual issue management procedures.
   One significant change on the **Issue** form is the addition of an **Issue Triages** related list.
   Opening the triage record provides the analyst with the details of the triage that resulted in the creation of this issue.

Remediate an issue in Policy and Compliance Management

After an issue has been identified, triaged, and investigated, you can remediate it.

Before you begin

Role required: compliance_admin, compliance_manager, sn_compliance.user, sn_grc.business_user, sn_grc.business_user_lite

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Starting with Version 12.0.1, the minimum role for the **Assigned to** user on the Remediation task form is GRC Business User [sn_grc.business_user]. The minimum role for the **sn_compliance.user** is GRC User [sn_grc._user].

For more information on the access control limitations to remediation tasks, see GRC business user role to control access and track usage of compliance tables.

About this task

Remediating an issue marks an intention to fix the underlying issue causing the control failure or risk exposure. Accepting an issue marks an intention to create an exception for a known control failure or risk. Controls that are **Accepted** remain in a non-compliant state until the control is reassessed. In this way, the issue can be used to document observations during audits.

Procedure

1. Open the issue you want to remediate.
2. Click the **Remediation Tasks** tab.

   Note:
   You have two options for creating a remediation task:
   - Click **Suggested Remediation Tasks** and click **Copy** to use an existing task as a basis for creating this task. A copy of the selected remediation task is created with certain information from that task copied to the new task. You can manually complete the other fields.
   - Clicking **New** and manually creating the task.

3. On the form, fill in the fields.

Remediation task form

Field	Description
Number	Unique identification number.
Assigned to	Select the user responsible for working this task. You can configure a hierarchy of users to access the remediation task. For more information, see User hierarchy access control for issue and remediation task records.
Issue	The issue for which this task was created.
State	The current state of the task.
Priority	Select the priority or sequence this task needs to be resolved, based on its impact and urgency.
Watch list	Select users who want to be notified when changes occur.
Created/Updated	Displays the date/time when the task was created and updated.
Name	Brief description of the task. This will appear in lists of tasks.
Description	Enter a complete description of the task.
Notes and Comments	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Additional comments	As needed, enter any customer-facing comments related to this task.
Work notes	Enter any non-customer-facing notes related to the remediation of the issue.
Task Schedule	
Planned duration	Estimated amount of work time. Calculated using the **Planned start date** and **Planned end date**.
Planned start date	Date and time that work on the task is expected to begin.
Planned end date	Date and time that work on the task is expected to end.
Actual duration	Amount of actual work time. Calculated using the **Actual start date** and **Actual end date**.
Actual start date	Time when work began on this task.
Actual end date	Time when work on this task was completed.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on confidential option, see Confidentiality flag for audit and compliance records.

4. Click **Submit**.

Manage the UCF integration

Network Frontiers Unified Compliance Framework (UCF) integrates with your ServiceNow instance through an authentication process that validates your subscription. On the UCF Configuration form, you select the type of authentication, and then enter a UCF-provided API key or a ServiceNow – provided Oauth2 client and secret.

Important:
Introduced in Kingston, UCF integration using the ServiceNow-provided Oauth client and the UCF Common Controls Hub is still supported; however, it is no longer the recommended method for integrating your instance with UCF. The preferred method is to configure the UCF integration using a UCF-supplied API key (see link below).

Activate Compliance UCF

The GRC: Compliance UCF (com.sn_comp_ucf) plugin is available as a separate subscription.

Before you begin
Role required: admin

About this task
This plugin includes demo data and activates related plugins if they are not already active.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
2. Find the plugin using the filter criteria and search bar.

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

3. Select **Install** to start the installation process.

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

   You will see a message after installation is completed. For information about the components installed with a plugin, see Find components installed with an application.

What to do next

Configure the source of your control library using an API key supplied by UCF (this is the recommended method) or using the UCF Common Controls Hub, which you can purchase as a subscription from the ServiceNow Store. For more information, see Common Controls Hub or Unified Compliance Framework.

Configure the UCF integration using a UCF-supplied API key

UCF integrates with your ServiceNow instance through an authentication process which validates your subscription.

Before you begin

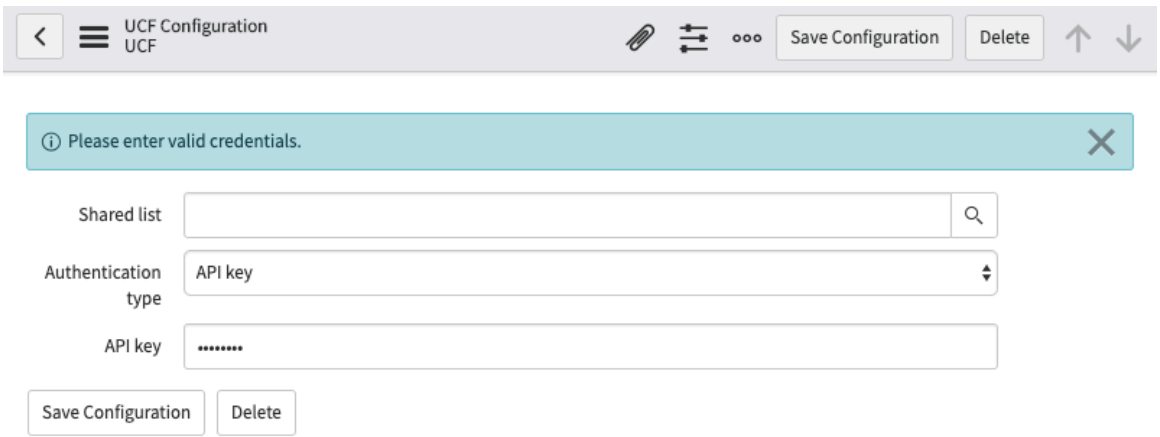
Role required: admin

About this task

Prior to configuring the UCF integration, you need a UCF basic subscription and use the API Key Manager in your account to acquire an API key from UCF. You must also define shared lists of UCF authority documents in your account.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Unified Compliance Integration**.
2. Click the UCF configuration.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. On the form, fill in the fields.

UCF Configuration

Field	Description
Shared List	Select the shared list from your UCF account.
Authentication type	Select **API Key**.
API Key	Enter the API key you acquired from your UCF account.

4. Click **Save Configuration**.

Configure the UCF integration using the UCF Common Controls Hub

Compliance administrators can download content from Network Frontiers Unified Compliance Framework (UCF) to use as GRC authority documents, citations, controls, and control objectives.

Before you begin

Role required: sn_comp_ucf.admin and oauth_admin
The documents can be updated on pre-defined intervals. You must have a UCF Common Controls Hub account to create shared lists and import them into the ServiceNow® instance. API access is required to download UCF content from the UCF-CCH.

Note:
Please take note of the following guidelines before configuring the UCF integration using the UCF Common Controls Hub

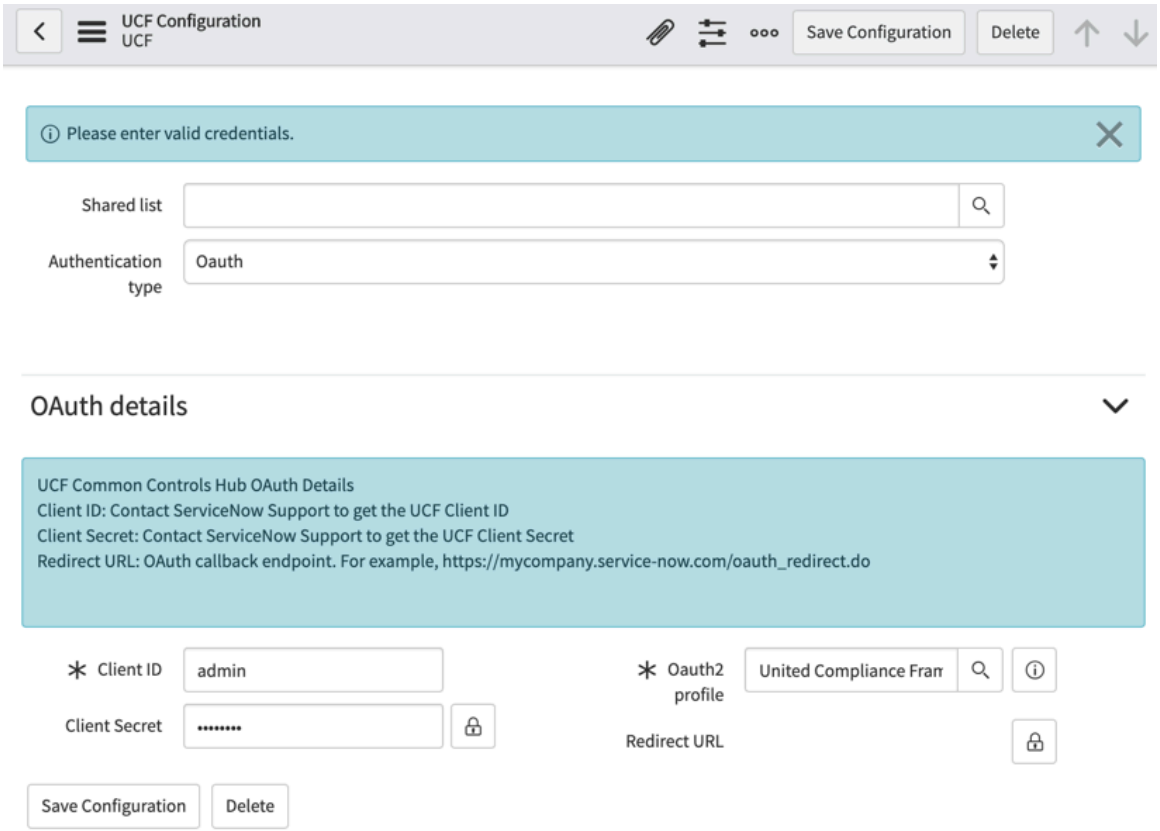
- Only the UCF Oauth administrator has access to the system Oauth tables. You must grant the UCF Oauth administrator role to the GRC UCF administrator, so the UCF administrator can set up UCF configuration page.
- UCF integration requires that GRC is configured and users must be a Common Controls Hub administrator.
- The configuration page for the global domain is loaded by default. If you are using Domain Separation, delete the default configuration page, and create one specific to your domain.

About this task

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Unified Compliance Integration**.
2. Click the UCF configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. On the form, fill in the fields.

UCF Configuration

Field	Description
Shared List	The shared list to be imported. **Note:** Shared lists appear for subscription authentication.
Authentication type	Select **Oauth**.
OAuth details	
Client ID	Enter the Client ID or UCF OAuth Client ID provided by Customer Service and Support. See Create a Now Support Case for UCF-CCH account integration information for information. **Note:** Configuration information is specific to the ServiceNow® instance. Be sure to enter accurate information for any test, development, or production instances you are using. Do not include spaces in the entry.
Client Secret	Enter a Client Secret to be used by the OAuth Client to authenticate to the Authorization Server. The Client Secret must be sufficiently random to not be guessable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Oauth2 profile	Enter the OAuth2 profile to use for downloading. The default is the United Compliance Framework Default Profile that is installed with the UCF plugin. This field doesn't typically need to be changed.
Redirect URL	Enter the Redirect URL, provided by Customer Service and Support. For example, `https://mycompany.service-now.com/oauth_redirect.do`

4. Right-click the form header and click **Save**.
5. In the UCF Integration dialog that appears, click **Request New Token**.

> **Note:**
> For initial configuration, a user with an UCF administrator account performs this setp and the next step.

6. Enter your Common Controls Hub credentials to log in.
7. In the application authorization message that displays, click **Authorize**.
8. Select a shared list and click **Save Configuration**.

What to do next

If UCF introduces new fields and content, administrators can use staging tables and transform maps to accommodate those changes to UCF data formats. This is an advanced configuration and not required. The following import sets and tables can be configured to customize the UCF download logic.

Staging table [extends from import set row table: import_set_row] used for UCF integration

Staging table	Description
UCF Authority Document [sn_comp_ucf_authority_document]	The UCF Authority Document staging table is used to store authority documents that are downloaded from the UCF Common Controls Hub
UCF Citation [sn_comp_ucf_citation]	The UCF Citation staging table is used to store citations that are downloaded from the UCF Common Controls Hub
UCF Control [sn_comp_ucf_control]	The UCF Control staging table is used to store controls that are downloaded from the UCF Common Controls Hub
UCF Citation to Control [sn_comp_ucf_m2m_control_citation]	The UCF Citation to Control staging table is used to store citation to controls that are downloaded from the UCF Common Controls Hub

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform maps used for UCF integration

Transform maps	Description
Default Authority document transform	Transforms data from the UCF Authority document staging table into the Authority Document table
Default Citation Transform	Transforms data from the UCF Citation staging table into the Citation table
Default Control transform	Transforms data from the UCF Control staging table into the Control Objective table
Control to Citation transform map	Transforms data from the UCF Citation to Control table into the Control Objective to Citation table

Integrate with UCF Common Controls Hub to manage compliance frameworks

Compliance administrators can download content from Network Frontiers Unified Compliance Framework (UCF) to use as GRC authority documents, citations, controls, and control objectives. The documents can be updated on pre-defined intervals. You must have a UCF Common Controls Hub account to create shared lists and import them into the ServiceNow® instance.

If your organization wants to use UCF Common Controls Hub as the source for your controls library, you can purchase a subscription from the ServiceNow Store or see Common Controls Hub. For more information, see Unified Compliance Framework.

Note:
The previous arrangement for free access to UCF content inclusive of your GRC license ended November 30, 2018. All customers must purchase a subscription from Unified Compliance directly.

Warning:
All data imported from UCF Authority Documents is read-only and must be protected. Do not customize the authority documents, citations, or control objectives on any UCF fields transformed into GRC tables.

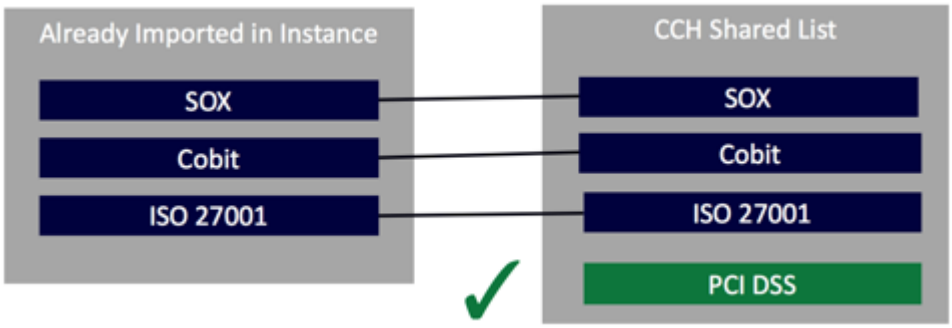
1. Sign up for a UCF CCH account and customize your basic subscription to include API Access.
2. Activate Compliance UCF.
3. Create a Now Support Case for UCF-CCH account integration information.
4. Configure the UCF integration using the UCF Common Controls Hub.
5. Download a UCF shared list.

Import authority document using single shared list

Every authority document already imported into the ServiceNow® instance must be in any shared list you wish to import from the UCF CCH. This prevents inconsistencies between what is in the UCF CCH (which may have changed) and what you've already imported.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Shared list import successful



Shared list import unsuccessful



An error is rendered since SOX is not being reimported within this Shared List.

Import authority documents using multiple shared lists

If you need to import more than 100 authority documents then you must import them into multiple shared lists, as there is a limitation that a shared list can contain only 100 authority documents. You can create multiple shared list (SL), for example SL1 to import 100 authority documents and SL2 for the rest of the authority documents. Group similar authority documents as one group when you import the authority documents into multiple shared list, so that there is no dependency of the documents between the multiple shared list.

To support multiple shared list, the system property *sn_comp_ucf.deactivate_deprecated_docs* that is by default **true**, must be set to **false**.

- If the system property is set to true, then the existing validation is done to check if the authority documents imported are already imported in the ServiceNow instance.
- If the system property is set to false, then the imported authority documents are not validated at all.

Set the property as false and import the UCF content in multiple shared list. If the authority documents, citations, and control objectives that are imported in the shared list are deprecated, then such documents will not be deactivated in the ServiceNow instance. Instead, the user must manually validate the documents and the links between the citation and control objectives. An email is sent with the links to the mapping between the citation and control objectives.

UCF and GRC terminology differences

Authority documents in the UCF content are organized and mapped to their proper citations, which in turn are mapped to a common set of controls. The terminology between UCF and the GRC applications differs slightly as explained in the following table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Terminology differences

UCF	GRC application
Authority Document	Authority Document
Citation	Citation
Control	Control Objective

Create a Now Support Case for UCF-CCH account integration information

After establishing your UCF CCH account, use the Now Support Service Portal to initiate the account integration process.

Before you begin

Sign up for a UCF CCH account and customize your basic subscription to include API Access. A user with the UCF administrator role must log into the CCH account and generate the API key.

Note:
The previous arrangement for free access to UCF content inclusive of your GRC license ended November 30, 2018. All customers must purchase a subscription from Unified Compliance directly.

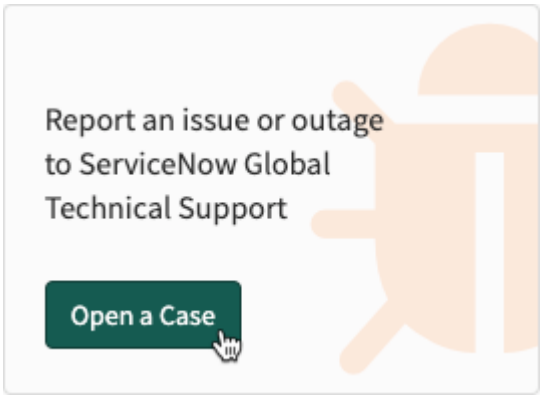
Role required: admin

Procedure

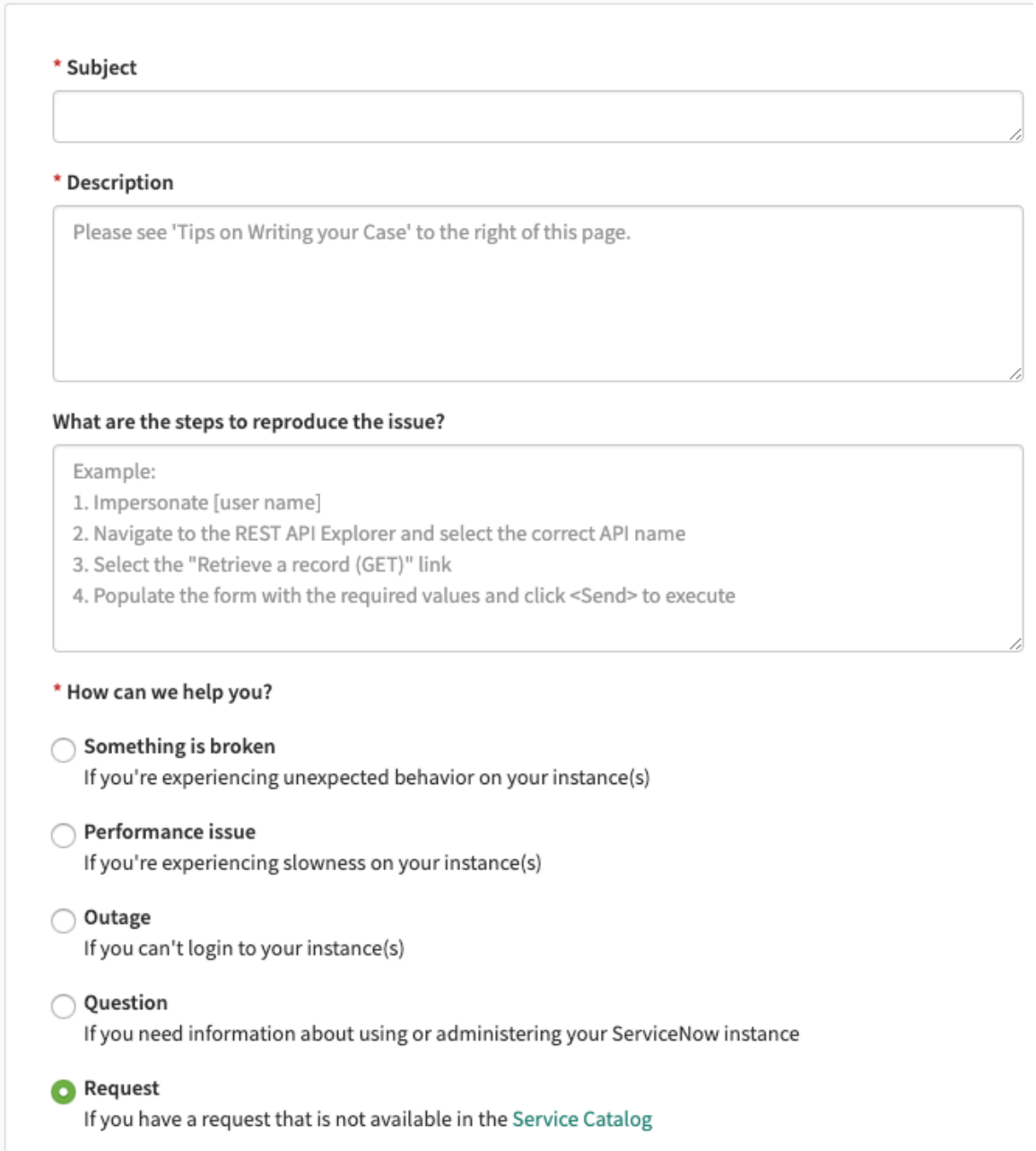
1. After activating the Compliance UCF plugin, sign in to the Hi Service Portal.
2. Click **Get Help**.



3. Click **Open a Case**.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Fill out the **Create Case** form.

Field	Description
Subject	A brief description of the case.
Description	Describe the issue and provide the following information: ○ Enter `I have activated the new GRC: Compliance UCF (com.sn_comp_ucf) plugin. I have already subscribed to the UCF CCH. I am requesting that you provide me with the necessary OAuth information to complete the integration.` ○ Include your company name and company account number. ○ Include the requester's name, business email address, and phone number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: By providing your company and requester contact information, you authorize ServiceNow® customer service to contact and share that information with Network Frontiers, a third party, to complete your UCF CCH account enrollment.
How can we help you?	Click **Request**.
Attachments (screenshots, logs, etc.)	Attach screenshots, as necessary.
Which of your instances are affected?	Enter your company's GRC instance.
What is the impact?	Select your answer.

5. Click **Submit**.
   Customer Service and Support initiates the OAuth integration process and contacts the requester with the integration information.

Download a UCF shared list

In order for compliance managers to download UCF authority documents from the UCF CCH, the list must be marked as Shared. When updating Authority Documents or adding new ones, you must update all your authority documents to ensure that the common controls framework remains in sync with the authority documents you are using.

Before you begin

Role required: sn_compliance.admin or sn_compliance.manager

Note:
The current design of UCF supports the downloading of mandated and implied controls. The downloading of implementation controls is not supported. See the Unified Compliance Documentation How do I distribute an authority document list to other accounts?.

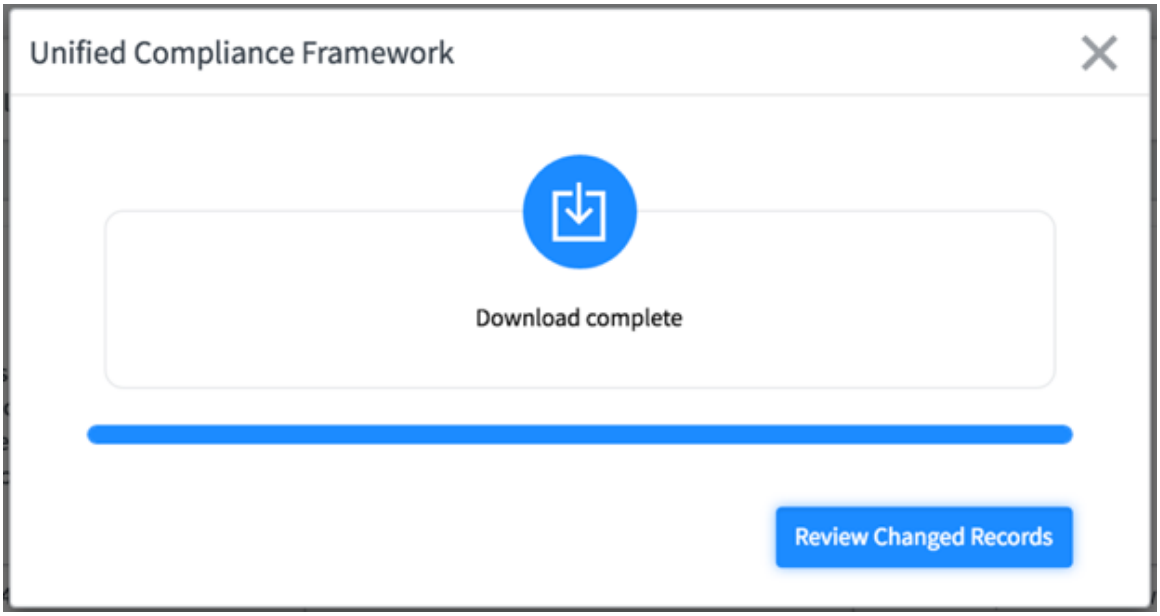
All data imported from UCF Authority Documents is read-only and must be protected. Do not customize the authority documents, citations, or control objectives on any UCF fields on the GRC tables.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Unified Compliance Integration**.
2. Click the **UCF** configuration.
3. Configure the UCF integration using the UCF Common Controls Hub, if necessary.
4. Click **Import Shared List**.

   A progress bar shows the progress of downloading and importing the documents.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You may encounter any of the following errors:

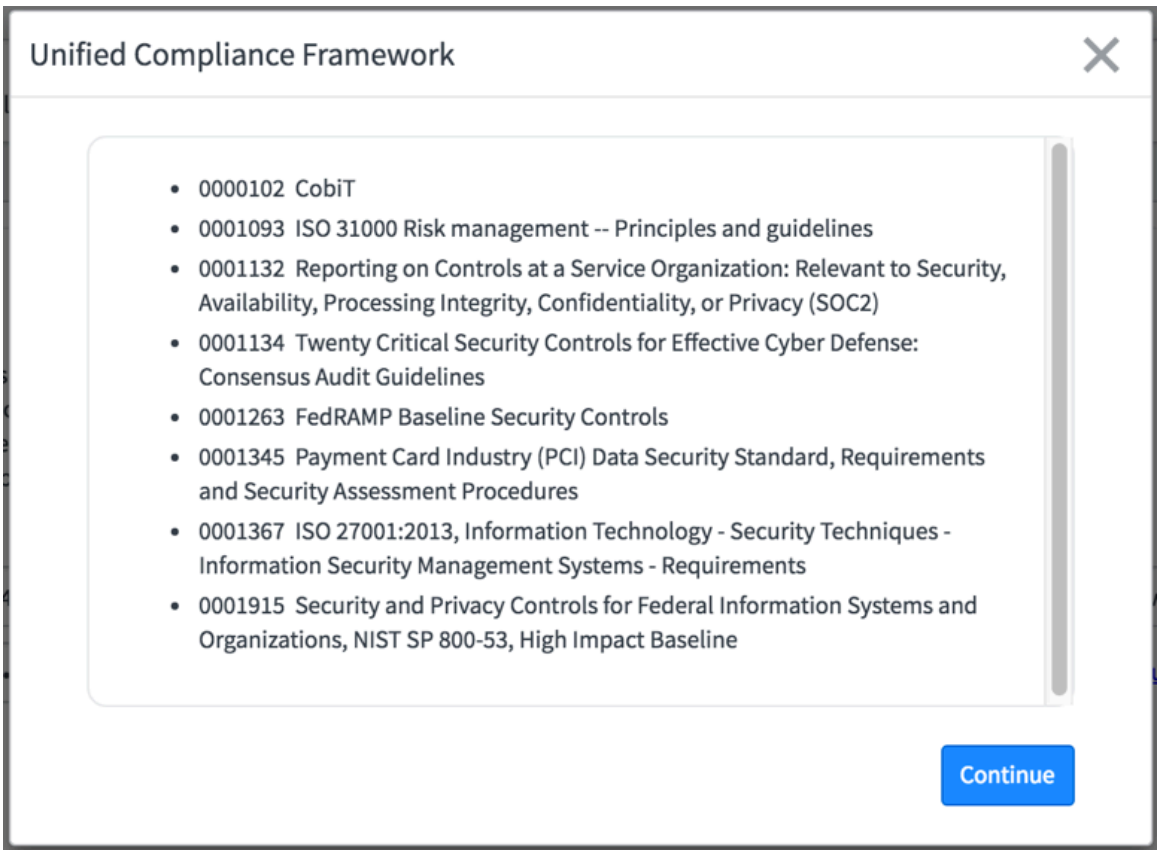
UCF Shared List Errors

Error	Explanation	Resolve
Error encountered while downloading UCF content. Try again or contact your system administrator for further assistance.	If the internet connection is lost for any reason, this message appears.	Click **Import Shared List** to download again.
Error encountered while downloading UCF content. Try again or contact your system administrator for further assistance.	This message may also indicate that the authority documents are part of an existing shared list or a possibility of a UCF import error. It suggests that you review the validity of the authority documents, citations, control objectives,	Starting with Policy and Compliance Management version 12.0.4, your UCF Administrator receives an email with links to any invalid records. **a.** Click a link in the mail and fix the record(s) listed. **b.** Repeat for other invalid records, if they appear in the email. **c.** Click **Import Shared List** to download again. **Note:** A system property called *sn_comp_ucf.deactivate_deprecated_docs* controls whether an email notification is sent when invalid or deprecated records are encountered during a shared list import. The property defaults to true. Set the property as false if you are downloading UCF content in multiple shared list. When the property is set as false the documents are not deprecated but an email is sent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Error	Explanation	Resolve
	and the links to the mapping of citation and control objectives.	
The selected Shared List does not match the existing Authority Document list. Select a different Shared List or update the existing Shared List.	If the selected UCF Shared List that you are downloading does not include all the authority documents you have already downloaded, this message appears.	**a.** Return to the CCH and verify that the Shared List you are trying to download includes all the Authority Documents from the original import to your instance. **b.** Click **Import Shared List** to download again.

5. Click **Review Changed Records** to review the list of changed records.



Authority documents in the UCF content are organized and mapped to their proper citations, which in turn are mapped to a common set of controls. The terminology between UCF and the GRC applications differs slightly as explained in the following table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Terminology differences

UCF	ServiceNow GRC application
Authority Document	Authority Document
Citation	Citation
Control	Control objective

Elimination of duplicate citations from UCF Shared list download

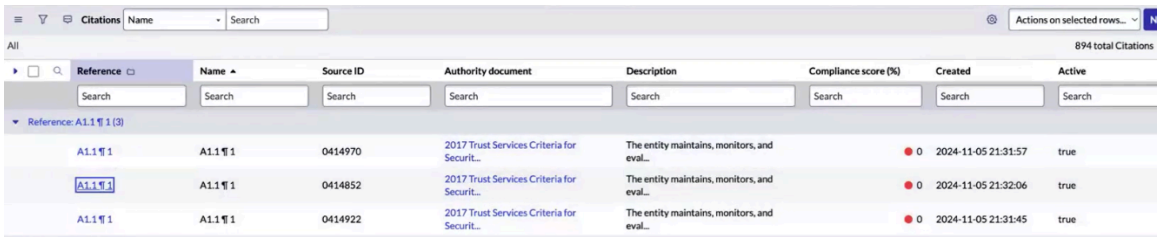
You can eliminate duplicate citations associated with the authority documents when you receive citations from UCF content as part of the same Shared list.

You can retain one citation as active and mark the duplicate citations as inactive. Move the control objectives of the duplicate citations to the active citation. If the duplicate citation is part of a parent–child hierarchy, then its Source ID is updated with the Source ID of the active citation.

Duplication of UCF citations

Duplication occurs when you download UCF content that has multiple citations tied to the same Authority Document (AD). However, each of these citations is linked to a control objective or can be linked to multiple control objectives. In such cases, when you download UCF there would be as many citations linked to control objectives. The citations have different Source ID and different control objectives linked to them. Nevertheless, such citations are linked to the same AD.

Duplication is identified when the downloaded citations tied to an authority document have similar **Reference**, **Authority document**, and **Description** details but a different **Source ID**. Such citations that belong to the same authority document but downloaded multiple times are termed as duplicate citations.



Deduplication of UCF citations

You can retain one citation as active and mark the rest of the duplicate citations as inactive. The relationship of this inactive citation with that of the control objective is removed from the m2m table. In its stead, the record of the active citation is added to the control objective in the m2m table.

Similarly, the child citations of the duplicate citations, if any, can be grouped with the child citations of the active parent citation in the Citations related list of the active citation. For example, if the citation with Source ID 0123 is being retained, then the parent of the duplicate citation's child citation must be updated as 0123. Or, the child citation's parent Source ID as 0123 must be updated, so that the citation's parent–child relationship is retained.

Fix provided to eliminate duplicate citations

This enhancement helps you to eliminate duplicate citations associated with the authority documents when you download UCF content, or by running an on-demand job after UCF content is downloaded. The fix is available when you:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

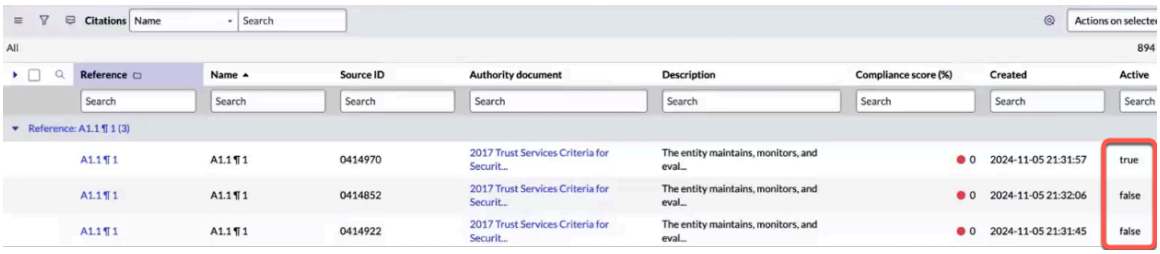
- Import data from the UCF Shared list. To download a UCF shared list, see Download a UCF shared list.
- Run the *UCF citation deduplication issue fix* on-demand job if you don't want to import UCF again. This job eliminates the duplicate citations and fixes the parent–child relationship by appending the child citations of the inactive parent citation to the active parent.

1. To run the on-demand job, navigate to **All** > **System Definition** > **Scheduled jobs**.
2. Select *UCF citation deduplication issue fix* and click **Execute Now**.

After the fix:

1. Navigate to **All** > **Policy and Compliance** > **Citations**
2. Select **Group By** and right-click the List controls icon.
3. Select **Reference** in the list.

   You can view citations with unique Reference ID, unique Description, and each citation belongs to a different AO. In the **Active** column, the active citation is **true**, and the duplicate citations are marked as **false**. Select and open one of the citation record, all control objectives are grouped in the Control objectives related list, and its child citations in the Citations related list.



Note:
Citations are considered as duplicate only when their **Reference ID**, **Authority document**, **Description** are the same. Even if one of these conditions isn't fulfilled, then they're considered as two different citations and not as duplicate.

Manage controls

Controls are specific implementations of a control objective. Retired controls do not appear in the list. Before defining controls, take time to rationalize, consolidate, and define the important controls in your organization.

Rationalize your controls

If you upload all your controls in bulk, you are missing the opportunity to refine and streamline your controls set. As your business changes, and your IT data, processes, and technology improve, replace outdated controls and procedures when you implement your GRC application. Consider the following:

- How does this control affect my business objective?
- Is this control actually preventing or detecting risk?
- Is there a different control you can place that better protects your business?
- Is there a control you can put in place that reduces process overhead and improves IT performance while also mitigating risk?
- Can a complicated control be replaced with a simpler more effective control?

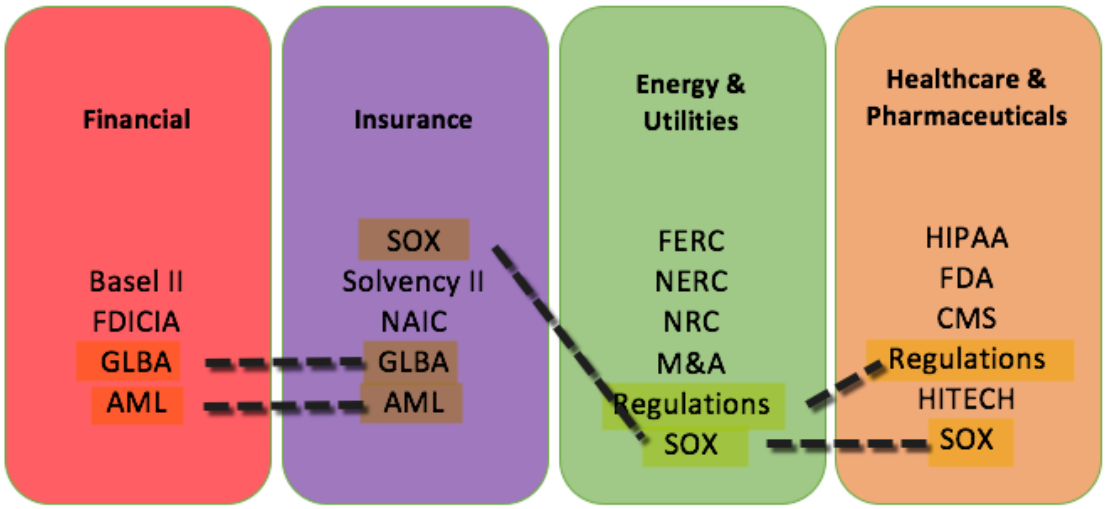
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
When you define controls manually or when you import them from the Unified Compliance Framework (UCF), an entity is associated with the controls. It is a mandatory field on the Control form. If, however, you import controls from a source other than the UCF, you may encounter controls that do not have associated entities. It is important that you return to the Control form and add an entity to the control. Missing entities can cause unreliable results in calculations. Also, if you encounter a control with an entity that has been disabled, the control should be retired.

Consolidate your controls

Look for opportunities to consolidate controls. Look for common, repeated controls across multiple regulatory authorities of frameworks (for example, SOX and GLBA and AML). Avoid operating a single control multiple times for each regulation, by cross-mapping controls and eliminating the redundant ones. This process establishes a single consolidated set of controls = control framework, performing and preserving the cross mapping of controls is critical for audits.

Industry regulations and requirements overlap



Define controls and business rules

The business rules you define up front, establish the GRC configuration settings later. Be prepared to:

- Identify controls and control owners
- Define control tests and expected results
- Establish test and control frequencies
- Identify risks: impact and likelihood
- Prepare attestations, assessments, questionnaires, and required evidence
- Compose likely use-cases (who needs to interact with or view the contents of the GRC system and for what purposes)
- Map authoritative sources to policies, to procedures, to controls, and to risks

Create a control

Controls are automatically generated when you associate a policy with an entity type or an entity type with a control objective. A control is created for each entity listed in the entity type for the control objective. Controls can also be manually created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: sn_compliance.admin or sn_compliance.manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Controls** > **All Controls**.
2. Click **New**.
3. On the form, fill in the fields.

Control form

Field	Description
Name	Name of the control.
Number	Unique identification number.
Entity	Related entity. **Note:** If you change the state of the entity to Active from Retired state, then the manually created control on the entity also moves to the Draft state.
Inherit from control objective	Option to indicate whether the control is created through item generation process. For more information, see Multiple controls for a unique entity–control objective combination.
Control Objective	Related control objective.
Owning group	Group that owns the policy.
Owner	User that owns the policy. **Note:** The owner is always added as a respondent. The control owner that you select belongs to the owning group.
Key control	Indicator that the control is a key control.
Weighting	Value used to calculate the control score effectiveness. Based on the control weighting, in the control score effectiveness value is calculated
Status	Control status. Possible choices are: ○ **Compliant** ○ **Non-compliant** ○ **Not applicable**
State	Control state. Possible choices are: ○ **Draft** In this state, all compliance users can modify the control. Only available when creating a one-off control. One-off controls are possible but not recommended. ○ **Attest** When the control is created from a control objective, controls are in this state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: When a control is set back to draft, the attestation is canceled. ○ **Review** Controls are automatically moved to review from the attestation phase. ○ **Monitor** In this state, all compliance managers can move the control from review to monitor. ○ **Retired** Compliance managers or administrators can move a control from Monitor to Retired. **Note:** When a control is retired: ▪ Associated indicators do not run ▪ Associated attestations are canceled ▪ Changes to associated control objectives do not update the control
Exempt	Mark the control as exempted.
Enforcement	List of options: ○ Mandated ○ Voluntary
Category	List of options: ○ Acquisition or sale of facilities, technology, and services ○ Audits and risk management ○ Compliance and Governance Manual of Style ○ Human Resources management ○ Leadership and high-level objectives ○ Monitoring and measurement ○ Operational management ○ Physical and environmental protection ○ Privacy protection for information and data ○ Records management ○ System hardening through configuration management ○ Systems continuity ○ Systems design, build, and implementation ○ Technical security ○ Third Party and supply chain oversight ○ Root ○ Deprecated
Type	List of options:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Acquisition/Sale of Assets or Services ○ Actionable Reports or Measurements ○ Audits and Risk Management ○ Behavior ○ Business Processes ○ Communicate ○ Configuration ○ Data and Information Management ○ Duplicate ○ Establish Roles ○ Establish/Maintain Documentation ○ Human Resources Management ○ Investigate ○ IT Impact Zone ○ Log Management ○ Maintenance ○ Monitor and Evaluate Occurrences ○ Physical and Environmental Protection ○ Process or Activity ○ Records Management ○ Systems Continuity ○ Systems Design, Build, and Implementation ○ Technical Security ○ Testing ○ Training
Classification	List of options: ○ Preventive ○ Corrective ○ Detective ○ IT Impact Zone
Frequency	Frequency at which the control is tested. This field is for the control's testing and reporting purpose. List of options: ○ Event Driven ○ Daily ○ Weekly

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Monthly ○ Quarterly ○ Semi-Annually ○ Annually **Note:** For information on the difference between the **Frequency** field for a control and the **Attestation Frequency** field in an entity, see KB0694607.
Description	Description of the control.
Additional Information	Additional information about the control.
Assignment	
Owning group	Group that owns the control.
Owner	User that owns the control.
Attestation	
Attestation	Select from a list of options. ○ Other attestation types can be configured. ○ If this field is populated, then the **Attestation Respondents** field automatically becomes mandatory, and the owner is made the respondent. **Note:** If the user changes the attestation type in the control objective, all the related controls are changed also.
Attestation respondents	○ Users assigned to the attestation of this control. ○ Only a user with the sn_grc.user role can be added as a respondent. **Note:** When both the **Attestation** and **Attestation respondents** fields are set, attestations are created when you click **Attest**.
Attestation frequency	Frequency at which attestations on the control are triggered. If the field has no value selected, then the associated entity's **Attestation frequency** value defaults to this field. Options for attestation frequency: ○ Daily ○ Weekly ○ Monthly ○ Quarterly ○ Semi-Annually ○ Annually

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: After the attestation is complete, the control moves to Review and Monitor states. The control is then monitored for its next due date of attestation. You have the option to trigger the control's attestation frequency based on the attestation's **Created date** or the last completed attestation's **Updated date**. This option is based on the value in *Trigger control attestations based on the created or updated date of the last completed attestation* system property.
Activity Journal	
Additional comments	Public information about the control.

4. Select **Copy entity frequency** related link to copy the value of the **Attestation frequency** field of the entity to the **Attestation frequency** field of the control.
   When you select the **Copy entity frequency** related link, the respective entity's attestation frequency gets copied to the **Attestation frequency** field in the Attestation section of the control table, and does not update the **Frequency** field of the control table.
5. Click **Submit**.

What to do next

After you create a control, you can convert the control to a common control and add reliant entities and reliant entity types to it. For more information, see Testing common control and implementing results on multiple reliant entities.

Follow a control

Connect integrates with Policy and Compliance Management providing an overlay to the standard interface, allowing users to participate in conversations while they work and collaborate on the control record.

Before you begin

Role required: sn_compliance.user or sn_compliance.reader
For more information about Connect, see Connect.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Controls** > **All Controls**.
2. Open the control record.
3. Click **Follow** > **Following** and select one of the options from the drop-down.

Attest a control

Attestations are surveys that gather evidence to prove that a control is implemented. If the control attestation and respondents fields are selected, when the control moves from the **Draft** state to the **Attest** state, a notification is sent to the attestation respondents.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Users can create multiple attestation types and set their control objectives to different attestations. A sample attestation called **GRC Attestation** is also provided as the default attestation.

About this task

When controls are attested, a new questionnaire is created. As a result, attestations do not appear in the **Self-Service** > **My assessments & surveys** module. Hundreds of GRC assessment records could be generated at once and should be separated from other assessments in a separate list view.

Procedure

1. Navigate to **Policy and Compliance** > **Controls** > **My Attestations**.
2. Open the attestation and review the details.

Option	Description
If you are unable to answer the questions	**a.** Reassign the attestation to another user in the **Assigned to** field. **b.** Click **Update** and close the record. **Note:** Only a user with the sn_grc.user role can be re-assigned the attestation. The list of attestations refreshes when you re assign an attestation to another user.
If you are able to answer the questions	**a.** Click **Take attestation**. **b.** Answer the questions and attach informa tion, as required. **c.** Click **Submit**. The list of attestations refreshes when you close the **Take Assessment** pop-up window.

Multiple controls for a unique entity–control objective combination

You can create multiple controls for a unique combination of an entity and a control objective to get granular control information.

For an organization that handles multiple products, operational lines, and practices, having a single control for an entity and a control objective combination is ineffective. Multiple levels of control objectives, controlled and managed centrally helps to get the granular control information.

The benefits of creating multiple controls for the same entity and control objective combinations are:

- You can create high-level control objectives and more granular controls.
- The control owner, compliance manager, and compliance user can manage the compliance library more efficiently.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can create multiple controls for the same combination of entity and control objective by enabling the **Inherit from control objective** option in the Control form. Controls can be created either through item generation process or, by default, inherited from the control objective. Such controls have a unique name as they are unique to the entity–control objective combination. By default, only one control can be inherited from the control objective. However, if you want to create multiple controls for the same combination of entity and control objective you have to do it manually and the name of the control must be unique.

When you select the **Inherit from control objective** option in the Control form, the control automatically inherits the name and description of the control objective. However, when the option is not selected, then you must enter the name of the control manually.

Manage control attestations

Attestations are surveys that gather evidence to prove that a control is implemented. Attestations document how the control is measured. This method is frequently used during the Draft and Monitor state.

The attestation designer provides a single interface that users can use to create, and edit attestations, as well as change scoring parameters. The question bank offers a library of questions for various categories, so you do not have to build each questionnaire from scratch.

Note:
To know more about control attestations, see An overview of policy life cycle in Policy and Compliance Management.

Users can create multiple attestation types and set their control objectives to different attestations. A sample attestation called **GRC Attestation** is also provided as the default attestation, which is composed of the following simple questions:

By default, **GRC Attestation** is used for controls and provides the following assessment questions:

- Is this control implemented?
- Attach evidence
- Explain

My Attestations is in the **Controls** section of the Policy and Compliance application and contains active attestations for which you are the respondent. The attestations appear in a list with a single attestation record per control.

My Grouped Attestations contains attestations that you have grouped to eliminate the task of providing repetitive responses for similar assessments.

All Attestations is contained in the **Controls** section of the Policy and Compliance application and contains all active attestations.

Compliance managers can create attestation types containing different types of questions to fit their needs. See Create a control attestation using the Attestation Designer.

Compliance managers can create a new set of questions for each control objective. The Question Bank offers a library of questions for various categories, so you do not have to build each questionnaire from scratch. See Create an attestation type.

Attestation Designer

The attestation designer provides a single interface that users can use to create, and edit attestations, as well as change scoring parameters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

All attestation records are stored in assessment tables and displayed in Attestation views of those tables.

Create a control attestation using the Attestation Designer

Use the Attestation Designer to create and edit metric types. Use different metric types for different controls. Select multiple respondents for an attestation, as well as change scoring parameters.

Before you begin

Role required: sn_compliance.attest_creator, sn_compliance.manager, sn_compliance.administrator

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Attestation Types**.
2. Click **Attestation Designer**.
   The designer contains the following elements:

Element	Description
Controls	Supported question data types are available in the Controls palette. Drag a control onto the designer canvas to create a question of that type.
Questions	A library of questions for various categories, so you do not have to build each questionnaire from scratch.
Categories	New assessment opens in the **Design** view. The questionnaire **Name** field appears above the first category in the canvas. A blank question field appears in the category container.

3. Enter a name in the **Name** field.
4. Drag a control onto the designer canvas to create a question of that type.

Question controls

Data type	Description	Scored
Attachment	Question with a Manage Attachments icon that allows users to attach one or more files.	N
Boolean	Question with a check box or a **Yes/No** list for user responses.	Y
Choice	List of predefined options. For more information, see the definition for **Choices**.	Y
Date	Date field.	N
Date/Time	Date and time field.	N
Number	Number field with predefined minimum and maximum values. The default is 1–10.	N
Percentage	Percentage field with a prescribed range.	N

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data type	Description	Scored
Scale	Predefined Likert scale. Answer options appear as radio buttons.	Y
Numeric Scale	Selectable number scale. The default is 1–5. Answer options appear as radio buttons.	Y
String	Single or multi-line text field.	N
Template	Choice list of templates that provide a predefined scale of options. **Note:** It is important to assign a template to every attestation. This allows controls to be created automatically based on control objectives and entity types.	Y
Reference	Choice list of fields from a specified reference table. This data type does not support reference qualifiers.	N

Note:
Set the correct answer for the metric that you want to be scored. Scored metrics determine the compliance status of the controls.

5. Point to the menu icon in the upper right of the Attestation Designer to select one of the following options.

Note:
The availability of each option depends on the status of the attestation that is opened in the designer.

Option	Description
New Attestation	Opens a fresh canvas for a new attestation.
Load Attestation	Opens a list of existing attestations that you can select and edit.

Unlike other types of assessments, control attestations do not appear in the **Self-Service** > **My assessments & surveys** module, because many control attestations could be generated at once. Instead, controls attestations are shown as a list in the **Policy and Compliance** > **Controls** > **My Attestations** module and **All Attestations** module.

What to do next
If you are implementing the Policy and Compliance Management software, return to the Policy and Compliance Management setup checklist and proceed to the next step.

Create an attestation type

Rather than using the default **GRC attestation** type, the compliance manager can create a new set of questions for each control objective.

Before you begin
Role required: sn_compliance.attestation_creator or sn_compliance.manager or sn_compliance-admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Attestation Types**.
2. Click **New**.
3. On the form, fill in the fields.

Assessment Metric Type form

Field	Description
Name	Name of the assessment type.
Assessment duration	Length of time allowed from generation to completion of the assessment.
Table	Table this assessment applies to.
Scale factor	Scale value to use for all assessment results.
Condition	Define specifics records from the table.
Description	More details about the assessment.
State	State of the assessment: **Draft** or **Published**
Enforce condition	Option that indicates whether accessible records of this type that do not meet the conditions specified are deleted.
Roles	Roles that have access to information about this metric type.

4. Click **Submit**.

Consolidate control attestations using the Same Response feature

Policy and Compliance Management and Risk Management offer two methods for consolidating attestations and risk assessments into groups that help eliminate the task of providing repetitive responses for similar assessments. You can provide the same evidence to the grouped assessments or respond to individual assessments in the same user interface.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

About this task

When you consolidate control attestations using the Same Response feature, you can group attestations that contain a maximum of 1000 questions. When the attestation or risk assessment for the group is taken, all records in the group inherit the answers.

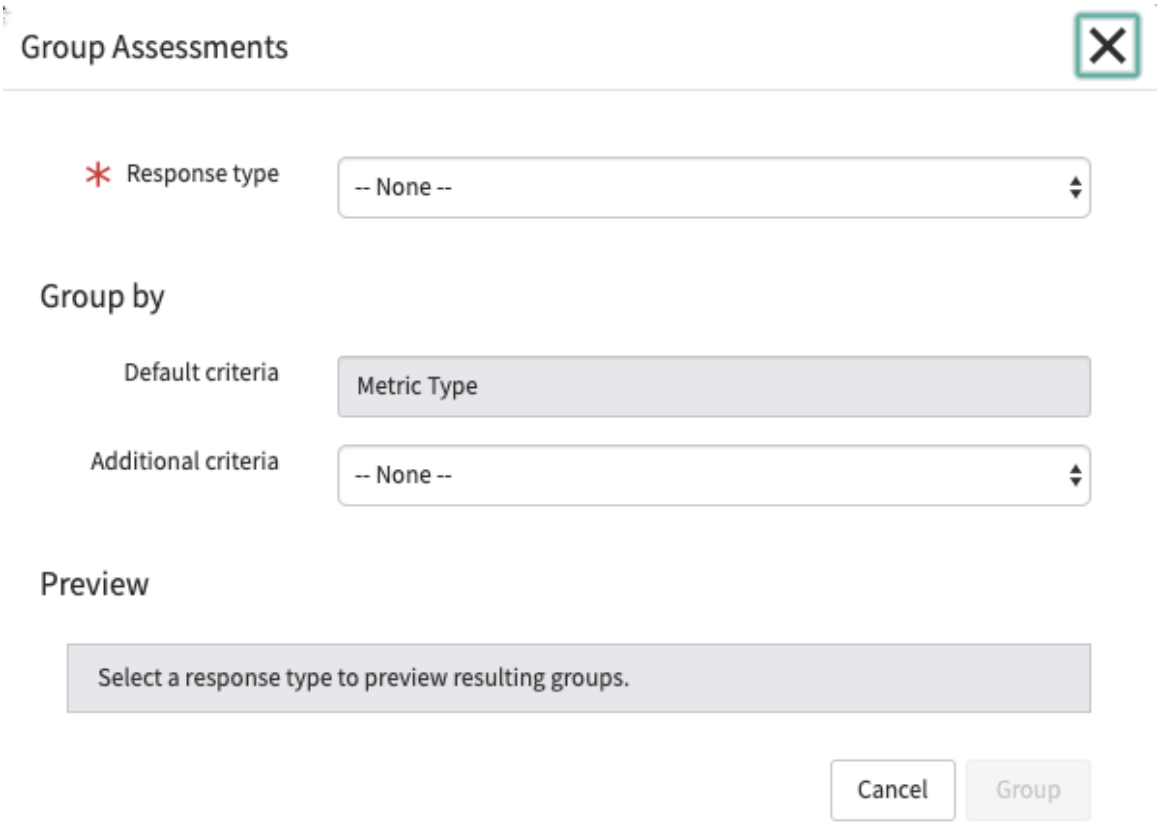
Note:
To change the 1000-question limit, navigate to **All** > **Policy and Compliance** > **Administration** > **GRC Properties** and modify the **sn_grc.consolidated_questions_limit** property.

If you do not want your users to access to this capability, navigate to **All** > **Policy and Compliance** > **Administration** > **GRC Properties**, and disable the **sn_grc.enable_consolidate_asmt** property.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Controls** > **My Attestations**.
2. Select the attestations you want to group.
3. From the **Actions on selected rows** choice list, click **Group Assessments**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. In **Response Type**, select **Provide same response for all assessments**.
5. Fill in the fields, as needed.

Field	Description
Default criteria	This field defaults to **Metric Type**.
Additional criteria	You can optionally define additional grouping criteria: ○ Category ○ Control Objective/Risk Statement ○ Entity You can also define additional assessment criteria options if the defaults do not meet your needs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: Using these grouping schemes makes sense if the grouped attestations contain multiple instances of the selected criteria. For example, if you selected a group of 20 attestations with 10 associated with one entity and the other 10 associated with a different entity, selecting **Entity** in this field causes two separate groups of attestations to be created. If, however, the group consists of 5 attestations associated with one entity and each of the other 15 attestations associated with different entities, only those 5 are grouped and the rest are ignored.
Preview	The **Preview** shows the number of attestations to be grouped. Depending on the **Additional criteria** you selected, the Preview may show multiple groups. If you want to see the attestations to be grouped, click the link that shows the number of attestations or risk assessments to be grouped.

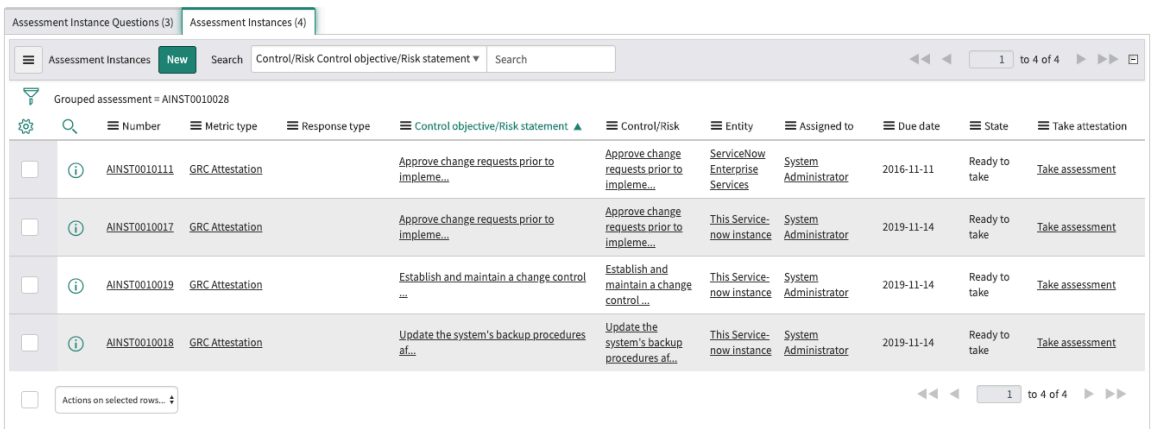
6. When you are satisfied with the attestations or risk assessments to be consolidated, click **Group**.

   A confirmation message displays, along with a link to the attestation group.



Note:
When attestation groups are created, you can view them by navigating to **Policy and Compliance** > **Controls** > **My Grouped Attestations**. If you open a grouped attestation, you have the option of removing one or more attestations from the group. This is achieved by selecting the ones you want removed, and selecting **Ungroup Assessment** from the **Actions on selected rows** choice list. If you remove attestations from a group to the point where there is only one attestation, the group is removed.

7. When you are ready to take the assessment, click the link in the confirmation message or the attestation number in **My Grouped Attestations**.



8. Click **Take assessment**.
9. Complete the assessment like you would any other, and click **Submit**.
   All attestations in the group inherit the answers you provided and the state of each attestation in the group changes to **Complete**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Consolidate control attestations using the Different Response feature

Policy and Compliance Management and Risk Management offer two methods for consolidating attestations and risk assessments into groups that help eliminate the task of providing repetitive responses for similar assessments. You can provide the same evidence to the grouped assessments or respond to individual assessments in the same user interface.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

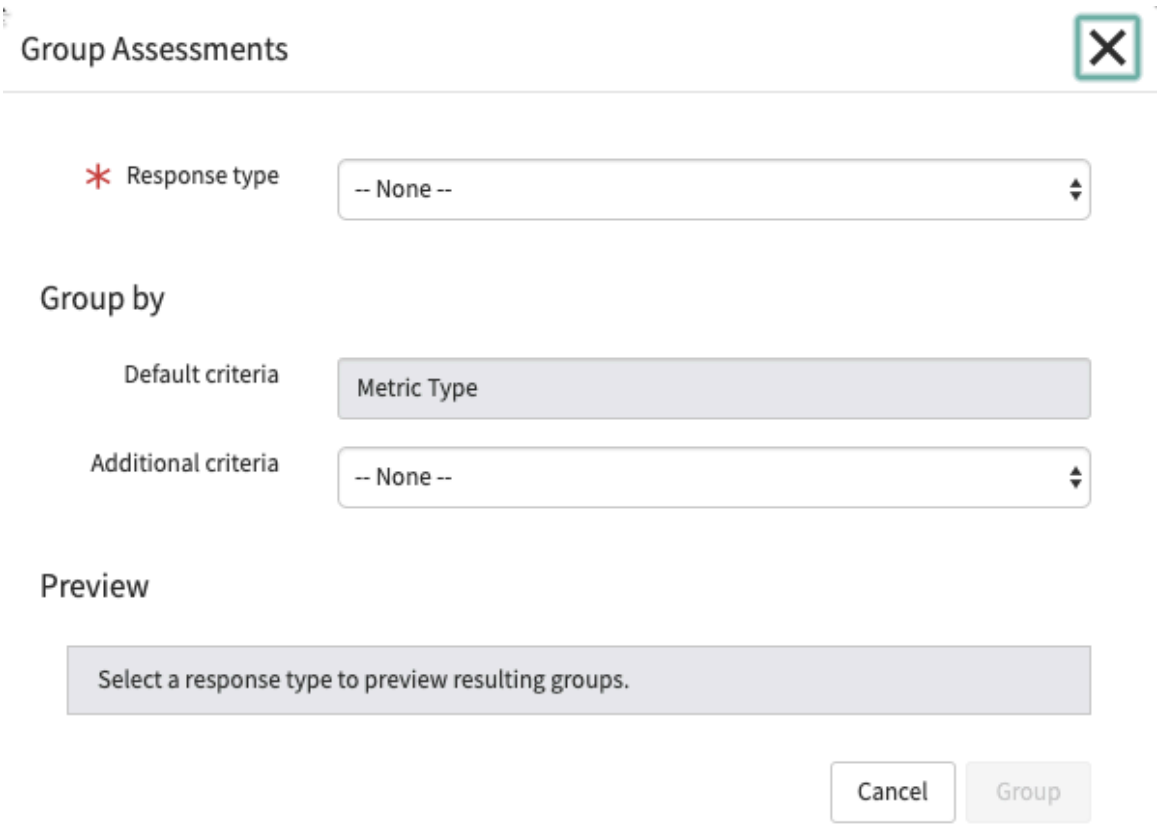
About this task

When you consolidate control attestations or risk assessments using the Different Response feature, you can group up attestations or risk assessments that contain a maximum of 150 questions. All of the questions appear in a single UI.

Note:
To change the 1000-question limit, navigate to **Policy and Compliance** > **Administration** > **GRC Properties** and modify the **sn_grc.grouped_questions_limit** property.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Controls** > **My Attestations**.
2. Select the attestations you want to group.
3. From the **Actions on selected rows** choice list, click **Group Assessments**.



4. In **Response Type**, select **Provide different response for each assessment**.
5. Fill in the fields, as needed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Default criteria	This field defaults to **Metric Type**.
Additional criteria	You can optionally define additional grouping criteria: ○ Category ○ Control Objective/Risk Statement ○ Entity You can also define additional assessment criteria options if the defaults do not meet your needs. **Note:** Using these grouping schemes makes sense if the grouped attestations contain multiple instances of the selected criteria. For example, if you selected a group of 20 attestations with 10 associated with one entity and the other 10 associated with a different entity, selecting **Entity** in this field causes two separate groups of attestations to be created. If, however, the group consists of 5 attestations associated with one entity and each of the other 15 attestations associated with different entities, only those 5 are grouped and the rest are ignored.
Preview	The **Preview** shows the number of attestations to be grouped. Depending on the **Additional criteria** you selected, the Preview may show multiple groups. If you want to see the attestations to be grouped, click the link that shows the number of attestations or risk assessments to be grouped.

6. When you are satisfied with the attestations or risk assessments to be consolidated, click **Group**.

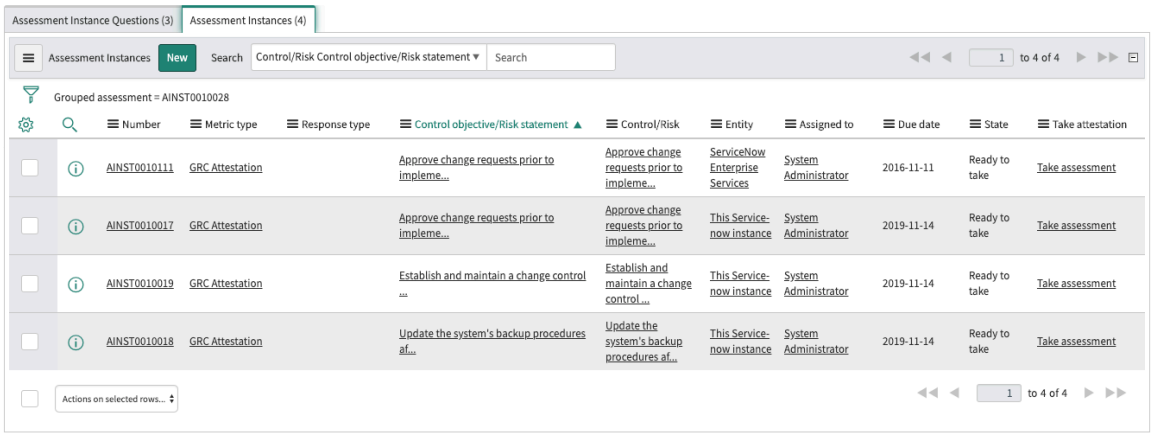
   A confirmation message displays, along with a link to the attestation group.

   Note:
   When attestation groups are created, you can view them by navigating to **Policy and Compliance** > **Controls** > **My Grouped Attestations**. If you open a grouped attestation, you have the option of removing one or more attestations from the group. This is achieved by selecting the ones you want removed, and selecting **Ungroup Assessment** from the **Actions on selected rows** choice list. If you remove attestations from a group to the point where there is only one attestation, the group is removed.

7. When you are ready to take the assessment, click the link in the confirmation message or the attestation number in **My Grouped Attestations**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



8. Click **Take assessment**.
   You see questionnaires for all of the selected attestations in the group.
9. Complete the assessment for each of the attestations, and click **Submit**.

Define assessment grouping criteria

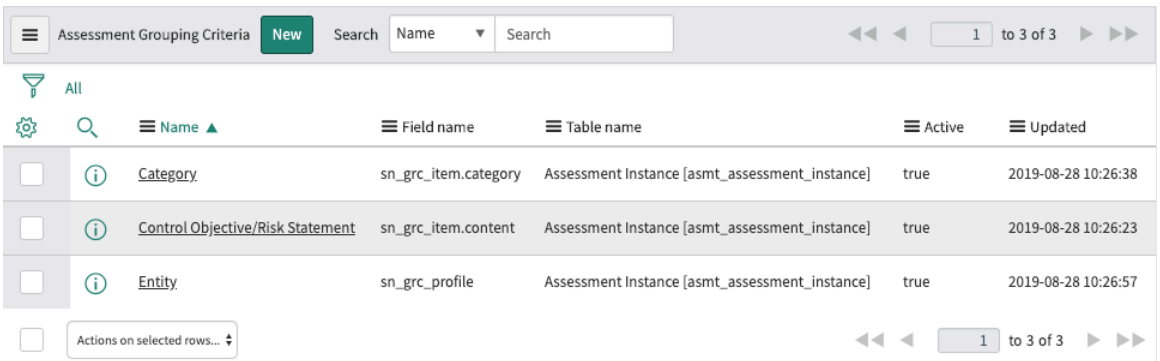
You can optionally define additional grouping criteria if the default criteria does not meet your needs.

Before you begin

Role required: sn_compliance.admin, sn_compliance.manager

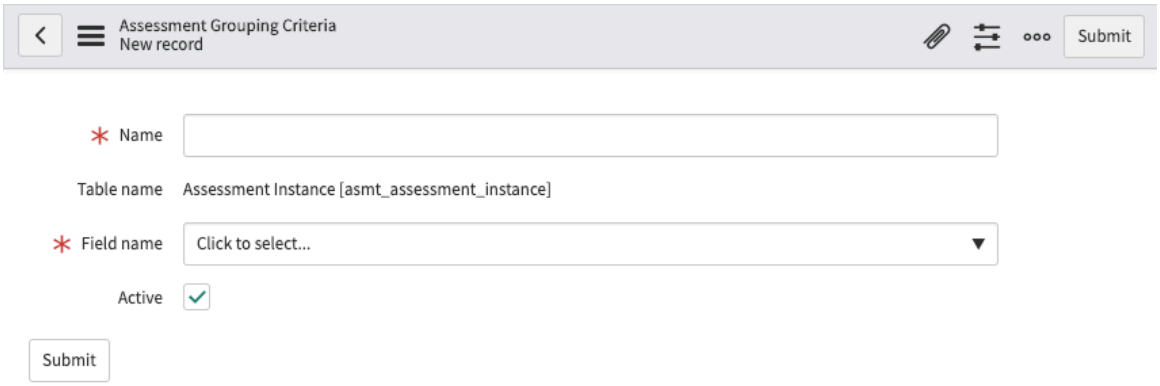
Procedure

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Assessment Grouping Criteria**.



2. Click **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. On the form, fill in the fields.

Field	Description
Name	Name of the assessment grouping criteria.
Field name	Select the field name from the Assessment Instance [asmt_assessment_instance]table.
Active	Select to activate the grouping criteria.

4. Click **Submit**.

Manage control indicators

Continuous monitoring involves activities related to identifying and creating key risk and controls indicators. The Compliance Overview is available to compliance administrators and compliance managers, providing an executive view into compliance requirements, overall compliance, and compliance breakdowns.

Supporting information can be collected for indicators through automatic data collection or manual tasks. Indicator results are then used to create issues for controls, update risk scores, and provide supporting information for audit activities and control testing.

Indicators

Indicators collect data to monitor controls and risks, and collect audit evidence. Indicators monitor a single control or risk.

Indicator templates

Indicator templates allow the creation of multiple indicators for similar controls or risks.

Compliance Overview

Compliance Overview reports in the base system

Name	Visual	Description
Compliance Requirements	Donut chart	Select a wedge to focus on a specific compliance area.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Compliance Overview reports in the base system (continued)

Name	Visual	Description
Overall Compliance	Donut chart	Displays the overall compliance of all the control requirements in the system. Selecting a specific wedge in the previous widget brings that area into focus.
Entity	Drop down list	Select one or more entities to view and compare their compliance across multiple items.
Control State	Check list	Select or clear check boxes to view filter reports by control state.
Compliance by Authority Document	Bar Chart	Compare level of compliance depending on the selected entity and/or authority document.
Compliance breakdown	Multi-level Pivot	View a breakdown of control compliance by related authority documents and policies.
Non Compliant Entities	Column Chart	Count of non-compliant control requirements grouped by entity.

Authority Documents

Authority documents define policies, risks, controls, audits, and other processes to ensure adherence to the authoritative content.

Each authority document is defined in a record and the related lists on that record contain the individual conditions of the authority document.

The relationships of these authority document related list items are visible in the GRC Workbench in the Policy and Compliance Management application.

Note:
You can add content reference tags to authority documents. Content reference tags allow you to filter records in order to more easily identify the content packs, integrations, and use case accelerators associated with the authority documents.

Citations

Citations contain the provisions of the authority document, which can be interrelated. Citations break down an authority document into manageable themes.

You can create citations or import them from UCF authority documents and then create any necessary relationships between the citations.

Note:
You can add content reference tags to citations. Content reference tags allow you to filter records in order to more easily identify the content packs, integrations, and use case accelerators associated with the citations.

Create a control indicator

Indicator data for controls, risk, and audit evidence are measured differently depending on the GRC application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: sn_compliance_admin, sn_compliance_manager

Procedure

1. Navigate to one of the following locations:
   - **Policy and Compliance** > **Indicators** > **Indicators**.
   - **Risk** > **Indicators** > **Indicators**.
   - **Audit** > **Indicators** > **Indicators**.
2. Select **New**.
3. On the form, fill in the fields.

Indicator form

Field	Description
Category	Select **Compliance Indicator** for a control indicator and **Risk Indicator** for a risk indicator.
Name	Name of the indicator.
Applies to	Entity related to the **Item**.
Owning group	Group that owns the indicator.
Owner	Indicator owner.
Number	Unique identification number.
Active	Option that indicates whether the indicator is active.
Item	Related control or risk.
Template	Related indicator template.
Override Template	Option that indicates whether to override the indicator template associated to this indicator
Last result passed	Option that indicates whether the last result passed.
Schedule	
Collection frequency	Collection frequency for indicator results. Indicator tasks and results are generated automatically based on the indicator schedule.
Next run time	Next collection time for indicator results.
Method	
Type	Results can be gathered manually using task assignment or automatically using basic filter conditions, Performance Analytics, or a script. ○ Manual ○ Basic

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Short Description	If Type is **Manual**, this field is present. Brief description of the issue.
Instructions	If Type is **Manual**, this field is present. Instructions for the collection of indicator results.
Value Mandatory	If Type is **Manual**, this field is present.
Passed/Failed	If Type is **Basic**, this field is present. Indicator passes or fails.
PA Threshold	If Type is **PA Indicator**, this field is present. The associated PA Threshold.
Script	If Type is **Script**, this field is present. Script that obtains the desired system information.
Supporting Data	
Note: Starting with Version 10.1, the actual historical data for the supporting data records from the indicator results or indicator tasks is displayed. Earlier, only the real-time state of the records collected could be viewed.	
Table	Use supporting data to gather supporting evidence from other applications.
Supporting data fields	Supporting data fields based on the selected table.

4. Select **Submit**.

Note:
As a compliance manager or compliance admin, you can assign the indicator task to a user with Business User Lite role. If you assign a user with a Business User Lite role as an owner in the **Owner** field and **Execute** the indicator, an indicator task is created in the Open Tasks related list. This indicator task is assigned to the owner with the Business User Lite role.

As a user with the Business User Lite role, you can navigate to **Policy and Compliance** > **Indicators** > **My Indicator Tasks** to view the indicator tasks that are assigned to you. You can view the indicator by selecting the information icon next to the Indicator field. You can also update the **Result** field, **State** field, **Value** field, **Additional comments**, and **Work notes** in the Indicator Task form.

To accomplish similar tasks from the employee center, see GRC tasks in the employee center portal.

What to do next

If you're implementing the Policy and Compliance Management software, then you've completed the required setup steps. Return to the Policy and Compliance Management setup checklist and proceed to the optional steps, as needed.

Create a GRC indicator template

Compliance or risk managers create indicator templates from which many indicators can be created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required:

- sn_compliance.admin or sn_compliance.manager
- sn_risk.admin or sn_risk.manager
- sn_audit.admin or sn_audit.manager
- sn_grc.user

Procedure

1. Navigate to one of the following locations:
   - **All** > **Policy and Compliance** > **Indicators** > **Indicator Templates**.
   - **All** > **Risk** > **Indicators** > **Indicator Templates**.
2. Select **New**.
3. On the form, fill in the fields.

Indicator template form

Field	Description
Name	Name of the indicator.
Description	Description of the indicator.
Category	Category for which you're creating an indicator template. For example, select **Risk Indicator Template** to create a risk indicator template.
Active	Option that determines whether the indicator template is active.
Method	
Type	The method used to determine the type of indicator template. The choices are as follows: ○ **Manual**: Manual indicators are used for data that cannot be retrieved from a ServiceNow instance because it comes from an external system, such as customer data from a third-party sales system. ○ **Basic**: Basic indicators are automated indicators based on an indicator source. The indicator source specifies a table and a frequency at which the scores from this table are saved. ○ **Script**: Scripted indicators use a custom script to collect the data.
Result if the value meets or exceeds the target value	Result configuration field. The choices are as follows: ○ **Passed** ○ **Failed**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	For example, assume you enter 100 in this field. If the indicator result output is more than 100, then the indicator status will pass or fail based on the value configured in this field.
Target Type	Type of the target value. The choices are as follows: ○ **None**: Use this option if you do not want to set up any target or threshold for the indicator. ○ **Percentage**: Use this option to determine the indicator result by a percentage value. ○ **Count**: Use this option to determine the indicator result by a count value or total number.
Target	The value that determines if the indicator should pass or fail.
Instructions	Additional instructions for the template.
Value mandatory	Option to decide if a value must be compulsory in the indicator task for a manual indicator. **Note:** This option appears only if **Manual** is selected from the **Type** field. This option is automatically selected if **Count** or the **Percentage** is selected from the **Target type** field.
Supporting Data	
Note: Starting with version 10.1, the actual historical data for the supporting data records from the indicator results or indicator tasks are displayed. Earlier, only the real-time state of the records collected could be viewed.	
Collect supporting data	Option to enable collecting supporting data or evidence every time the indicator runs.
Table	Table used for collecting supporting data.
Supporting data fields	Fields of the source table to be used for collecting the supporting data.
Sample collection type	Type of supporting data collection, such as count or percentage.
Sample size	Minimum number of records that must be used for collecting supporting data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	For example, a basic indicator could query a large table, returning thousands of records with each indicator execution. You do not need to save all of them; just a sample of those records. If you enter a sample size of 100, only 100 records are saved, even though the query returned thousands.
Basic Criteria	
Criteria	Criteria to filter the data from the source table.
Use reference field	Option to enable the use of the **Reference field**.
Reference field	Connection between the supporting data table and the **Applies to record** field of the entity.
Additional Criteria	
To create indicators with targets, use the advanced filter criteria. This section appears only when you select **Basic** from the **Type** field. This section is used to provide more filter criteria.	
Additional criteria	More criteria to filter the data to calculate the target value. This section only appears when **Percentage** is selected from the **Target type** field.
Schedule	
Collection frequency	Collection frequency for indicator results. Indicator tasks and results are generated automatically based on the indicator schedule.
First run date	First collection time for indicator results. This field is automatically set based on when an indicator or an indicator template runs for the first time. The value in this field can't be modified.
Next run date	Next run time to collect indicator results of all downstream indicators for this indicator template.
Due date duration (days)	Due date duration in days between the creation and due date of the indicator task and generation of its results. The due date duration added to the creation date reflects as the **Due date** of the indicator task. This field appears only when **Manual** is selected from the **Type** field. For more information, see Performance enhancements for Indicator nightly job.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. When you have completed these entries, you can also view information on the following related lists:
   - Control Objectives/Risk Statements
   - Content References

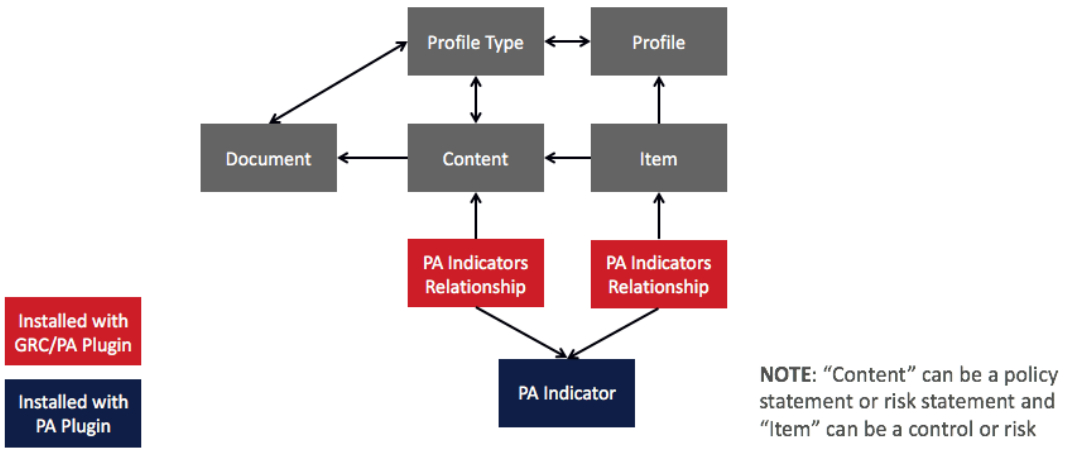
   Note:
   The **Control Objectives/Risk Statements** tab enables you to reuse the same template for multiple control objectives or risk statements, or both of them.

5. Select **Submit**.

Monitor controls using GRC Performance Analytics Indicators

You can link Policy and Compliance Management content and items to Performance Analytics indicators, breakdowns, and thresholds. You can associate Performance Analytics indicators with control objectives and controls to view scorecards and trends and analyze current conditions and trends.

The risks and controls associated with a PA indicator or PA indicator/breakdown/element automatically monitor any PA threshold with the same PA indicator or PA indicator, breakdown, or element relationship. Any PA threshold breach is reported at the risk or control and Performance Analytics indicators relationship level within a breach counter.



PA threshold breach impact

When a risk or control and Performance Analytics indicators relationship breach counter is different than zero (for example, a PA threshold with the same PA indicator or PA indicator, breakdown, or element relationship has breached), and if no opened issue exists, then an issue is created which is associated to the risk or control. Also for risks, the **Indicator failure factor** represents the number of risk and Performance Analytics indicators relationships with a breach counter different than zero.

Reset all PA Indicator breach counters

Reset breach counters associated to a risk or control by clicking **Reset all PA Indicator breach counters** or opening the specific relationship and clicking **Reset Breach Counter**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC PA indicator breach reports

There are two reports for the reporting of breaches:

- Risk PA Indicator Breaches
- Control PA Indicator Breaches

Activate GRC: Performance Analytics Integration

The GRC: Performance Analytics Integration plugin provides an integration between Performance Analytics and the Risk Management and Policy and Compliance Management applications. This plugin provides more insight into organizational risk and compliance performance.

Before you begin
Role required: admin

About this task
This plugin includes demo data and activates related plugins if they are not already active.

Procedure

1. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
2. Find the plugin using the filter criteria and search bar.

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

3. Select **Install** to start the installation process.

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

   You will see a message after installation is completed. For information about the components installed with a plugin, see Find components installed with an application.

What to do next
After activating the GRC: Performance Analytics Integration plugin on an instance with customized related lists on content (risk or control objective) or items (risk or control), you may have to manually add the PA Indicator to content relationships and/or the PA indicator to item relationships.

Related topics

List of plugins

Associate a PA indicator with a risk statement or control objective

You can associate Performance Analytics indicators with risk statements and policy statements to analyze trends related to the risk or policy.

Before you begin
Role required: sn_risk.manager or sn_compliance.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to one of the following locations:
   - **All** > **Policy and Compliance** > **Policies and Procedures** > **Control objectives**.
   - **All** > **Risk** > **Risk Library** > **Risk Statements**.
2. Open a risk statement or control objective.
3. In the **PA Indicators** related list, click **New**.
4. On the form, fill in the fields.

PA Indicators form

Field	Description
PA Indicator	The performance analytics indicator to associate the Risk Statement or control objective with.

5. Click **Submit**.
   On the risk statement or control objective form, in the **PA Indicators** related list, you see the associated indicator. You can optionally click **View Indicator** on the desired indicator to see the Performance Analytics scorecard of the indicator. The PA Indicator associations are carried over to all risks or controls associated to the original risk statement or control objective. Also, if the indicator has a breakdown that matches the risk or entity of the control (for example a Business Service breakdown), the **Breakdown** and **Element** fields for the relationship are automatically filled in.

Associate a PA indicator with risks and controls

You can associate Performance Analytics indicators with risks and controls to analyze trends related to the entity that risk or control belongs to.

Before you begin

Role required: sn_risk.manager or sn_compliance.manager

Procedure

1. Navigate to one of the following locations:
   - **Policy and Compliance** > **Controls** > **All Controls**.
   - **Risk** > **Risk Register** > **All Risks**.
2. Open a risk or control.
3. In the **PA Indicators** related list, click **New**.
4. On the form, fill in the fields.

PA Indicators form

Field	Description
PA Indicator	Performance analytics indicator to associate the Risk or Control with.
Breakdown	Break down to view a specific trend based on the breakdown element.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Element	Break down element to view a particular trend and scorecard. **Note:** This field depends on the **Breakdown** field being populated. When visible, it is mandatory.

5. Click **Submit**.
   On the Risk or Control form, in the **PA Indicators** related list, you see the associated indicator. You can optionally click **View Indicator** on the desired indicator to see the Performance Analytics scorecard of the indicator.

Update associated GRC indicators for a set of items

You can update all the items belonging to a GRC content record so each item is individually related to the PA indicator.

Before you begin

Role required: sn_risk.manager or sn_compliance.manager

Procedure

1. Navigate to one of the following locations:
   - **All** > **Policy and Compliance** > **Policies and Procedures** > **Control Objectives**.
   - **All** > **Risk** > **Risk Library** > **Risk Statements**.
2. Open a Risk Statement or Control Objective that has an associated Performance Analytics Indicator.
3. Click the **Update PA Relationships** related link.
   All the risks or controls related to the risk statement or policy statement are automatically associated with all the risk statement or policy indicators of the statement. Also, if the indicator has a breakdown that matches the risk or entity of the control (for example a Business Service breakdown), the **Breakdown** and **Element** fields for the relationship are automatically filled in.

Manage evidence requests

Evidence request is used by audit and compliance teams for requesting supporting documents during an audit. Auditors and compliance teams require these documents from the first line of defense.

Evidence request: Evidence is all the information used by an auditor in determining the audit opinion. Evidence includes the information contained in the accounting records underlying the financial statements and other information. Evidence is cumulative in nature. It includes evidence obtained from audit procedures performed during the audit. Evidence may also include audit evidence obtained from other sources such as, previous audits.

An evidence request is frequently introduced during the audit preparation or planning phase after the audit announcement. The documents requested are used by the audit team to understand the in-scope controls and processes, and to begin fieldwork testing. As an audit progresses through various stages, the audit team frequently adds new requests to the list. The compliance teams use the collected evidence for control testing.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Starting with version 11.0.2 release, an unplanned evidence request is supported by the Audit Management and Policy and Compliance Management applications in the following ways.

- Evidence can be requested from an engagement and all audit tables. To understand how to request evidence, see Request evidence for audit.
- Compliance teams can request evidence from control owners, business stakeholders, and process owners.
- Audit teams can request evidence from control owners, business stakeholders, process owners, and compliance teams.
- Assigned users can provide evidence directly from the Service Portal.
- Managers can approve evidence requests based on various criteria, such as confidentiality and criticality.
- Improved communication channels between requesters and assignees streamline the approval process.
- Improved confidentiality constraints prevent unauthorized persons from viewing request information.

Evidence request workflow and users

Evidence request helps customers to electronically request the information that they need from the first and second line of defense. The individuals being audited can then immediately upload their documents to the system, significantly reducing manual processing time.

The evidence request workflow is as follows:

1. An audit user with the sn_audit.user role requests evidence and assigns the request to another user. This requester can either request the evidence for themselves or raise a request on behalf of another audit user or GRC user. If the requester determines that an evidence task has been created erroneously, then the requester can cancel that particular evidence task. The ability to cancel the evidence request is available when the request is in **Draft** state. A requester can cancel the evidence request tasks any time until the tasks reach the **Review** state.
2. After you create an evidence request, you must create evidence collection records and then the requester must request evidence. Evidence Collection records contain the evidence collection instructions, assigned to, and assignment group. On clicking **Request Evidence**, evidence request tasks are generated and they are assigned to a group or user.
3. The assignee then receives an email with the link to provide the requested evidence.

   Note:
   If the requester changes the assignee after requesting evidence, then the original assignee can no longer view the request. Only the person who is assigned the request can view the request. This feature ensures confidentiality.

4. The assignee can either attach the requested evidence or provide a URL or location that contains the required evidence.
5. The assignee can also add an approver for verifying and approving the evidence. Adding approvers is necessary if the evidence is sensitive and confidential in nature.
6. The approver can then review the evidence and either approve it, request revision, or request further details about the evidence.
7. If the approver approves the evidence, the requester receives the evidence and can process it further.
8. The requester can then review the evidence and do one of the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- accept the evidence.
- request for its review.
- request further details about the evidence.
- cancel the evidence request if it is not required anymore.
- delete the request.

9. If the requester accepts all the evidence tasks, the request is closed.

The evidence request workflow is shown in the following

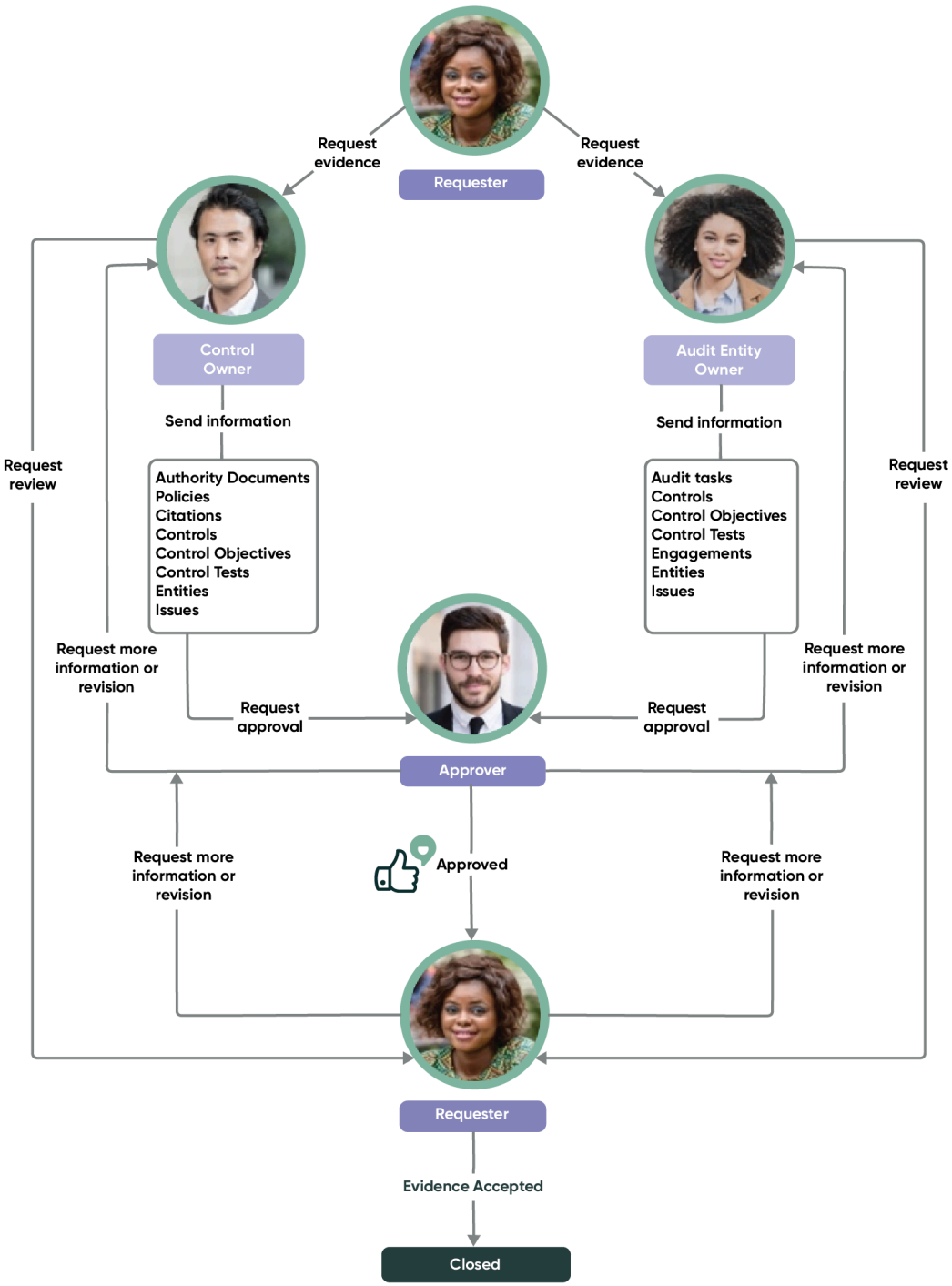


figure:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following table describes the roles and their responsibilities during the evidence request workflow:

Evidence request users, responsibilities, and requirements

User	Responsibilities	Requirements
Internal auditor	• Perform audit testing. • Request audit testing. • Review all audit findings and the evidence collected.	• Visibility into compliance and risk activity. • A job queue (pending, current, upcoming) to plan their team efforts. • Track and monitor audit findings. • Track and monitor audit activities.
Compliance manager, Audit manager	• Can request evidence. • Request compliance test evidence. • Review all findings and evidence collected.	• Visibility into compliance activities. • A job queue (pending, current, upcoming) to plan their team efforts. • Track and monitor compliance findings.
Compliance user, Control owner	• Ensure that the controls are implemented. • Attest to the controls. • Test the controls. • Provide audit evidence requested by the auditor.	• A job queue to direct their day-to-day activities. • Track the time spent and performance of activities and tasks they own. • Ensures the task they own and additional request from the auditor is fulfilled.

Request evidence during audits

Request evidence at any stage during an audit. The details about the items for which evidence is requested are also provided to the person responsible for providing the evidence.

Before you begin

Role required: sn_audit.user

About this task

An evidence can be requested in the following three ways:

My Evidence

By creating an evidence record from the **My Evidence** module.

Request Evidence

From the Entity, Control, Audit Task, Control Test Issue, and Other Issues related lists in an engagement record. To request evidence from these sources, navigate

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

to **Audit** > **Engagements** > **My Engagements**. Open the engagement record, and select the related list from which you want to request evidence. From the **Action on selected rows** list, select **Request Evidence**. Here, you can either create a new evidence request or add more requests to an existing evidence request. The Evidence request is created but not evidence request tasks. For more information on adding existing evidence, see Reuse existing evidence from the related items of an engagement.

Entity, Control, Control Objective, Control Test, Engagement, Issue tables

From tables such as Entity, Control, Control Objective, Control Test, Engagement, Issue. However, when the users request evidence from these tables, the evidence request is created not the actual evidence request task. The users must navigate to the evidence request record that is generated and then add evidence request tasks.

In this procedure, the method to request evidence from the **My Evidence** module is described.

Procedure

1. Navigate to **Audit** > **My Evidence Request**.
2. Click **New**.
3. On the form, fill in the fields.

Evidence Request form

Field	Description
Number	Unique number of the evidence request.
Requester	User requesting evidence. This field is automatically populated.
Requested on behalf of	User for whom evidence is being requested.
Assignment group	Group assigned to provide evidence.
Assigned to	User responsible for providing the evidence.
State	State of the request. The default state is **Draft**.
Type	Type of evidence that is created. Can be either Audit or Compliance.
Request reason	Reason for requesting evidence.
Watch list	Users interested in viewing the evidence collected. If a person is added on the watch list, they can navigate to **Audit** > **Evidence Request** > **Watched Evidence Requests** to view the requests.
Name	Name of the evidence request.
Description	Detailed description of the evidence request.
Schedule	
Due date	Expected date of evidence submission.
Opened	Date the request is opened. This date is automatically updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Closed	Date the request is closed. This date is automatically updated.
Activity	
Work notes	Type any notes that might be required.
Activities	Activity log for the request.

4. Save the form.
   The Evidence Collection Details related list appears. This related list is used to list the items for which evidence is requested.
5. Click **New**.
6. On the form, fill in the fields.

Evidence Collection Detail form

Field	Description
Evidence request	Unique number of the evidence request task.
Evidence for	Record for which evidence is requested. Lists all tables to which the evidence is applied.
Name	Evidence collection detail name.
Assignment group	Group assigned to provide evidence. The users of this group must have the sn_grc.business_user roles.
Assigned to	User responsible for providing evidence.
Evidence collection instructions	Instructions for providing evidence. For example, list of supporting documents, files, and so on.

7. Click **OK**.
8. Click **Submit**.
9. Click **Request Evidence**.
   When an evidence request is already in the Work in Progress state, and a new evidence collection detail is added, then evidence request task is sent to the assignee immediately. The Evidence related list appears with the list of evidences and the person who is assigned the request receives an email notification to provide the requested evidence. Also, the state of the request changes to **Work in Progress**.
10. Navigate to **Audit** > **Evidence Request** > **My Evidence Request Tasks**.
11. Open the record for which you want to provide evidence.
12. Click **Accept Work**.
13. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Evidence form

Field	Description
Number	Number of the evidence request. This value is generated by default.
Requester	User requesting evidence. This value is generated by default. If you are the approver, requester, watch list member, or user in the Assigned to field, then you can edit the details in the **Watch list**, **Name**, and **Description** fields when the evidence is in **New** or **Work in progress** states.
Requested on behalf of	User for whom evidence is being requested. This value is generated by default.
Assignment group	Group assigned to provide evidence. The users of this group must have the sn_grc.business_user roles.
Assigned to	User responsible for providing the evidence. This value is generated by default.
State	State of the request.
Substate	None. This value is generated by default.
Request reason	Reason for requesting evidence.
Approvers	Users to approve evidence before it is returned to the requester for review. Usually, an approver is the manager of the person providing the evidence.
Watch list	Users interested in viewing the evidence collected.
Name	Name of the evidence request. The name defaults to Evidence collection details name.
Description	Detailed description of the evidence request. The description defaults to the description given in the Evidence request form.
Request Details	
Evidence request	Unique ID of the evidence request associated with the task. This value is generated by default and is fetched from the record that was created to request evidence.
Evidence for	Record for which the evidence is requested.
Evidence for description	Description of the record for which the evidence is being requested. This value is generated by default and is fetched from the record that was created to request evidence.
Evidence collection instructions	Instructions to collect the evidence.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	If you are the manager or requester, you can edit this field when the evidence request task is in work in progress state.

14. To request approval for the attached evidence, click **Request Approval**.
15. If no approvers are required, click **Request Review**.
16. Navigate to **Audit** > **Evidence Request** > **My Approvals**.
17. Open the record for which you want to approve evidence.
18. Review the attached evidence on the form and click one of the following options:

Option	Description
Approve	Approve the attached evidence. The requester gets the evidence provided.
Request Revision	Request that the attached evidence be reviewed. Enter comments when you request revision. The assignee gets a notification to review the attached evidence.
Request Information	Seek more information and details about the attached evidence. The assignee gets a notification to provide more information about the attached evidence.

19. Navigate to **Audit** > **Evidence Request** > **My Pending Reviews**.
20. On the Evidence form, review the attached evidence, and click one of the following options:

Option	Description
Accept Evidence	Accept the evidence that is provided.
Request Revision	Request for the evidence to be reviewed, if it is not appropriate, or modified.
Cancel	Cancel the evidence request task.
Delete	Delete the evidence request task.

21. Navigate to the form for which you want to display the **Evidence Request** related list.
22. Right-click in the form header, and click **Configure** > **Related Lists**.
23. Locate the **Related Evidence** item in the **Available** box and move it to the **Selected** box.
24. Click **Save**.

Reuse existing evidence from the related items of an engagement

Inform the audit and compliance user about the evidences that are already existing for the related items of an engagement. You can add such an evidence, if it is already existing for any of the related item table of an engagement for which you are requesting an evidence.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_audit.user

About this task
For an engagement, an evidence can be created on Entity, Control, Audit Task, Control Test Issue, Other Issues, or any of the related item table. If there are existing evidences, then the Request Evidence pop-up displays a message that there are existing evidences that you might want to add.

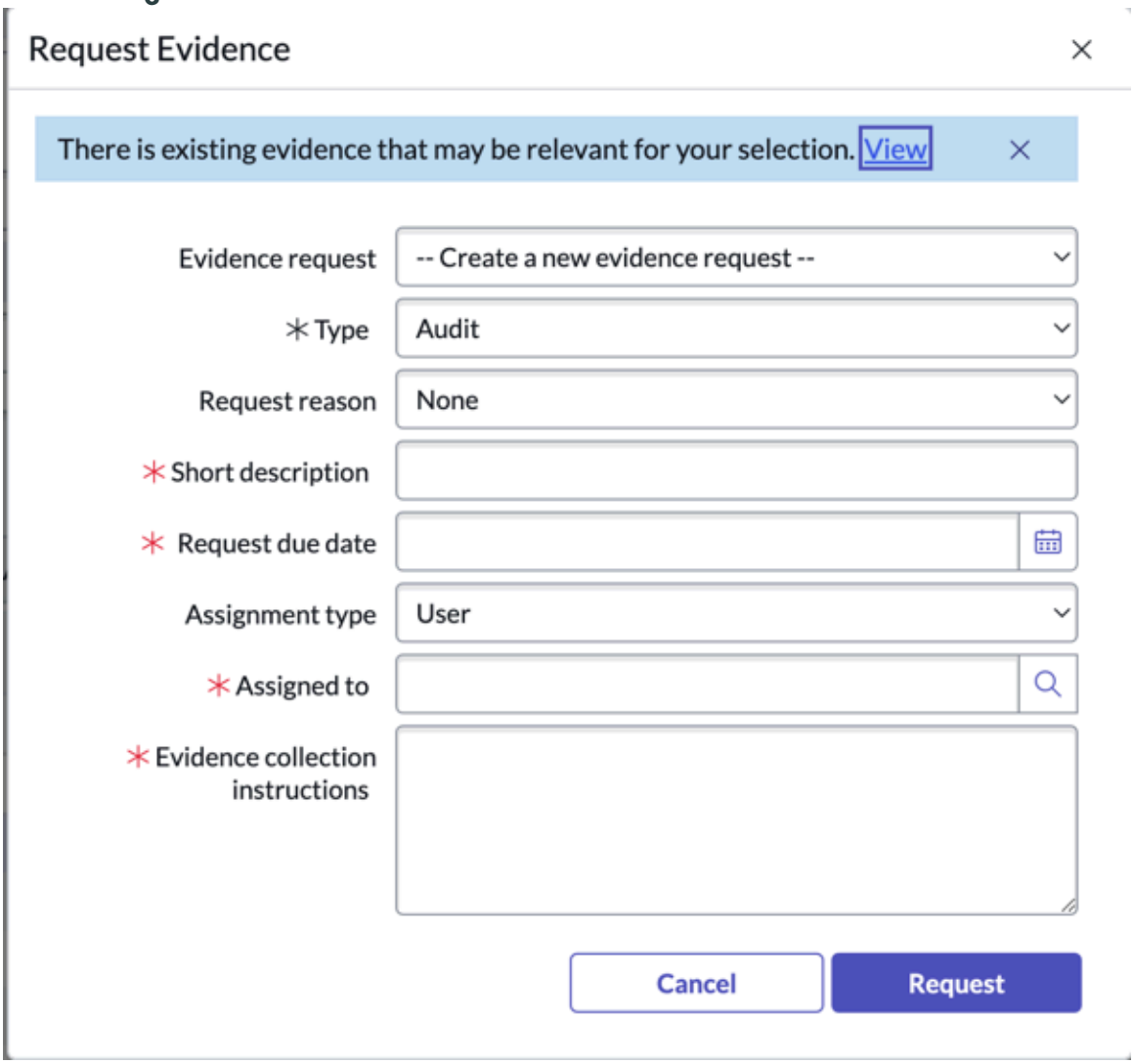
Note:
Evidences that are directly created on a related item, and existing evidences that are in **Closed** state as well as those that are within six months from the due date of evidence response can only be added.

The logged in user must also have access to the engagement for which evidence records exist or must be the user who has access to the engagement record to view and add them. If the logged in user does not have access to those records, although there are evidences existing on those related items, they are not displayed for the user to add.

Procedure
1. Navigate to **All** > **Audit** > **Engagements** > **All Engagements**.
2. Click to open an engagement.
3. Select the related list from which you want to request evidence.
4. From the **Action on selected rows** list, select **Request Evidence**.
   You can either create a new evidence request or add existing evidence request. The Evidence request is created but not evidence request tasks.
5. To create a new evidence request, enter details on the Request Evidence pop-up and click the **Request** button.
6. To view existing requests, click **View** in the message.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Add existing evidence



Note:
If there is no existing evidence, then the message does not appear in the Request Evidence pop-up.

7. To view all existing evidences created on the related items, click the Evidence related list. When the evidence is in **Closed Complete** state, the UI action buttons such as **New**, **Add existing evidence**, **Remove**, and **Delete** are disabled. You can perform these UI actions only when the engagement or any other audit and compliance object is in an active state.
8. To associate the evidence, click the **Add Existing Evidence** button and select the evidence.

Note:
The **Add Existing Evidence** button is only available in the Evidence related item of an Engagement form and not in any other compliance or audit objects of the Classic environment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

9. To remove the association of the evidences linked to the engagement, select the evidences in the Evidence related list and click **Remove** in the **Actions on selected rows** list.

Note:
The remove action only removes the association of the existing evidences from the engagement and does not remove the evidence record from the database.

Provide requested evidence

Provide evidence when you are requested. When evidence is requested, the person who must provide the evidence receives an email. The process to provide the evidence begins.

Before you begin
Role required: sn_grc.business_user, sn_grc.business_user_lite

About this task
When the assignee receives the email to provide the requested evidence, the assignee can either provide the requested evidence or reassign the request to another user. The assignee can also add approvers before sending the requested evidence to ensure additional security of the evidence. If the assignee reassigns the request to some other user, the original assignee can no longer view the request. If the evidence provided does not need an approver, then the assignee can directly request a review of the evidence, and the requester gets a notification to review the evidence.

Procedure

1. Navigate to **Audit** > **Evidence Request** > **My Evidence Request Tasks**.
2. Open the record for which you want to provide evidence.
3. Click **Accept Work**.
4. On the form, fill in the fields.

Evidence form

Field	Description
Number	Number of the evidence request. This value is generated by default.
Requester	User requesting evidence. This value is generated by default. If you are the approver, requester, watch list member, or user in the Assigned to field, then you can edit the details in the **Watch list**, **Name**, and **Description** fields when the evidence is in **New** or **Work in progress** states.
Requested on behalf of	User for whom evidence is being requested. This value is generated by default.
Assignment group	Group assigned to provide evidence. The users of this group must have the sn_grc.business_user roles.
Assigned to	User responsible for providing the evidence. This value is generated by default.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
State	State of the request.
Substate	None. This value is generated by default.
Request reason	Reason for requesting evidence.
Approvers	Users to approve evidence before it is returned to the requester for review. Usually, an approver is the manager of the person providing the evidence.
Watch list	Users interested in viewing the evidence collected.
Name	Name of the evidence request. The name defaults to Evidence collection details name.
Description	Detailed description of the evidence request. The description defaults to the description given in the Evidence request form.
Request Details	
Evidence request	Unique ID of the evidence request associated with the task. This value is generated by default and is fetched from the record that was created to request evidence.
Evidence for	Record for which the evidence is requested.
Evidence for description	Description of the record for which the evidence is being requested. This value is generated by default and is fetched from the record that was created to request evidence.
Evidence collection instructions	Instructions to collect the evidence. If you are the manager or requester, you can edit this field when the evidence request task is in work in progress state.

5. To request approval for the attached evidence, click **Request Approval**.
6. If no approvers are required, click **Request Review**.

Approve evidence before evidence review

Approve the evidence being provided before the requester views the evidence. When evidence is provided in response to an evidence request, the evidence may need an approval before the evidence is sent back to the requester. This ability ensures security and confidentiality of the evidence.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

About this task

After receiving a request to approve evidence, an approver can do one of the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Approve the request if there are no issues or concerns.
- Request revision of the evidence attached in case it is not correct or needs rectification.
- Request information if the approver wants more details about the attached evidence.

Procedure

1. Navigate to **Audit** > **Evidence Request** > **My Approvals**.
2. Open the record for which you want to approve evidence.
3. Review the attached evidence on the form and click one of the following options:

Option	Description
Approve	Approve the attached evidence. The requester gets the evidence provided.
Request Revision	Request that the attached evidence be reviewed. Enter comments when you request revision. The assignee gets a notification to review the attached evidence.
Request Information	Seek more information and details about the attached evidence. The assignee gets a notification to provide more information about the attached evidence.

Accept, reject, or cancel evidence request

Accept, reject, or cancel an evidence request when you receive the evidence you requested. After requesting an evidence request, when the requester receives the evidence, the requester can accept, reject, or cancel the evidence request.

Before you begin

Role required: sn_compliance.user

Procedure

1. Navigate to **Audit** > **Evidence Request** > **My Pending Reviews**.
2. On the Evidence form, review the attached evidence, and click one of the following options:

Option	Description
Accept Evidence	Accept the evidence that is provided.
Request Revision	Request for the evidence to be reviewed, if it is not appropriate, or modified.
Cancel	Cancel the evidence request task.
Delete	Delete the evidence request task.

Review related evidence

The Evidence Request feature includes a related list called Related Evidence, which it not visible by default. This related list provides a list of evidence that is not directly requested for the current record, but is associated to a related record. For example, the Related Evidence list on the Control Objective form shows evidence requested for associated controls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: admin

About this task
The Related Evidence related list is available to a wide variety of forms throughout the Evidence Request feature; however, it is not visible in the base system. You can personalize any of the forms in which is it available, but keep in mind that activating this related list can impact system performance.

Tables that can display the Related Evidence related list

Table name	Type of related evidence displayed
Authority document	Evidence request tasks created on the citations mapped to this authority document.
Citation	Evidence request tasks created on the control objective associated to the citation.
Control	Evidence request tasks created on the control test mapped to the control and Issues created for the control.
Control objective	Evidence request tasks created on the controls associated to the control objective.
Control test	Evidence request tasks created on the controls associated to the control test.
Engagement	Evidence request tasks created on the entities, controls, control tests, audit tasks, control test issues, and issues mapped to the engagement are displayed.
Entity	Evidence request tasks created on the controls associated to the entity, Issues created on the entity.
Policy	Evidence request tasks created on the control objective associated to the policy.

Procedure
1. Navigate to the form for which you want to display the **Evidence Request** related list.
2. Right-click in the form header, and click **Configure** > **Related Lists**.
3. Locate the **Related Evidence** item in the **Available** box and move it to the **Selected** box.
4. Click **Save**.

Managing GRC tasks from Employee Center

Employee Center is designed for enterprise services based on employee needs. The employee center is also called as Business user service portal as the portal is exclusively for GRC business users to request an issue triage or raise a policy exception.

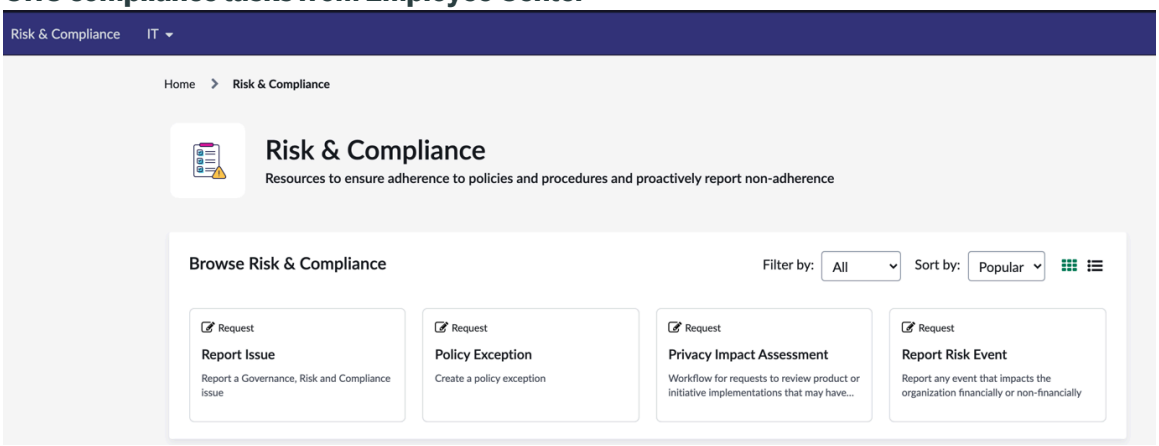
You can use Risk and Compliance section of the Employee Center to manage some of the common compliance tasks like triage issues, raise policy exceptions, and GRC assessments.

You can view all the tasks that are assigned to you if you login as a user with GRC business user role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
You can respond to policy acknowledgement and request a policy exception from the Employee Center portal with the employee operator role (sn_grc_emp_user.grc_employee).

GRC compliance tasks from Employee Center



Related topics

- Report a GRC issue from Employee Center
- Create a policy exception from Employee Center
- Complete control assessments from the Employee Center portal
- Policy knowledge base and quick links in the Employee Center portal
- Group assessments for similar assessments in Employee Center

Report a GRC issue from Employee Center

Use the employee portal to review and work on the action plan related to the observation which is confirmed as an issue that as an auditee or issue owner you need to remediate.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

Note:
If you have installed GRC: Advanced Core, then by default the value of the *sn_grc_advanced.enable_my_issues_hide_my_reported_issues* system property is also set to **true**. These two conditions must be fulfilled to view the Issue triage form in Employee Center. Otherwise, you can view only the Issue form.

About this task

Use the Report Issue form to report an issue based on a control breakdown, missing policy, or an event that is non-compliant to a policy, standard, guideline, or regulation. You can also use this form to suggest an improvement or to report a risk event.

Procedure

1. Navigate to **Self-Service** > **Employee Center**.
2. Select the **Browse all Risk & Compliance** section.
3. Select the **Report Issue** catalog item.
4. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Report Issue form

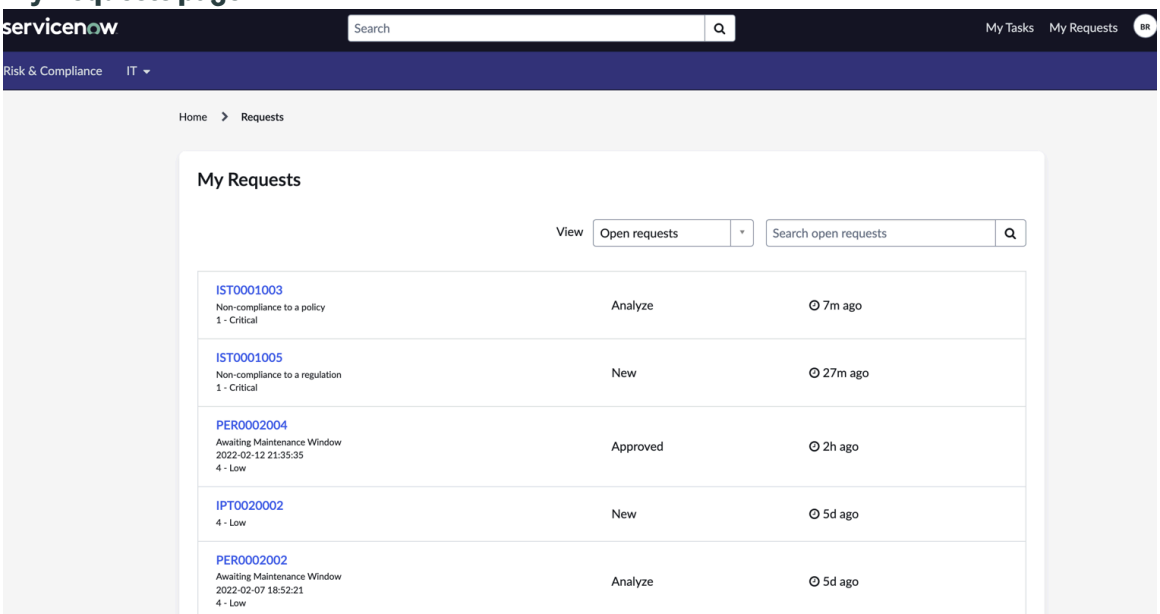
Field	Description
What is the issue?	Brief description about the issue.
Describe in detail	Detailed description of the issue.
When did you discover the issue?	Date the issue was identified.
What is the issue related to?	Entity to which the issue is related.
What was affected?	Record details of the entity that you selected. The options in this field depend on the entity that you select in the previous field.
What type of issue is this?	Type of issue.
Other	Option to select if you do not find the correct category of entity to which your issue is related. Following four fields appear if you select the **Other** option.
Has the incident already occurred?	Indicate whether the incident has occurred before.
Was there a monetary loss?	Monetary loss associated to the issue.
Currency	Currency in which the loss is estimated. If there was a monetary loss, then this field appears.
What is the expected monetary loss?	Estimated monetary loss as a result of the issue.
Select the impact rating	Non-monetary impact of the issue. The choices are as follows: ○ **Low** ○ **Medium** ○ **High**
How was the event discovered?	Source through which the issue was identified.
What actions have you taken so far to contain or remediate the issue?	Brief description of the action taken to remediate the issue.
What do you believe to be the root cause of this issue?	Analysis of the root cause of the issue.

5. Select **Submit**.
   You are directed to the My Request summary page where you can view your issue triage request number. This page is read-only and you can view all your requests that you have raised as a business user.
6. Post a message in the **Activity** field to prioritize your issue when it is being triaged.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. Select the **Attachments** tab to attach any document related to the issue.
8. Click **My Requests** link at the top right corner to view all the requests that includes your issues and issue triage.

My Requests page

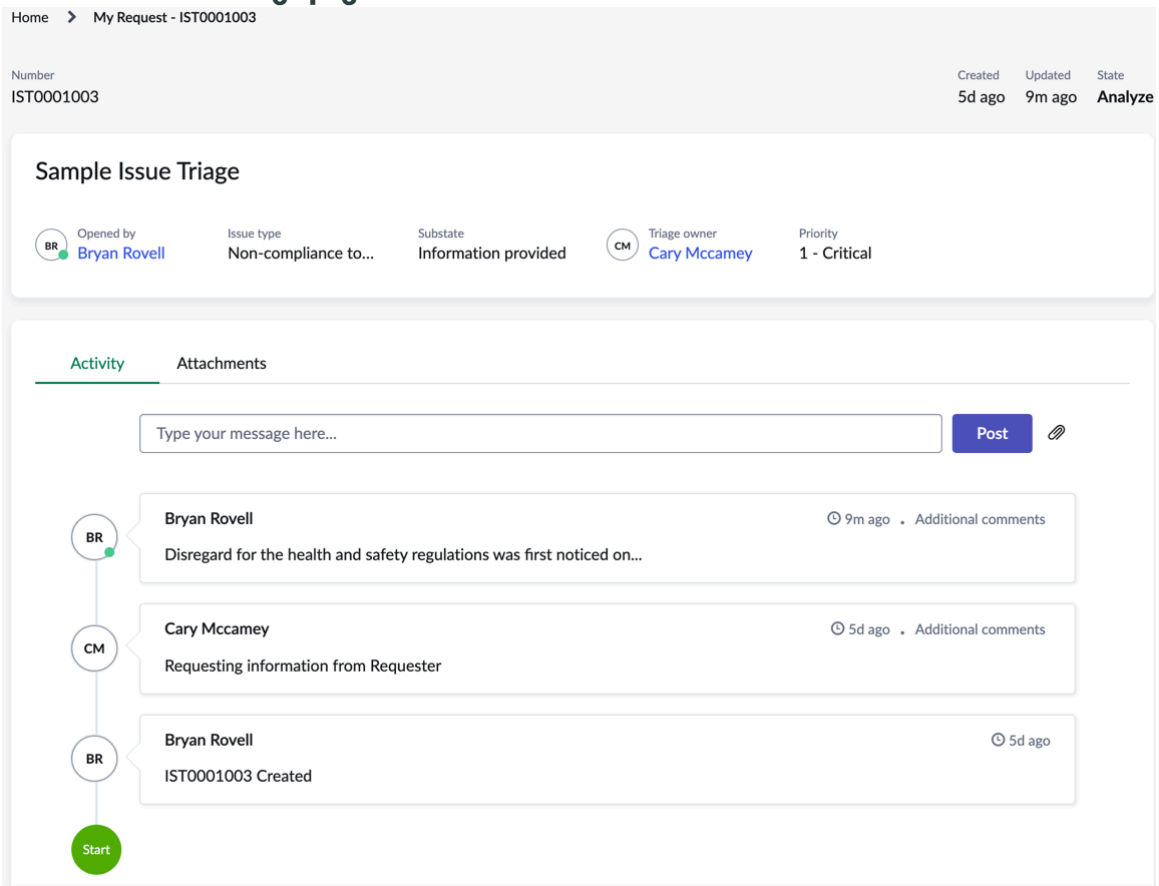


9. Click the issue triage request number, which has a prefix IST, to view messages, if any, from the approver.
   The issue triage list view header displays the name of the person who opened the issue triage, issue type, substate, triage owner, and its priority.
10. To send additional information on the issue triage to the triage owner, click the **Actions** list.
11. Enter your information in the **Comments** field of the Send additional information pop-up.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

12. Click the **Send** button.

List view of issue triage page



Create a policy exception from Employee Center

Use the Employee Center to request exceptions for policies, control objectives, controls, or issues by specifying the reason of exception on a particular list of the systems, applications, networks, or entities for which the exception applies.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite, sn_grc_emp_user.grc_employee

Procedure

1. Navigate to **Self-Service** > **Employee Center**.
2. Select the **Browse all Risk & Compliance** section.
3. Select the **Policy Exception** catalog item.
4. On the form, fill in the fields.

Policy Exception form

Field	Description
What is the exception for?	Type of policy exception that you want to create. The options are:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

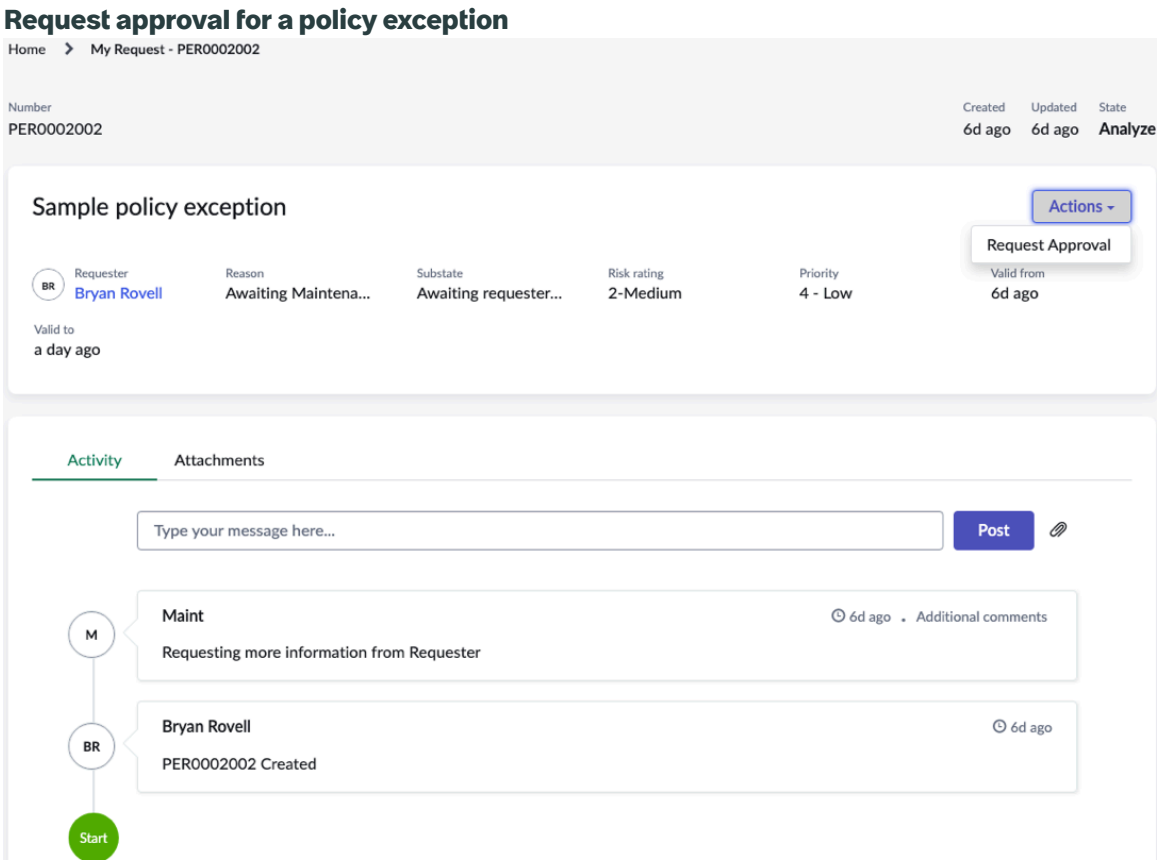
Field	Description
	○ Policy: Create a policy exception based on a policy. ○ Control objective: Default is a single control objective on which the policy exception is created. ○ Controls: Option to create a policy exception on multiple controls. ○ Issue: Option to create a policy exception on an issue.
Policy	Policy associated with this policy exception.
Control objective	Control objective associated with this policy exception. When you select a control objective, the**Impacted controls** field appears.
Control	Select **Control** to associate multiple controls from different control objectives. This option supports multiple controls objectives for your policy exception, instead of creating multiple policy exceptions that could be applied on multiple controls.
Issue	Issue associated with this policy exception.
Impacted controls	Controls associated to the control objective.
Short description	Brief description about the policy exception request.
Description	Detailed description of the policy exception request.
Reason	Reason for the exception
Justification	Evidence or rationale for the policy exception.
Risk description	Description of the risk as performed by the risk manager during risk assessment.
Valid from	Day on which the policy exception begins.
Valid to	Day on which the policy exception ends.
Priority	Approval priority of this policy exception.
Watch list	Users that are notified when the request is updated.

5. Click **Submit**.
   You are directed to the My Request page where you can view your policy exception number for the submitted policy exception request. This page is read-only and you can view all your requests that you have raised as a business user.
6. Post a message to support the policy exception in the **Activity** field.
7. To attach a document related to the policy exception, select the **Attachments** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. Click **My Requests** link at the top right corner to view a list of all your requests that includes your issues and policy exceptions.
   The list shows 15 requests at a time. Click **Show More Requests** for more requests to be listed.
9. Select **Request Approval** from the **Actions** list if the request is in **Analyze** state.

   If you raise a policy exception from Employee Center and if verification rules are not configured, then the policy exception moves to the Analyze state. However, if verification rules are configured for the policy exception, then the policy exception moves to the New state and the verification approval process is triggered. As verification rules are configured the approver is required to verify the policy exception and approve it, only then the policy exception moves to Analyze state.



10. After the policy exception is approved, you can request extension of your policy exception, select **Request extension** from the **Actions** list.

    a. Enter the new extension date that is later than the current **Valid to** date.
       By default, you cannot extend your policy for more than 30 days from the **Valid from** date. However, the extension can be relaxed based on the maximum exception duration days of the policy.

    b. Select a reason for extension from the list in the **Extension reason** field.

    c. Enter a justification for the extension.

    d. Click **Request**.
       The number of remaining extensions that you can avail to request is displayed as **Remaining extensions**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Complete control assessments from the Employee Center portal

Use the Employee Center Home page to view all your requests, raise issue requests and policy exceptions, and complete all your GRC assessments.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

About this task

You can manage all your pending tasks that are open by selecting the GRC tasks link. By default, you can view all the Indicator tasks that are assigned to you and in Open state. To view the indicator tasks in other states, select the filter icon next to the **State** column.

From this page, you can navigate to manage all your active items that include all GRC assessments, such as Control attestations, Risk assessments, Risk identification questionnaires, and Privacy assessments.

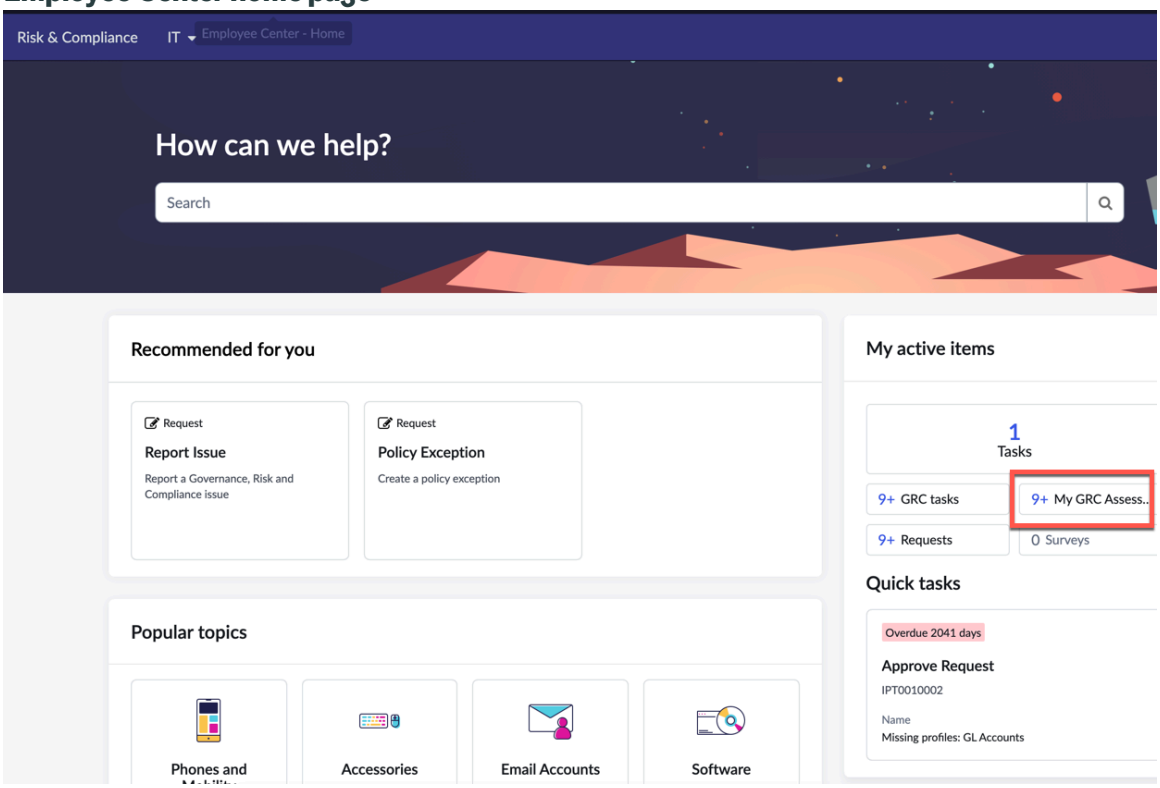
Note:

The **Risk identification questionnaires** tile is available only if GRC: Advanced Core plugin is installed.

Procedure

1. Navigate to **All** > **Self-Service** > **Employee Center**.
2. Select **My GRC Assessments** in the **My active items** pane of the Home page.

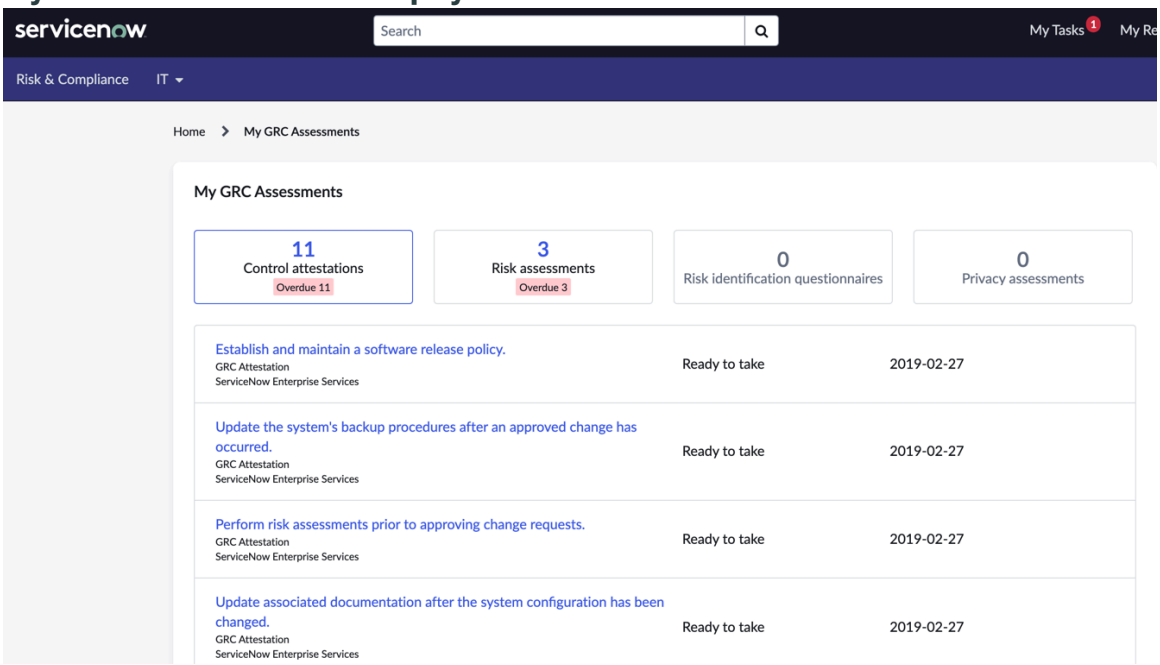
Employee Center home page



The Control attestations tile is highlighted listing all your attestations that are active and due. It also displays the number of control attestations that are overdue and they're enlisted first in the list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

My GRC assessments in the Employee Center



There's a pagination limitation of displaying only 15 items at a time.

3. Select **Show More Requests** to display more requests.
4. Select the control attestation item in the list that you want to attest.
   The header displays the control objective, an entity that the control attestation belongs to, and its description.
5. Select the **Get Started** button.
6. Complete the attestation, providing an attachment and explanation, and select **Submit**.

Policy knowledge base and quick links in the Employee Center portal

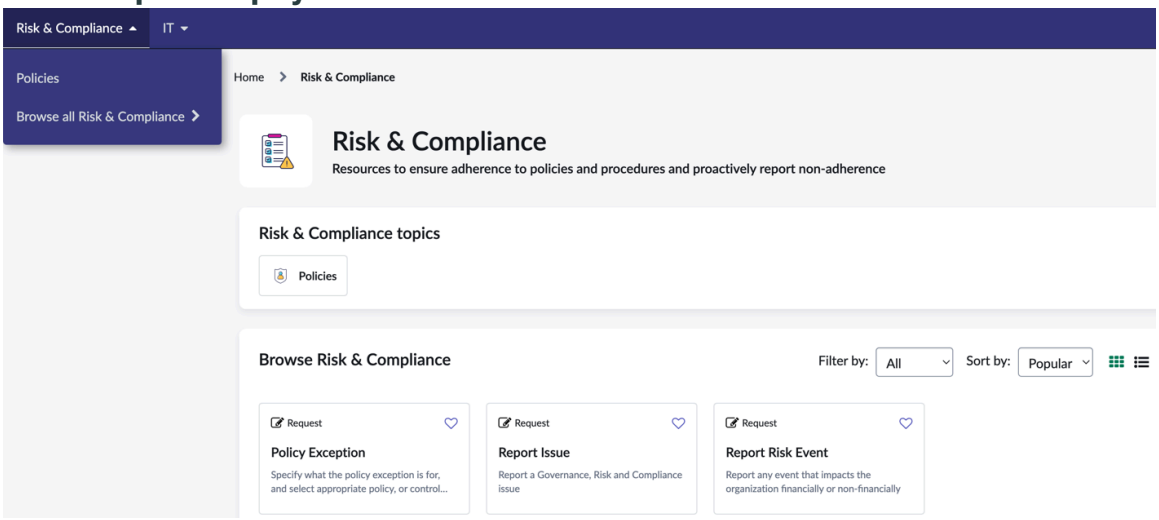
You can view all the Knowledge base (KB) articles related to the published policies in Employee Center.

Selecting the **Policies** option in the Risk & Compliance section takes you to the Policies page, where you can view all the Knowledge base (KB) articles that haven't expired yet.

Note:
You can view all KBs even if the **Valid to** date is passed. However, when the policy retires, the corresponding KB will also retire, and such KBs will not appear.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

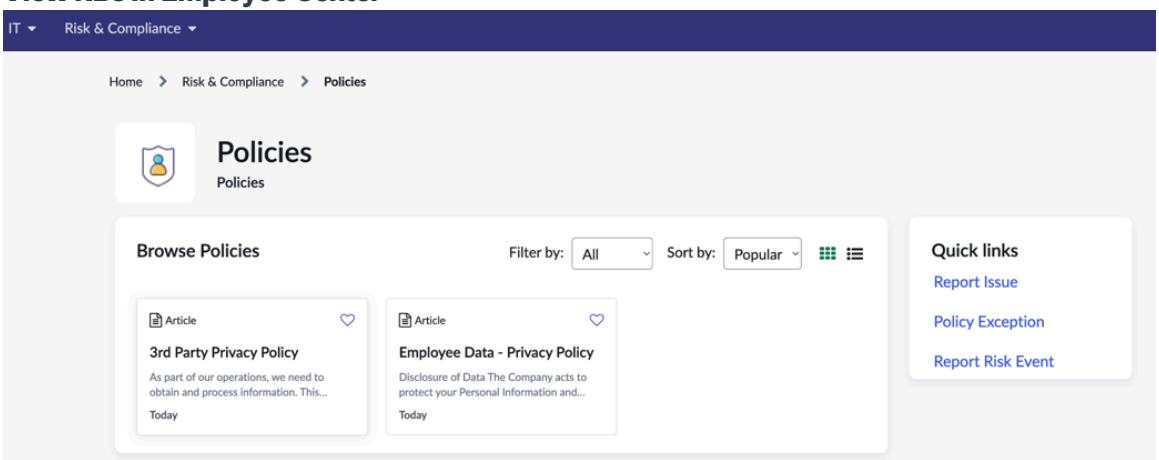
Policies topic in Employee Center



The admin executes the scheduled job, *`Pull the knowledge base articles related to policies`*, on demand to pull all the KB articles of the published policies and list them in the Policies topic. The KBs of the published policies are listed in the policies page only when the scheduled job is run. Users with the business user or business user lite roles do have read access to the published KBs.

Access **Quick links** to the respective forms to create and accomplish your respective tasks. For example, to create an issue, select Report Issue link, enter the issue details, and submit it. Similar links are listed for quick access to report events and raise exceptions on policies with respect to Risk and Policy and Compliance, respectively.

View KBs in Employee Center



Group assessments for similar assessments in Employee Center

Group the assessments that have the same entity or control objective based on metric type, and additionally the same entity, control objective, or category to provide response to similar assessments.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

About this task

In Configurable Workspace, you can only group control attestations, and not risk assessments, vendor assessments, or privacy assessments. Such assessments and those assessments that

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

can't be grouped by the selected **Group by** criterion are marked as invalid and are displayed in the **Group previews** of the Group assessment pop-up, with a link to view such assessments.

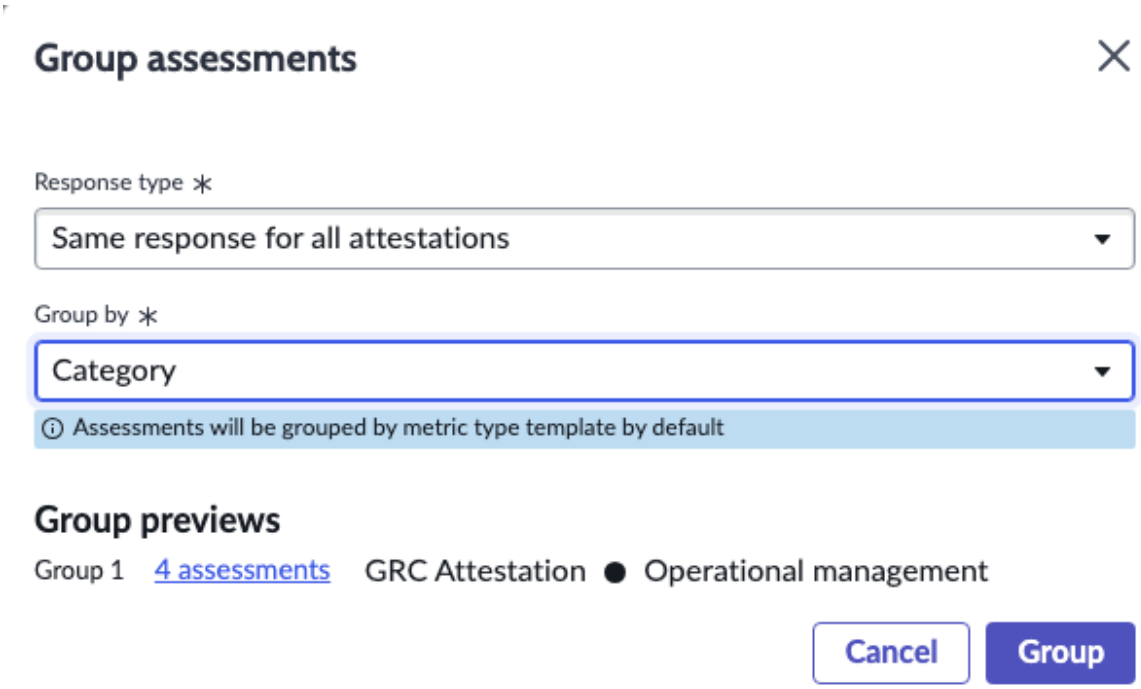
Procedure

1. Navigate to **All** > **Self-Service** > **Employee Center**.
2. Select **GRC tasks** in the **My active items** pane of the Home page.
3. Select the Tasks icon on the left pane.
4. Select the attestation records in the list view of the Tasks page that you'd like to group.

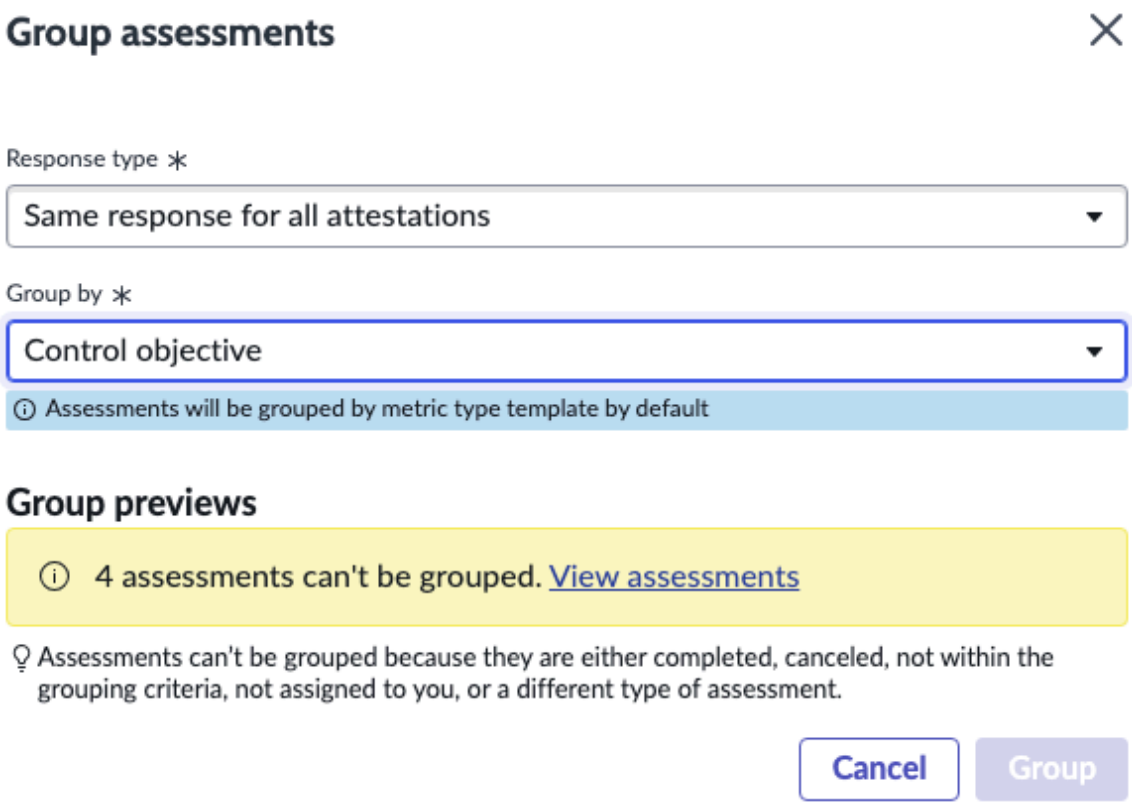
   Note:
   You must select at least two and can select up to a maximum of 13 assessment records for grouping.

5. Select the **Group assessments** button.
6. Select a **Response type** in the Group assessments pop-up.
   For more information on the response types, see Consolidate control attestations using the Same Response feature.
7. Select a criterion to group the assessments in the **Group by** list.
   By default, assessments are grouped by the metric type template. You can group the assessments by Category, Entity, or Control objective. If the selected assessments have a common category, entity, or control objective then they're grouped accordingly based on your selection. However, if the assessments selected do t have any of the common criteria by which they can be grouped, then the assessments are not grouped at all.

   The **Group previews** section displays the grouping details, assessments with links, and an appropriate message information if they're grouped or can't be grouped based on the Group by criterion, status, assignee, or the evaluation method of the metric type.



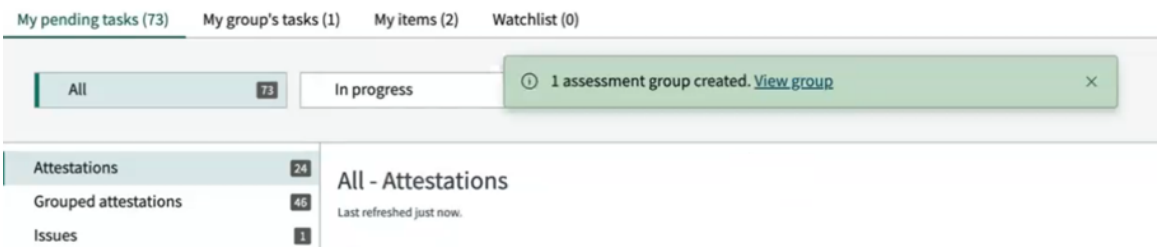
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



8. Select the **Group** button.
   If the grouping of assessments is successful, then you get a message indicating that the assessment group has been created, followed by a link to the grouped assessments.

   If a few of the assessments among the selected assessments couldn't be grouped by the selected criterion, then the **Group previews** pane displays the number of assessments that couldn't be grouped. Nevertheless, as there are other assessments in your selection that could be grouped by the selected **Group by** criterion, the **Group** button is active for you to select and group the rest, where the grouping is successful.

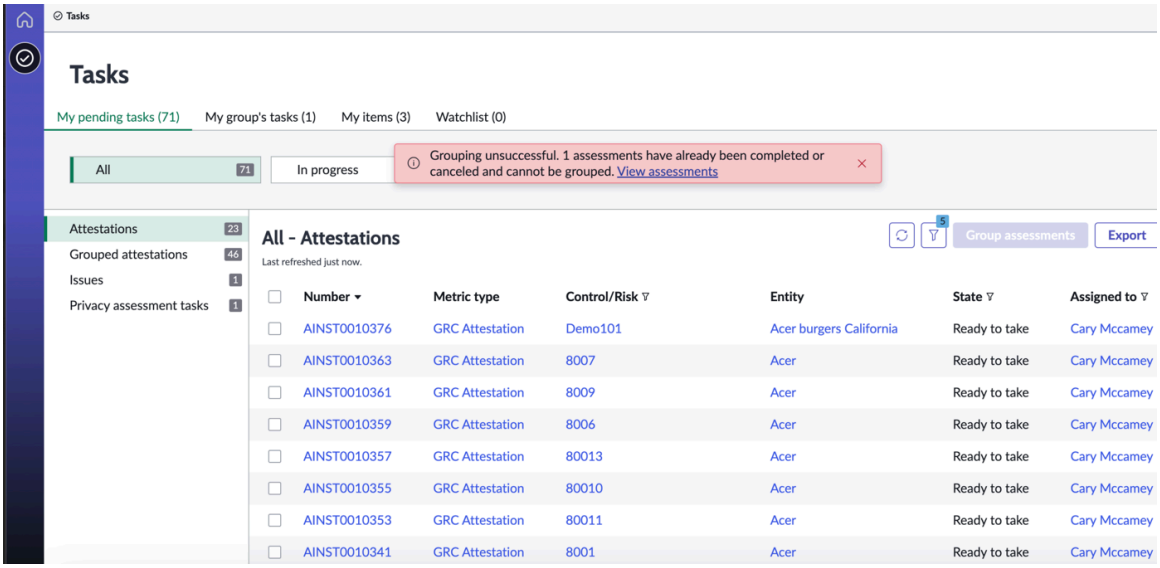
   On the other hand, if all the assessments that you selected are invalid, for example, risk assessments or privacy assessments, then the **Group** button is inactive as grouping isn't possible for such assessments.



Note:
You can group the assessments that are in **Ready to take** or **In Progress** state, but not the assessments that are in **Complete** or **Canceled** state.

If the status of a record that you've selected for grouping has changed and is being assessed before you select the **Group** button to group the assessments, then such a record can't be grouped.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



9. Select the link to the grouped assessment in the UI message.
   The link takes you to the list view of the grouped assessments. Alternatively, you can also select the **Grouped attestations** on the left pane. The Assessment Instance page opens up, where you can take the assessment.

Performing compliance tasks in Compliance Workspace

Starting with Version 13.0.0, a new workspace has been introduced for the GRC: Policy and Compliance Management application. The new workspace provides you with an improved User Experience (UX) and a simplified user journey.

Note:
Compliance Workspace has a dependency on GRC: Policy and Compliance Management application and the latter is automatically installed when the workspace plugin is installed.

To know more about Compliance Workspace, see GRC Compliance Workspace. For persona-based Compliance Workspace pages, see:

- Compliance Home page for the compliance manager
- Compliance Home page for the compliance analyst
- Compliance Home page for the IT compliance manager

GRC Compliance Workspace

Compliance Workspace is a unified interface where you can manage all your tasks related to policies, control objectives, controls, and policy exceptions.

Compliance Workspace overview

The highlights of the Compliance Workspace are:

Reimagined user experience

From the minute you navigate to the Compliance Workspace home page, all the tasks that you can possibly do in the workspace are streamlined to fulfill your business goals.

Workspace designed for different compliance user roles

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Distinct page views for the exclusive activities of a Corporate compliance manager, Corporate compliance analyst, and IT compliance manager.

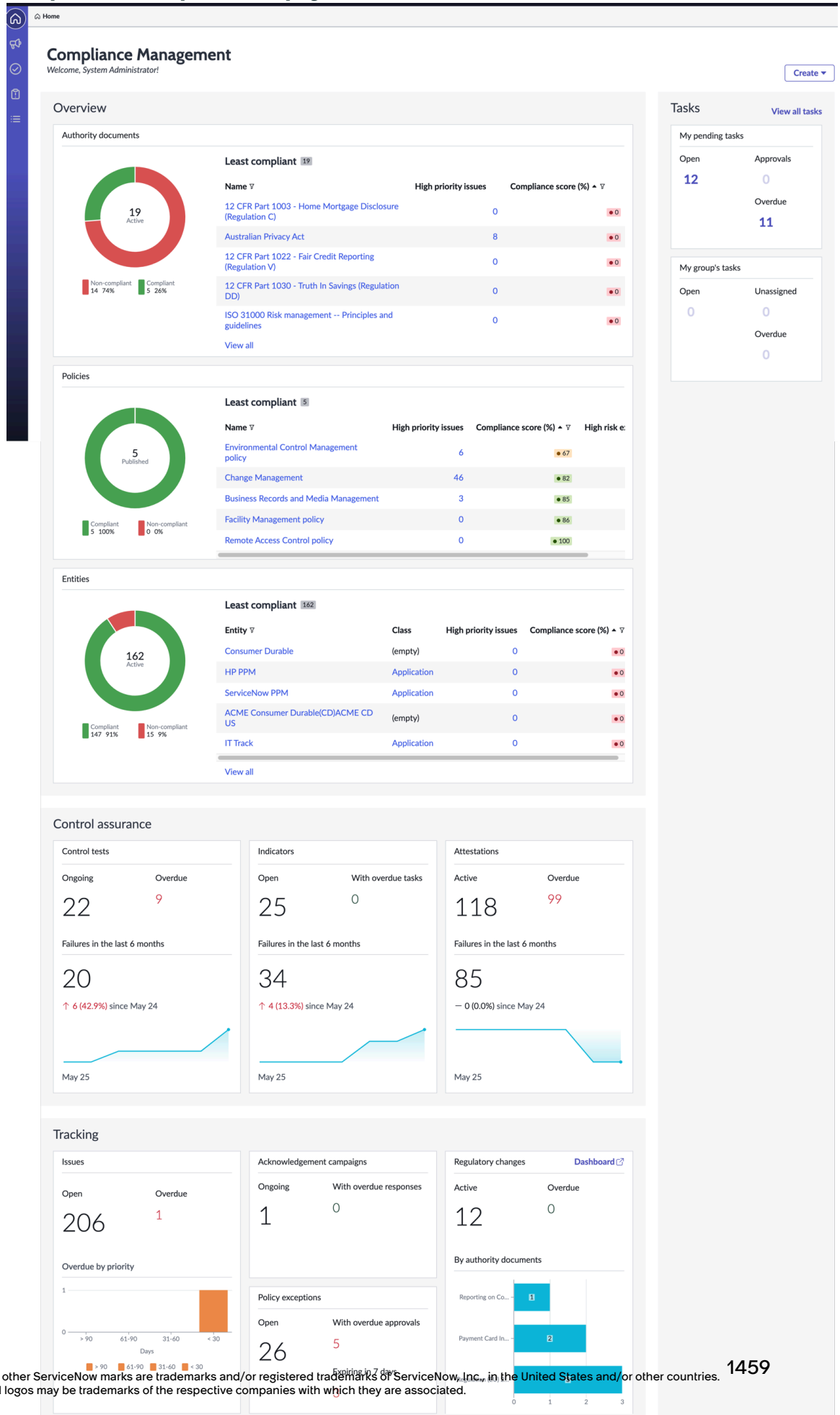
Home page with different sections

Overview

Donut charts display the categorical data of compliant and non-compliant authority documents, policies, and entities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Compliance workspace home page



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control assurance

Displays the donut charts, grouping indicators by status, and attestations by state. Control test horizontal bar grouped by control and classification stacked by control effectiveness.

Tracking

Displays controls widget grouped by state and stacked by classification.

Tasks

View your pending tasks and the group's tasks. You can navigate to the unified tasks page by clicking the **View all tasks** link.

Note:
Control tests widget, Regulatory change, Compliance case, and Privacy widgets are conditionally visible based on the respective plugins installation status.

Unified Tasks page

Track your tasks and team's tasks from a single interface. View your tasks by categories, filter them by various parameters, monitor those tasks that you've initiated, and track through the watchlist.

Lists

List view of all compliance-related records, providing the summary of the record in a single view that helps in your analyses and take an informed decision.

Note:
The **Control tests** widget, **Regulatory changes** widget, and **Domain compliance status** section appear with the installation of audit, regulatory change management, and privacy management plugins, respectively. For more information, see Other GRC plugins for an overall view.

Roles in the Compliance Workspace

The targeted users of the Compliance Workspace are the corporate compliance managers and the corporate compliance analysts. For more information on the roles, the responsibilities, and the tasks that the users can accomplish in the Compliance Workspace, see

- Compliance Home page for the compliance manager.
- Compliance Home page for the compliance analyst.
- Compliance Home page for the IT compliance manager.

Compliance Home page for the compliance manager

The compliance manager home page in the Compliance Workspace gives a complete overview of the compliance posture of the organization. The workspace helps the compliance manager to centrally manage internal standards, policies, and control processes that match the external regulatory standards.

Compliance manager most often reports to a compliance director and ensures that the company complies with organizational and industrial regulations and standards.

The user persona may vary across organizations, however, a corporate compliance manager, IT compliance manager, compliance manager, or compliance analyst, depending on the organizational structure, can be tasked with ensuring that the organization is complying with policies and regulations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Responsibilities of a compliance manager

The compliance manager must

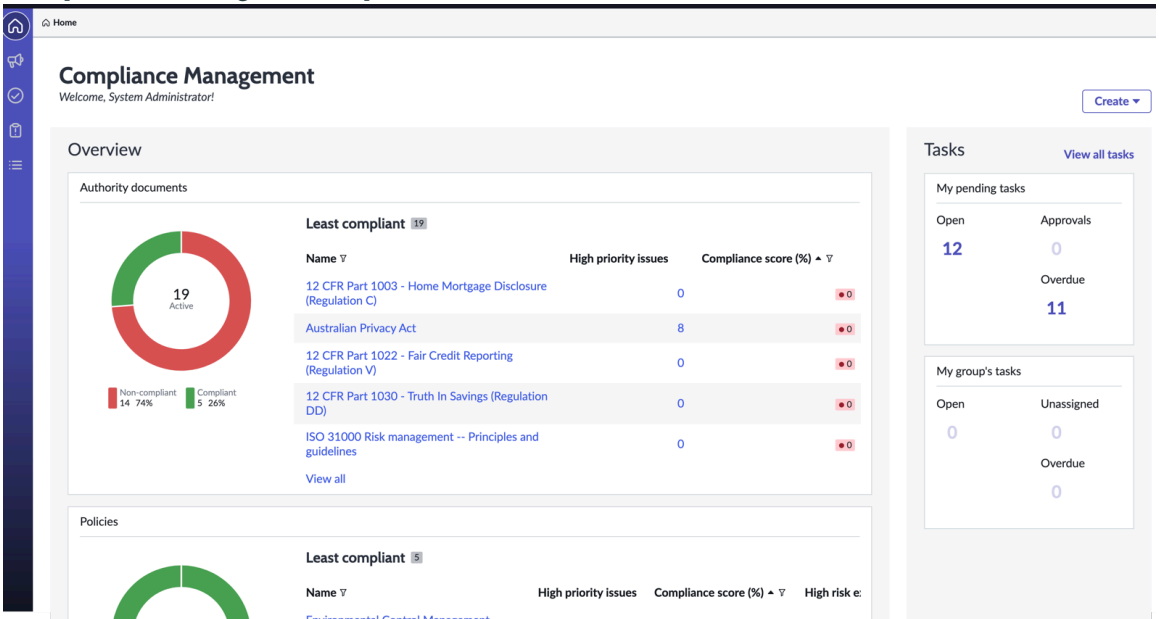
- Ensure that all policies and regulations are being followed.
- Create and maintain policies up to the level of defining and applying controls.
- Approve and track policy exceptions.
- Manage the team appropriately.

Compliance Workspace for compliance manager tasks

To fulfil the above responsibilities, a compliance manager has certain daily and weekly functional tasks that can be performed in the compliance workspace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Compliance manager workspace



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Use the Overview section to review the authority documents, policies, and entities and know their compliant status. Get the list of least compliant authority documents, policies, and entities, and their compliance score.
- Review compliance tasks such as controls, control attestations, indicator tasks, ongoing and overdue control test count in the control assurance section.
- Monitor and analyze new key controls and track the performance of existing controls.
- Identify past due tasks and inadequate remediation strategies.
- Get an overview of all your compliance tasks – pending tasks and group's tasks.
- Track the changes done to the authority documents, regulations, and policies.

As a compliance manager, you can create authority documents, citations, policies, control objectives, controls, indicator tasks, acknowledgement campaigns, policy exceptions, and engagements.

To help the compliance manager attend to tasks that need immediate action, the compliance records in the overview section are listed in an order starting from the least compliant ones. The data displayed for control tests, indicators, and attestations in the control assurance section help the compliance manager to prioritize the tasks as well. Tracking of acknowledgement campaigns and policy exceptions can be managed effectively.

Note:
To track the issues the compliance manager can access the issue details from the "Issues Overview" section.

Other GRC plugins for an overall view

As the compliance manager requires an overall view of all compliance tasks, they can view the privacy management and regulatory change management application domains as well in the compliance manager home page. However, you require the following plugins to be installed for certain widgets to be displayed on the home page.

- GRC: Audit Management for the control tests widget in the Control assurance section.
- GRC: Regulatory Change Management for the Regulatory changes widget in the Tracking section. The logged in user must also have the RCM manager role (sn_grc_reg_change.manager).
- GRC: Privacy Management for the Domain compliance status section. The logged in user must also have a privacy manager role (sn_privacy.manager).

Compliance Home page for the compliance analyst

The compliance analyst home page in the Compliance Workspace enables the compliance analyst to track compliance activities and helps compliance managers to ensure that the organization is compliant with various regulations and policies.

Responsibilities of a compliance analyst

The compliance analysts oversee specific areas of compliance including specific policies, regulations, and related compliance activities. Therefore, the filter option help them to filter the compliance records based on the required criteria. They can view and work on the tasks that they are assigned to.

- Analyze and update the existing policies and related documents.
- Implement policies and controls when assigned.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

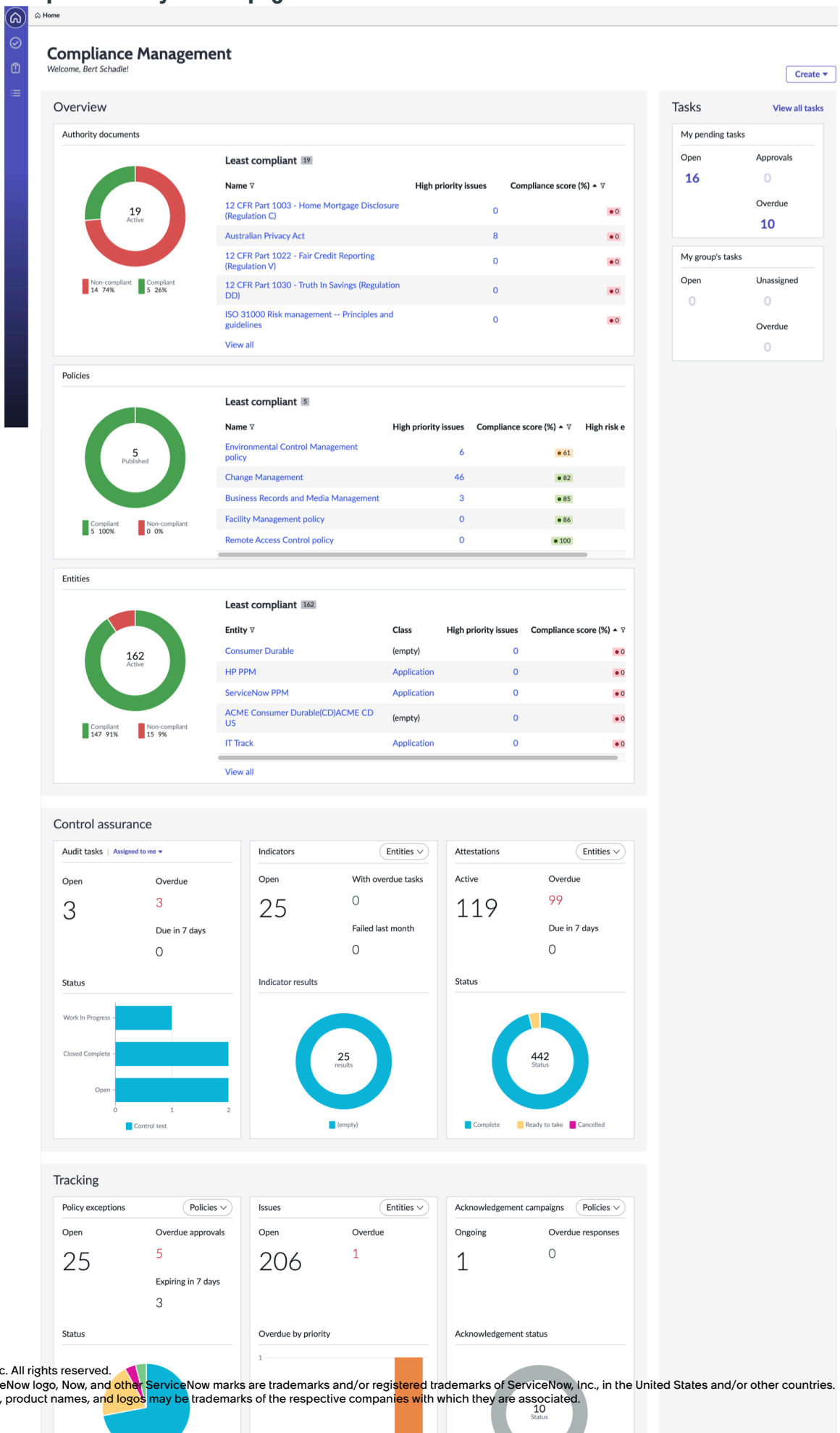
- Monitor the performance of controls.
- Schedule and follow up attestations.

Compliance Workspace for compliance analyst tasks

The compliance analyst home page is designed to fulfil the above tasks of an analyst. Although the Home page is similar to the compliance manager home page, yet there are features that are unique to help the analysts perform their tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Compliance analyst home page



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The compliance analyst Home page provides a personalized experience for a corporate compliance analyst to manage their work.

Overview

Provides a summary of the overall compliance stance of the organization.

Authority documents

The widget displays the overall count of authority documents, summing up the counts of compliant and non-compliant authority documents. The section also gives you details of the compliance score percentage. Clicking the name of the authority document takes you to a detailed overview of the document showing its compliance status and tracking details.

Policies

In addition to the count of compliant and non-compliant policies, list of least compliant policies and compliance score, this section also provides the number of high risk exceptions for each listed policy.

Entities

Provides the total count of active entities, and a list of least compliant entities along with their entity class. Click the name of an entity to know its compliance status and tracking details.

Control Assurance

Provides an overview of testing and monitoring controls. By default, the audit tasks are filtered and displayed based on the **Assigned to me** condition of the logged in user. Whereas, the analyst can filter the indicators and attestations based on the entities that they manage.

Tracking

Provides a summary of important and open tasks and exceptions and helps the analyst to manage policy exceptions. Since the analyst is required to understand the policy exceptions created on the policies that is assigned to them, they can apply the filter on the required policies and view the exceptions created on these policies. Similarly, the analyst can select specific policies to view its campaign details.

Note:
To track the issues the compliance analyst can access the issue details from the "Issues Overview" section.

Tasks

Provides a summary of My pending tasks and My group's tasks – the job queue directs their day-to-day activities.

Quick links

Enables the analyst to create new records such as control objectives, controls, acknowledgement campaigns, and policy exceptions.

Compliance Home page for the IT compliance manager

The Compliance Workspace provides an exclusive home page for the IT compliance manager to view the IT-related risk and compliance data. The workspace helps the IT compliance manager to centrally manage internal standards, policies, and control processes that are exclusively IT-related to comply with the external regulatory standards.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

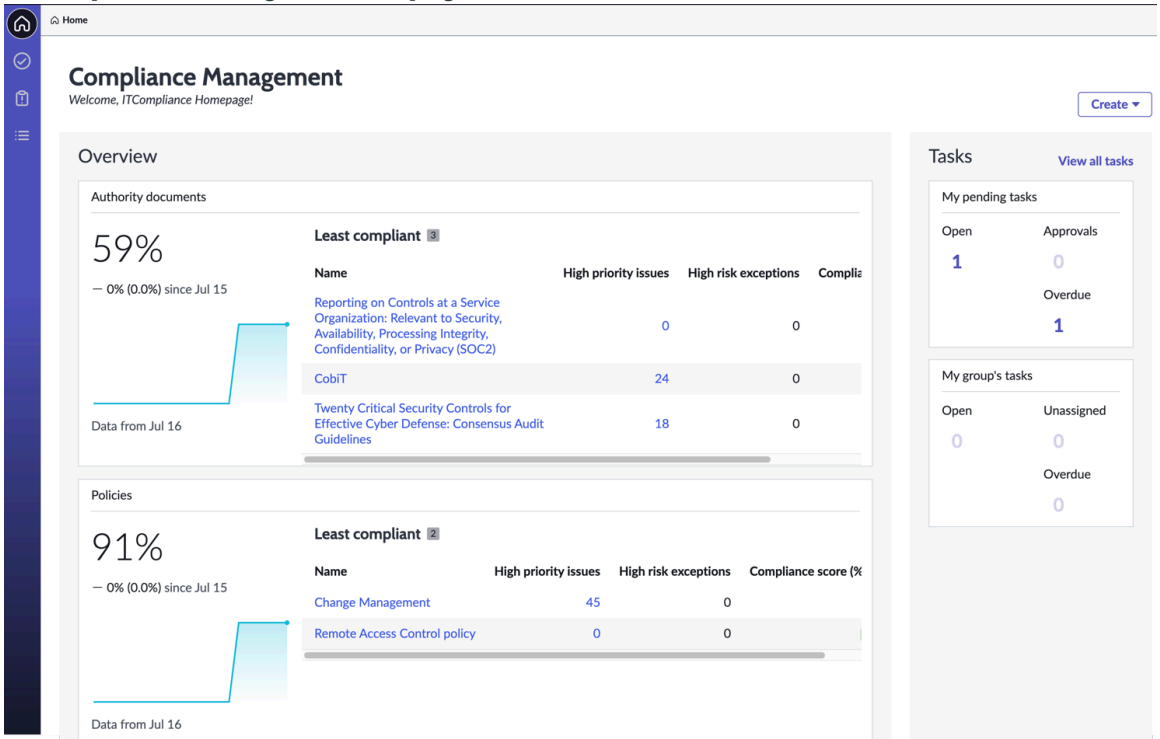
Configuring IT Compliance Workspace

- To set up the IT Compliance Home page, see Configuring IT compliance workspace.
- For information on the tables that support IT compliance workspace and the user roles, see Components installed with Policy and Compliance Management.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

IT Compliance Home page

IT compliance manager's home page



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Overview

The compliant percentage of IT-related authority documents, IT-related policies, and IT-related entities are indicated by PA indicator widgets.

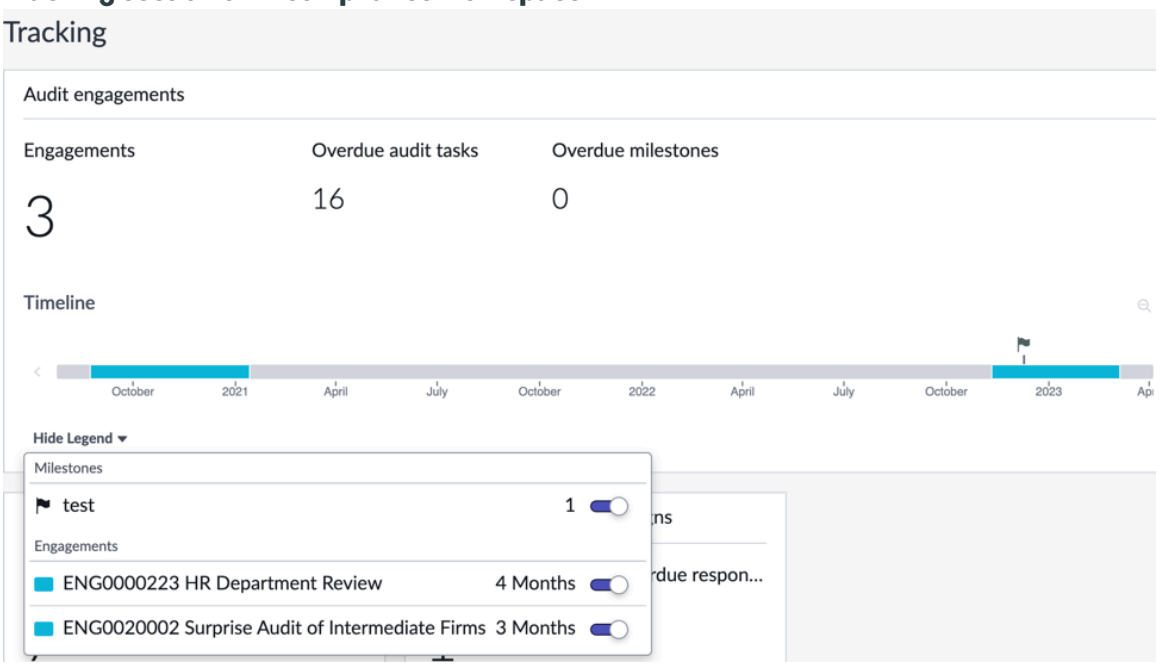
Control effectiveness

This section provides reports, gathering real-time information, on IT-related controls, the indicators that run on the IT-related controls, and the attestations that are associated to those controls.

Tracking

Tracks all the IT-related policies that are in queue for the IT compliance manager's action. The timeline shows the upcoming engagements and the milestones associated to each engagement. It also shows similar reports on exceptions that are active, expiring in seven days, and are at high risk. Similar reports on acknowledgement campaigns that are active and the number of overdue responses are also displayed.

Tracking section of IT compliance workspace



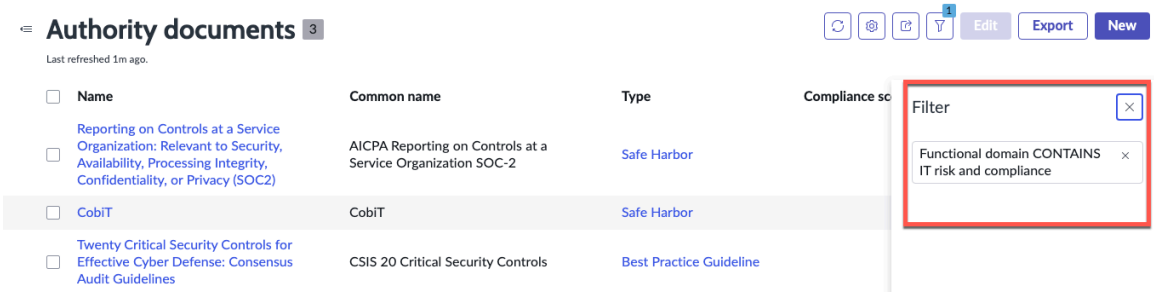
Note:
To track the issues the IT compliance manager can access the issue details from the "Issues Overview" section.

IT Compliance List overview

As you log in as an IT compliance manager, all the data in the List view of the Compliance Workspace are filtered to display those records that fall within the IT risk and compliance functional domain. Therefore, you get to view those records that are related to your user role and complete the IT-related tasks without filtering them manually.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

IT-related records in List view



Note:
An admin or any user with both corporate compliance manager and IT compliance manager roles can view two list modules with the same name.

Configuring GRC Compliance Workspace

Configuring the Compliance Workspace requires setting up certain pre-requisite steps.

The following configurations are required to set up the compliance workspace for different users who would be using the workspace:

- To set up the IT Compliance Home page, see Configuring IT compliance workspace.
- For different components installed with GRC: Policy and Compliance Management, see Components installed with Policy and Compliance Management.
- For user roles and access control limitations, see GRC business user role and Assign policy and compliance management roles to your users.
- To set up system properties required in policy and compliance, see Set Policy and Compliance Management properties.
- For mandatory setup steps, see Policy and Compliance mandatory steps.
- To define other properties, rules, templates, and other integrations, see Policy and Compliance enhancement steps.

Configuration steps to filter IT-related data for IT Compliance Home page

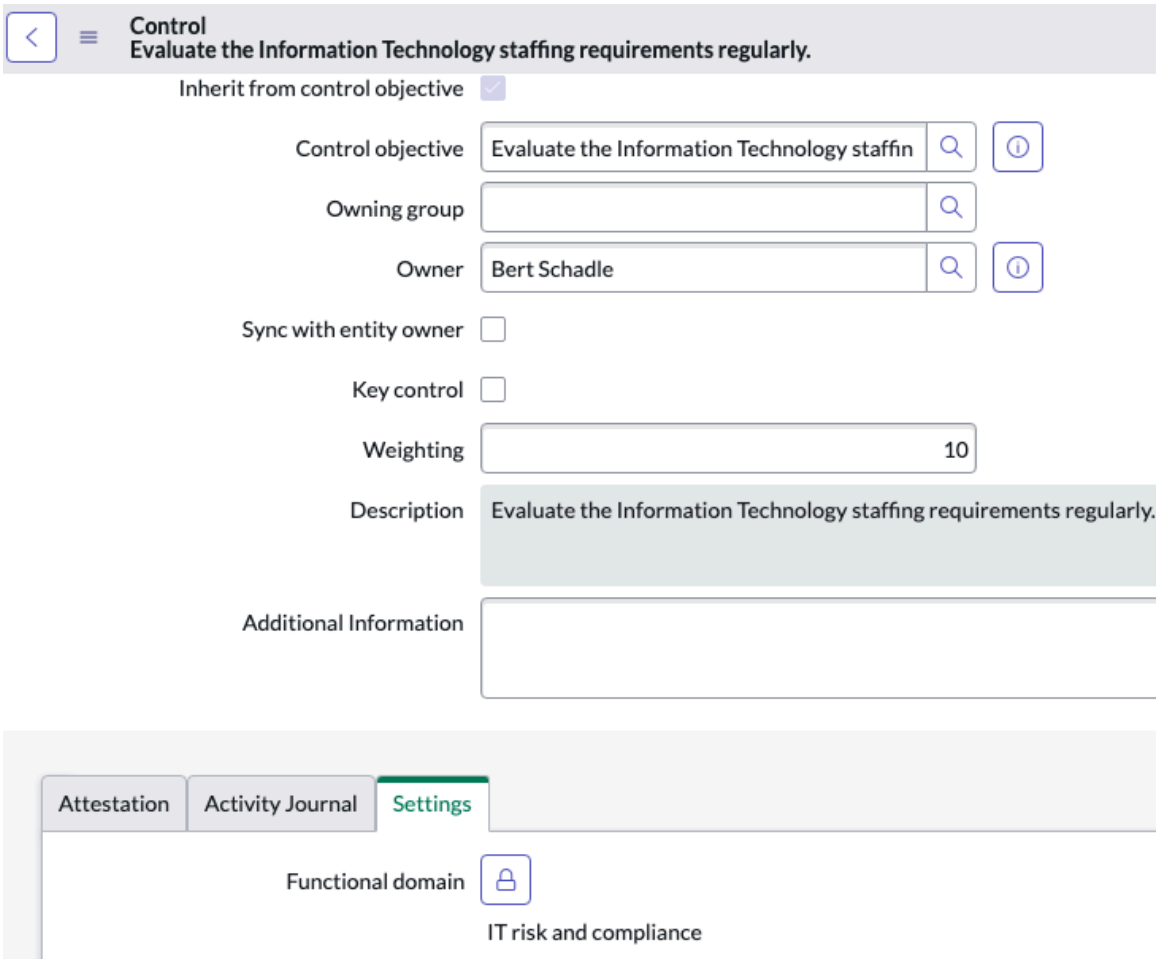
There are three distinct steps that must be followed to segregate, associate, and display the IT-related data for the IT compliance manager to view in the IT Compliance Home page.

GRC data segregation

In all the Compliance Workspace related forms, the **Functional domain** field is added in the **Settings** tab to segregate a particular data and classify it as IT related data. The user must add **IT risk and compliance** as the functional domain.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Functional domain field



The **Functional domain** field is available in all GRC compliance and audit workspace related forms such as Entity, Control, Control Objective, Policy, Authority document, Citation, Entity type, Entity class, Issue, Indicator, Indicator template, Acknowledgement campaign, Policy exception, Engagement, Test template, Test plan, Issue triage, Observation, Plan, Audit task, Milestone, Evidence request, and Evidence.

Auto-association of the segregated data

If an audit or compliance object is identified as IT related, then all the related items associated to this object are also identified as IT related. The Functional domain configuration [sn_grc_functional_domain_configuration] table stores the data registry relationship between the parent object and its related child objects within the IT risk and compliance functional domain.

For example, if an entity is classified as IT related entity, then all the controls associated to this entity are auto-associated as IT-related controls. The related child object has all the configurations defined such as the parent table, the child table, and the relationship between the two.

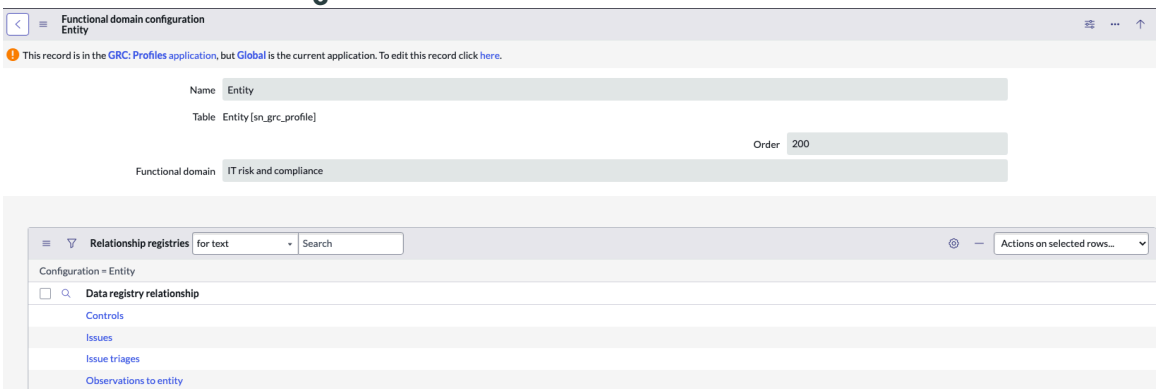
As a system admin, you can define this configuration by navigating to **GRC Administration** > **Functional domains** > **Domain inheritance**. User must manually add the tag, functional domain, in the base forms such as Policy, Authority document, Entity type, Entity class, Entity, Plan, Engagement for auto-tagging the child records. When a parent table is tagged with a particular functional domain, and if the user removes the tag from one of its child records, then the removed tag is not added during auto-association. Similarly, if the user manually adds a tag, then the added tag is not removed during auto-association. The GRC functional domain user action [sn_grc_functional_domain_user_action] table captures and stores all manual actions of the user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

in the **Functional domain** field of the record that belong to a particular table in the respective functional domain.

For more information on setting up auto-tagging, see the IT Compliance Workspace – Setup and Configurations for auto-tagging [KB1124058] article in the Now Support Knowledge Base.

Functional domain configuration



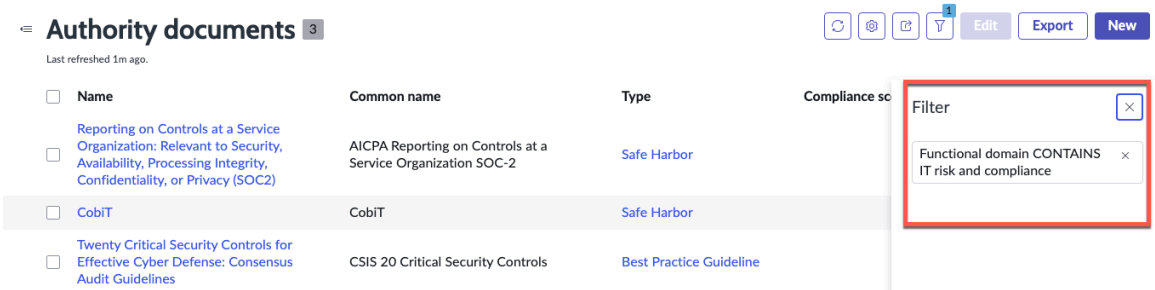
A scheduled daily job (GRCObjectsFunctionalDomainChanges) runs and gathers the user's manual actions recorded in the table to read these relationships, auto-associate the child object to IT risk and compliance functional domain, and auto-populate the record in the related item of the parent table.

For more information on the tables used for IT compliance workspace, see Components installed with Policy and Compliance Management.

Display segregated data to IT compliance manager in IT Compliance Home page

The IT compliance manager is the user who can access the IT risk and compliance data in the Compliance Workspace. In the List view of the Compliance Workspace, there is a filter that restricts the display of all audit and compliance data but refines to display only the IT risk and compliance data. The filter uses the Functional domain field in the all the audit and compliance related base forms to filter and display the IT related data in the Compliance Workspace List modules.

IT risk and compliance data filter



Note:
An admin or any user with both corporate compliance manager and IT compliance manager roles can view two list modules with the same name.

Using the Compliance Workspace

The Compliance Workspace has a unified tasks page. Based on the user role you can fulfil all your tasks and your team's tasks in the page.

The tasks that appear in the Compliance Workspace are unique to the logged in user and therefore can complete all assigned tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Use the Tasks page to view the tasks by categories, filter them by various parameters, and track the tasks that you've initiated.
- Use the Issues page to know all about issues.
- The record overview page provides the summary of each record in a single view.
- The contextual pane in the overview page provides contextual information of the record. It provides the record's key information in a hierarchy with attachments, if available.
- Use the 360° view to visualize the record's data relationship within the enterprise, its scores and ratings, and drill down further for more granular information.

Manage control objectives and policies using the Compliance Workspace

You can use the Compliance Workspace to manage information related to policy approvals, policies, and control objectives.

Create a policy using the Compliance Workspace

A policy defines an internal practice that processes must follow. You can define policies using the Compliance Workspace as policies, procedures, standards, plans, checklists, frameworks, and templates.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst or sn_compliance_ws.corporate_compliance_manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the **Create** list and select **Policy** from the **Home** page.
3. On the form, fill in the fields.

Create New Policy form

Field	Description
Name	The name of the policy.
Type	List of options: ○ Policy ○ Procedure ○ Standard ○ Plan ○ Checklist ○ Framework ○ Template
Parent	The policy containing this policy. If you create a control objective from within a policy, this field is automatically filled.
Policy categories	Select the lock icon and select one or more categories for filtering policies. For example, select Vulnerability Response to view policies associated with that application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Description	A general description of the policy.
Policy text	A detailed description of the policy.
State	The state is a read-only field. Possible choices are: ○ **Draft** In this state, all compliance users can modify the policy and control objectives. All compliance users can select **Request review** button. Enter a message in the Request review pop-up and select **Request** , which sets the state to Review. ○ **Review** In this state, the owner, owning group, and reviewers can modify the policy and control objectives. The owner, owning group, and reviewers select **Request approval**, starting the workflow by sending approvals to the users in the Approvers list. The owner, owning group, and reviewers move the policy back to Draft, by selecting **Back to draft**, as well. ○ **Awaiting approval** In this state, the policy and control objectives are read-only for all. Approvers can approve the policy by updating the approval state in the Approvals related list of the policy form, or by viewing **My Approvals**. If the policy is approved, the policy goes to the **Published** state. If the policy is rejected, then it goes back to the **Draft** state. ○ **Published** In this state, the policy and control objectives are read-only for all. Admins can select **Retire** which sets the state of the policy to **Retired** ○ **Retired** In this state, the policy is read-only for all.
Compliance Score Percentage	The compliance score percentage assigned to this policy.
Assignment	
Owning Group	Group that owns the policy.
Approvers	The users you want to be included in the approval process.
Approval method	Approval method for dynamic approval configuration. Available options are: ○ Manually select approvers ○ Use approval rules
Approvers	Approvers to be selected for the policy.
Reviewers	Select the users that you want to be included in the review process.
Contributors	Contributors selected for the policy.
Schedule	
Valid from	The date and time for which the policy becomes valid.
Valid to	The date and time for which the policy is no longer valid.
Knowledge Base	
Policy template	The article template to use for the publication of this policy.
Policy knowledge base	The knowledge base article related to this policy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Published policy	The KB article number and link where the policy is published.
Acknowledgement setup	
Audience	Select the default audience responsible for acknowledging this policy.
Reference Material URL	Select the lock icon to add the URL for any needed reference materials, such as certification or training materials.
Allow users to decline policy	Select this check box to give users the option of declining policy acknowledgements.
Allow users to request exception	Select this check box to give users the option of requesting exceptions for policy acknowledgements.
Exception Setup	
Maximum exception duration (days)	Enter the maximum number of days for which a policy exception can be requested for a given policy.

4. Select **Save**.
   In the reporting overview page of the policy, you can see the description of the policy, its state, and its status of overall compliance, entities, control objectives, and control. It also gives you the tracking information of policy acknowlegements, policy exceptions, and issues. The non-compliant entities widget also lists all the non-compliant reliant entities, each with its compliance score. For more information, see Manage compliance of a policy from the overview page
5. Select any of the related lists to provide more information for the policy.
6. From the **Overview** page, select the **Issues** tab.
   You can add existing one or more related issues to the policy that you created. By mapping the existing issues to the policy, you can reduce the count of open issues.

   a. Select the **Add** button.

   b. Select a related issue or issues from the Issues pop-up.

   c. Select **Add**.
      The selected issues are added to the policy as related issues and an m2m relationship is created between the policy and the issues in the Issue to Document [sn_grc_m2m_issue_document] table. You can also create an issue for the policy by selecting the **New** button, which takes you to the Create New Issue form.

   d. To remove an issue that is mapped to the policy, select the issue and select **Remove**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The remove action only removes the mapping or the association between the policy and the issue in the m2m table and doesn't delete the issue record.

Note:
The UI action buttons such as New, Add, Remove aren't available if the policy is in Draft or Retired state. A policy in draft state is considered inactive and becomes active when it moves to Review state.

7. To mark the policy ready for review, select **Request review** .

Manage compliance of a policy from the overview page

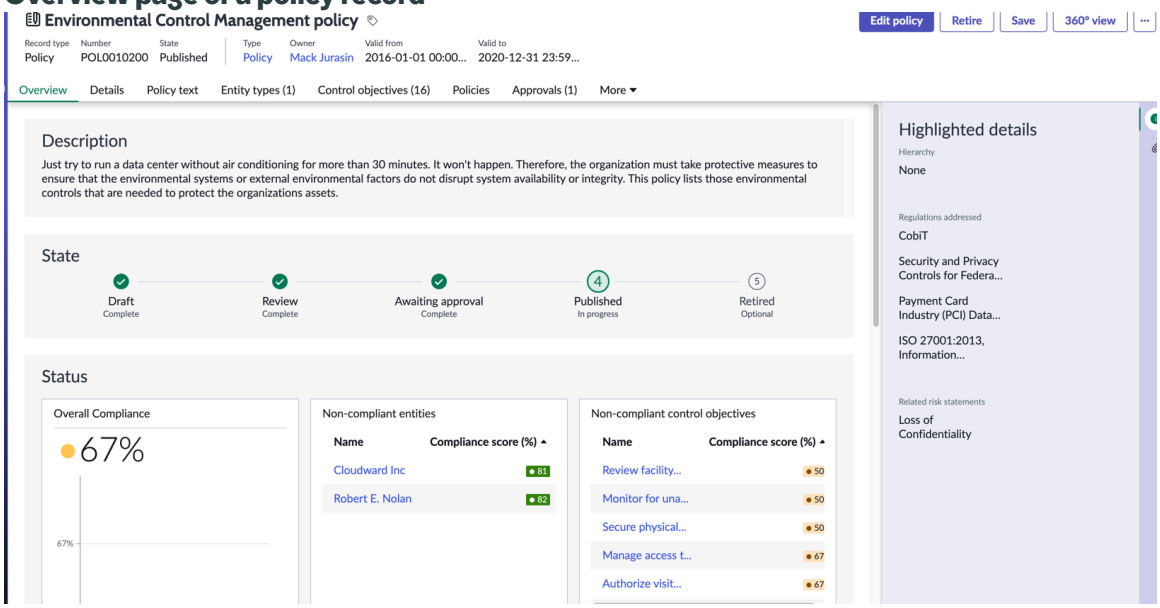
The policy module helps you to create and document all policies. Policies are high-level statements that define what a business should or should not do.

Overview of a policy

The overview page of a policy record describes the necessity of the policy with respect to the organization's assets. It also gives you the status of the policy, its overall compliance percent, non-compliant entities, and control objectives. It also tracks the open and overdue policy acknowledgements, policy exceptions, and issues.

Select the icon to know the regulations that the policy has addressed and the related risk statements.

Overview page of a policy record



Approve and publish a policy using the Compliance Workspace

When a policy is approved, it is automatically published.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst or sn_compliance_ws.corporate_compliance_manager

About this task

Prior to Version 11.0.2 of the GRC: Policy and Compliance Management application, a new knowledge base article overwrote the previous version whenever you made changes to a policy. Starting with Version 11.0.2, when you again approve a policy, a new version of the KB article is created and listed in the **Policy Versions** tab, along with a history of previous versions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This feature requires that you manually install and activate the Knowledge Management Advanced Installer [com.snc.knowledge_advanced.installer] plugin. For more information, see Activate a plugin.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Policies**.
2. Open the policy record.
3. Review the policy details.
4. Click the **Request Approval** button.
   Reviewers cannot request approval for a policy. However, the owner of the policy and users with the Corporate compliance manager role can request approval for a policy. When approval is granted, the policy is published and a knowledge base (KB) article is automatically created with the details of the policy.
5. Any time you need to make changes to the policy, you can click **Edit policy** and enter a message in the pop-up, and click **Request Approval**. Add a comment in the pop-up. When approval is granted, a new version of the knowledge base article is created.

   Note:
   As described above, if you activated the Knowledge Management Advanced Installer [com.snc.knowledge_advanced.installer] plugin, a new version of the KB article is created and listed in the **Policy Versions** tab.

   So, if you create links to this policy from the Service Portal or elsewhere, the latest version of the KB article is always displayed.

Acknowledge a policy using the Compliance Workspace

After a policy has been published, you can create an acknowledgement campaign in the Compliance Workspace to define a group of your employees who must provide an acknowledgement that a particular policy is in compliance. When the campaign has been defined, you can submit the request to the audience.

Set up a policy acknowledgement campaign using the Compliance Workspace

A policy campaign is the record used to prepare for a policy acknowledgement request. It defines the audience who must provide an acknowledgement that a particular policy is in compliance. A policy campaign is requested in the Compliance Workspace only if the compliance user decides it is needed.

Before you begin

Role required: Compliance User

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Policies**.
2. Open the Policy record in the **Published** state you want to acknowledge.
3. Scroll down and click the **Acknowledgement Setup** related list.
4. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Audience	Select the employees who are responsible for acknowledging the policy. You define the audience using the Audience module.
Reference Material URL	Click the lock icon and add a URL to reference materials for the policy that the audience can review. When you have completed your entry, click the lock icon again.
Allow users to decline policy	Select if you want members of the audience to be able to decline the policy.
Allow users to request exception	Select if you want to members of the audience to be able to request a policy exception.

5. Save the record.
6. Scroll down and click the **Acknowledgement Campaigns** related list.
7. Click **New**.

   Note:
   Notice that the majority of the fields are pre-filled with data from the policy record.

8. On the form, fill in the fields.

   Note:
   Only field description that were not previously described are provided here.

Field	Description
Number	An auto-generated record number for the acknowledgement.
State	The current state of the acknowledgement campaign. The default state is New.
Valid from/to	Select the period of time the acknowledgement is valid. The acknowledgement is valid from the beginning of the **Valid from** date until the end of the **Valid to** date. **Note:** The **Valid from** date cannot be prior to the current date. The **Valid to** date cannot be beyond the **Valid to** date defined in the policy.
Number of days to respond	The number of days by which members of the audience have to respond.
Short description	A brief description of the policy.
Acknowledgement Details tab	This tab shows details and requirements from the policy, as well as the **Reference Material URL** defined during acknowledgement setup.

9. Click **Submit**.
   The acknowledgement request is now ready for you to send to the defined audience.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create an audience using the Compliance Workspace

When you set up a policy acknowledgement request in the Compliance Workspace, you must identify an audience responsible for providing the acknowledgement.

Before you begin

Role required: sn_compliance_admin or sn_compliance_manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policy Acknowledgement** > **Audience**.
2. Click **New**.
3. Enter a name and description for the new audience, and save the record.
4. Use the three tabs to identify members for this audience.

Option	Description
Users	Click **Edit** and add one or more individual users to the audience.
Groups	Click **Edit** and add one or more predefined groups of users to the audience.
User Filters	Click **New** to define a new filter for audience member inclusion. Click **Edit** to modify an ex isting user filter. You can save filters for future use.

5. When the audience has been defined, you can add the users, groups, or user filters to an acknowledgement request.

Submit an acknowledgement request using the Compliance Workspace

After you have created an acknowledgement campaign using the Compliance Workspace, you can submit the acknowledgement request to the defined audience.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, click the List icon ( ).
3. Navigate to **Policy acknowledgements** > **All campaigns**.
4. Open the Policy Acknowledgement Campaign (PAC) record you want to submit to the defined audience.
5. Scroll down and click the **Acknowledgement Setup** related list.
6. On the form, fill in the fields.

Field	Description
Audience	Select the employees who are responsible for acknowledging the policy. You define the audience using the Audience module.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Reference Material URL	Click the lock icon and add a URL to reference materials for the policy that the audience can review. When you have completed your entry, click the lock icon again.
Allow users to decline policy	Select if you want members of the audience to be able to decline the policy.
Allow users to request exception	Select if you want to members of the audience to be able to request a policy exception.

7. Save the record.
8. Scroll down and click the **Acknowledgement Campaigns** related list.
9. Click **New**.

   Note:
   The majority of the fields are pre-filled with data from the policy record.

10. On the form, fill in the fields.

    Note:
    Only field description that were not previously described are provided here.

Field	Description
Number	An auto-generated record number for the acknowledgement.
State	
Valid from/to	Select the period of time the acknowledgement is valid. The acknowledgement is valid from the beginning of the **Valid from** date until the end of the **Valid to** date. **Note:** The **Valid to** date cannot be beyond the **Valid to** date defined in the policy.
Number of days to respond	The number of days by which members of the audience have to respond.
Short description	A brief description of the policy.
Acknowledgement Details tab	This tab shows details and requirements from the policy, as well as the **Reference Material URL** defined during acknowledgement setup.

11. Click **Submit**.
12. Click **Request Acknowledgement**.

    Notice that the following changes occur.

    - The state of the acknowledgement campaign changes to **Pending Acknowledgement**.
    - Acknowledgement (ACK) records for each member of the audience appear at the bottom of the screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The **Acknowledgement Results** tab shows the progress of the acknowledgement process. That is, it reports the total number of acknowledgements sent, and keeps a running tally of the number and types of responses received (for example, number of accepted, declined, exempted, and so forth).

Note:
The **Activity** tab shows acknowledgement activities as they happen. The compliance user can click the Work notes check box and post work notes to track changes. The Additional comments box can be used to communicate with the audience.

Also, each member of the audience receives an email notification similar to the following example.

13. As the acknowledgement period elapses, you can monitor the progress of the responses by navigating to **Policy and Compliance** > **Policy Acknowledgement** > **Pending Acknowledgements**.
14. You can also identify any audience members who have exceeded the acknowledgement time line by navigating to **Policy and Compliance** > **Policy Acknowledgement** > **Overdue Acknowledgements**.

Respond to an acknowledgement request using the Compliance Workspace

After you have been identified as a member of an audience to provide a policy acknowledgement, you must open and review the record in the Compliance Workspace, and then acknowledge it.

Before you begin
Role required: sn_compliance_ws.corporate_compliance_analyst

Procedure

1. After you have received a notification that you are required to acknowledge a policy, navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. To provide the acknowledgement, open the record in the **My pending tasks** section of the Tasks page and perform one of the following actions.
   The available options depend on how the acknowledgement request was configured.
   - The default status of the policy acknowledgement is **New**.
   - The policy acknowledgement is set to **Pending Acknowledgement**, if:
     - the policy acknowledgement has reached the time set as **Frequency**.
     - the policy acknowledgement has reached the Valid From date, if it is the ad hoc acknowledgement
     - you click the **Pending Acknowledgement** button to move its state manually.
   - The policy acknowledgement is in Closed state, if:
     - you move it manually to **Closed** state
     - it reaches the **Valid to** date
   - The state moves to **Cancel** if:
     - you manually click **Cancel** button
     - the policy exception is rejected, the acknowledgement is reset to Cancel

   Following options are available when the policy acknowledgement instance is set to different states:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Accept

If the policy is in compliance, click **Accept**.

Decline

If the policy is not in compliance and the request is configured in such a way that you are allowed to decline the request, click **Decline**.

Request Exception

If, for any reason, you do not want to respond, and the request is configured in such a way that you can opt out, click **Request Exception**.

Exempt

If the policy is approved

Retire a policy using the Compliance Workspace

Retiring a policy is part of the policy management process. It can be retired using the Compliance Workspace anytime after being approved and published to the KB.

Before you begin

Role required: sn_compliance_admin or sn_compliance_manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies**.
2. Open the Policy record.
3. In the top-right corner, click **Retire**.
   This option is available only for policies in a published state.

Create a GRC article template

Policy and Compliance managers can use the Compliance Workspace to create templates for policy article publishing.

Before you begin

Role required: sn_audit.manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Article Templates**.
2. Click **New**.
3. On the form, fill in the fields.

Authority Document

Field	Description
Name	Name of the article template.
Type	○ Script ○ HTML ○ XML
Script	The script code. This field depends on the **Type** field.
HTML	The HTML code. This field depends on the **Type** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
XML	The XML code. This field depends the **Type** field.
Is default	Option to indicate that this template is used as the default template for all KB articles.

4. Click **Submit**.

Create a control objective using the Compliance Workspace

A control objective is an objective, direction, or standard that acts as guidance for company interactions and operations. Control objectives can be categorized, classified, and related to policies using the Compliance Workspace.

Before you begin

Role required: sn_compliance.admin, sn_compliance.manager, sn_compliance.user

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Click the **Create** list and select **Control objective**.
3. On the form, fill in the fields.

Create New Control Objective form

Field	Description
Name	Name of the control objective.
Source	Source of the policy. For example, if the statement is from the a third-party provider, indicate which one.
Source ID	Unique identification number used by the source to catalog this authority document.
Reference	Unique numerical identifier.
Parent	Control objective that is not a child of the current control objective. This is to avoid cyclic parent – child relationship.
Compliance Score Percentage	Compliance score percentage calculated for this control objective and its color code: ○ Green: 80 and higher ○ Yellow: 80 to 50 ○ Red: below 50
Active	Option that indicates whether a policy is active.
Creates controls automatically	Option that indicates that controls are automatically created from the control objective. **Note:** Select this option if the control objective can also serve as the control.
Create control requirements	Option to generate control requirements automatically for every control generated under an entity.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: ○ If no control objective requirements exist, then control requirements are not generated. ○ The number of control requirements equals the number of control objective requirements.
Category	List of options: ○ Acquisition or sale of facilities, technology, and services ○ Audits and risk management ○ Compliance and Governance Manual of Style ○ Human Resources management ○ Leadership and high-level objectives ○ Monitoring and measurement ○ Operational management ○ Physical and environmental protection ○ Privacy protection for information and data ○ Records management ○ System hardening through configuration management ○ Systems continuity ○ Systems design, build, and implementation ○ Technical security ○ Third party and supply chain oversight ○ Root ○ Deprecated
Classification	List of options: ○ Preventive ○ Corrective ○ Detective
Type	List of options: ○ Acquisition/Sale of Assets or Services ○ Actionable Reports or Measurements ○ Audits and Risk Management ○ Behavior ○ Business Processes ○ Communicate ○ Configuration

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Data and Information Management ○ Duplicate ○ Establish Roles ○ Establish/Maintain Documentation ○ Human Resources Management ○ Investigate ○ IT Impact Zone ○ Log Management ○ Maintenance ○ Monitor and Evaluate Occurrences ○ Physical and Environmental Protection ○ Process or Activity ○ Records Management ○ Systems Continuity ○ Systems Design, Build, and Implementation ○ Technical Security ○ Testing ○ Training
Attestation method	List of options: ○ Classic attestation: ServiceNow AI Platform classic method of control assessment. ○ Attestation: Method by which controls are assessed. **Note:** If you select Attestation, then the Attestation field is populated with **GRC Attestation**
Attestation	**GRC Attestation** is chosen by default. **Note:** If the user changes the control attestation, the related control objective attestation type is also changed.
Issue group rule	Group rule assigned to this control objective.
Description	Description of the control objective.

4. Click **Save**.
   To view and manage the details of the control objective that you created, see Manage a control objective from the overview page.
   The control objective is created and all related lists are visible.
   - A control is created for every control objective when a policy is associated with an entity.
   - The control attributes default to the same attributes as the related control objective.
5. From the **Overview** page, click the **More** tabs and select **Issues** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can add existing one or more related issues to the control objective that you created. By mapping the existing issues to the control objective, you can reduce the count of open issues on the control objective.

a. Click the **Add** button.

b. Select the related issue or issues from the Issues pop-up.

c. Click **Add**.
The selected issues are added to the control objective as related issues and an m2m relationship is created between the control objective and the issues in issue to control objective [sn_grc_m2m_issue_content] table. You can also create an issue for the control objective by clicking the **New** button.

d. To remove an issue that is mapped to the control objective, select the issue and click **Remove**.
The remove action only removes the mapping between the control objective and the issue. The action doesn't delete the issue record.

Note:
The UI action buttons such as New, Add, Remove aren't available if the control objective is in Retired state.

What to do next

If you're implementing the Policy and Compliance Management software, return to the Policy and Compliance Management setup checklist and proceed to the next step.

Manage a control objective from the overview page

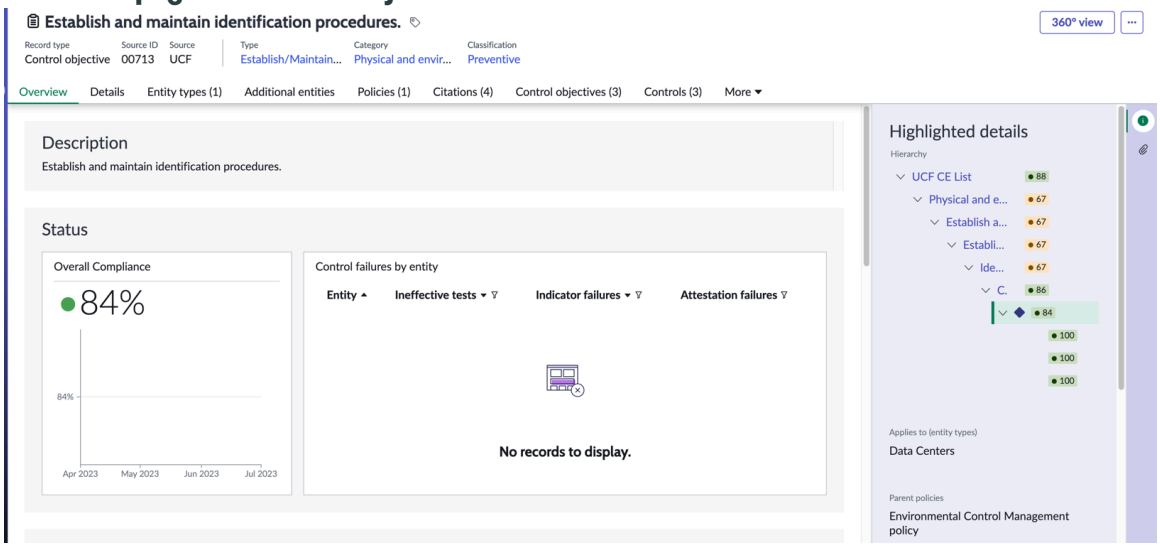
The Overview page of the control objective record gives you the overall details of its compliance status.

Overview page of a Control objective record

The control assurance section helps you to know if different attestations are in place, which demonstrates that the control has been implemented correctly. The indicators, in addition to control attestations, help to assess the controls or to monitor their compliance continuously. The ongoing and overdue status of tests conducted on controls is the key determinant by which the organization determines that its policies and authority documents are being followed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Overview page of a control objective record



For more contextual information about the control objective, select the sidebar icon ( ). For a given control objective record, you can view the hierarchy of mappings back to the authority documents and policies that show why you do the actions indicated in the control objective.

A control objective record has many related lists that come from different applications such as Advanced Risk, GRC Metric, PaCE, and others, which are listed next to the Overview. You can map or associate any of these available related list item with the control objective. For example, if you would like to add an entity type to the control objective, you can navigate to the Entity types related list, select the **Add** button, and map the required entity type.

Control objective requirements

A control objective requirement is a granular layer under a control objective that specifies a distinct compliance condition or expectation. Each control objective can have multiple statements, and each statement becomes a control objective requirement.

When control objectives are imported, if any control objective requirements are available in the source, they will also be imported with the control objective. Control objective requirements can also be manually added or selected from existing requirements when configuring a control objective.

When controls are generated under an entity, the control objective requirements help create corresponding control requirements.

Add control objective requirements

Control objective requirements can be manually added or selected from existing requirements when configuring a control objective.

Before you begin
Role required: admin

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the List icon.
3. Under Compliance Library, select **Control objectives**.
4. Select the control objective for which you want to add control objective requirements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. On the control objective page, navigate to **Control objective requirements** tab.
6. To add existing control objective requirements, do the following:

   a. Select **Add**.
   The Control objective requirements list appears. These are ones that are not already associated with the control objective.

   b. Select the control objective requirements from the list, and select **Add**.

7. To create new control objective requirements, do the following:

   a. Select **New**.
   The Create new control objective requirements page appears.

   b. In the Reference field, enter a unique numerical identifier for the control objective requirement (for example, you can use source or reference of the control objective and a number).

   c. In the Description field, enter a description for the control objective requirement.

   d. Select **Save**.

Control assessment based on GRC attestation template

You can select the option to attest controls using an assessment method. This assessment is an alternative method to the classic assessment that is based on ServiceNow AI Platform method of assessment.

Pre-requisites to enable smart assessment in Policy and Compliance Management

Smart assessment scoped applications

The base system ships the GRC smart assessment template to the users when the GRC: Policy and Compliance Management (sn_compliance) plugin is installed. However, the following scoped applications are required:

1. Smart Assessment core (sn_smart_asmt)
2. Smart assessment Migration tools (sn_smart_asmt_mig). For more information, see Migrate a legacy metric type to an assessment template
3. Smart Assessment Connected (sn_smart_asmt_conn)
4. Smart Assessment Designer (sn_smart_asmt_desg). For more information, see Using the template designer

Enable smart assessments system property

The *Enable smart assessments on control* system property must be set to true if you want to assess the controls using the assessment method based on GRC attestation template. For more information on the system property, see Enable smart assessments on control.

Migrate the template

Create a new template in Smart Assessment Engine. For more information, see Creating an assessment template from legacy assessment metric types.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Access control limitations for smart assessment user roles

sn_grc.business_user and sn_grc.business_user_lite

As logged in users they can respond to attestations in **My Attestations** on the Task page of Compliance Workspace, Risk Portal, and Employee Center.

sn_compliance_ws.corporate_compliance_manager and sn_compliance_ws.it_compliance_manager

Can view and edit the templates.

sn_compliance.attestation_creator

Can create template category and template migration.

sn_compliance.user

Can read all the assessments related to control category.

Assessment template category and migration tables

Assessment template categories [sn_smart_asmt_template_category]

The **Category role** field has the configuration of the minimum reader role required to read the template of this category. The role must contain sn_smart_asmt.template_reader role.

Assessment template migrations [sn_smart_asmt_mig_template_migration]

Used to migrate the existing source metric type and template category to the new assessment template format.

Impact of attestation method on control objective and control generation

When the *Enable smart assessments on control* system property is set to true and the Control objective record has the value **Attestation** in the **Attestation method** field, then all the controls that are generated for this control objective record after attestation has values defaulted from the control objective. The **Attestation method** field value defaults to **Attestation**.

Note:
The old control objectives will have default assessment method as classic assessment. If you would like to explore smart assessment method, then you should make necessary changes to either the control objective or the control. The control can be updated only if it does not have any control objective. After you create a new record, you can either opt the classic attestation or attestation as your attestation method.

- If the control objective is associated with the control, then the generated control inherits the **Attestation method** and **Attestation** field values.
- If a control is created from a control objective, the **Attestation method** and the **Attestation** fields are pre-populated, if the control objective has values in these fields.

  Note:
  The controls are automatically created if the **Create controls automatically** option is enabled for the control objective.

  The **Attestation method** field is read only. However, you can edit the **Attestation** field and select a different template for attestation. Any changes done to the control objective are automatically updated in the associated controls.

- After the control is saved and attested, the **Attestations** related list appears in the Control record. This related list displays all Assessment instances that are in Open and Completed states.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If the assessment method is changed from Classic attestation to Attestation in the control objective record, then the changes are reflected in all the control records generated for the control objective. Up until the control moves to the Attest state, the **Attestation method** and **Attestation** field values can be updated.

- If the control was previously generated opting the classic attestation method, then the **Classic attestation** related list has the details of all completed attestations.
- If the control is moved to the Draft state by selecting the **Return to Draft** button, all the assessments that were active are canceled. Similarly, if the control retires, all related assessments are canceled as well.
- If the control is marked **Exempt** owing to a policy exception, all the associated assessments are canceled. However, if the **Exempt** option is cleared for the control and if the control is in the Attest state, then the assessments are re-triggered. And, all the fields in the Attestation section of the control becomes read only.
- If a policy is associated to the control objective, and the policy is published, then all the fields of the control objective form become read only.
- When the control moves to the Attest state, the assessments are triggered. An email notification is sent to the control owner and the attestation respondents of the control, with the subject line referencing the new attestation name of the control number and the due date by which the attestation must be completed.
- If an attestation fails for one of the controls generated from a control objective, then the control becomes non-compliant and an issue is created. Or, if the control has an issue that already exists, then the **Issue source** field is updated. If the control moves to the Attest state and if the attestation passes, then the existing issues are closed, and the control becomes compliant.

- You can respond to the attestations from any of these portals:
  - Respond to attestations from the Employee Center.
  - Respond to attestations on the Risk Portal.
  - Respond to attestations from Tasks page of Compliance Workspace.
- To view the Control objective and Control form changes, see:
  - Create a control objective using the Compliance Workspace.
  - Create a control using the Compliance Workspace.
- To view the attestation widgets in the control and control objective overview pages, see User interface changes for assessments based on GRC attestation.
- To view the control attestations in 360° view, see 360° Relationship Visualization for Policy and Compliance Management.

Respond to attestations from the Employee Center

Respond to your attestations by logging in to the Employee Center.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

About this task

As an attestation respondent of a control you can log in to the Employee Center portal and respond to the attestations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Self-Service** > **Employee Center**.
2. Select **GRC tasks** in the **My active items** pane of the Home page.
3. Select the new task in My to-dos section.
4. Select the assessment instance link in the My pending tasks related list.
5. Enter your response to the set of questions, and attach an evidence document.
6. Select the **Next** button.
7. Select the **Provide acknowledgement** option.
8. Select the **Submit assessment** button.
9. Select **Close** in the Submission Successful pop-up.
   All the questions are read only now that you have submitted the response.

Respond to attestations on the Risk Portal

Respond to your attestations by logging in to the Risk Portal.

Before you begin
Role required: sn_grc.business_user, sn_grc.business_user_lite

About this task
As an attestation respondent of a control you can log in to the Risk Portal and respond to the attestations.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Risk Portal**.
2. Select the new task in My pending tasks section of the Risk Portal.
   You can view the Attestations on the left panel.
3. Select the assessment instance link on the right panel of the My pending tasks related list.
4. Enter your response to the questions in the category.
5. To attach an evidence, select the Add File link, select the document in the folder, and click **Open**.
6. Select the **Upload** button.
7. Select the **Next** button.
8. Select the **Provide acknowledgement** option in the Submit page.
9. Select the **Submit assessment** button.
10. Select **Close** in the Submission Successful pop-up.
    All the questions are read only now that you have submitted the response.

Respond to attestations from Tasks page of Compliance Workspace

Respond to your attestations by logging in to the Tasks page of the Compliance Workspace.

Before you begin
Role required: sn_grc.business_user, sn_grc.business_user_lite

About this task
As an attestation respondent of the control you can log in to the Compliance Workspace, navigate to the Tasks page and respond to the attestations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the tasks icon ( ).
   You can view the Control attestations on the left panel.
3. Select the assessment instance link on the right panel of the My pending tasks related list.
4. Enter your response to the set of questions, and attach an evidence document.
5. Select the **Next** button.
6. Select the **Provide acknowledgement** option.
7. Select the **Submit assessment** button.
8. Select **Close** in the Submission Successful pop-up.
   All the questions are read only now that you have submitted the response.

User interface changes for assessments based on GRC attestation

The Lists pane of the Compliance Workspace is updated with assessments link to navigate to the assessments. The attestation and classic attestation widgets are displayed in the home pages of the compliance manager, compliance analyst, and the IT compliance manager.

Lists page of the Compliance Workspace

You can select the Assessments list option in the Control attestations list of the Compliance Workspace List view to view the list of assessments that are not in complete state.

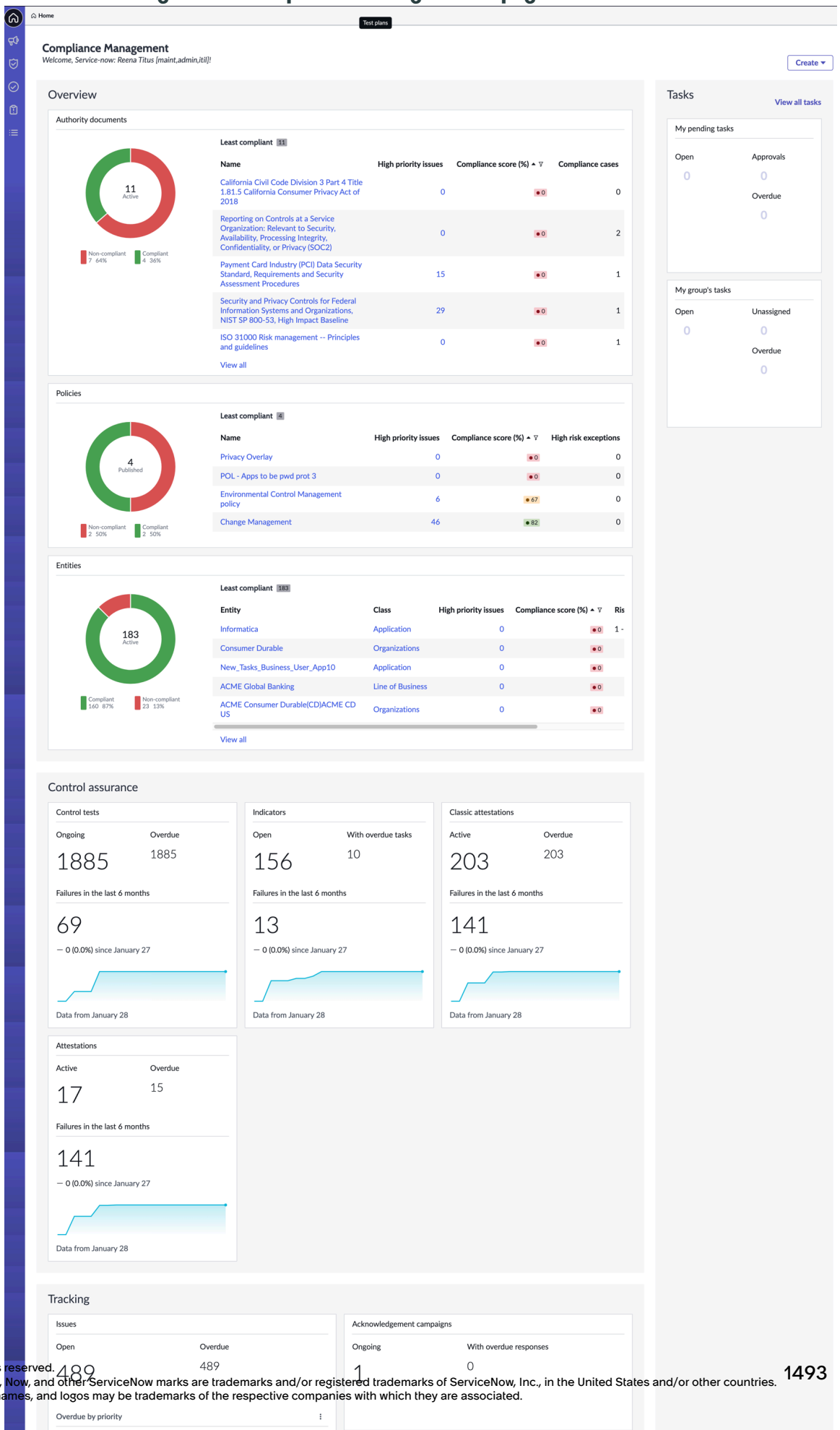
Attestation widgets in Compliance Workspace home pages

Compliance Home page for the compliance manager

The home page for the compliance manager is updated with the Attestations widget. The existing attestation widget has been renamed as Classic attestations that has the data of the completed attestations for the control when the attestation method was Classic attestation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attestations widget in the compliance manager home page



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Compliance Home page for the compliance analyst

Similarly, the home page for the compliance analyst is updated with the Attestations widget. The existing attestation widget has been renamed as Classic attestations and has the data of the completed attestations for the control when its attestation method was Classic attestation.

Compliance Home page for the IT compliance manager

So also the home page for the IT compliance manager displays the attestations data, and classic attestations if the control was formerly assessed by classic attestation method.

Attestation widgets in the Overview pages of control objective and control

Overview page of a control objective record

The overview page displays the Attestations widget with the open and overdue attestations for the last six months if the assessment method was Attestation.

Overview page of a control record

Displays the Attestations widget with the open and overdue attestation details. If the control was previously assessed by the Classic attestation method, then the data of all completed attestations are displayed. You can also view the **Completed attestation** widget with its details.

Grouping assessments for control attestations

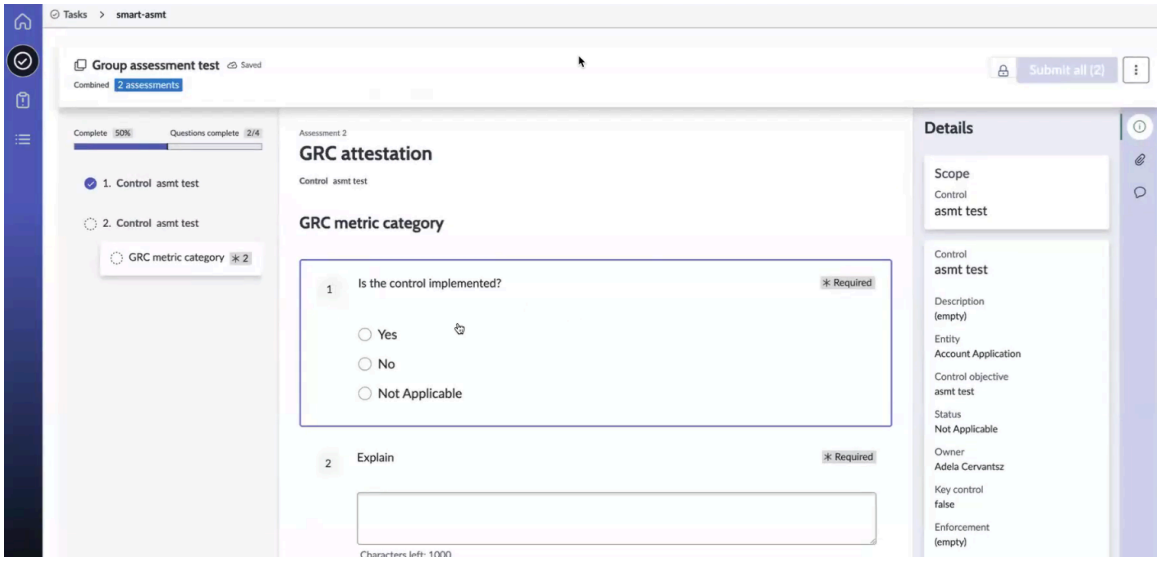
Control attestation feature is enhanced to display all the control related information in the assessment page. You can also group assessments for a user and combine them together. Therefore, all assessments that the user has to assess can be done together without having to assess one after the other.

Control information as Assessment reference

The **GRC attestation** template for control category of assessment had two targets as Control and Entity to display the control and entity related information on the assessment template. With the referential information of the assessment engine, Entity information is no longer displayed. Instead, all the relevant information about the control are added as Assessment reference in the GRC attestation template.

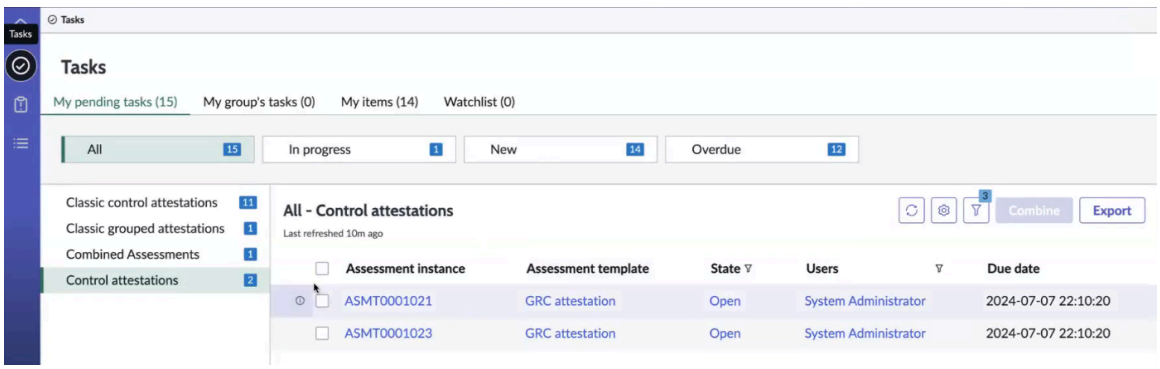
The contextual information such as its name, description, entity, control objective, status, owner, current compliance score, tier value, tiering assessor, enforcement, classification, and others are populated and displayed as you open an assessment in the Details pane on the right.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Grouping control attestations

You can group a list of assessments assigned to a particular user as Combined Assessments and assign a new name for the grouped assessments.



To group assessments, see Combine assessments for control attestations.

Combine assessments for control attestations

Provide response to similar assessments by grouping the assessments for a user in the Tasks page of the Compliance Workspace.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst

Procedure

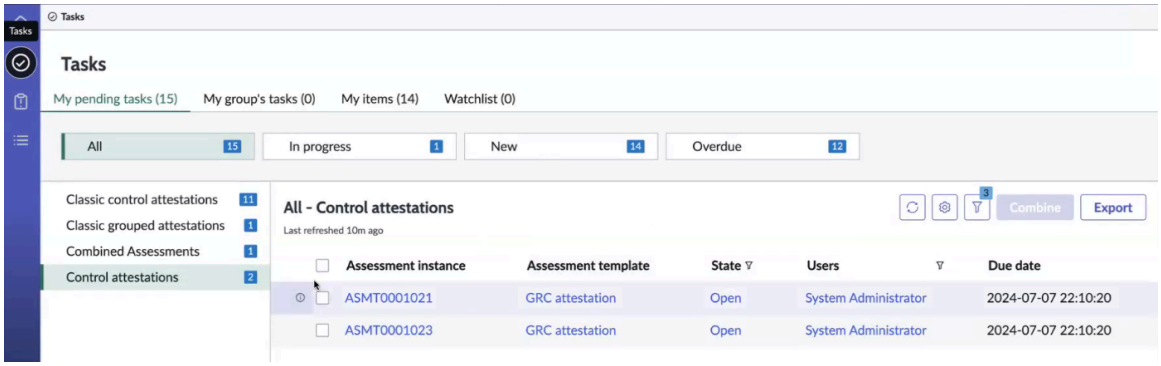
1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the tasks icon ( ).
3. Select the Control attestations on the left panel.
4. From the My pending tasks related list, select the assessment instances on the right panel that you wish to group.
   Once you select more than one assessment instance records, the **Combine** button is enabled.
5. Select the **Combine** button.
6. In the Combine pop-up, enter a name for the assessments that you are grouping.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you do not enter a name, then the name defaults to the assessment name, which is GRC attestation.

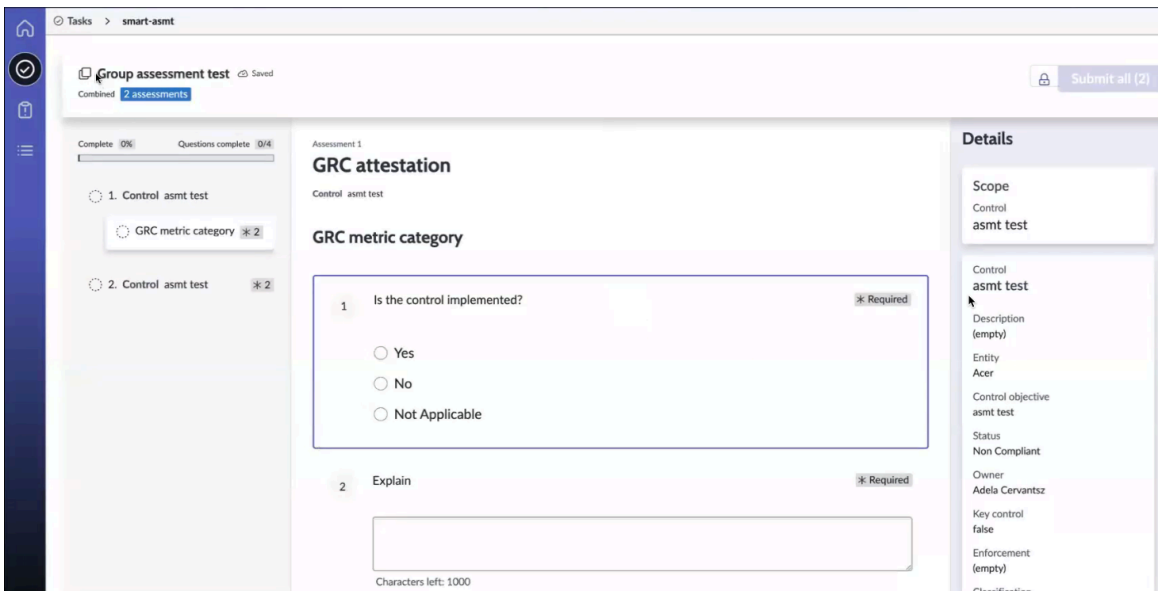
7. Click **Proceed**.

   The individual assessments are listed in the **Control attestations** list, and the grouped assessments in the **Combined Assessments** list in the My pending tasks related list.



   The selected assessments are grouped under one attestation name. You can respond to the assessments individually or as one in the grouped combined assessments. You can respond to one assessment even if you had grouped them. The Combined Assessments lists only those assessments that have not been taken.

8. Select the assessment and answer the questions.



9. Select the check box in the Submit combined assessment pop-up and click the **Submit all** button to submit the assessments.
10. Navigate to My pending tasks, and refresh the page.
    Since you completed the assessments, the Combined Assessments and Control attestations lists are removed.
11. Navigate to the Controls related list of the Control objective record page in the Compliance Workspace.
    You can view the completed assessments from their states for different entities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Perform CRI tiering questionnaire to determine the tier value of entity

Perform CRI tiering questionnaire on an entity to determine its tier, evaluation controls associated with the tier will be created or updated. Based on the response to the CRI questionnaire from the assessor, the compliance status of each mapped control to a question is determined and the overall compliance score of the entity is calculated.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst, sn_compliance_ws.corporate_compliance_manager, sn_compliance_ws.it_compliance_manager

About this task

Cyber Risk Institute (CRI) focuses on collaborating with financial sector customers and regulators and streamlines the standards in managing compliance in financial organizations. To mitigate the risks, CRI has created a profile as CRI Profile that is based on NIST CSF v2.0 content.

The content is based on NIST CSF v2.0 functions such as identify, protect, detect, respond, recover, and govern that are called as diagnostic statements. These statements map to various citations coming from the industry standards and generalized into common control objectives. When financial institutions comply with these diagnostic statements, they automatically comply with all the regulations and standards enforced by the financial sector.

ServiceNow base system provides this CRI Profile content to customers and they are:

- Authority documents for CRI Profile.
- FFIEC CAT is part of CRI Accelerator. For more information, see Cyber Risk Institute accelerator.
- NIST CSF content is part of CSF Accelerator. For more information, see NIST CSF process overview.

The CRI assessment is done in two steps:

CRI tiering questionnaire

With CRI, you can tier your organization with a prescriptive set of questions that you take to assess your company. Based on the responses to the assessment, your company is assigned a tier value.

CRI profile assessment

After the CRI tiering questionnaire is complete and based on the tier state of your company, you are required to complete the second step that is CRI profile assessment, which determines the compliance status of the controls and the overall compliance score of your company.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the lists () icon.
3. From the Compliance library of Authority documents list on the left pane, select an authority document based on CRI Profile v2.0.
4. Select the Citations related list to view the citations associated with the authority document, and select a citation.
   Each of these citations have a control objective associated to it.
5. From the Citation record's overview page, select the Control objective related list.
6. Select a control objective record and click the Citations related list to see the related citations that are from the CSF Profile v2.0 and FFIEC.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You will know how the records are mapped to the CSF Profile v2.0 content. You also have the content for FFIEC CAT and NIST CSF v2.0 in the Compliance library – Authority documents. With these content available, you can perform the tiering questionnaire for your company or subsidiary.

7. From the Lists page select **All entities** and click an entity record.
8. Select the **Details** related list of the entity record and click the **Class** field.
   Select any entity class, where the **Is CRI** option is enabled for **Cybersecurity Risk Profile (CRI)**. This flag determines whether this class is applicable for CRI profile assessment. Any entity related to this class is entitled to be assessed for the CRI tiering questionnaire.
9. Close the record, and select the Details related list of the entity.
10. Enter the tier details in the Cybersecurity Risk Profile (CRI) related list.
    For more information, see
    - The Entity form in Create an entity.
    - The Related lists in the Entities section.
11. Select the ••• icon and click the **Initiate CRI tiering questionnaire** option.
12. Enter a message in the **Message** field and select the **Initiate tiering questionnaire** button in the CRI tiering questionnaire pop-up.
    After you initiate the tiering questionnaire the **CRI tiering questionnaire** related list appears in the Entity record.
13. Select the **CRI tiering questionnaire** related list and click the assessment instance link.
    You can also respond to the assessment from the **Tier assessments** list of the My pending tasks related list in the Tasks page and from the Employee Portal. Review the tiering assessment instructions and respond to the questions. Based on your response to each question, the tier level of the entity is determined.

    To respond to an attestation, see Respond to attestations from Tasks page of Compliance Workspace and Responding to assessments.
14. After you submit your assessment, open the entity record to view the tier value in the **Tier** field of the **Cybersecurity Risk Profile (CRI)** section.
    Additionally, based on the tier value you can also know the number of controls that are generated based on the control objectives coming from the tier profile.
15. To view the controls mapped to the tier value, select the **Downstream controls** related list.
    After the tier is determined based on the tiering questionnaire, you can now perform the CRI profile assessment.

Perform CRI profile assessment per CRI guidelines using control assessment engine

Perform CRI profile assessment based on the tiering questionnaire of an entity to determine the compliance status of the controls and know the compliance score that rolls up to the entity.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst, sn_compliance_ws.corporate_compliance_manager, sn_compliance_ws.it_compliance_manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the lists ( ) icon.
3. Select **All entities** from the Scoping list on the left pane and click the entity record for which you completed the CRI tiering questionnaire.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. As an owner of the entity, select the ••• icon and click the **Initiate CRI profile assessment** option.
   The CRI profile assessment is created based on the tier value, and you can view the assessments in the **CRI profile assessment** related list, which takes a few seconds to be generated. The controls are also created simultaneously.

   Note:
   When the tier assessment is in progress, you will not be able to trigger either tier assessment or CRI profile assessment. When one CRI profile assessment is in the process of creation, then you will not be able to trigger another CRI tier assessment. If one CRI assessment is open, then the tier assessment option is also not visible.

5. Select the CRI profile assessments related list and refresh the page to view the assessment.
6. Select the assessment link.
   The assessment is divided into many sections based on the functions of the CSF v2.0 content. You can read the instructions and answer the questions. Each question is mapped to the control objective which in turn maps to the diagnostic statement of the CRI profile. Each of these questions have a multiple choice answers out of which you can choose an answer.

   a. Select the **View guidance** link
      The text in the link gives more context and guides you in your response to the question that is being asked by providing a response guidance. It gives examples of effective evidence as to what kind of evidence you can attach.

   b. Write your justification in the **Provide justification for this response** field.

   c. Select the **Add attachments** button in the **Provide attachments for this response** field.
      Justification and adding attachments are optional, however these are recommended by CRI. The related information on the right pane of the questionnaire gives you more context about the scope, entity, people, requested and due dates of the assessment.

7. Answer all the questions and select **Submit**.
   After you complete the assessment, based on your responses the corresponding controls reflect the compliance status. The compliance score rolls up to the entity level.
8. Select the **Downstream controls** related list to view the status of each control if it is Compliant or Non Compliant.
   If non compliant then an issue is generated that you can view in the **Downstream issues** related list. Compliance score is calculated at the entity level, which you can view in the Overview page of the entity.

Deactivate a control objective using the Compliance Workspace

Using the Compliance Workspace, you can deactivate control objectives that are no longer relevant to their citation or parent control objective.

Before you begin

Role required: sn_compliance_admin or sn_compliance_manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Control objective**.
2. Open a control objective.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. In the control objective, clear the check box marked **Active**.
4. Click **Update**.

Relate a control objective to a policy using the Compliance Workspace

Control objective can be associated to a policy individually when the policy is in the review or draft state. Using the Compliance Workspace, you can choose the policy in the document field on the control objective, or edit the Control Objective related list.

Before you begin
Role required: sn_compliance.admin, sn_compliance.manager, sn_compliance.user

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Policies**.
2. Open the policy record.
3. Click **Edit** in the **Control Objectives** related list.
   The slushbucket contains active control objectives with no associated policy selected.
4. Select the control objectives.
5. Click **Save**.
   Those control objective are listed in the **Control Objective** related list.

What to do next
If you are implementing the Policy and Compliance Management software, return to the Policy and Compliance Management setup checklist and proceed to the next step.

Relate a control objective to a citation using the Compliance Workspace

Using the Compliance Workspace, you can map a single control objective to many citations from different authority documents. This function allows you to test a control objective once while complying with many different citations.

Before you begin
Role required: sn_compliance_admin, sn_compliance_manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, click the List icon ( ).
3. Navigate to **Compliance library** > **Citations**.
4. Open a citation record.
5. In the **Control Objectives** related list, click **Add**.
6. Select the control objectives from the Control Objectives pop-up.
7. Click Add.
   The control objectives that you added are related to the citation.

Create a citation using the Compliance Workspace

Authority documents, citations, and control objectives are usually downloaded from a third-party provider. However, citations can be created manually from an authority document using the Compliance Workspace. The **Active** option in a citation indicates whether the citation is active or inactive.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: sn_compliance_admin or sn_compliance_manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the lists icon ().
3. Select Authority documents in the Compliance library list.
4. Select to open an authority document.
5. In the **Citations** related list, select **New**.
6. On the form, fill in the fields.

Citation form

Field	Description
Name	User-defined name that identifies this citation.
Source	Source of the policy. For example, if the statement is from a third-party provider, indicate which one.
Source ID	Unique identification number used by the source to catalog this authority document.
Reference	Content reference.
Type	Type of citation created. Optional field not used for any processing. Use the value in this field in reports or to query for records of a specific type. ○ Core Topic ○ Process ○ Control Objective ○ Control ○ Supporting information
Authority document	Name of the parent authority document for this citation. When you create citations from the authority document form, the system completes this field automatically.
Active	Option that indicates if a policy is active. A policy is marked active if it is not in the **Draft** or **Retired** state. To deactivate a citation, clear the check box marked **Active**.
Parent	References the parent content.
Description	Description of the citation.

7. Select **Save**.
   You can view the description of the citation and monitor the overall compliance, its breakdown, and the non-compliant entities in the different widgets of the **Status** pane in the default **Overview** page. There is also a sidebar, which highlights all the citation record details.

Create an authority document using the Compliance Workspace

Authority documents manage a process, and citations are created within them to manage the points of the process. For example, the process called Building Security contains a citation for Entry Control.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst, sn_compliance_ws.corporate_compliance_manager, sn_compliance_ws.it_compliance_manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the **Create** list and select **Authority document**.
3. On the form, fill in the fields.

Create New Authority document form

Field	Value
Name	Name of the document.
Number	Read-only field that is automatically populated with a unique identification number.
Source	A non-editable field with the source of the policy. For example, if the statement is from the UCF import, the source is UCF.
Source ID	The unique identification number used by the source to catalog this authority document.
Version	The unique version number used by the source to identify this authority document.
Common name	Abbreviated version of the **Name** field.
Category	Category for this authority document.
Type	The document type: ○ Audit Guideline ○ Best Practice Guideline ○ Bill or Act ○ Contractual Obligation ○ International or National Standard ○ Not Set ○ Organizational Directive ○ Regulation of Statute ○ Safe Harbor ○ Self-Regulatory Body Requirement ○ Vendor Documentation
Valid From	The date and time for which the policy becomes valid.
Valid To	The date and time for which the policy is no longer valid.
Url	The URL of the stored authority document.
Description	More information about the authority document.

4. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The authority document is created and all its related lists are available for your view. By default, the Overview page opens up to display the **Description** of the authority document record and highlights the record details in the sidebar of the page.

5. From the **Overview** page, select the **Issues**.
   You can add existing one or more related issues to the authority document that you created. By mapping the existing issues to the authority document, you can reduce the count of open issues on the document.

   a. Select the **Add** button.

   b. Select the related issue or issues from the Issues pop-up.

   c. Select **Add**.
      The selected issues are added to the authority document as related issues. You can also create an issue for the authority document by selecting the **New** button.

   d. To remove an issue that is mapped to an authority document, select the issue and click **Remove**.
      The remove action only removes the mapping between the authority document and the issue, and doesn't delete the issue record.

      Note:
      The UI action buttons such as New, Add, Remove aren't available if the authority document is in Retired state.

Deactivate an authority document using the Compliance Workspace

The **Active** option in an authority document indicates whether the authority documents have been retired.

Before you begin
Role required: sn_compliance.admin or sn_compliance.manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance** > **Authority Documents**.
2. Open an authority document.
3. In the authority document, clear the check box marked **Active**.

   For Authority documents imported from UCF, users are not allowed to clear the **Active** check box as it is a read-only form.

Manage policy exceptions and extensions using the Compliance Workspace

Policy exceptions and extensions provide temporary relief for non-compliant controls. The policy exception captures the rationale, comments, and evidence to support the acceptance or rejection of a policy exception request.

Also, you can request an extension to an approved policy exception before the policy exception validity period. The control owner, the compliance manager, and the risk manager may be involved in the policy exception and extension workflow.

Request a policy exception using the Compliance Workspace

Use the Compliance Workspace to request exceptions for policies, control objectives, or issues by specifying the reason of exception on a particular list of the systems, applications, networks,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

or entities for which the exception applies. You must also specify the duration for which the exception is required.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

About this task

Exceptions provide temporary relief when you are unable to meet compliance requirements due to extraordinary situations. For example, you are unable to meet a control that stipulates all critical OS servers must be patched within 48 hours after the OS vendor releases patches.

Note:
For more information on policy exceptions, see Manage policy exceptions and extensions.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Click **Policy exception** in the **Create** list.
3. On the form, fill in the fields.

Create New Policy Exception form

Field	Description
Number	Unique identification number.
Name	Name of the policy exception.
Requester	Person requesting the policy exception, usually the control owner.
Reason	Reason for requesting the policy exception. The requester can change the reason until the policy exception is approved.
Short description	Description for the policy exception request.
State	State of the policy exception within the approval workflow.
Substate	Approval substate of the policy exception within the approval workflow.
Priority	Approval priority of this policy exception
Justification	Evidence or rationale for the policy exception.
Source	
Source type	Type of policy exception that you want to create. The options are: ○ Policy: Create a policy exception based on a policy. ○ Control objective: Default is a single control objective on which the policy exception is created. When you select a control objective, the **Impacted controls** tab appears, where you can select controls associated to the control objective. ○ Controls: Option to create a policy exception on multiple controls. Select **Control** to associate multiple controls from different control objectives. This option supports multiple controls objectives for your policy

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	exception, instead of creating multiple policy exceptions that could be applied on multiple controls. ○ Issue: Issue associated with this policy exception.
Policy	Policy for which the exception is created.
Control objective	Control objective associated with this policy exception.
Issue	Issue associated with this policy exception.
Target record	Target record table on which the policy exception is applied. This table is also referenced in the **Policy exception target table** field of the Policy Exception Integration Registry form.
Schedule	
Valid from	Day on which the policy exception begins.
Valid to	Day on which the policy exception ends. Valid to date must be after Valid from date and cannot be a past date.
Duration	Number of days between the **Valid from** and **Valid to** dates.
Approved extensions	Number of times extensions have been requested so far and have been approved.
Remaining extensions	Number of times extensions can be requested in future. `Remaining extensions = Value in the` *`Number of extensions allowed for a policy exception`* `property - Number of Approved extensions`.
Created	Date on which the policy exception was requested.
Date approved	Date on which the exception was approved.
Extension date	Requested extension date, which is after the **Valid to** date.
Extension reason	Reason for extension.
Original valid to	Date until which the policy exception was originally requested and approved. The original**Valid to** date is populated only when the extension is approved.
Assignment	
Watch list	Users that are notified when the request is updated.
Approval group	Group that has the compliance manager role. If the policy exception reaches Review state you cannot edit the approval group. If you don't provide an approval group, then the field defaults to compliance manager. Compliance manager is the default role if the policy exception is raised from any upstream application that is integrated with GRC. For example, if you raise a policy exception for a problem that is related to an incident and that problem is related to GRC.
Approver	User from the approval group. If the exception policy moves to the **Analyze** state, then you must select an approver.
Risk assessment	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Method	Method to assess risk: ○ Select risk rating: Select the risk rating associated to this policy exception. ○ Take risk assessment: Take a risk assessment to calculate the risk rating. **Note:** This option is available only when GRC: Advanced Risk plugin is installed. Risk assessment can be triggered by clicking the **Assess risk** button on the form. This button is available only when **Take risk assessment** is selected.
Risk rating	Risk rating as determined by the risk assessment performed on the policy exception. If you had selected **Select risk rating** option in the **Method** field, then you can select a value from the list. If you select **Take risk assessment** option in the **Method** field, then this field is auto-populated with the response provided in risk assessment.
Override	Option to override **Risk rating** that was auto-populated based on the responses provided for the risk assessment. This field appears if the **Method** is **Take risk assessment** option.
Risk description	Description of the risk as performed by the risk manager during risk assessment.
Analysis of risk and impact	Details on the likelihood of this risk occurring and residual impacts of this risk on the policy exception.
Risk mitigation plan	Risk mitigation plan for this policy exception.
Comments	
Work Notes	Work notes can be used by exception reviewers and approvers to share Information about the exception.
Additional comments	These comments are used by the reviewer to communicate additional information to the exception requester.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on confidential option, see Confidentiality flag for audit and compliance records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
In versions prior to Version 10.1, the **Risk assessment** related list was called **Business Impact Analysis** and required that the GRC: Risk Management application be activated. Starting in Version 10.1, the dependency on Risk Management has been removed and the associated field names have changed.

Approved extensions, **Remaining extensions**, **Date approved**, **Extension date**, **Extension reason**, **Original valid to** fields appear only when you've requested an extension on the policy exception and has been approved by the approver.

With regard to the m2m association of an issue with policy exceptions, there are certain considerations you must know about the values populating in the **Issue** field, **Control objective** field, and in the Impacted control tab:

a. If you select an issue in the **Source type** field, then the **Issue** reference field lists issues that have one or more active controls associated with them. Active controls are the ones in Attest, Review, or Monitor states and not in Draft or Retired states. You can navigate to the Impacted controls tab to view the controls associated to the issue.

b. If the issue is linked to only one control objective, then that linked control objective is populated in the **Control objective** reference field. If the issue is linked to more than one control objective, then no value is populated in the **Control objective** field. Click the **Control objective** reference field to select a control objective.

c. If you didn't select an issue in the **Issue** field, but a control objective is populated in the **Control objective** reference field, then the Issue reference field will list only those issues that are linked to this control objective.

d. As soon as you add an issue in the **Issue** field, then all the controls linked to the issue are added in the Impacted controls tab. However, when you select a control objective in the **Control objective** reference field, then all the controls listed in the Impacted controls tab are replaced with only those controls that are linked to the selected control objective and the issue. Controls can be in any state but not in Draft or Retired state.

e. An impacted control linked to one issue of a policy exception will not be listed for you to add in another policy exception because that control is already listed in the Impacted control tab of the first policy exception. If you add more controls to the issue later, and when you link the issue to the second policy exception, then all the newly added controls will be added as impacted controls but not the one that was already added as an impacted control of the first policy exception.

f. Previously, an issue-based exception required a linked policy or control objective for additional approvals. Now, it requires any one of the following: a linked policy, control objective, or control. If a control is used, it must be linked to the policy exception itself, not just to the issue.

4. Save the policy exception.
   The Policy exception is in **New** state.
5. Click the **Request approval** button.
   If verification rules are configured, then verification approvals are triggered. After the verification approvals are approved, the policy exception moves to Analyse state.

   After the policy exception is approved and if the **Valid to** date is reached, then the state moves to **Closed** and the substate moves to **Expired**.

   You can also withdraw the policy exception anytime before the policy exception is approved, if it's no longer required, right from the **New** state.

6. To withdraw the policy exception, click the **Cancel Request** button.
   The state moves to **Closed** and the substate to **Canceled**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

As a requester you can request extensions to a policy exception that is in the Approved state more than once. Configure the *Number of extensions allowed for a policy exception* property to request policy extension multiple times.

To set up the property, see Configure the number of extensions allowed for a policy exception.

To request extension, click the **Request extension** button and enter the details in the Request extension pop-up.

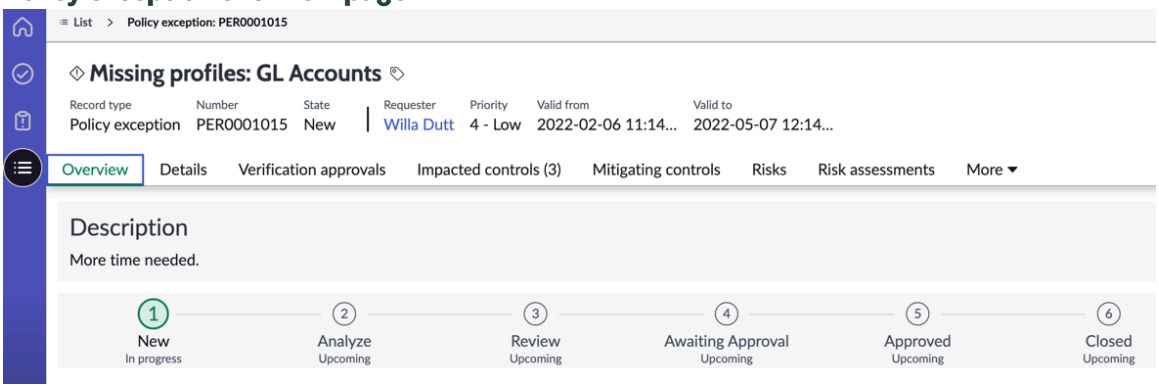
Click **Request**. You can see the policy extension details in the Schedule tab of the Policy exception form after the requester has requested for an extension and the policy extension has been approved by the approver.

Manage policy exception from the overview page

The overview page of the policy exception gives you the overall basic details of the policy exception.

As soon as you save and submit a policy exception, the Overview page opens by default that gives you all the basic details of the policy exception. The header shows the name of the policy exception, the description tells you the justification for the policy exception, and the stepper shows the different states the policy exception would pass through before it is finally approved, New state being the default.

Policy exception overview page



Review the policy exception and extension request using the Compliance Workspace

After reviewing a policy exception request using the Compliance Workspace, a compliance manager can accept or reject the request. However, if the compliance manager doesn't have enough information to decide, they can request a risk assessment by the risk manager.

Before you begin

Role required: sn_compliance.manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, click the List icon ( ).
3. Click **All policy exceptions** in the Policy exceptions list.
4. Click the link to the policy exception record in the **Name** column.
5. Perform one of the following actions.

6. Perform one of the following actions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. Click **Update**.

Assess risks of policy exception using advanced risk assessments

Take the advanced risk assessment to evaluate the risk involved with the policy exception.

Before you begin

Role required: sn_compliance.manager

GRC: Advanced Risk is the required plugin for the integration with Advanced risk assessment to assess risk using the advanced risk assessment feature.

About this task

After the policy exception is submitted, as a compliance manager you can do the risk analysis on the policy exception to evaluate its risk status and determine its approval based on its risk impact on the policy.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, click the List icon ( ).
3. Click **All policy exceptions** in the Policy exceptions list.
4. Click the link to the policy exception record, for which you want to assess the risk, in the **Name** column.
5. Select the **Take risk assessment** option in the **Method** field of the Risk assessment section.
   For more information on the risk assessment options, see Risk assessment section.
6. Click **Save**.
7. Click the **Assess risk** button.
   You can assess the risk of a policy exception only when its state is Analyze.
8. Select a risk assessor and an approver in the Specify risk assessor and approver pop-up.
   Any user with compliance user role or risk user role can be a risk assessor or an approver.
9. Click the **Send assessment** button.
   Assessment is sent to the user selected in the pop-up. For more information, see Assess risks and objects on an assessment instance.

   After the assessment is complete, the **Risk rating** field on the policy exception form is auto-populated with the values configured in Policy exception risk rating mapping table.
10. Click the **Details** tab.
    The score calculated based on the risk assessment responses that you provided is mapped with the value in the **Risk rating** field.

Set up advanced risk assessments for policy exception

Customize the risk assessment methodology by creating your values for each question in risk assessment and calculate your risk rating scores.

Before you begin

Role required: sn_compliance.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

If you want to make changes to the Risk Assessment Methodology that is provided by the base system or create a new methodology for policy exception, then the following procedure must be followed after creating or updating the risk assessment methodology for policy exception.

Map the Qualitative Rating Criteria of the risk assessment methodology with the risk rating of the policy exception in the Policy exception risk rating mapping (sn_compliance_policy_exception_risk_rating_mapping) table for the final risk rating score.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Policy exception risk rating mapping**.
2. Enter the corresponding policy exception risk rating value for each risk assessment rating.

   Note:
   The qualitative rating criteria of a residual assessment from a published risk assessment methodology on policy exception table are available options in this field.

3. Click **Save**.
   The score in the risk assessment is converted to the corresponding value in the policy exception risk rating column.

   Note:
   All qualitative rating criteria that are newly configured must have an equivalent mapping with the policy exception risk rating. If the mapping of the Risk assessment rating with the Policy exception risk rating in the Policy exception risk rating mapping table is incorrect, then the **Risk rating** field displays the result as **NONE** along with a message. In this case, you have an option to override the risk rating result of the **Take risk assessment** method and select a value in the **Risk rating** field by selecting the **Override** check box.

   If you are creating a different assessment methodology from the one that is provided by the base system, then you must add the sys_ID of the new methodology in the value field of *sn_risk_advanced.rams_with_extension_points* system property.

Manage issues using the Compliance Workspace

Using the Compliance Workspace, you can measure the effectiveness of your company's risk management program by how quickly and completely it identifies and reacts to risk and compliance issues.

Manually create GRC issues using the Compliance Workspace

Using the Compliance Workspace, GRC you can manually create issues to document policy, risk, or audit observations, or to accept any GRC problems. You can also identify the source of the issue to help analyze and classify the issues.

Before you begin

Role required: compliance_admin, compliance_manager, or sn_compliance.user

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, click the List icon ().
3. Navigate to **Issues** > **All issues**.
   The list displays all issues. However, the base condition to filter issues is that the Classification must be Compliance or empty, or in the case where the issue has an m2m association with

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

an engagement, the logged-in user must be one of the three users, such as an auditor, engagement lead, or approver.

4. Click **New**.

   For field descriptions of the Create New Issue form, see Compliance workspace issue form.

   Note:
   Starting with Version 12.0.1 of the Policy and Compliance Management application, the minimum role for the **Assigned to** user on the Issues form is GRC Business User [sn_grc.business_user]. The minimum role for the **Issue manager** is GRC User [sn_grc._user].

5. Save the issue record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The tabs enable you to perform various tasks for remediating the issue. You can add policy exceptions and create remediation tasks. You can also view other issues, indicator results, and task SLAs related to the issue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Starting with Version 12.0.1, the **Task SLAs** tab creates and displays SLAs based on the **Due date**. Notifications are sent to the issue owner and issue manager when the issue **Due date** reaches 50%, then %75, then when it breaches. If the **Assigned to** and **Due date** fields aren't empty and the issue isn't in the **New** state, an SLA is created for the issue.

If the due date for the SLA changes, a new SLA is created. The SLA is completed when the issue transitions to **Closed Complete** or **Closed Incomplete**. Also, if the **Due date** or **Assigned to** fields are empty, or the state is New, the SLA is cancelled.

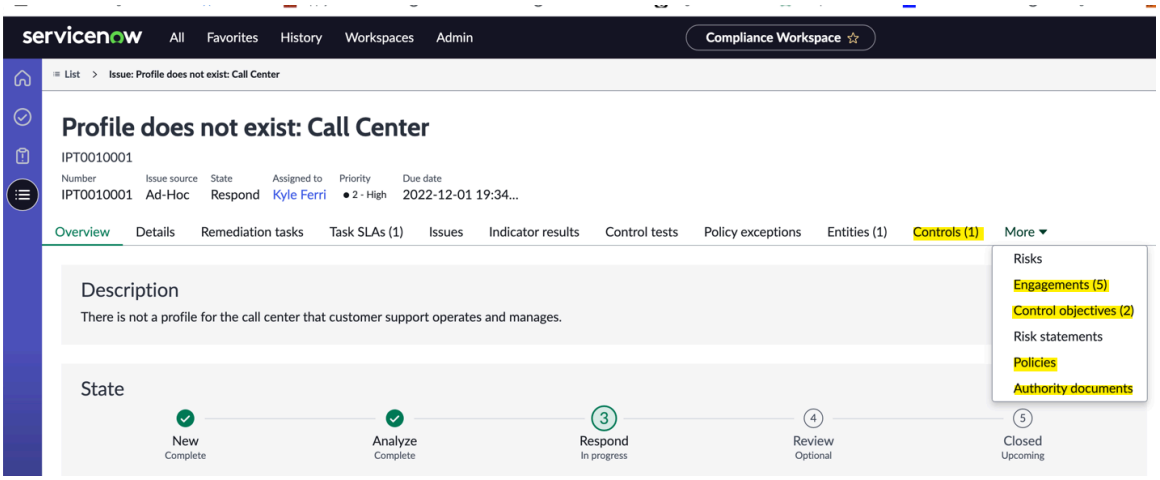
Also starting with Version 12.0.1, remediation tasks can be created by users with the **Assigned to** user and issue manager, as well as any user with the GRC Business User role.

You can navigate to the issue record that you created and use the related lists to.

- Link the issue to multiple records of the same object type such as a control. For example, if there are three controls that monitor Google Cloud, Microsoft Azure cloud, and AWS cloud and there are three different issues raised for them being down, you can link all the three controls to one issue as cloud services is down.
- Link the issue to different objects such as controls, control objectives, policies, and engagements.
- Relate the issue to different type of objects.

Note:
If the issue is closed, then you cannot create, add, or remove any of the objects from the issue form. You can view the Control, Control objective, Authority document, Policy, Engagement related lists in the Issue Overview page. However, the UI action buttons in each of these related lists such as New, Add, and Remove are inactive.

Related lists in the Issue form



The related lists in the issue form for each type of object where the issue can be linked helps to:

- Reduce the number of open related issues existing in an organization.
- Help identify the root cause of the issue and group similar issues.
- Solve one issue, which resolves the related issues.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Compliance Workspace issue form details

Field descriptions to enter on the New Issue form in the Compliance Workspace.

Create New Issue form

Field	Description
Number	Unique identification number.
Name **Note:** Until Version 12.0.1, this label was **Short description**.	A name for the issue.
Issue source	Source from where the issue was created. This field is auto-populated with one of the following options based on how the issue is created: • Indicator Failure: Issue is created by a failure of the indicator • Risk Assessment: Issue is created in a risk • Risk Event: Issue is created in a risk event • Control Attestation Failure: Issue is created due to a non-compliant control • Control Test Failure: Issue is created when a control is ineffective and the control test is marked as closed and complete • Ad-hoc: Issue is manually created
Issue type	Type of issue. Choices are: • Control design effectiveness failure • Control operative effectiveness failure • Control does not meet requirement • Control does not exist • Non-compliance to a regulation • Non-compliance to a policy • Improvement or suggestion to an existing policy • Recommendation for a new policy • Process optimization or improvement • Observation • Data Breach • Fraud • Misstatement • Training

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Issue form (continued)

Field	Description
	• Documentation • Risk issue • Other
Classification	The classification of the issue as a risk, compliance, or audit, based on the issue type.
Location	Location where the issue occurred.
State	• New • Analyze • Respond • Review • Closed Complete • Closed Incomplete
Substate	The substate and applicable details for the substate.
Priority	The sequence in which an issue needs to be resolved, based on its impact and urgency: • **1 — Critical** • **2 — High** • **3 — Moderate** • **4 — Low** • **5 — Planning**
Issue rating	Starting with Version 12.0.1, the issue manager can assign the issue rating to the issue. Based on the issue rating, the **Due date** under the **Dates** tab is calculated as follows and displayed: • Very high (2 days) • High (4 days) • Moderate (8 days) • Low (10 days) • Very Low (15 days) You can manually override the **Due date**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Issue form (continued)

Field	Description
	Note: Users with the sn_grc.manager and sn_grc_advanced.issue_triage_manager role can navigate to **Policy and Compliance** > **Administration** > **Issue rating** and define additional issue ratings. When the issue transitions to the **Respond** state, the Issue rating field is read only.
Description	Comprehensive description of the issue.
Assignment	
Assignment group	Group to which this issue has been assigned. Each member receives a notification when activity has occurred on this issue.
Assigned to	Member of the group assigned to resolve the issue. Starting with Version 12.0.1, the user must have at least the sn_grc.business_user role. **Note:** Use the bulb icon to get suggestions on who must the issue be assigned to. The bulb icon only appears if you have the GRC: Predictive Intelligence application activated, the form is saved, the **Assigned to** field is not disabled, and the GRC Property is selected as Similarity Analysis. For more information, see Governance, Risk, and Compliance properties. Starting with Version 12.0.1, the assigned-to user receives an email notification when the issue manager requests more information. Starting with Version 12.0.1, when an issue transitions to the **Respond** state, an entry in the **Assigned to** field is mandatory.
Issue manager group	The group responsible for managing and reviewing the issue. Starting with Version 12.0.1, the following enhancements and requirements were introduced:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Issue form (continued)

Field	Description

	• Members of the issue manager group must have one of the following roles:
	  ○ sn_audit.manager
	  ○ sn_audit.user
	  ○ sn_compliance.manager
	  ○ sn_compliance.user
	  ○ sn_grc.manager
	  ○ sn_grc.user
	  ○ sn_risk.manager
	  ○ sn_risk.user
	• When an issue transitions to the **Analyze** state, an entry in either the **Issue manager group** or **Issue manager** field is mandatory.
	• When an issue is assigned to the group, the members receive an email notification. Additionally, the issue manager receives an email notification when the issue transitions to the **Review** state.

Issue manager	The user responsible for managing and reviewing the issue. Starting with Version 12.0.1, the following enhancements and requirements were introduced: • The issue manager must have at least the sn_grc.user role. • The issue manager receives an email notification when the assigned-to user requests more information. • When an issue transitions to the **Analyze** state, an entry in either this field or **Issue manager** is mandatory. • When an issue transitions to the **Respond** state, an entry in this field is mandatory.
Watch list	Users who are on the watch list for the issue.
Schedule	
Due date	(Starting with Version 12.0.1) This date is auto-populated based on a GRC property. Navigate to **Policy and Compliance** > **Administration** > **GRC Properties**. If the **Auto populate due date based on issue rating** property is set to **Yes**, this field is auto-populated based on the predefined remediation time frame for

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Issue form (continued)

Field	Description
	the issue's risk rating. Otherwise, you can manually enter a due date. When an issue transitions to the **Respond** state, an entry in this field is mandatory.
Confirmed date	(Starting with Version 12.0.1) The date when the issue is confirmed. This field is read-only, and displays today's date when the issue is moved from **New** to any of the following states: • **Analyze** • **Review** • **Respond** **Note:** If a triage issue is converted to an actual issue, this field displays the date it was converted.
Planned start date	Date and time that work on the issue is expected to begin.
Planned end date	Date and time that work on the issue is expected to end.
Duration	Estimated amount of work time. Calculated using the **Planned state date** and **Planned end date**.
Created	The date and time the issue was created.
Closed	The date and time the issue was closed.
Actual start date	Time when work began on this issue.
Actual end date	Time when work on this issue was completed.
Actual duration	Amount of work time. Calculated using the **Actual state date** and **Actual end date**.
Issue grouping	
Parent issue	Parent issue this issue belongs to.
Issue group rule	Group rule assigned to this issue. The Issue group rule is used to group similar issues together into a parent issue based on conditions defined in the rule. This allows you to work on similar issues simultaneously and close out the parent issue after all issues are resolved. This closes out all the child issues.
Action plan	
Recommendation	Resolution actions recommended by the risk, compliance, or audit teams.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Issue form (continued)

Field	Description
Action Plan	The plan for remediating the issue.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on confidential option, see Confidentiality flag for audit and compliance records.
Activity	
Work notes (Private)	Click the **Work notes** check box to display the **Work notes** field. Information about how to resolve the issue, or steps already taken to resolve it, if applicable. Work notes are visible to users who are assigned to the issue. Click **Post** to add your work notes to the issue.
Additional comments (Customer visible)	Public information about the issue. Click **Post** to add your comments to the issue.
Settings	
Functional domain	Functional domain for the issue.
Details	
Control/Risk	The control or risk associated with the issue. When the control is associated, the corresponding entity of the control is added to the **Entity** field, and the corresponding control objective is added to the **Control Objective/ Risk Statement** field. The control objective and entity are the ones that are linked to this control. When the control is associated to the issue form, an m2m record is created in the source [sn_grc_m2m_issue_item] table. Whenever a record is added in the source table, a corresponding record, Issue to Entity is added in the destination [sn_grc_m2m_issue_to_entity] table, and another record Issue to Content is added in the destination [sn_grc_m2m_issue_content] table for the associated entity and control objective of the control.
Entity	Related entity.
Policy	The policy associated with the issue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Issue form (continued)

Field	Description
Authority document	The authority document associated with the issue.
Control Objective/Risk Statement	The control objective or risk statement related to this issue.
Processing activity	
Engagement	
Engagement	The related engagement.
Risk Event	
Risk event	The related risk event.

Group similar issues under a new parent issue using the Compliance Workspace

When you are creating an issue using the Compliance Workspace, you have the option of grouping the issue with other similar issues.

Before you begin

Role required: (per product)

- In Policy and Compliance Management: compliance_admin, compliance_manager, or sn_compliance.user
- In Risk Management: risk_admin, risk_manager, or sn_risk.user
- In Audit Management: audit_admin, audit_manager, audit_admin, or sn_audit.user

About this task

Grouping issues under a parent can save you valuable time. For example, assume you have an issue related to patching Windows servers. Since each server is a separate entity, all controls associated with "Windows servers should be patched every Tuesday" will have the same issue. Therefore, the issue can be resolved once for all of the Windows servers by applying the relevant patch one time. So, this feature can be used to group similar issues and resolve them all at the parent level.

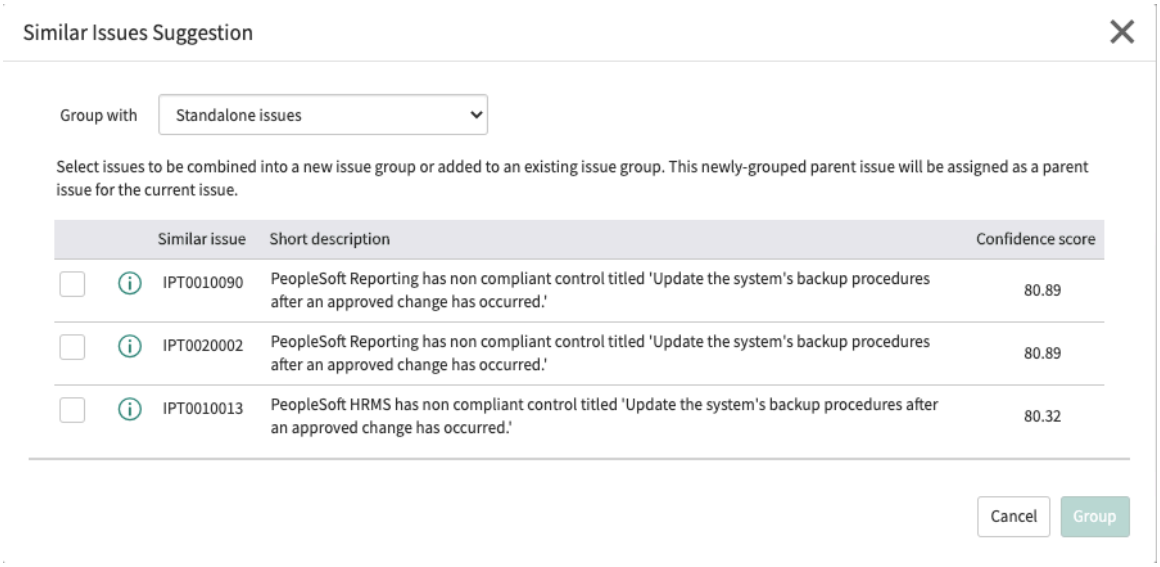
Procedure

1. Navigate to one of the following locations:
   - **Policy and Compliance** > **Issues** > **Create New**.
   - **Risk** > **Issues** > **Create New**.
   - **Audit** > **Issues** > **Create New**.
2. On the form, locate the **Parent issue** field.



3. Click the bulb icon ( ) to view similar issues that you may want to assign to this parent issue.

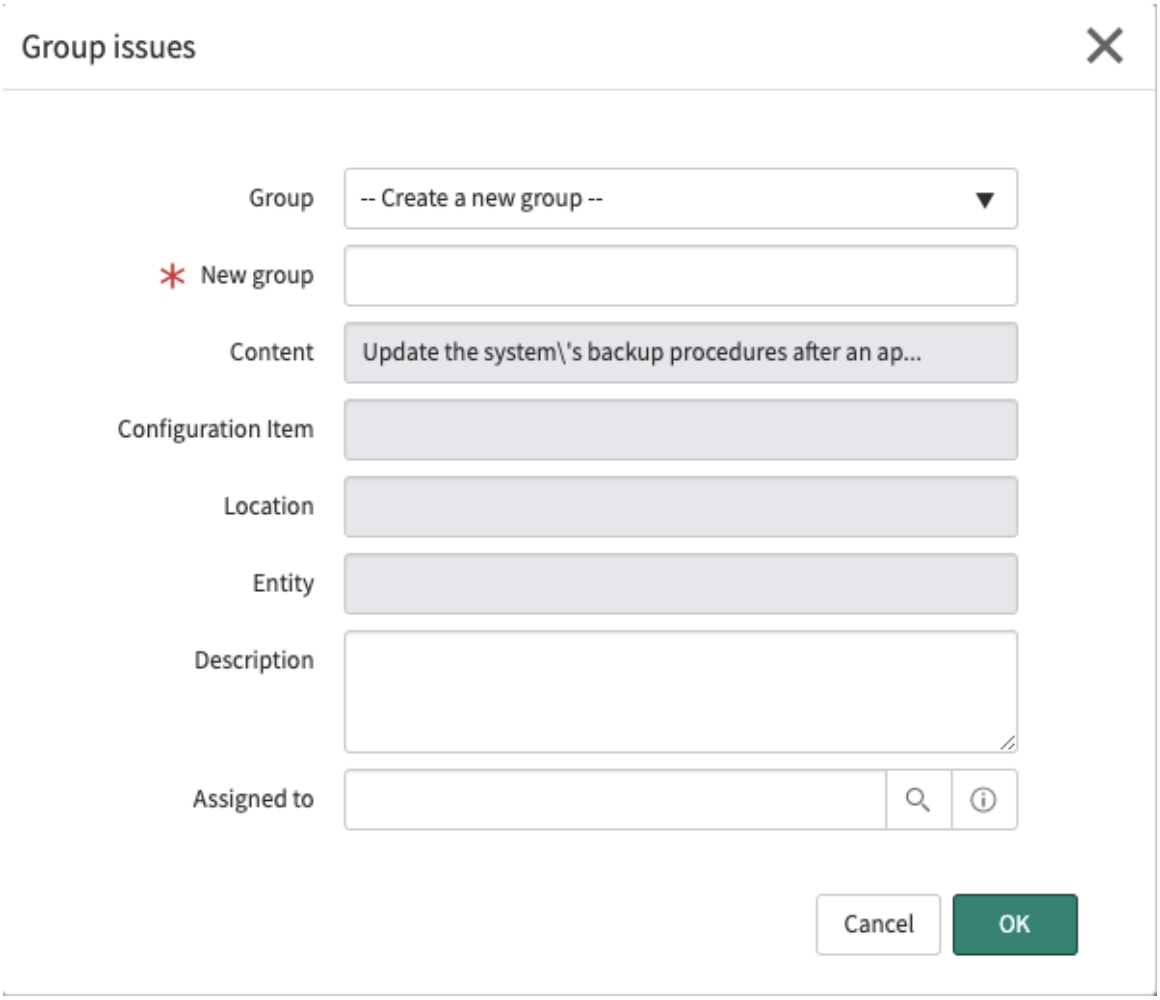
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note:
Standalone issues are similar to the current issue, but that are not assigned to a parent issue group. The Confidence score is calculated using a similarity definition included in the GRC: Predictive Intelligence application base system.

4. You can click the Information icon to view details for any similar issues in order to help determine whether they should be grouped with the current issue.
5. Select the similar issues you want to group with the current issue, and click **Group**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. On the form, fill in the fields.

Issue form

Field	Description
Group	To group the selected issues and assign them to a new group, select **Create a new group**. To add the selected issues to an existing group, select the group.
New group	This field displays only if you selected **Create a new group**. Type the name of the new group.
Description	This field displays only if you selected **Create a new group**. Type a description of the group.
Assigned to	This field displays only if you selected **Create a new group**. Select the user to whom the group is assigned.

7. Click **OK**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The selected issues are added to a new or existing group.

8. You can view the issue in the group by clicking the **Issues** tab.

Group similar issues under an existing parent issue using the Compliance Workspace

When you are creating an issue using the Compliance Workspace, you have the option of grouping the issue with other similar issues as part of an existing parent issue group.

Before you begin

Role required: (per product)

- In Policy and Compliance Management: compliance_admin, compliance_manager, or sn_compliance.user
- In Risk Management: risk_admin, risk_manager, or sn_risk.user
- In Audit Management: audit_admin, audit_manager, audit_admin, or sn_audit.user

Procedure

1. Navigate to one of the following locations:
   - **Policy and Compliance** > **Issues** > **Create New**.
   - **Risk** > **Issues** > **Create New**.
   - **Audit** > **Issues** > **Create New**.
2. On the form, locate the **Parent** field.
3. Click the bulb icon ( ) and select **Issues with existing parent** from the **Group with** drop-down list.
4. Click the **Similar issue** you want to group with the current issue.
   The parent issue of the issue you select becomes the parent issue of the current issue.
5. You can view the issue in the group by clicking the **Issues** tab.

Linking issues to multiple objects using Many-to-many table relationship

Issues can be linked to different types of objects such as risk, entity, control, control objective, engagement, policy, authority document, and others to determine issue impact. Use the many-to-many relationship tables for each of the objects to link similar issues to an object.

Note:
The Issue record has controls, control objectives, authority documents, policy, and engagements that can be associated with it as related items. However, you must associate the issue and each object as a corresponding m2m record which is stored in the corresponding m2m tables.

For example, issues are configured as a related list in the Controls form and you can link the issue to the control parent object. When you add an issue to a control, a record is created associating the item that is the control with the issue, in the Issue to Control [sn_grc_m2m_issue_item] table.

Viewing the issues related to a control was mainly only for reference. However, you can also link as many issues that are related to the control within the Control form. With this enhancement, you have the ability of:

- visibility of viewing, and consolidating all related issues raised on the control
- determining the impact analysis of all related issues
- reducing the effort in working on duplicate issues and manage issue impact analysis

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A user with sn_compliance_ws.corporate_compliance_analyst, sn_compliance_ws.corporate_compliance_manager, sn_compliance_ws.it_compliance_manager, or sn_compliance.admin roles can create and delete the records in the many-to-many tables. However, users with these roles cannot update an existing record in the m2m tables. To update a record, you require GRC admin (sn_grc.admin) role.

Many-to-many tables used in Compliance Workspace for creating and deleting the issue to object relationships are:

- sn_grc_m2m_issue_item – Issue to control
- sn_grc_m2m_issue_content – Issue to control objective
- sn_grc_m2m_issue_engagement – Issue to Engagements
- sn_grc_m2m_issue_document – Issue to Policy and Issue to Authority document

For more information, see:

- Tables installed for descriptions of the m2m tables.
- Create GRC issues for the different compliance objects that are linked to the issue.
- Create a control using the Compliance Workspace to link issues to a control.
- Linking automatically generated issues to a control in Many-to-many relationship to know how multiple issues linked to a control are categorized as automatically generated or manually created.
- Create an authority document using the Compliance Workspace to link issues to an authority document.
- Create a control objective using the Compliance Workspace to link issues to a control objective.
- Create an audit engagement in Audit Workspace to link issues to an engagement.
- Create a policy using the Compliance Workspace to link issues to a policy.
- 360° view of compliance objects and issues for a comprehensive and detailed overview of all object data that the issue is linked to in a many-to-many relationship.

Triage a self-identified issue using the Compliance Workspace

After an issue has been identified and submitted by employees or business users via the Service Portal, the issue triage process begins. The actual problem is identified and assigned to the appropriate owner for prioritization and resolution in the Compliance Workspace.

Before you begin

Role required:

- sn_compliance.manager
- sn_compliance.user
- sn_grc_advanced.issue_triage_manager
- sn_grc_advanced.issue_triage_user

About this task

Your employees and business users within your company can self-identify an issue and submit it via the ServiceNow® Service Portal. Following submission, a triage issue is automatically created. For more information, see Report self-identified issues via the Service Portal.

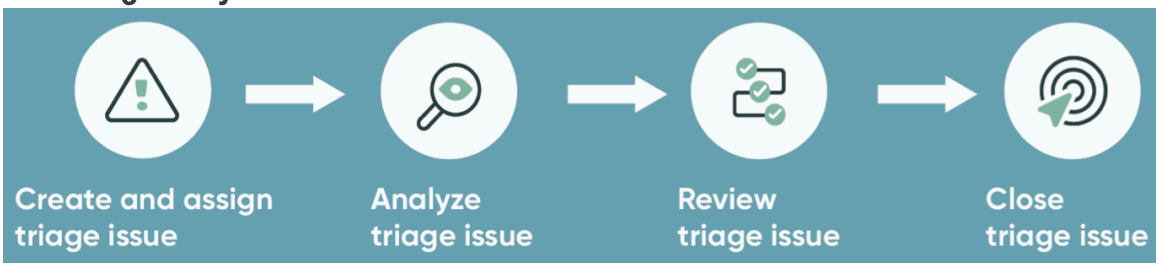
The assigned triage teams identify whether the self-identified issues are actual reported issues, risk events, or observations to be tracked and possibly closed out as noise.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
In the initial release, only self-identified issues are handled by the triage process. In a later release, system-generated issues, such as those caused by indicator or attestation failures, will also be triaged.

The end-to-end flow of the issue triage life cycle is illustrated and described here.

Issue triage life cycle



Stage	Description
Create and assign triage issue	An employee identifies an issue related to an entity, control, policy, authority document, process, or risk, and submits a triage request in the ServiceNow Service Portal. Based on the type of issue submitted and an issue assignment rule, the issue is assigned to a triage team and a triage owner.
Analyze triage issue	The triage team decides whether the issue should be analyzed as an actual issue or risk event, or tracked as a recommendation for a policy or for optimizing a process. During analysis, the triage team may request more information from the issue creator. The team may also optionally send the issue to the compliance manager, risk manager, or triage manager with a triage result. Possible results include: • Confirmed as a new issue • Confirmed as an existing issue • Confirmed as a risk event • Track as a recommendation • Close as a non-issue/No action required
Review triage issue	The Review state is optional. The team may send the issue and result to the compliance manager, risk manager, or triage manager for review. They may also request more information from the triage owner. The compliance manager, risk manager, or triage manager decides whether the issue should be confirmed as an issue or risk event,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Stage	Description
	tracked as a recommendation, or closed as a non-issue.
Close triage issue	If the issue had been determined to be an actual issue or risk event, those records are created, or the triage issue is added to an existing issue. When the triage process is completed, the triage issue is automatically closed. The issue can also be manually closed by the manager and triage team.

The following user roles are involved in the issue triage process.

Issue triage personas

Persona/Role	Description
Business user/Employee	Ability to report issue.
• Compliance user/manager • Risk user/manager • Triage user/manager	Ability to triage and review issues
Issue manager	Ability to manage and review the reportable issue
Issue owner	Ability to resolve the reportable issue assigned to them

Note:
The triage user/manager and Issue manager roles were introduced in GRC: Policy and Compliance Management version 11.1.0.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Issue Triage** > **My Triage Issues** or **Risk** > **Issue Triage** > **My Triage Issues**.
   The list shows triage issues previously created and assigned to you.
2. Click the number of the issue that you want to triage.

   Note:
   The **Classification** field is automatically pre-filled based on the **Issue type** selected. Similarly, an assignment rule called sn_grc_advanced_issue_triage runs and pre-fills the **Triage group**. This rule uses the **Source** and **Classification** to determine the group to which the triage is assigned. Assignment rules also handle issue triages in Risk Management and triages where the **Classification** is set to **Other** (which is initially unknown). For the second use case, you must manually set the **Triage group** to **Risk** or **Compliance**.

3. When you are ready for triage of this issue to begin, select a **Triage owner** and click **Analyze**.
   The assigned Triage owner can open the issue and begin analyzing the issue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. During analysis, the triage owner can perform several tasks.

   Example
   The owner may, for example, decide that the issue is misclassified and can change the **Issue type**. This action could result in the change of Triage group and Triage owner. In this example, the assignment rule runs in the background and the issue is removed from the current owner's queue.

5. The triage owner can also perform the following actions:
   - Click **Request Information** to request additional information from the issue submitter.
   - Click **Request Review** to request a review from the user identified in the **Reviewer** field. That user can open and review the issue by navigating to **Policy and Compliance** > **Issue Triage** > **My Pending Reviews**.
   - Select the **Details** related list to provide additional enrichment to the issue.

6. After it has been determined what action (if any) should be performed on the issue, the triage owner can select a result of the analysis from the **Results** related list.

   Note:
   The options available in the **Result** field depend on the **Issue type** identified for this issue. For example, if you select **Control design effectiveness failure** as the **Issue type**, the following results may be selected.

   If you select a result, such as **Confirmed as a new compliance issue**, which requires more action than simple observation, additional analysis fields appear.

   If the result is **Confirmed as an existing compliance issue**, then an **Existing issue** field appears where you must identify the existing issue that you are referring to.

7. When the issue triage is complete, the triage owner can click **Complete Triage**.

   Note:
   If the issue is out for review, the reviewer can also click **Complete Triage** to complete the triage and create an actual issue.

   The issue triage transitions to the **Closed** state and a link to the issue displays at the top of the screen.

8. The issue can be analyzed using the usual issue management procedures.
   One significant change on the **Issue** form is the addition of an **Issue Triages** related list. Opening the triage record provides the analyst with the details of the triage that resulted in the creation of this issue.

Remediate an issue using the Compliance Workspace

After an issue has been identified, triaged, and investigated using the Compliance Workspace, you can remediate it.

Before you begin

Role required: (per product)

- In Policy and Compliance Management: compliance_admin, compliance_manager, or sn_compliance.user
- In Risk Management: risk_admin, risk_manager, or sn_risk.user
- In Audit Management: audit_admin, audit_manager, audit_admin, or sn_audit.user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Remediating an issue marks an intention to fix the underlying issue causing the control failure or risk exposure. Accepting an issue marks an intention to create an exception for a known control failure or risk. Controls that are **Accepted** remain in a non-compliant state until the control is reassessed. In this way, the issue can be used to document observations during audits.

Procedure

1. Open the issue you want to remediate.
2. Click the **Remediation Tasks** tab.

> **Note:**
> You have two options for creating a remediation task:
>
> - Click **Suggested Remediation Tasks** and click **Copy** to use an existing task as a basis for creating this task. A copy of the selected remediation task is created with certain information from that task copied to the new task. You can manually complete the other fields.
> - Clicking **New** and manually creating the task.

3. On the form, fill in or modify the fields.

Issue form

Field	Description
Number	Unique identification number.
Assigned to	Select the user responsible for working this task.
Issue	The issue for which this task was created.
State	The current state of the task.
Priority	Select the priority or sequence this task needs to be resolved, based on its impact and urgency.
Watch list	Select users who want to be notified when changes occur.
Created/Updated	Displays the date/time when the task was created and updated.
Short description	Enter a brief description of the task. This will appear in lists of tasks.
Description	Enter a complete description of the task.
Notes and Comments	
Additional comments	As needed, enter any customer-facing comments related to this task.
Work notes	Enter any non-customer-facing notes related to the remediation of the issue.
Task Schedule	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Planned duration	Estimated amount of work time. Calculated using the **Planned start date** and **Planned end date**.
Planned start date	Date and time that work on the task is expected to begin.
Planned end date	Date and time that work on the task is expected to end.
Actual duration	Amount of actual work time. Calculated using the **Actual start date** and **Actual end date**.
Actual start date	Time when work began on this task.
Actual end date	Time when work on this task was completed.

4. Click **Submit**.

Manage controls using the Compliance Workspace

Controls are specific implementations of a control objective. Retired controls do not appear in the list. Before defining controls, take time to rationalize, consolidate, and define the important controls in your organization.

Rationalize your controls

If you upload all your controls in bulk, you are missing the opportunity to refine and streamline your controls set.

- How does this control affect my business objective?
- Is this control actually preventing or detecting risk?
- Is there a different control you can place that better protects your business?
- Is there a control you can put in place that reduces process overhead and improves IT performance while also mitigating risk?
- Can a complicated control be replaced with a simpler more effective control?

As your business changes, and your IT data, processes, and technology improve, replace outdated controls and procedures.

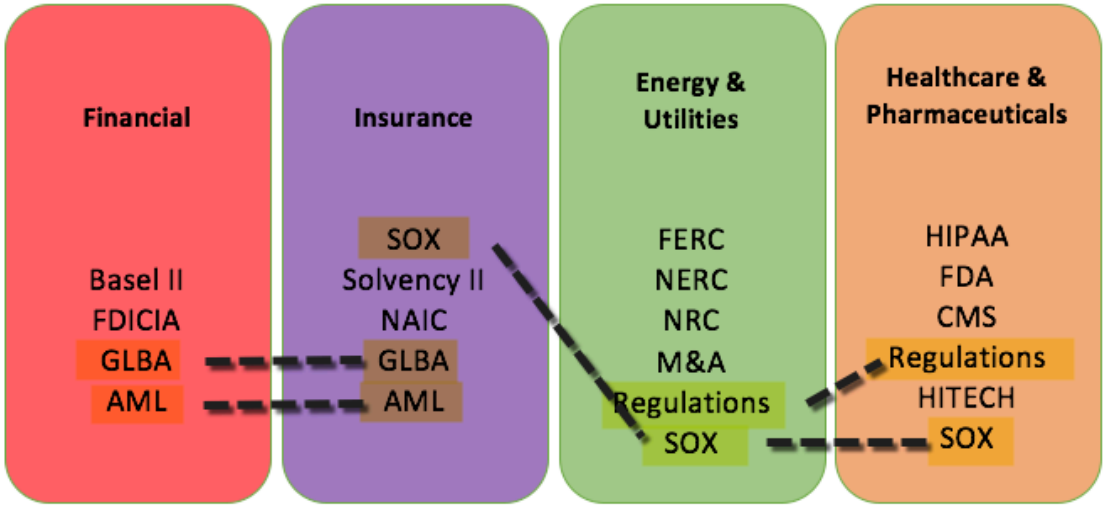
Note:
When you define controls manually or when you import them from the Unified Compliance Framework (UCF), an entity is associated with the controls. It is a mandatory field on the Control form. If, however, you import controls from a source other than the UCF, you may encounter controls that do not have associated entities. It is important that you return to the Control form and add an entity to the control. Missing entities can cause unreliable results in calculations. Also, if you encounter a control with an entity that has been disabled, the control should be retired.

Consolidate your controls

Look for opportunities to consolidate controls. Look for common, repeated controls across multiple regulatory authorities of frameworks (for example, SOX and GLBA and AML). Avoid operating a single control multiple times for each regulation, by cross-mapping controls and eliminating the redundant ones. This process establishes a single consolidated set of controls = control framework, performing and preserving the cross mapping of controls is critical for audits.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Industry regulations and requirements overlap



Define controls and business rules

The business rules you define up front, establish the GRC configuration settings later. Be prepared to:

- Identify controls and control owners
- Define control tests and expected results
- Establish test and control frequencies
- Identify risks: impact and likelihood
- Prepare attestations, assessments, questionnaires, and required evidence
- Compose likely use-cases (who needs to interact with or view the contents of the GRC system and for what purposes)
- Map authoritative sources to policies, to procedures, to controls, and to risks

Control requirements

When Create control requirements option is enabled for a control objective, for every control generated under an entity type, control requirements are also created automatically. Previously, only controls were created for entity types. The number of Control Requirements equals the number of control objective requirements.

Attestation at control requirement level

The Attestation at control requirement level feature allows attestation at a granular level for individual control requirements within a control. Admins can enable requirement-level attestation,assign respondents, and generate assessment tasks for each control requirement. Respondents then attest to requirements by indicating whether they are implemented or not, providing evidence or explanations as required. Failed attestations automatically generate issues, mark the parent control as non-compliant, and roll up the status to the associated entity and control objective.

Entity Based Access (EBA)

The Entity Based Access feature provides a framework for more granular approach to management of data access to objects associated with an entity. Administrators can grant

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

access to an entity's related records by adding users or user groups, or by using entity user fields for entity-based access configuration.

When a user is qualified based on these configurations and has the minimum required roles, they will have access to the following tables:

- Control
- Attestation
- Policy exception to control

Entity Based Access (EBA) rules

When entity based record access rules are enabled on the Entity Based Access Configuration Properties page, any newly created controls, control attestations, indicators, and indicator tasks associated with a configured entity will automatically inherit the entity-based access (EBA) value from that entity. Previously, users had to run bulk access updates to apply EBA restrictions whenever new objects were created.

Create a control using the Compliance Workspace

Controls are automatically generated when you associate a policy with an entity type, or an entity type with a control objective, or when an entity is added to a control objective. A control is created for each entity listed in the entity type for the control objective. Controls can also be manually created using the Compliance Workspace.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst, sn_compliance_ws.corporate_compliance_manager, sn_compliance_ws.it_compliance_manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the **Create** list and click **Control**.
3. On the form, fill in the fields.

Create New Control form

Field	Description
Number	Unique identification number.
Name	Name of the control.
Entity	Related entity. **Note:** If you change the state of the entity to Active from Retired state, then the manually created control on the entity also moves to the Draft state.
Status	Control status. Possible choices are: ○ **Compliant** ○ **Non-compliant** ○ **Not applicable**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Inherit from control objective	Option to indicate whether the control is created through an item generation process. For more information, see Multiple controls for a unique entity–control objective combination.
State	Control state. Possible choices are: ○ **Draft** In this state, all compliance users can modify the control. Only available when creating a one-off control. One-off controls are possible but not recommended. ○ **Attest** When the control is created from a control objective, the controls are in this state. **Note:** When a control is set back to draft, the attestation is canceled. ○ **Review** Controls are automatically moved to review from the attestation phase. ○ **Monitor** In this state, all compliance managers can move the control from review to monitor. ○ **Retired** Compliance managers or administrators can move a control from Monitor to Retired. **Note:** When a control is retired: ▪ Related indicators do not run ▪ Associated attestations are canceled ▪ Changes to the associated control objectives do not update the control
Key control	Indicator that the control is a key control.
Exempt	Mark the control as exempted.
Control Objective	Related control objective. If you're creating a common control, you must select a control objective.
Enforcement	List of options: ○ Mandated ○ Voluntary
Function	Read-only function field. All controls created are **Standard control** by default. When you convert the control to a common control, the value changes to **Common control**.
Weighting	Weight used to calculate the control failure factor of a risk. Set the weighting between one and 10.
Frequency	Frequency at which the control is tested. This field is for the control's testing and reporting purpose.List of options: ○ Event Driven ○ Daily

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Weekly ○ Monthly ○ Quarterly ○ Semi-annually ○ Annually **Note:** For information on the difference between the**Frequency** field for a control and the**Attestation Frequency** field in an entity, see KB0694607.
Category	List of options: ○ Acquisition or sale of facilities, technology, and services ○ Audits and risk management ○ Compliance and Governance Manual of Style ○ Human Resources management ○ Leadership and high-level objectives ○ Monitoring and measurement ○ Operational management ○ Physical and environmental protection ○ Privacy protection for information and data ○ Records management ○ System hardening through configuration management ○ Systems continuity ○ Systems design, build, and implementation ○ Technical security ○ Third party and supply chain oversight ○ Root ○ Deprecated
Type	List of options: ○ Acquisition/Sale of Assets or Services ○ Actionable Reports or Measurements ○ Audits and Risk Management ○ Behavior ○ Business Processes ○ Communicate ○ Configuration ○ Data and Information Management ○ Duplicate

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Establish Roles ○ Establish/Maintain Documentation ○ Human Resources Management ○ Investigate ○ IT Impact Zone ○ Log Management ○ Maintenance ○ Monitor and Evaluate Occurrences ○ Physical and Environmental Protection ○ Process or Activity ○ Records Management ○ Systems Continuity ○ Systems Design, Build, and Implementation ○ Technical Security ○ Testing ○ Training
Classification	List of options: ○ Preventive ○ Corrective ○ Detective ○ IT Impact Zone
Description	Description of the control.
Additional Information	Additional information about the control.
Assignment	
Owning group	Group that owns the policy.
Owner	User that owns the policy. **Note:** The owner is always added as a respondent. The control owner that you select belongs to the owning group.
Attestation	
Attestation method	Defaults to Classic attestation. ○ Classic attestation: ServiceNow AI Platform classic method of control assessment. ○ Attestation: Method by which controls are assessed.
Attestation	Select from a list of options.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Other attestation types can be configured. ○ If this field is populated, then the **Attestation Respondents** field automatically becomes mandatory, and the owner is made the respondent. **Note:** If the user changes the attestation type in the control objective, all the related controls are changed also.
Attestation respondents	○ Users assigned to the attestation of this control. ○ Only a user with the sn_grc.user role can be added as a respondent. **Note:** When both the **Attestation** and **Attestation respondents** fields are set, attestations are created when you click **Attest**.
Take attestation at requirement level	Option to generate attestation tasks for each control requirement. This provides the ability to attest compliance at the control requirement level, not just at the control level.
Attestation frequency	Frequency at which attestations on the control are triggered. If the field has no value selected, then the associated entity's **Attestation frequency** value defaults to this field. Options for attestation frequency: ○ Daily ○ Weekly ○ Monthly ○ Quarterly ○ Semi-Annually ○ Annually **Note:** After the attestation is complete, the control moves to Review and Monitor states. The control is then monitored for its next due date of attestation. You have the option to trigger the control's attestation frequency based on the attestation's **Created date** or the last completed attestation's **Updated date**. This option is based on the value in *Trigger control attestations based on the created or updated date of the last completed attestation* system property.
Activity Journal	
Additional comments	Public information about the control.

4. Select **Copy entity frequency** related link to copy the value of the **Attestation frequency** field of the entity to the **Attestation frequency** field of the control.

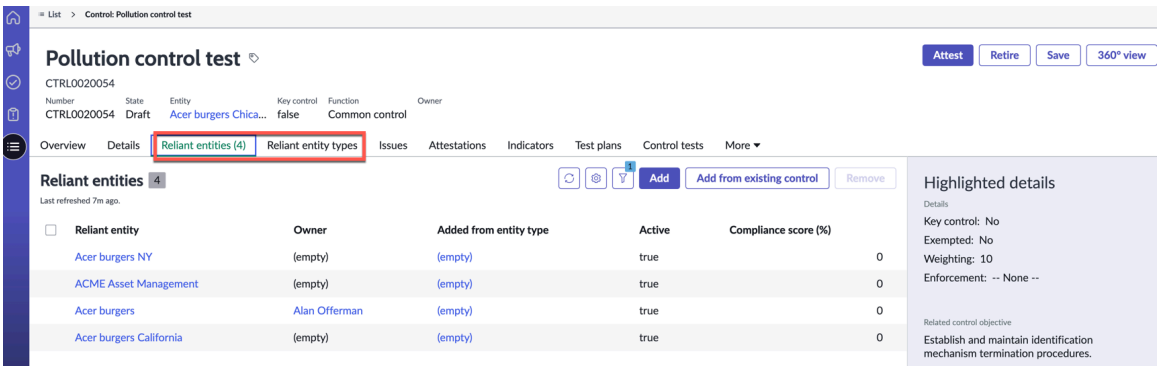
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When you select the **Copy entity frequency** related link, the respective entity's attestation frequency gets copied to the **Attestation frequency** field in the Attestation section of the control table, and does not update the **Frequency** field of the control table.

5. Click **Save**.
   The control is created and all related lists are visible.

   If you had created a common control, then there are Reliant entities and Reliant entity types related lists along with other related lists of the control. Use the Reliant entities related list to associate entities to the common control. Or, you can use the Reliant entity types related list to add a group of entities of an entity type instead of associating them one by one.

Related lists for common controls



Note:
For more information on the reliant entity association for a common control, see Convert standard control to common control and add reliant entities.

6. From the **Overview** page, click the **Issues**.
   You can add existing one or more related issues to the control that you created. By mapping the existing issues to the control, you can reduce the count of open issues on the document.

   When you add an issue to a control, a record is created associating the item that is the control with the issue, in the Issue to Control [sn_grc_m2m_issue_item] table.

   a. To add an issue to the control, click the **Add** button.

   b. Select the issue or issues related to the control from the Issues pop-up.

   c. Click the **Add** button.
      The selected issues are added to the control as related issues. You can also create an issue for the control by clicking the **New** button.

   d. To remove an issue that is already added to the control, select the issue and click **Remove**.
      The associated record mapping between the issue and control is removed from the Issue to Item table.

      Note:
      The UI action buttons such as New, Add, Remove aren't available if the control is in Retired state.

Linking automatically generated issues to a control in Many-to-many relationship

You can link an automatically generated issue that belongs to a different control as a related issue to a control. The **Originator** flag helps you to differentiate those control issues that were automatically generated from the controls that were manually created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Manually created and automatically generated issues

Note:
You can identify the origin of an issue whether it was automatically generated or manually created after you link the issue from one control to another only in a control form.

You can create an issue manually for a control when you click the **New** button in the Issues related list of a Control form. For manually created issues, see Manually create GRC issues.

However, issues are also automatically generated when there are:

Control test failure

If there's a control test which is linked to a control and when one of the test is marked ineffective and closed, then the control becomes non-compliant. As a result, an issue is automatically generated. Control tests can be design test or operational test which can be marked ineffective and the tests can be common across all controls.

Control attestation failure

When the user who is an attestation respondent of a control rejects the control, then the status of the control becomes non-compliant and an issue is automatically generated.

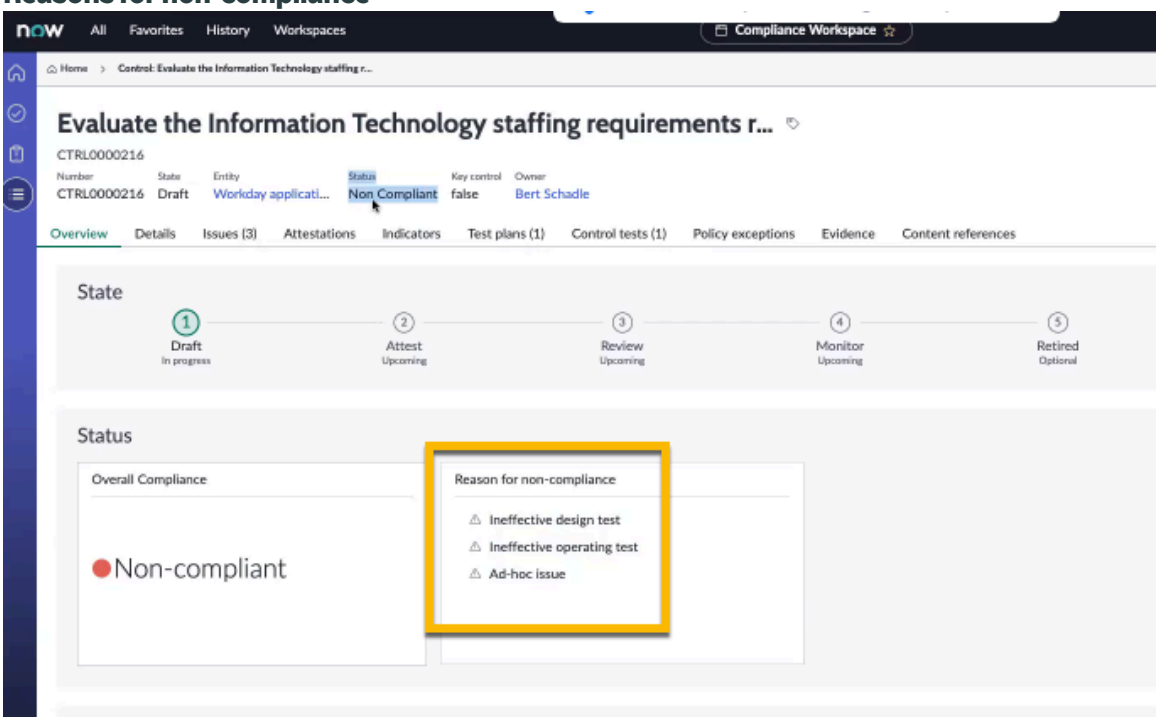
Control indicator failure

Similarly, when a control indicator fails, the control becomes non-compliant and an issue is automatically generated.

The source of the issue generation for one or more of the three failures can be tracked with the tags in the **Issue source** field of the Issue details. If there is a control test failure, the **Issue source** field is updated with a tag, **Control Test Failure**. If the issue was created manually, then the Issue source tag is **Ad-Hoc**.

When a control's status moves to non-complaint, all the reasons for non-compliancy are pulled from the **Issue source** field and displayed as **Reasons for non-compliance** in the Status widget of the control's Overview page.

Reasons for non-compliance



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Handling more than one automatically generated issue while linking to a control

You can add an automatically generated issue that belongs to another control, to a control in an m2m relationship using the **Add** button. However, adding an automatically generated issue from another control to a control with an existing automatically generated issue conflicts the source of the issue generation. To track the source of issue generation, a back-end flag, **Originator**, is used. It is a true or false flag and is false, by default. Originator is flagged true or false, if:

- An automated issue of another control is associated to the current control, then the **Originator** is false.
- It is a manual issue of the current control, then the **Originator** is false.
- It is an automated issue of current control then the **Originator** is true.

1. When there is an issue that exists with Originator as true, and if a control failure happens, the **Issue source** field of the issue is updated with the source of the issue. For example, there's an issue with originator as true already present and the issue source is Control test failure. If another control failure happens, such as control attestation failure, then the Issue source is updated with two tags, namely Control test failure and Control attestation failure.
2. When there is no issue present with Originator as true, and if one of the three control failures happens a new automated issue with originator as true is created. For example, if there's a control attestation failure for a particular control that has no issue linked to the control with the originator as true, then a new automated issue with Issue source as control attestation failure is created and the originator is true.

Data migration

The logic behind flagging an issue as automatically generated or manually created with the Originator flag is handled automatically when you install the latest plugin. For all automated issues linked to existing controls, the originator flag is true in the m2m records between the control and the issue.

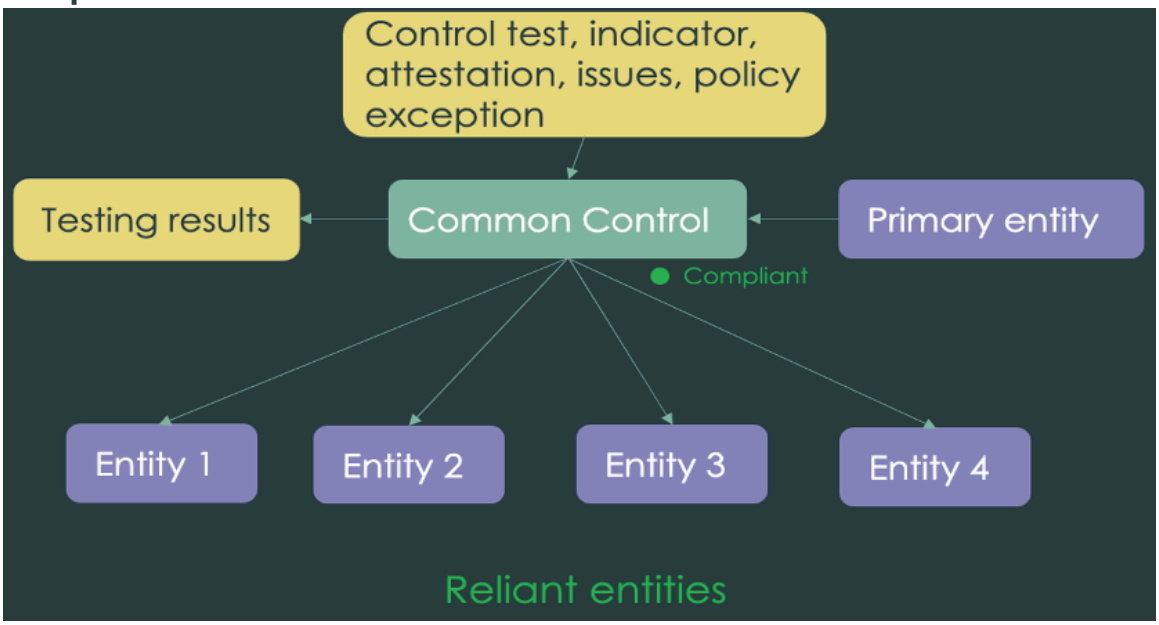
Testing common control and implementing results on multiple reliant entities

Instead of generating controls for individual entities and testing each entity separately with an individual control, you can use a common control and associate a primary entity to it.

Test the common control for control tests, indicators, attestations, issues, and policy exceptions. Use the test results that are inheritable and implement them on all the reliant entities associated to the common control.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Multiple entities linked to a common control



Using common controls gives you the ability to:

- Mark a control as common and associate reliant entities to it.
- Associate entities of existing controls as reliant entities to a common control.
- Save time and effort in testing. The result of the common control tests can be inherited by other reliant entities, especially when a new system is deployed and pre-validation audits are conducted within an organization or environment.
- Reduce redundancy of workforce in documenting test results.

Requirements and use case:

- Create a control and convert a control to common.
- Associate reliant entities to a common control to inherit test results.
- Associate entity types to a common control.
- Test the common control once and apply results to multiple entities.
- Can convert a common control back to standard.
- Avoid voluminous increase in controls.

For more information, see:

- Tables installed for descriptions of the common item m2m tables.
- Control form changes with respect to common controls.
- Convert standard control to common control to add reliant entities.
- Action handler components for common controls.
- Operational changes in item generation of common controls.
- Impact of common control on compliance score calculation.

Convert standard control to common control and add reliant entities

Mark a control as common and associate reliant entities to it. Test the common control tied to the primary entity. The reliant entities inherit the results of the common control.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_compliance_ws.corporate_compliance_manager, sn_compliance_ws.corporate_compliance_analyst

About this task
All existing controls are termed as standard controls. You can convert a standard control to common and reverse its function as standard if you so require. However, by default all controls whether existing or created are standard.

Procedure
1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, click the List icon ( ).
3. Navigate to **Compliance library** > **All controls**.
   You can either create a control by clicking the **New** button or select one of the existing standard controls from the All controls list and convert it to a common control. Either way, the control is standard, by default, and you must convert it to common to add reliant entities.

   Note:
   Before you convert a control from standard to common, ensure that you select a value in the **Control objective** field, and save the form details. Control objective is required for a common control as there are validations to ensure that the common control does not have the same Name, Entity (primary or reliant), and Control objective combination as any other control.

4. Click the More Actions on the top right.
5. Select the **Convert to common** list UI action.
   The **Convert to common** UI action appears only when the control is in the initial states such as **Draft** or **Attest**. When the control progresses beyond these states, then it can neither be converted to common nor reverted as standard control. **Convert to standard** UI action does not appear when the control is common and in the **Review** state.

   When a control is common, its **Source** field is Entity. When the control is converted back to standard, the entity source is removed if it was added when the control was converted to common. When a common control is converted to standard control, the entity type and reliant entity type associations are deleted.
6. Click **Okay**.

   Note:
   The **Function** field changes from Standard control to Common control. Also, the Reliant entities and Reliant entity types related lists appear on the control form to help you add the reliant entities.

7. To add reliant entities, select the Reliant entities related list.
   a. Click the **Add** button.
   b. Select the entities in the Entities pop-up and click **Add**.
      The message confirms that the reliant entities are added successfully to the common control. The association of the entity as reliant to the common control creates a record in the Item to entity [sn_grc_m2m_item_entity] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you have an entity type with entities, then you can select the entity type to add the bulk of entities instead of selecting them one by one.

c. To pick out a primary entity and associate it as a reliant entity, click the **Add from existing control** button.
This action enables you to:

- retire that existing control
- associate the entities of that control as reliant entities

You can add up to 15 entities at a time by this option. When you select the entities and click **Add**, not all existing entities are added. All of the entities may be added, some of them may be added, or sometimes none of them is added. For reasons as to why the entities are skipped from being added and their controls are not retired, see the GRC Common control inheritance [KB1221601] article in the Now Support Knowledge Base.

Note:
You must log in to Now Support to view the articles.

When you select the **Continue to add** button in the pop-up, the existing control is retired and its associated entity is added as reliant entity. The control is treated as manually retired control.

d. To remove a reliant entity, select the reliant entity and click **Remove**.

8. To add entity types, select the Reliant entity types related list.

a. Click the **Add** button.

b. Select the entity type in the Reliant entity types pop-up and click **Add**.

The downstream action of associating entity types to a common control creates an upstream action of associating entities to the common control. All the entities that are added as part of the entity type are also listed in the Related entities related list. **Added from entity type** column lists the source of the entity type.

The association of the entity type as reliant to the common control creates a record in the Item to entity type [sn_grc_m2m_item_entity_type] table.

Note:
For more information on the m2m tables that store the records of entity and common control association, see Tables installed with Policy and Compliance Management.

The advantage of using Reliant entity types is that even if you update the entity type later by adding more entities to it, after it is associated to a common control, then those added entities get automatically associated as reliant entities.

c. To remove a reliant entity type, select the record and click **Remove**.

9. To add a risk to the control, select the Risks related list and click the **Add from reliant entities** button.
Based on the reliant entities' association with risks, you can associate the common control with risks. For more information, see Common controls in Risk Management.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

10. To view the reliant entities associated to the control, click the **360° view** button from the control record.
    The primary entity and the list of all reliant entities are displayed in a distinctive visualization.

Result
Associating reliant entities to a common control has an impact on compliance scoring.

Impact of common control on compliance score calculation

Whenever an entity is associated to a common control and termed as a reliant entity, there is an impact on the compliance score of the entity on account of the common control test results.

All active, associated common controls contribute to the compliance score as any other control that exists.

Whenever a control changes its compliance status or weightage, the compliance score for the entities is recalculated. Similarly, in the case of a common control, the compliance score for reliant entities is recalculated as well.

All primary actions trigger recalculation of compliance score. When reliant entities are added or removed using the Add or Remove UI action in the Reliant entities related list as an upstream action, the compliance score for that particular reliant entity is recalculated. It is also recalculated when you retire a common control or convert a common control to standard control. Controls that are either compliant or non-compliant contribute to the compliance score calculation of an entity.

For more information, see the https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0716583 article in the Now Support Knowledge Base.

Note:
You must log in to Now Support to view the articles.

Entity enhancements to support common controls

Learn about the entity enhancements of the downstream inherited controls in the GRC application. For example, you can see information about the downstream inherited controls by looking at the entity record page. You can also see a summary of the downstream inherited controls by using a widget that is available on the entity overview page.

Overview of downstream controls

With the Entity form, you can see the common controls that the current entity or its downstream entities rely on. In the Downstream inherited controls related list, use the **Add** and **Remove** buttons to update the associations of the common controls.

You can also see the common controls that the current entity relies on by using the **Show directly related inherited controls** button and the **Show all inherited controls** button. These buttons display the common controls that the downstream entities are reliant on.

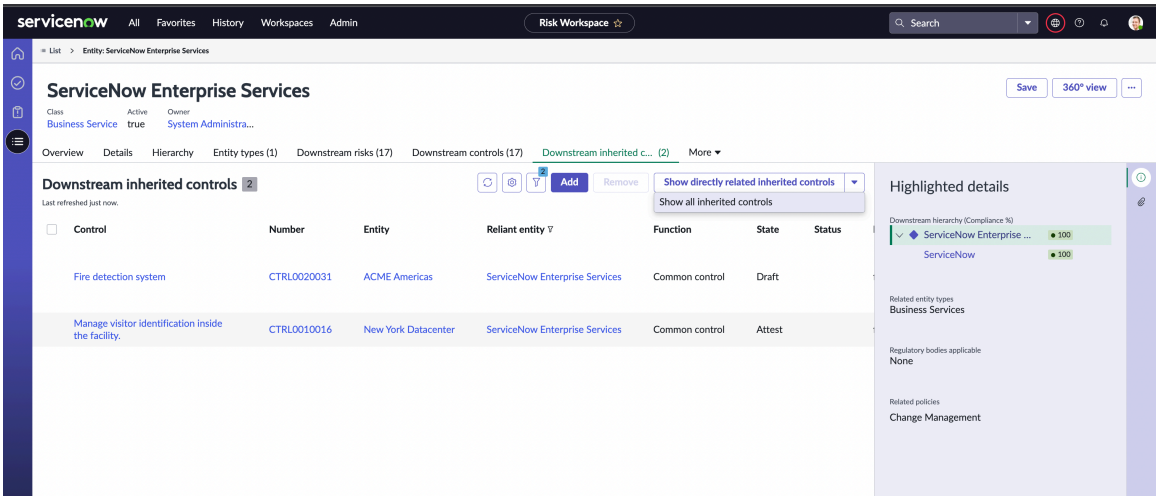
To learn more about the common controls, see Common controls in risk management.

The Downstream Controls related list also displays the common controls that the current entity or its downstream entities use to implement the common controls. By using the Function column in the form, you can differentiate between the standard and common controls. The following example shows the downstream inherited controls.

Note:
You can add or remove the reliant entity association with the common controls in Workspaces only.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Downstream inherited controls



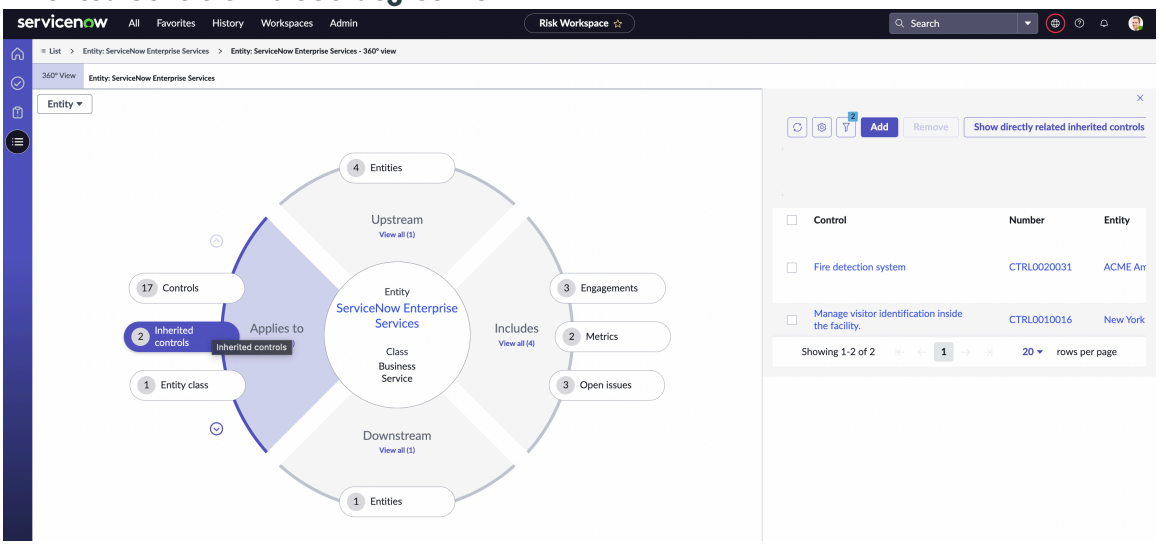
In the downstream inherited controls related list, you can see the information about the control, entity, and its reliant entity. The control is implemented by the entity that is listed. The same control is inherited by the reliant entity.

360-degree view

The 360-degree view of the entity shows the controls and the inherited controls.

The following example shows that the 360-degree view of the Enterprise Services entity has two inherited controls.

Inherited Controls in a 360-degree view



Group assessments for similar assessments in the Tasks page

Provide response to similar assessments by grouping the assessments based on metric type, and additionally the same entity, control objective, or category in the Tasks page of the Compliance Workspace.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_manager or sn_compliance_ws.corporate_compliance_analyst

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

In Configurable Workspace, you can only group control attestations, and not risk assessments, vendor assessments, or privacy assessments. Such assessments and those assessments that can't be grouped by the selected **Group by** criterion are marked as invalid and are displayed in the **Group previews** of the Group assessment pop-up, with a link to view such assessments.

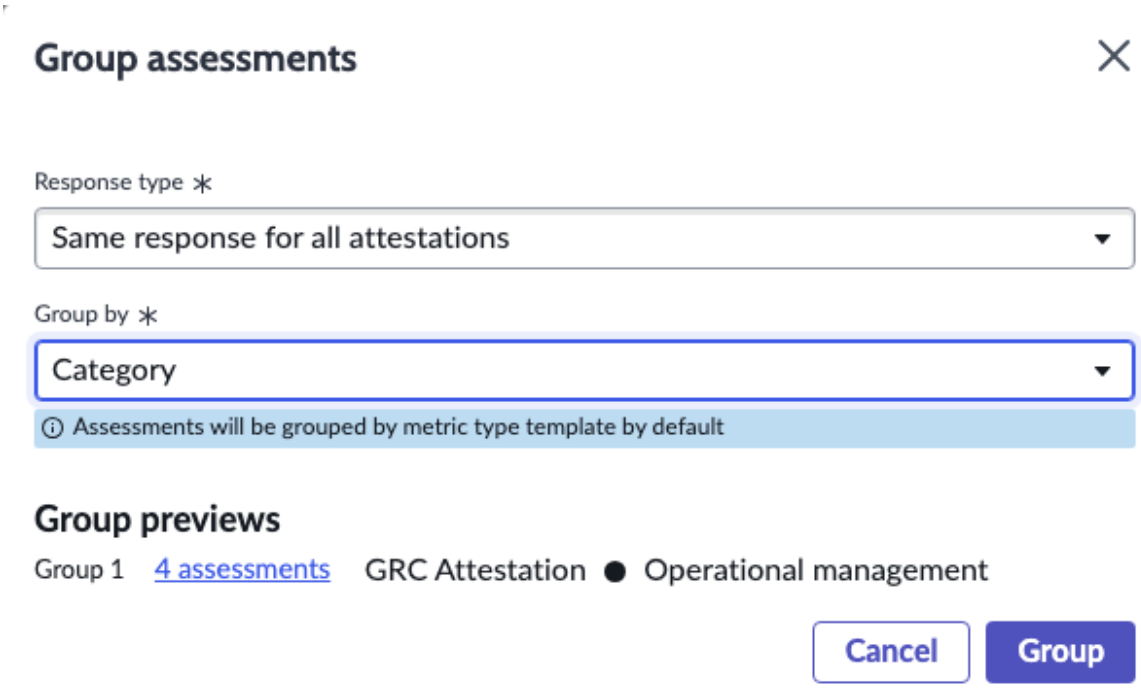
Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the Tasks icon on the left pane.
3. Select the attestation records in the My pending tasks tab that you'd like to group.

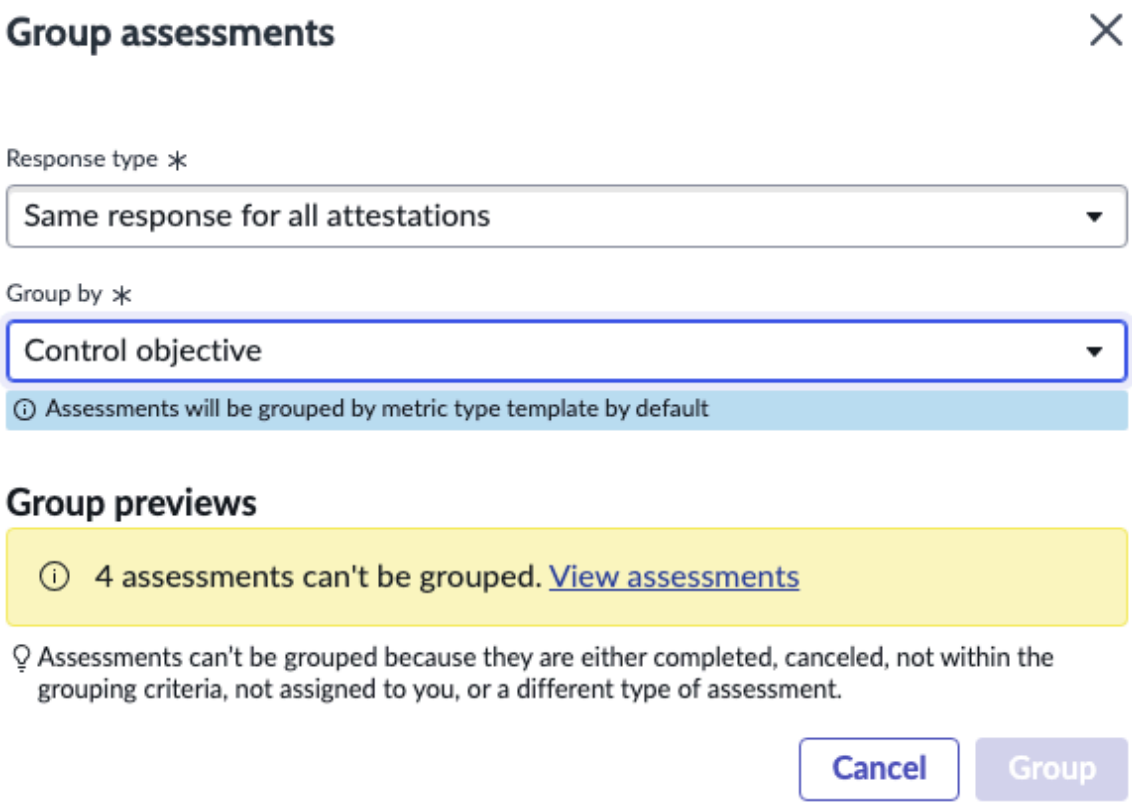
   Note:
   You must select at least two and can select up to a maximum of 13 assessment records for grouping.

4. Select the **Group assessments** button.
5. Select a **Response type** in the Group assessments pop-up.
   For more information on the response types, see Consolidate control attestations using the Same Response feature.
6. Select a criterion to group the assessments in the **Group by** list.
   By default, assessments are grouped by the metric type template. You can group the assessments by Category, Entity, or Control objective. If the selected assessments have a common category, entity, or control objective then they're grouped accordingly based on your selection. However, if the assessments selected don't have any of the common criteria by which they can be grouped, then the assessments aren't grouped.

   The **Group previews** section displays the grouping details, assessments with links, and an appropriate message information if they're grouped or cannot be grouped based on the Group by criterion, status, assignee, or the evaluation method of the metric type.



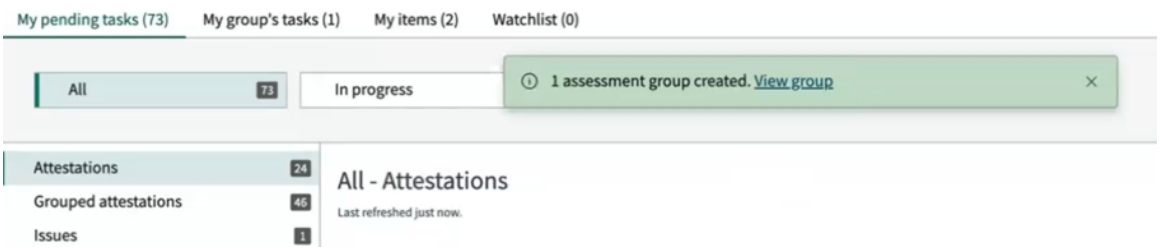
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



7. Select the **Group** button.
   If the grouping of assessments is successful, then you get a message indicating that the assessment group has been created, followed by a link to the grouped assessments.

   If a few of the assessments among the selected assessments couldn't be grouped by the selected criterion, then the **Group previews** displays the number of assessments that couldn't be grouped. Nevertheless, as there are other assessments in your selection that could be grouped by the selected **Group by** criterion, the **Group** button is active for you to select and group the rest, where the grouping is successful.

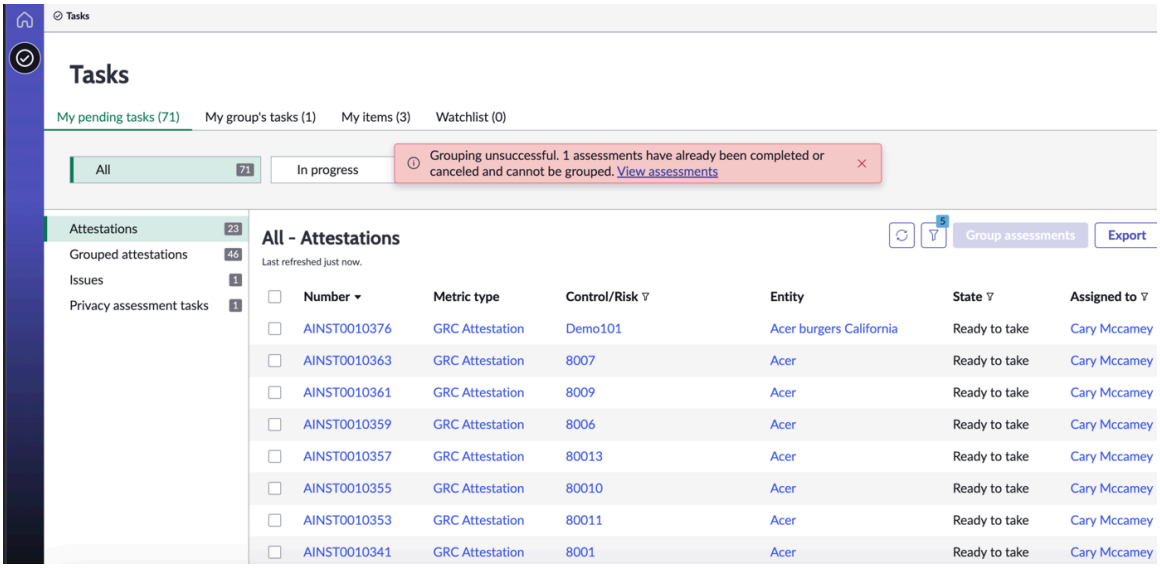
   On the other hand, if all the assessments that you selected are invalid, for example, risk assessments or privacy assessments, then the **Group** button is inactive as grouping isn't possible for such assessments.



Note:
You can group the assessments that are in **Ready to take** or **In progress** state, but not the assessments that are in **Complete** or **Canceled** state.

If the status of a record that you've selected for grouping has changed and is being assessed before you select the **Group** button to group the assessments, then such a record can't be grouped.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



8. Select the link to the grouped assessment in the UI message.
   The link takes you to the list view of the grouped assessments. Alternatively, you can also select the **Grouped attestations** on the left pane. The Assessment Instance page opens up, where you can take the assessment.

Take attestation at control requirements level

The Take attestation at requirement level option enables administrators to perform compliance attestation at a granular level for individual control requirements within a control.

Before you begin

Role required: sn_compliance.admin, sn_compliance.manager, sn_compliance.user

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the List icon.
3. Under Compliance library, select **Controls**.
4. Select the control that contains the control requirements you want to attest.
5. In the Details tab, select **Take Attestation at Requirement Level**.
6. The Attestation field will default to **GRC CR Attestation**.
7. In the Assign Respondent field, specify the user or role responsible for attestation (for example, System Administrator).
8. Select **Attest**.
9. Navigate to **Control requirements** tab, and select each control requirement.
   Attestation tasks are generated for each control requirement under Assessment Instances.
10. For each assessment instance, select **Take assessment**.

    a. Select Yes (implemented) or No (not implemented).

    b. If Yes, attach evidence and provide an explanation.

    c. If No, provide a reason in the Explain field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

d. Select **Submit**.
:

11. Review the following information for any failed assessment.

- Generates an issue for that control requirement.
- Marks the parent control as non-compliant.
- Rolls up the same status to the entity and control objective level.

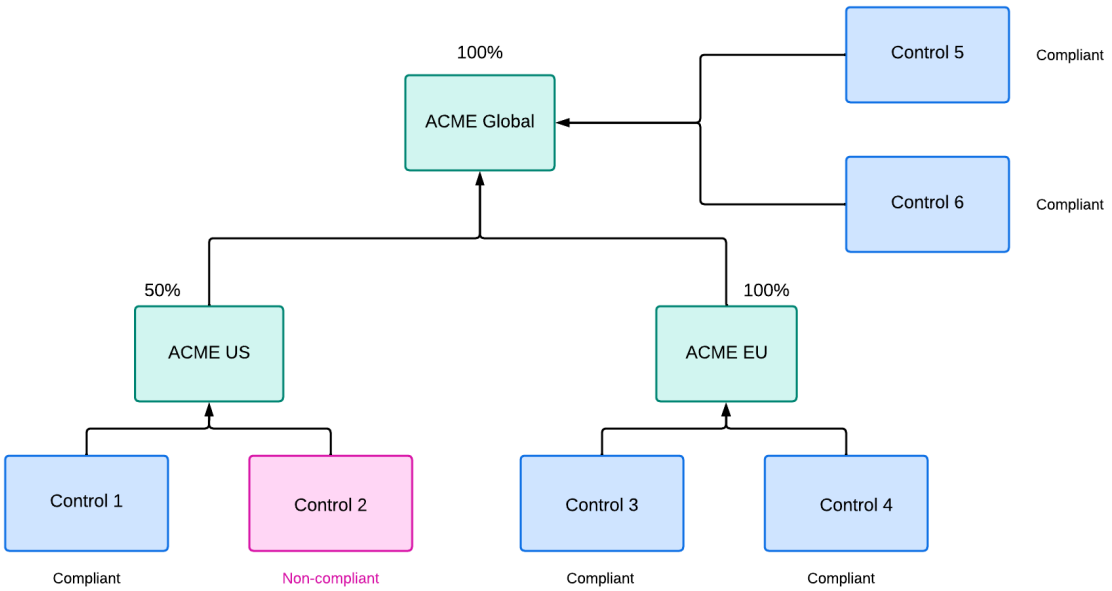
Compliance score calculation of an entity

There are two ways to calculate the compliance score of an entity. The existing method includes only the entity's direct controls, whereas the new logic considers the average of immediate downstream entities along with the average of direct controls of the entity.

Compliance score calculation based on direct controls

Calculating the compliance score of an entity is based on the controls that are directly associated with the entity. It is by using a simple formula:

```
Average of all direct controls of an entity
```



Example: Compliance score calculation rollup - existing logic

The compliance score of ACME US is the average of all its direct controls, which is `(100 + 0) # 2 = 50`. Whereas while calculating the compliance score of ACME Global, the average of its direct controls is only considered, and not the average of controls associated with its downstream entities, which is `(100 + 100) # 2 = 100`.

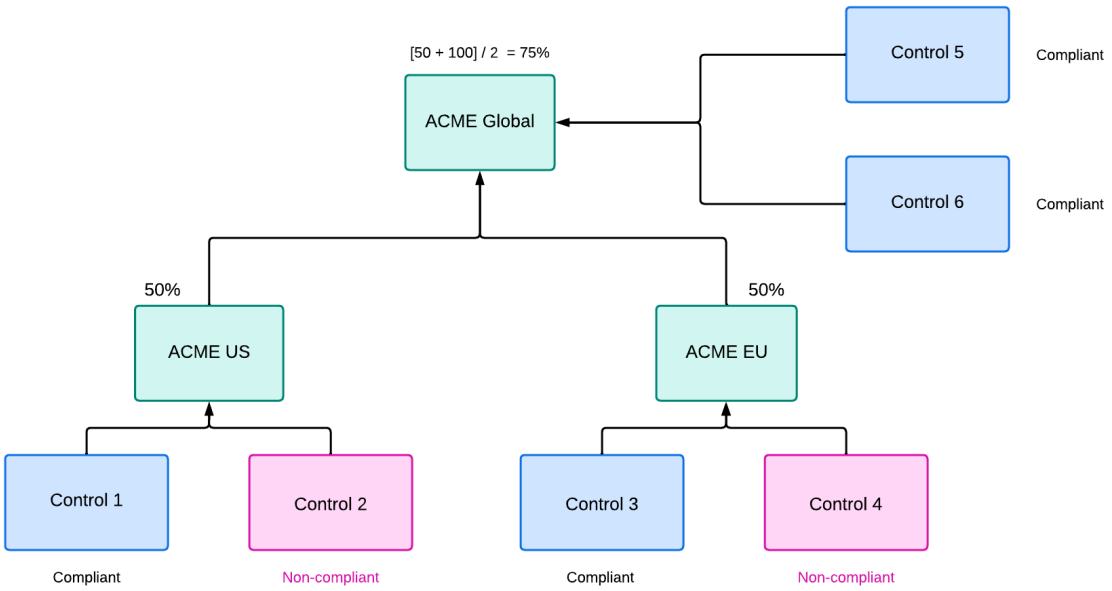
Although there's a control associated with the downstream entity (ACME US), which is non-compliant, the reflection of its non-compliance status is not reflected in the parent entity (ACME Global) and it does not alter the overall compliance score of the parent entity (ACME Global).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Compliance score calculation based on downstream entities and direct controls

Compliance score of an entity can also be calculated based on its downstream entities' compliance scores, which is the average of immediate downstream entities' compliance scores along with its direct controls, by using the formula:

```
Average [Average (downstream entities) + Average (direct
 controls)]
```



Example: Compliance score calculation rollup - new logic

In this hierarchy, the compliance score of ACME US is 50 and ACME EU is 50. This logic considers the average of the downstream entities that is ACME US and ACME EU while calculating the compliance score of ACME Global, which is `(50 + 50) # 2 = 50%`. Considering the downstream entities and the direct controls of the parent entity, the compliance score is now `(50 + 100) # 2 = 75%`. That is `average of ACME US and ACME EU + average of Control 5 and Control 6`.

Set up the steps required for entity compliance score calculation

Enable the system property and run the on-demand job to calculate the compliance score of an entity based on its downstream entities' compliance scores and also its direct controls.

Before you begin

Role required: sn_compliance.admin, sn_compliance.manager

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Properties**.
2. Select the **Entity hierarchy based scoring** property to set it to **true**.
   By default the property is set to false. When it is false, the compliance score is calculated based on direct controls, which is the average of the controls that are directly associated with the entity. See Compliance score calculation of an entity.

   However, if you want to calculate the compliance score of an entity based on its downstream entities and direct controls, then you must set the property to true. There can be a scenario where you might have to update the existing entities' compliance score by this new logic. For

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

this purpose, there is a scheduled job that you must execute manually whenever you want to calculate the compliance score.

3. To execute the scheduled job, navigate to **All** > **Scheduled Definition** > **Scheduled Jobs**.
4. Select the **Update compliance scores for hierarchy entities** on-demand job from the list. Execute the *Update compliance scores for hierarchy entities* job on demand whenever you are switching the value in the preceding property so that the compliance score of all the entities can be recalculated honoring the property's value.

   Failing to run the on-demand job after changing the value in the property leads to inconsistencies in the calculation of compliance scores of entities.

   Note:
   Whenever you are executing the *Update compliance scores for hierarchy entities* job you must deactivate the *Compliance Score V2* scheduled job until the execution of the *Update compliance scores for hierarchy entities* job is complete. This step is a manual intervention that you must do to streamline the process of compliance score calculation for an entity.

5. Select **Execute Now** in the Scheduled Script Execution Update compliance scores for hierarchy entities.

Determining the logic in calculating compliance score

Determining the calculation of an entity's compliance score, either by its direct controls or based on its downstream entities and direct controls, is based on the **Entity hierarchy based scoring** property.

Calculating entity score based on the property

The *Compliance Score V2* scheduled job runs at a periodical interval of every two minutes. When the compliance status of a control changes, the job picks up the record in its next scheduled run to process its compliance in an order. Thereafter, an entry is created in the compliance score table [sn_compliance_compliance_score].

The point at which the compliance status of a control changes and the calculation of the score at the entity level gets impacted is a trigger point.

Compliance score update scenarios for an entity based on the average of direct controls and average of downstream entities

Trigger points at which the compliance score of an entity is impacted and the entity record is added to the compliance score table:

1. If one of the downstream entity is deleted, then the entity's compliance score is recalculated. If the **Entity hierarchy based scoring** property is true, then the parent entity's compliance score is calculated based on the average of its downstream entities and also the average of its direct controls. On the other hand, if the property is false, then the compliance score is calculated based on the average of its direct controls only.
2. When an upstream entity is deleted in the hierarchy.
3. When a downstream entity or an upstream entity is added in the hierarchy.
4. When a downstream entity or an upstream entity is updated in the hierarchy.
5. When an entity becomes active.
6. When an entity is inactivated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. When a control is added to an entity or deleted from an entity.
8. When the control's status changes.

The *Compliance Score V2* scheduled job picks up the records from the compliance score table to calculate the score. Based on the **Entity hierarchy based scoring** property value, the logic in calculating the entity's compliance score is determined. For more information, see Properties installed with GRC: Policy and Compliance Management.

Manage control indicators using the Compliance Workspace

Continuous monitoring involves activities related to identifying and creating key risk and controls indicators. The Compliance Overview is available to compliance administrators and compliance managers, providing an executive view into compliance requirements, overall compliance, and compliance breakdowns.

Supporting information can be collected for indicators through automatic data collection or manual tasks. Indicator results are then used to create issues for controls, update risk scores, and provide supporting information for audit activities and control testing.

Indicators

Indicators collect data to monitor controls and risks, and collect audit evidence. Indicators monitor a single control or risk.

Indicator templates

Indicator templates allow the creation of multiple indicators for similar controls or risks.

Compliance Overview

Compliance Overview reports in the base system

Name	Visual	Description
Compliance Requirements	Donut chart	Select a wedge to focus on a specific compliance area.
Overall Compliance	Donut chart	Displays the overall compliance of all the control requirements in the system. Selecting a specific wedge in the previous widget brings that area into focus.
Entity	Drop down list	Select one or more entities to view and compare their compliance across multiple items.
Control State	Check list	Select or clear check boxes to view filter reports by control state.
Compliance by Authority Document	Bar Chart	Compare level of compliance depending on the selected entity and/or authority document.
Compliance breakdown	Multi-level Pivot	View a breakdown of control compliance by related authority documents and policies.
Non Compliant Entities	Column Chart	Count of non-compliant control requirements grouped by entity.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Authority Documents

Authority documents define policies, risks, controls, audits, and other processes to ensure adherence to the authoritative content.

Each authority document is defined in a record and the related lists on that record contain the individual conditions of the authority document.

The relationships of these authority document related list items are visible in the GRC Workbench in the Policy and Compliance Management application.

Note:
You can add content reference tags to authority documents. Content reference tags allow you to filter records in order to more easily identify the content packs, integrations, and use case accelerators associated with the authority documents.

Citations

Citations contain the provisions of the authority document, which can be interrelated. Citations break down an authority document into manageable themes.

You can create citations or import them from UCF authority documents and then create any necessary relationships between the citations.

Note:
You can add content reference tags to citations. Content reference tags allow you to filter records in order to more easily identify the content packs, integrations, and use case accelerators associated with the citations.

Create a control indicator using the Compliance Workspace

Indicator data for controls, risk, and audit evidence are measured differently depending on the GRC application.

Before you begin
Role required: sn_compliance_admin, sn_compliance_manager

Procedure

1. Navigate to one of the following locations:
   - **All** > **Policy and Compliance** > **Compliance Workspace** > **Control monitoring** > **All indicators**.
   - **Risk** > **Control monitoring** > **All indicators**.
   - **Audit** > **Control monitoring** > **All indicators**.
2. Click **New**.
3. On the form, fill in the fields.

Indicator form

Field	Description
Category	The type of indicator being created. Select **Compliance Indicator** for a control indicator and **Risk Indicator** for a risk indicator.
Inherit from template	Use a selected template to fill in the form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Template	If you selected the **Inherit from template** check box, select the template you want to use to fill in the form. After you have selected a template, the rest of the fields in the Create New Indicator screen are pre-filled and set to Read-only. For more information, see Create a GRC indicator template using the Compliance Workspace.
Override template	If you selected the **Inherit from template** check box, and you want to customize your entries in the form, select this check box. You can then edit some or all of the fields on the form.
Name	Name of the indicator.
Description	A description of this indicator.
Entity	Entity associated with this indicator.
Control	Control associated with this indicator.
Owning group	Group that owns the indicator.
Owner	Indicator owner.
Method	
Type	Results can be gathered manually using task assignment or automatically using basic filter conditions, Performance Analytics, or a script. ○ Manual ○ Basic ○ Script For manual indicators, if the associated control is exempt through policy exception, indicator tasks are not generated.
Applies to	Entity related to the **Item**.
Last result passed	Option that indicates whether last result passed.
Short Description	If Type is **Manual**, this field is present. Brief description of the issue.
Instructions	If Type is **Manual**, this field is present. Instructions for the collection of indicator results.
Value Mandatory	If Type is **Manual**, this field is present.
Passed/Failed	If Type is **Basic**, this field is present. Indicator passes or fails.
PA Threshold	If Type is **PA Indicator**, this field is present. The associated PA Threshold.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Script	If Type is **Script**, this field is present. Script that obtains the desired system information.
Schedule	
Collection frequency	Collection frequency for indicator results. Indicator tasks and results are generated automatically based on the indicator schedule.
Next run date	Next collection time for indicator results.
Supporting Data	
Note: Starting with Version 10.1, the actual historical data for the supporting data records from the indicator results or indicator tasks is displayed. Earlier, only the real-time state of the records collected could be viewed.	
Table	Use supporting data to gather supporting evidence from other applications.
Supporting data fields	Supporting data fields based on the selected table.

4. Click **Submit**.

What to do next

If you are implementing the Policy and Compliance Management software, you have completed the mandatory setup steps. Return to the Policy and Compliance Management setup checklist and proceed to the optional steps, as needed.

Create a GRC indicator template using the Compliance Workspace

Compliance or risk managers create indicator templates in the Compliance Workspace from which many indicators can be created.

Before you begin

Role required:

- sn_compliance.admin or sn_compliance.manager
- sn_risk.admin or sn_risk.manager
- sn_audit.admin or sn_audit.manager
- sn_grc.user

Procedure

1. Navigate to one of the following locations:
   - **All** > **Policy and Compliance** > **Compliance Workspace** > **Indicators** > **Indicator Templates**.
   - **Risk** > **Indicators** > **Indicator Templates**.
   - **Audit** > **Indicators** > **Indicator Templates**.
2. Select the **Create** list and click **Indicator**.
3. Select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. On the form, fill in the fields.

Indicator template form

Field	Description
Name	Name of the indicator.
Description	Description of the indicator.
Category	Category for which you're creating an indicator template. For example, select **Risk Indicator Template** to create a risk indicator template.
Active	Option that determines whether the indicator template is active.
Method	
Type	Method used to determine the type of indicator template. The choices are as follows: ○ **Manual**: Manual indicators are used for data that can't be retrieved from a ServiceNow instance because it comes from an external system, such as customer data from a third-party sales system. ○ **Basic**: Basic indicators are automated indicators based on an indicator source. The indicator source specifies a table and a frequency at which the scores from this table are saved. ○ **Script**: Scripted indicators use a custom script to collect the data.
Target Type	Type of the target value. The choices are as follows: ○ **None**: Use this option if you don't want to set up any target or threshold for the indicator. ○ **Percentage**: Use this option to determine the indicator result by a percentage value. ○ **Count**: Use this option to determine the indicator result by a count value or total number.
Result if the value meets or exceeds the target value	Result configuration field. The choices are as follows: ○ **Passed** ○ **Failed** For example, assume you enter 100 in this field. If the indicator result output is more than 100, then the indicator status will pass

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	or fail based on the value configured in this field.
Target	Value to determine if the indicator will pass or fail.
Value mandatory	Option to decide if a value must be compulsory in the indicator task for a manual indicator. **Note:** This option appears only if **Manual** is selected from the **Type** field. This option is automatically selected if **Count** or the **Percentage** is selected from the **Target type** field.
Instructions	Additional instructions for the template.
Supporting Data	
Note: Starting with version 10.1, the actual historical data for the supporting data records from the indicator results or indicator tasks are displayed. Earlier, only the real-time state of the records collected could be viewed.	
Collect supporting data	Option to enable collecting supporting data or evidence every time the indicator runs.
Table	Table used for collecting supporting data.
Supporting data fields	Fields of the source table to be used for collecting the supporting data.
Sample size	Minimum number of records that must be used for collecting supporting data. For example, a basic indicator could query a large table, returning thousands of records with each indicator execution. You don't have to save all of them; just a sample of those records. If you enter a sample size of 100, only 100 records are saved, even though the query returned thousands.
Basic Criteria	
Criteria	Criteria to filter the data from the source table.
Use reference field	Option to enable the use of the **Reference field**.
Reference field	Connection between the supporting data table and the **Applies to record** field of the entity.
Additional Criteria	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
To create indicators with targets, use the advanced filter criteria. This section appears only when you select **Basic** from the **Type** field. This section is used to provide more filter criteria.	
Additional criteria	More criteria to filter the data to calculate the target value. This section only appears when **Percentage** is selected from the **Target type** field.
Schedule	
Collection frequency	Collection frequency for indicator results. Indicator tasks and results are generated automatically based on the indicator schedule.
Due date duration (days)	Due date duration in days between the creation and due date of the indicator task and generation of its results. The due date duration added to the creation date reflects as the **Due date** of the indicator task. This field appears only when **Manual** is selected from the **Type** field. For more information, see Performance enhancements for Indicator nightly job.
First run date	First collection time for indicator results. This field is automatically set based on when an indicator or an indicator template runs for the first time. This value in this field cannot be modified.
Next run date	Next run time to collect indicator results of all downstream indicators for this indicator template.

5. When you have completed these entries, you can also view information on the following related lists:
   - Control Objectives/Risk Statements
   - Content References

   Note:
   The **Control Objectives/Risk Statements** tab enables you to reuse the same template for multiple control objectives or risk statements, or both of them.

6. Select **Submit**.

Performance enhancements for Indicator nightly job

To support parallel processing capabilities, two additional custom queues such as the Indicator Data Queue for processing indicators, and the Supporting Data Queue for handling events related to control, risk, and issue updates and to collect the supporting data, have been introduced.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New architecture for effective processing of indicators

The execution of indicators has been optimized by implementing a three-step process, utilizing two custom queues for efficient processing.

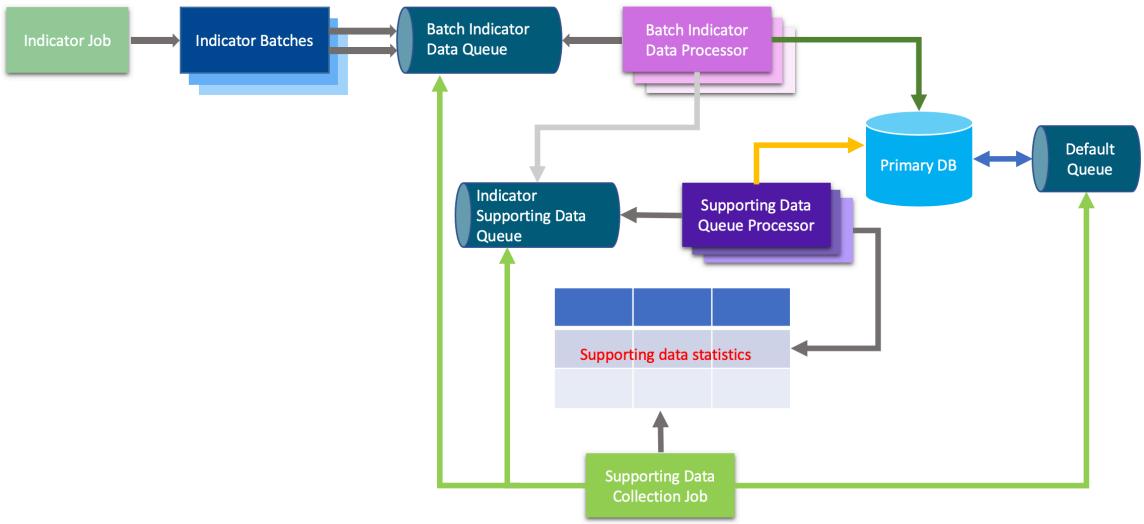
In the initial step, a set of indicators requiring processing is queued up in the Batch Indicator Data Queue. The Batch Indicator Data Processor then runs the indicators, sets the status, and creates the indicator results or tasks. The indicators are then moved to another custom queue for supporting data collection and updating dependent objects like controls, risks, and issues.

In the second step, the Indicator Supporting Data Processor picks up the indicator records from the Indicator Supporting Data Queue and updates the control or risk status, also creating or updating issues based on the configuration. Then the indicator is pushed to the Indicator Statistics Table for support data collection.

Finally, the Supporting Data Collection Job picks up the indicator records from the Supporting Data Statistics Table, starts collecting supporting data for the indicators, and leverages both the default queue and additional custom queues for efficient processing.

Note:
Indicator result business rules are not executed during the indicator job run. However, the same business rules are used while completing the indicator task. The indicator business rules are moved to the indicator job for achieving better performance during the execution.

Processing indicator jobs using additional queues



This architecture supports execution of a large number of indicators in significant time. The Supporting Data Collection Job introduced to collect supporting data improves the data handling process considerably. Moreover, the time taken to execute the data is considerably less.

Note:
The Supporting Data Collection Job assigns the batches of indicator records to the default queue initially for supporting data collection. Depending on the availability of the batch processing queue and supporting data queue, the scheduled job assigns the subsequent batches of indicator records to these queues in a round-robin fashion, that is, only if these queues are free to process them.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data model changes

The **Sample collection type** field added in the Indicator template form, has options either **Count** or **Percentage**. The default value is Count. If you select Percentage, you can provide the percentage value to collect the supporting data.

The **Due date duration (days)** field is added for manual indicator in the Indicator template and Indicator forms to capture the indicator task due date. Based on this due date, reminder emails are sent to the indicator task owners.

A new field introduced in the indicator supporting data table, which is of type JSON, helps in efficient data management.

- For more information related to the table changes, see Tables installed with Governance, Risk, and Compliance.
- For more information on the additional system properties, see Governance, Risk, and Compliance properties.
- For Indicator form changes, see Create a GRC indicator.
- For the Indicator template form changes in Compliance Workspace, see Create a GRC indicator template using the Compliance Workspace.
- For the Indicator template form changes in the classic UI, see Create a GRC indicator template.

Manage evidence requests using the Compliance Workspace

Evidence request is used by audit and compliance teams for requesting supporting documents during an audit. Auditors and compliance teams require these documents from the first line of defense.

Evidence request: Evidence is all the information used by an auditor in determining the audit opinion. Evidence includes the information contained in the accounting records underlying the financial statements and other information. Evidence is cumulative in nature. It includes evidence obtained from audit procedures performed during the audit. Evidence may also include audit evidence obtained from other sources such as, previous audits.

An evidence request is frequently introduced during the audit preparation or planning phase after the audit announcement. The documents requested are used by the audit team to understand the in-scope controls and processes, and to begin fieldwork testing. As an audit progresses through various stages, the audit team frequently adds new requests to the list. The compliance teams use the collected evidence for control testing.

Starting with version 11.0.2 release, an unplanned evidence request is supported by the Audit Management and Policy and Compliance Management applications in the following ways.

- Evidence can be requested from an engagement and all audit tables. To understand how to request evidence, see Request evidence for audit.
- Compliance teams can request evidence from control owners, business stakeholders, and process owners.
- Audit teams can request evidence from control owners, business stakeholders, process owners, and compliance teams.
- Assigned users can provide evidence directly from the Service Portal.
- Managers can approve evidence requests based on various criteria, such as confidentiality and criticality.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Improved communication channels between requesters and assignees streamline the approval process.
- Improved confidentiality constraints prevent unauthorized persons from viewing request information.

Request evidence during audits using the Compliance Workspace

Request evidence at any stage during an audit using the Compliance Workspace. The details about the items for which evidence is requested are also provided to the person responsible for providing the evidence.

Before you begin

Role required: sn_audit.user

About this task

Evidence can be requested in the following three ways:

My Evidence

By creating an evidence record from the **My Evidence** module.

Request Evidence

From the Entity, Control, Audit Task, Control Test Issue, and Other Issues related lists in an engagement record. To request evidence from these sources, navigate to **All** > **Policy and Compliance** > **Compliance Workspace**. In the List view of the workspace, select **Engagements** in the Control testing list. Open the engagement record, and select the related list from which you want to request evidence. Select the **Request Evidence** button. Here, you can either create an evidence request or add more requests to an existing evidence request. The Evidence request is created but not the evidence request tasks.

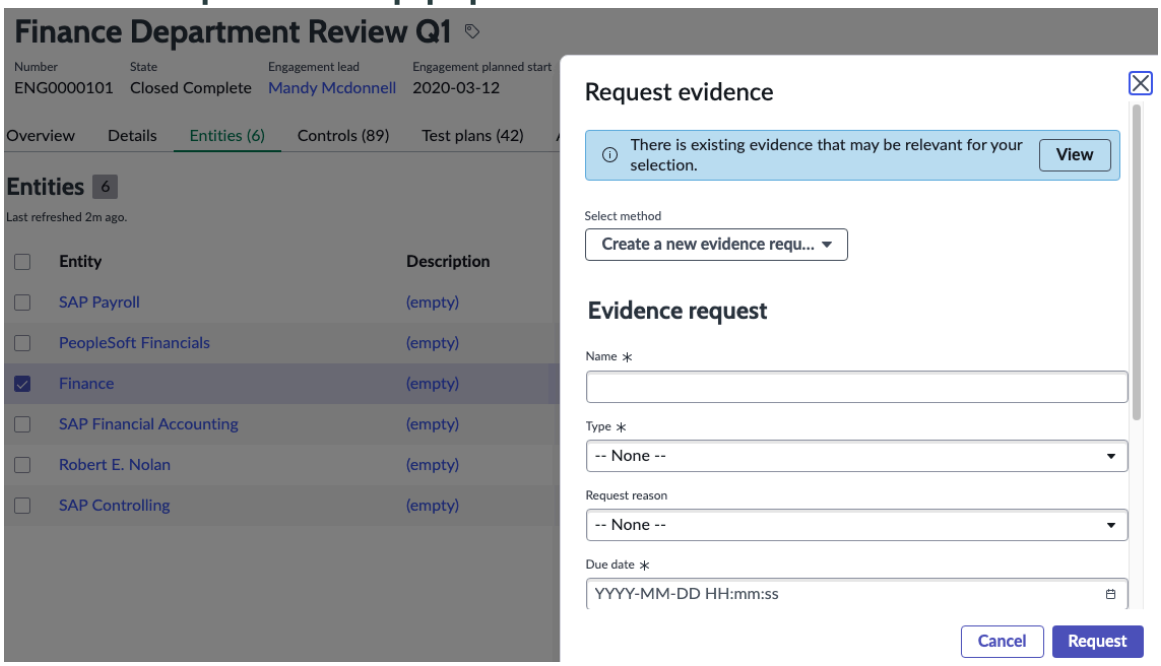
You can inform the user of the evidence records that already exist for any of the related item tables of the engagement, which they can reuse.

1. To create a new evidence request, select **Create a new evidence request** in the **Select method** list of the Request Evidence pop-up. Enter the details and select the **Request** button.
2. To view the information about existing related evidences, select the **View** link in the Request Evidence pop-up.

> **Note:**
> If there is no existing evidence, then the message does not appear in the Request Evidence pop-up.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

View link in Request evidence pop-up



3. To view all existing evidences created on the related items, select the Evidence related list.

   When the evidence is in **Closed Complete** state, the UI action buttons such as **New**, **Add existing evidence**, **Remove**, and **Delete** are disabled. You can perform these UI actions only when the engagement or any other audit and compliance object is in an active state.

4. To add existing evidence, select the **Add Existing Evidence** button and select the evidence.

   Note:
   The **Add Existing Evidence** button is available in the Evidence related item of all compliance and audit objects in the Compliance Workspace such as Engagement, Audit task, Issue, Policy, Entity, Control, Control Objective, Authority document, Citations, and Evidence request.

5. To remove the association of the evidences linked to the engagement, select the evidences in the Evidence related list and select the **Remove** button.

   Note:
   The action only removes the association of the existing evidence records from the engagement and doesn't remove the evidence record from the database.

Note:
The logged-in user must also have access to the engagement for which evidence records exist or must be the user who has access to the record to view and add them. If the logged-in user doesn't have access to those records, although there are evidenced existing on those related items, they aren't displayed for the user to add.

Entity, Control, Control Objective, Control Test, Engagement, Issue tables

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

From tables such as Entity, Control, Control Objective, Control Test, Engagement, Issue. However, when the users request evidence from these tables, the evidence request is created not the actual evidence request task. The users must navigate to the evidence request record that is generated and then add evidence request tasks.

In this procedure, the method to request evidence from the **My Evidence** module is described.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon ().
3. Navigate to **Evidence requests** > **My request**.
4. Select **New**.
5. On the form, fill in the fields.

Evidence Request form

Field	Description
Number	Unique number of the evidence request.
Name	A name for this request.
Requester	User requesting evidence. This field is automatically populated.
Requested on behalf of	User for whom evidence is being requested.
Type	Type of evidence that is created. Can be either Audit or Compliance.
Request reason	Reason for requesting evidence.
State	State of the request. The default state is **Draft**.
Substate	An additional state for the request.
Description	Detailed description of the evidence request.
Assignment	
Assignment group	Group assigned to provide evidence.
Assigned to	User responsible for providing the evidence.
Watch list	Users interested in viewing the evidence collected. If a person is added on the watch list, they can navigate to **Audit** > **Evidence Request** > **Watched Evidence Requests** to view the requests.
Schedule	
Due date	Expected date of evidence submission.
Opened	Date the request is opened. This date is automatically updated.
Closed	Date the request is closed. This date is automatically updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Activity	
Work notes	Type any notes that might be required.
Activities	Activity log for the request.
Confidentiality	
Confidential	Option to enable confidentiality of the record. Only the assigned confidential users or confidential groups of users can access the record. For more information on the confidential option, see Confidentiality flag for audit and compliance records.

6. Save the form.
   Monitor the state of the Evidence in the stepper of the Overview page. The record progresses through a sequence of logical steps when you accept evidence, request revision of the evidence, and request information.

   The Evidence collection details related list appears. This related list is used to list the items for which evidence is requested.
7. Select **New**.
8. On the form, fill in the fields.

Evidence collection details form

Field	Description
Number	Unique number for the evidence collection detail.
Name	A name for this request.
Evidence collection type	Record for which evidence is requested. If the request was entered by a user with the compliance user role, the available options are: ○ Authority document ○ Citation ○ Control ○ Control objective ○ Control test ○ Entity ○ Issue ○ Policy If the request was entered by a user with the audit user role, the available options are:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Audit task ○ Control ○ Control objective ○ Control test ○ Engagement ○ Entity ○ Issues
Evidence for	Lists all the tables to which the evidence is applied.
Evidence request	Unique number of the evidence request task.
Assignment	
Assignment group	Group assigned to provide evidence. The users of this group must have the sn_grc.business_user roles.
Assigned to	User responsible for providing evidence.
Instructions	
Evidence collection instructions	Instructions for providing evidence. For example, list of supporting documents, files, and so on.

9. Select **Save**.
10. Select **Request Evidence**.
    When an evidence request is already in the Work in Progress state, and a new evidence collection detail is added, the evidence request task is sent to the assignee immediately. The Evidence related list appears with the list of evidences and the person who is assigned the request receives an email notification to provide the requested evidence. Also, the state of the request changes to **Work in Progress**.You can view the description and monitor the state of the Evidence request in the stepper of the Overview page as it progresses through the evidence request process flow.

Provide requested evidence using the Compliance Workspace

Using the Compliance Workspace, you can provide evidence when you are requested. When evidence is requested, the person who must provide the evidence receives an email. The process to provide the evidence begins.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

About this task

When the assignee receives the email to provide the requested evidence, the assignee can either provide the requested evidence or reassign the request to another user. The assignee can also add approvers before sending the requested evidence to ensure additional security of the evidence. If the assignee reassigns the request to some other user, the original assignee can no longer view the request. If the evidence provided does not need an approver, then the assignee

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

can directly request a review of the evidence, and the requester gets a notification to review the evidence.

Procedure

1. Navigate to **Audit** > **Evidence Request** > **My Evidence Request Tasks**.
2. Open the record for which you want to provide evidence.
3. Click **Accept Work**.
4. On the form, fill in the fields.

Evidence form

Field	Description
Number	Number of the evidence request. This value is generated by default.
Requester	User requesting evidence. This value is generated by default. If you are the approver, requester, watch list member, or user in the Assigned to field, then you can edit the details in the **Watch list**, **Name**, and **Description** fields when the evidence is in **New** or **Work in progress** states.
Requested on behalf of	User for whom evidence is being requested. This value is generated by default.
Assignment group	Group assigned to provide evidence. The users of this group must have the sn_grc.business_user roles.
Assigned to	User responsible for providing the evidence. This value is generated by default.
State	State of the request.
Substate	None. This value is generated by default.
Request reason	Reason for requesting evidence.
Approvers	Users to approve evidence before it is returned to the requester for review. Usually, an approver is the manager of the person providing the evidence.
Watch list	Users interested in viewing the evidence collected.
Name	Name of the evidence request. The name defaults to Evidence collection details name.
Description	Detailed description of the evidence request. The description defaults to the description given in the Evidence request form.
Request Details	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Evidence request	Unique ID of the evidence request associated with the task. This value is generated by default and is fetched from the record that was created to request evidence.
Evidence for	Record for which the evidence is requested.
Evidence for description	Description of the record for which the evidence is being requested. This value is generated by default and is fetched from the record that was created to request evidence.
Evidence collection instructions	Instructions to collect the evidence. If you are the manager or requester, you can edit this field when the evidence request task is in work in progress state.

5. To request approval for the attached evidence, click **Request Approval**.
6. If no approvers are required, click **Request Review**.

Approve evidence before evidence review using the Compliance Workspace

Using the Compliance Workspace, approve the evidence being provided before the requester views the evidence. When evidence is provided in response to an evidence request, the evidence may need an approval before the evidence is sent back to the requester. This ability ensures security and confidentiality of the evidence.

Before you begin

Role required: sn_grc.business_user, sn_grc.business_user_lite

About this task

After receiving a request to approve evidence, an approver can do one of the following:

- Approve the request if there are no issues or concerns.
- Request revision of the evidence attached in case it is not correct or needs rectification.
- Request information if the approver wants more details about the attached evidence.

Procedure

1. Navigate to **Audit** > **Evidence Request** > **My Approvals**.
2. Open the record for which you want to approve evidence.
3. Review the attached evidence on the form and click one of the following options:

Option	Description
Approve	Approve the attached evidence. The requester gets the evidence provided.
Request Revision	Request that the attached evidence be reviewed. Enter comments when you request revision. The assignee gets a notification to review the attached evidence.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Description
Request Information	Seek more information and details about the attached evidence. The assignee gets a notification to provide more information about the attached evidence.

Accept, reject, or cancel an evidence request using the Compliance Workspace

Accept, reject, or cancel an evidence request when you receive the evidence you requested. After requesting an evidence request using the Compliance Workspace, when the requester receives the evidence, the requester can accept, reject, or cancel the evidence request.

Before you begin
Role required: sn_compliance.user

Procedure

1. Navigate to **Audit** > **Evidence Request** > **My Pending Reviews**.
2. On the Evidence form, review the attached evidence, and click one of the following options:

Option	Description
Accept Evidence	Accept the evidence that is provided.
Request Revision	Request for the evidence to be reviewed, if it is not appropriate, or modified.
Cancel	Cancel the evidence request task.
Delete	Delete the evidence request task.

Review related evidence using the Compliance Workspace

The Evidence Request feature includes a related list called Related Evidence that is not visible by default.

Before you begin
Role required: admin

About this task
This related list provides a list of evidence that is not directly requested for the current record, but is associated to a related record. For example, the Related Evidence list on the Control Objective form shows evidence requested for associated controls.
The Related Evidence related list is available to a wide variety of forms throughout the Evidence Request feature; however, it is not visible in the base system. You can personalize any of the forms in which it is available, but keep in mind that activating this related list can impact system performance.

Tables that can display the Related Evidence related list

Table name	Type of related evidence displayed
Authority document	Evidence request tasks created on the citations mapped to this authority document.
Citation	Evidence request tasks created on the control objective associated to the citation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables that can display the Related Evidence related list (continued)

Table name	Type of related evidence displayed
Control	Evidence request tasks created on the control test mapped to the control and Issues created for the control.
Control objective	Evidence request tasks created on the controls associated to the control objective.
Control test	Evidence request tasks created on the controls associated to the control test.
Engagement	Evidence request tasks created on the entities, controls, control tests, audit tasks, control test issues, and issues mapped to the engagement are displayed.
Entity	Evidence request tasks created on the controls associated to the entity, Issues created on the entity.
Policy	Evidence request tasks created on the control objective associated to the policy.

Procedure

1. Navigate to the form for which you want to display the **Evidence Request** related list.
2. Right-click in the form header, and click **Configure** > **Related Lists**.
3. Locate the **Related Evidence** item in the **Available** box and move it to the **Selected** box.
4. Click **Save**.

Policy authoring and redlining in Compliance Workspace

Policies are effective when they're carefully monitored and revised periodically. By reviewing and updating them at regular intervals, organizations can maintain updated policies to avoid audit and compliance risks.

Policies of an organization tend to get outdated over time either due to the growth of the organization or due to the changes that happen in an organization structure. For these reasons, policies must be carefully monitored and revised consistently.

Policy owners, collaborators, reviewers, and approvers enable policy authoring and redlining. Review and redlining of policy results in multiple versions that must be maintained for an audit purpose.

Key benefits of policy redlining

It improves the overall policy authoring and redlining experience by enabling:

- Policy owners, collaborators, reviewers, and approvers to collaborate using O365 or Google Drive.
- Redlining and reviewing capability.

Key features

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. Policy owners and collaborators can collaborate and draft a policy using O365 or Google Drive.
2. Policy reviewers can collaborate, review, and redline policy.
3. Approvers can review and approve the policy.
4. Ability to maintain different versions of the policy, and retain its history.
5. Ability to copy policy text from a document to the policy text field in HTML, retaining the format.
6. Ability to convert the policy to PDF format.
7. Simplify user experience by guiding the user through policy authoring, redlining, and publishing.

Import policy text for redlining

Import the policy text as an attachment if you're unable to do the word editing.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst

About this task

You can import the content only when you're the policy owner and the policy must also be in Draft state.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon ().
3. Navigate to **Compliance library** > **My policies**.
   You can create a new policy or open a record to enable the redlining feature.
4. Select a policy to open.
5. Select a Policy text related list to view the contents of the policy text.
   If you do not have Microsoft or Google Drive integration, then you can import the policy text as an attachment. You can import the content only when you're the policy owner and the policy must also be in Draft state.
6. Navigate to **All** > **Policy and Compliance** > **Administration** > **GRC properties**.
7. Select the option **None** in the *`Select a file sharing service to host documents and attachments`* system property list.

   a. Select the **Import policy text** button.

   b. Select **Add File** in the Import policy text pop-up.

   c. Select **Import**.
   The content of the file can be previewed in the **Policy text** field.

Pre-requisites to enable policy redlining feature

Certain configurations are required to be set up for policy collaborators to use the policy redlining feature in the Compliance Workspace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:

Currently, the policy authoring and redlining feature is available exclusively to ServiceNow cloud-based customers.

Spoke support for cloud hosting services

Spokes required for Policy authoring – integration with Microsoft Office 365

- Microsoft OneDrive Spoke – 2.1.1
- Microsoft OneDrive Spoke for Document Service Framework – 1.0.5

Spokes required for Policy authoring – integration with Microsoft SharePoint

- Microsoft OneDrive spoke 2.3.1
- Document services framework for OneDrive – 2.0.0

Spokes required for Policy authoring – integration with Google Drive

- Document Service Framework for Google Drive Spoke – 1.0.1
- Google Drive Spoke – 1.4.1

Note:
Integration Hub entitlements included in the Compliance Workspace are for Policy authoring – integration with O365 and integration with Google Drive. Using Microsoft integration or Google Drive integration requires Integration Hub transactions not included in the Compliance Workspace product but requires an Automation Engine or Integration Hub entitlement.

Connecting to cloud hosting services

If you're a policy collaborator wanting to use the policy redlining feature in the Compliance Workspace, then you must set up the following configurations.

Note:
You can establish a connection with only one of the following cloud hosting services: either Microsoft or Google Drive.

Microsoft implies both Microsoft OneDrive and Microsoft SharePoint.

Establish a connection with cloud hosting services

Connection with Microsoft OneDrive

You must first set up the Microsoft OneDrive to perform actions in Microsoft OneDrive from ServiceNow. For more information, see Setup Microsoft OneDrive for Document Services.

Note:
To set up connection you require Microsoft Azure App permissions such as email, openid, profile, Files.ReadWrite, offline_access, User.Read, User.ReadBasic.All, Sites.ReadWrite.All.

Connection with Microsoft SharePoint

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You must first set up the Microsoft SharePoint to perform actions in Microsoft SharePoint site from ServiceNow. For more information, see Setup Microsoft OneDrive for Document Services.

The Microsoft OneDrive setup configured in ServiceNow is the same as that is done for Microsoft SharePoint as well. However, the Microsoft Azure App permissions are required for Microsoft SharePoint.

Note:
To set up connection you require Microsoft Azure App permissions such as email, openid, profile, Files.ReadWrite, offline_access, User.Read, User.ReadBasic.All, Sites.ReadWrite.All.

Connection with Google Drive

To set up Google Drive as a cloud hosting service and to create or update the policy text document that resides in Google Drive, you must:

1. Set up Google Drive spoke account.
2. Integrate the Document Services with Google Drive. For more information, see Document Services Framework for Google Drive.
3. To manage documents in Google Docs from your ServiceNow instance, you must integrate the ServiceNow instance with Google docs. For more information, see Set up the Google Docs.

Setting up system properties to connect with cloud hosting services

Enable system properties to use policy redlining in Compliance Workspace

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **GRC properties**.
   a. To opt Microsoft OneDrive as your cloud hosting service, select **One drive** in the *Select a file sharing service to host documents and attachments* system property list.

      If you select **None** in the *Select a file sharing service to host documents and attachments* system property list, then you can import the policy text. For more information, see Import policy text for redlining.

   b. To opt Google Drive as your cloud hosting service, select **Google drive** in the *Select a file sharing service to host documents and attachments* system property list.
   c. To opt Microsoft SharePoint, select **SharePoint** in the *Select a file sharing service to host documents and attachments* system property list.
2. Set the folder path that is to be created in Microsoft OneDrive in the *Default folder path where documents and attachments will be located. You can organize files in sub-folders within this path* system property list.

Provide mp_document_user role

The mp_document_user role is required to access policy redlining document-related tables. This role is required for users using the policy redlining feature to create, update, and delete the related documents.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

As a sys admin you can establish the cloud hosting connection, enable system properties, and provide the mp_document_user role and compliance user (sn_compliance.user) role for the policy redlining users.

Creating and associating policy texts from Cloud documents

You can create and associate a policy text of a policy record with any document that exists in Microsoft OneDrive, Google Drive, or in Microsoft SharePoint. You can sync the policy text and the document in cloud and get the latest version attached to the policy for publishing.

Note:
Policy redlining is enabled only for policy authoring in Compliance Workspace and not in ServiceNow AI Platform.

Although policy redlining as a feature isn't available in ServiceNow AI Platform, the following changes that are made in Compliance Workspace to enable redlining for a policy are also visible in the policy form if you access it in ServiceNow AI Platform:

- Owner field is required.
- Approvers must be identified before you request approval. Previously, the policy can be auto-published even if there was no approver.
- Contributors field is added.
- Policy history related list is available.
- Activity field is added.

However, these changes support the redlining feature of the policy in Compliance Workspace and don't support any policy-related activities on ServiceNow AI Platform.

Contextually, Cloud refers to documents that reside in Microsoft OneDrive, Microsoft SharePoint, or Google Drive.

Create and associate a policy text document in Microsoft OneDrive

Create a policy text document in Microsoft OneDrive and enable document editing with the approvers, reviewers, and contributors. You can share the document with your stakeholders and collaborate on the document editing in real-time.

Before you begin
Role required: sn_compliance_ws.corporate_compliance_analyst; mp_document_user

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon ().
3. Navigate to **Compliance library** > **My policies**.
   You can create a new policy or open a record to enable the redlining feature.
4. Select a policy to open.
5. For Microsoft OneDrive, select the Policy text related list to view the contents of the policy text.

   a. Select the **Enable document editing** button.
   If the policy is in **Draft** state, then the policy owner can alone create a document or associate a document from Microsoft OneDrive to enable the policy text for editing by the approvers, reviewers, and contributors.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

b. To create a document as a policy owner, select **Create new document** in the **Enable document editing** list.

c. Enter the path of the folder where the document resides in the **Folder location** field. For example, GRC/Folder.

d. Enter the name of the document in the **Document name** field.

e. Select **Create**.

f. To view the document that is created, select the **Open in Word** button.

6. To view the users that have read or write access to the document, navigate to the Document access related list.
7. To create another document or connect to a different document for a redlining-enabled policy, select the **Enable document editing** button.
   To create another document, select **Create new document** that opens the Create a document pop-up.
8. To update the content of the document in the **Policy text** field, select the Update link below the document link.
9. If the policy has been drafted and is complete, the policy owner can request a review by selecting the **Request review** button.
10. Enter a message for the reviewers in the Request review pop-up.
11. Select **Request**.
    As a reviewer, you can view the policy, if ready for review, when you log in to **My pending tasks** in the Tasks view.
12. Select the **Submit review** button.
    You can review the policy text, add a comment in the Submit review pop-up, and submit it.
13. To preview the document and to get the latest update after your collaborators have edited, select the Update link in the **Policy text** tab.
    As a policy owner, you can edit the content of the document in Microsoft OneDrive to maintain a sync between the document in Cloud and the policy text of the policy.

    All activities between the policy owner and the reviewers are captured in the **Activity** tab of the **Details** related list. If all reviewers have completed the review, then the policy owner can complete the publishing checklist.

14. Select the **Complete publishing checklist** button.
    If all reviews are complete, then as a policy owner you can complete the publishing process. This action creates a playbook. The policy owner must go through the publishing checklist before requesting approval. See, Complete publishing checklist for the policy and request approval.
15. To view the history of the policy, select the Policy history related list.
    For more information, see View the history of a redlining-enabled policy.

Connect an existing document in Microsoft OneDrive to policy

Enable redlining in a policy document that is existing in your Microsoft OneDrive instead of creating a document in Microsoft OneDrive.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_compliance_ws.corporate_compliance_analyst; mp_document_user

Procedure
1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon ( ).
3. Navigate to **Compliance library** > **My policies**.
4. Select a policy.
5. Select a Policy text related list to view the contents of the policy.
   If you already have a document on Microsoft OneDrive with some content in it, which you want to associate with the policy, then you can associate that document.
6. Select the **Enable document editing** list.
   If the policy is in **Draft** state, then only the policy owner can associate a document from Microsoft OneDrive to enable the policy text for the approvers, reviewers, and contributors to edit.
7. To link an existing document with the policy that is enabled for redlining, select **Connect Existing document** in the Enable document editing list.
   a. Enter the location of the folder in the **Folder location** field.
   b. Enter the name of the document in the **Document name** field.
   c. Select **Connect**.
   d. To open the document, select the link.
   e. To update the content of the document in the **Policy text** field, select the Update link below the document link.

   You can still create another document or connect to a different document for a policy that is already enabled with redlining.
8. To create another document or connect to a different document for a redlining-enabled policy, select the **Enable document editing** button.
   To connect to a different document, select **Connect existing document** that opens a Connect existing document pop-up.
   a. Enter the path of the folder where the document resides in the **Folder location** field.
   b. Enter the name of the document in the **Document name** field.
   c. Select **Create**.
   d. To update the content of the document in the **Policy text** field, select the Update link below the document link.

Upload a Microsoft Word document to Microsoft OneDrive

Upload a Microsoft Word document that exists in your local machine to Microsoft OneDrive and link the document with the policy. As a user, you can access the document from any device and enable multiple users to collaborate on the policy document.

Before you begin
Role required: sn_compliance_ws.corporate_compliance_analyst; mp_document_user

Note:
Verify that you have set up the pre-requisite steps appropriately to upload the Microsoft Word document to cloud. For more information, see Pre-requisites to enable policy redlining feature.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon ( ).
3. Navigate to **Compliance library** > **My policies**.
4. Select a policy and click the Policy text related list to view the contents of the policy.
   You can upload a Microsoft Word document that exists locally in your machine.
5. To upload a Microsoft Word document that exists in your local machine to Microsoft OneDrive, select the **Enable document editing** button.
6. Select the **Upload a document** option.
7. Enter the path of the folder or the location where the document must be uploaded in the **Folder Path** field.
8. Select the Add File link to browse and open the Microsoft Word document that exists in your local machine.
   The name of the Microsoft Word document defaults as the **Title** of the file in the Upload a file pop-up. If necessary, you can change the name of the file in the **Title** field.

   Note:
   You can upload only one file at a time to the folder.

9. Select **Upload**.
   The selected file from your local machine is uploaded to the folder path that you'd specified in Microsoft OneDrive.

Create and associate a policy text document in Google Drive

Create a policy text document in Google Drive and enable document editing with the approvers, reviewers, and contributors. You can share the document with your stakeholders and collaborate on the document editing in real-time.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst; mp_document_user

Important:
Google document creation support is enabled from 19.1.1 version of Policy and Compliance Management application

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon ( ).
3. Navigate to **Compliance library** > **My policies**.
   You can create a new policy or open a record to enable the redlining feature.
4. Select a policy to open.
5. For Google Drive, select a Policy text related list to view the contents of the policy text.

   a. Select the **Enable document editing** button.
      If the policy is in **Draft** state, then the policy owner can alone create a document or associate a document from Google Drive to enable the policy text for editing by the approvers, reviewers, and contributors.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

b. To create a document as a policy owner, select **Create new document** in the **Enable document editing** list.

c. Copy the shareable folder link from Google Drive and paste it in the **Folder link** field in the Create a document pop-up.

To get the folder link, right-click the folder in Google Drive, select the ⋮ icon. Select **Share** and **Copy link**.

d. Enter the name of the document in the **Document name** field.

e. Select the type of document that you want to create in the **Type** field.
The options are:

- Google docs: You can create a Google document in Google Drive when you select this option.
- Word: You can create a Microsoft Word document in Google Drive that you can access through a browser and store in Google Drive.

f. Select **Create**.
On selecting create, the document is created in the folder of the Google Drive account that you provided. If you're providing a link to a shared folder, then you must have edit access to create a file within that folder.

g. To view the document that is created, select the **Open in Google docs** button.

6. To view the users that have read or write access to the document, navigate to the Document access related list.
7. To create another document or connect to a different document for a redlining-enabled policy, select the **Enable document editing** button.
   - To create another document, select **Create new document** that opens the Create a document pop-up.
   - To connect to a different document, select **Connect existing document** that opens a Connect existing document pop-up.
8. To update the content of the document in the **Policy text** field, select the Update link below the document link.
9. If the policy has been drafted and is complete, the policy owner can request a review by selecting the **Request review** button.
10. Enter a message for the reviewers in the Request review pop-up.
11. Select **Request**.
    As a reviewer, you can view the policy, if ready for review, when you log in to **My pending tasks** in the Tasks view.
12. Select the **Submit review** button.
    You can review the policy text, add a comment in the Submit review pop-up, and submit it.
13. To preview the document and to get the latest update after your collaborators have edited, select the Update link in the **Policy text** tab.
    As a policy owner, you can edit the content of the document in Google Drive to maintain a sync between the document in Cloud and the policy text of the policy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

All activities between the policy owner and the reviewers are captured in the **Activity** tab of the **Details** related list. If all reviewers have completed the review, then the policy owner can complete the publishing checklist.

14. Select the **Complete publishing checklist** button.
    If all reviews are complete, then as a policy owner you can complete the publishing process. This action creates a playbook. The policy owner must go through the publishing checklist before requesting approval. See, Complete publishing checklist for the policy and request approval.
15. To view the history of the policy, select the Policy history related list.
    For more information, see View the history of a redlining-enabled policy.

Connect an existing document from Google Drive to policy

Connect a document that exists in your Google Drive folder to a policy that you created. Use this existing document and enable redlining in the policy text instead of creating a document.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst; mp_document_user

Important:
Starting from version 19.1.1 Google documents are supported in the connect document policy.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon ( ).
3. Navigate to **Compliance library** > **My policies**.
4. Select a policy.
5. Select a Policy text related list to view the contents of the policy.
   If you already have a document on Google Drive with content in it, which you want to associate with the policy, then you can associate that document.
6. To connect a document that is in your Google Drive folder.
   a. Navigate to My Drive in https://drive.google.com/
   b. Select the document that you want to connect to the policy.
   c. Select the More actions icon (⋮) in the document that you want to connect.
   d. Select the **Copy link** option from the **Share** list.
7. Navigate back to the Policy text tab of the policy record.
8. Select the **Enable document editing** list.
   The policy must be in **Draft** state, only then the policy owner can associate a document from Google Drive to enable the policy text for the approvers, reviewers, and contributors to edit.
9. Paste the copied Google Drive in the **File link** field of the Connect existing document pop-up.
10. Select **Connect**.
    You should be able to connect the document from the Google Drive to the policy record.

Note:
However, you can't connect a Google document if it exceeds 10 MB.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

11. Select **Update**.
    The Policy text field displays the text from the Google Drive document in the ServiceNow policy record.

    For more information on Google Drive Integration for Policy authoring and redlining, see the Google Drive Integration for Policy authoring and redlining – General guidelines and Known limitations [KB1587198] article in the Now Support Knowledge Base.

Upload a Microsoft Word document to Google Drive

Upload a Microsoft Word document that exists in your local machine to Google Drive and link the document with the policy. As a user, you can access the document from any device and enable multiple users to collaborate on the policy document.

Before you begin

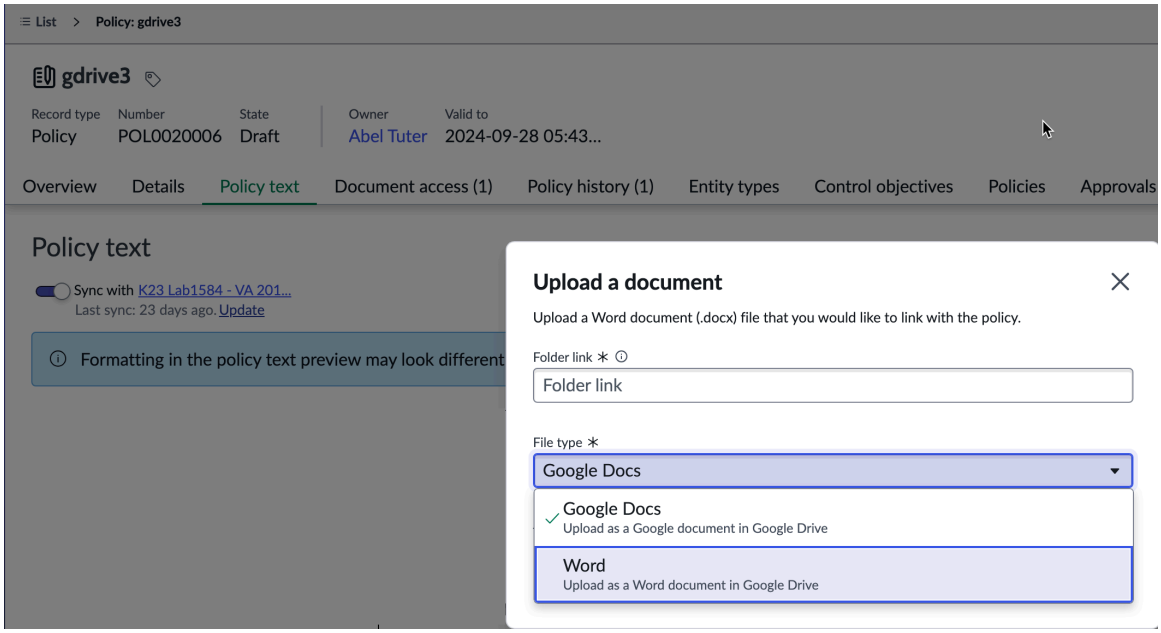
Role required: sn_compliance_ws.corporate_compliance_analyst; mp_document_user

Note:
Verify that you have set up the pre-requisite steps appropriately to upload the Microsoft Word document to cloud. For more information, see Pre-requisites to enable policy redlining feature.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon ( ).
3. Navigate to **Compliance library** > **My policies**.
4. Select a policy and click the Policy text related list.
   You can upload a Microsoft Word document that exists locally in your machine.
5. To upload a Microsoft Word document that exists in your local machine to the Google Drive, and attach it to the policy, select the **Enable document editing** button.
6. Select the **Upload a document** option.
7. Enter the shareable link of the folder from Google Drive where the document must be uploaded in the **Folder link** field.
8. Select the **File type** field and click to choose a Google document or Microsoft Word document that you want to upload in the Google Drive.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



- Google Docs: Upload as a Google document in Google Drive.
- Word: Upload as a Microsoft Word document in Google Drive.

9. Select the Add File link to browse and open the document that exists in your local machine. The name of the Microsoft Word document defaults as the **Title** of the file in the Upload a file pop-up. If necessary, you can change the name of the file in the **Title** field.

> **Note:**
> You can upload only one file at a time to the folder.

10. After you have selected the file as an attachment, select **Upload**.
11. After the file is attached, select **Upload**.
    The selected file is uploaded to the Google Drive folder link that you'd specified.

Create and associate a policy document in Microsoft SharePoint

Enable redlining in a policy document that exists in your Microsoft SharePoint location instead of creating a document in Microsoft SharePoint and associating the document with the policy record.

Before you begin

Role required: Role required: sn_compliance_ws.corporate_compliance_analyst; mp_document_user

> **Important:**
> Policy redlining integration with Microsoft SharePoint is available from Washington DC ServiceNow AI Platform version. The feature isn't available even if you are on the 19.x version of Vancouver.

About this task

Apart from associating documents that reside in Microsoft OneDrive and Google Drive, you can now associate documents that are in Microsoft SharePoint site to your policy record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon ( ).
3. Navigate to **Compliance library** > **My policies**.
   You can create a new policy or open a policy record to associate a document.
4. Select a policy to associate a policy document from the Microsoft SharePoint site.
   You can create a document in the Microsoft SharePoint site and associate with the policy record when the policy is in Draft state.
5. From the Policy text related list of the policy record, select the **Enable document editing** UI action list and click the **Create new document** option.
6. Enter the URL to the site in the **Site URL** field of the Create a Word document pop-up.
   If you hover over the Site URL icon, you can get the site URL location information.
   a. To get the site URL, log in to the Microsoft SharePoint site.
   b. Select the **Share** list and click the **Copy link to page** option.
7. Enter the path of the folder that you copied in the **Folder location** field.
   This path is the location where the document resides.
8. Enter the name of the document in the **Document name** field.
9. Select **Create**.
   On selecting create, the document is created in the folder of the Microsoft SharePoint account that you provided. If you're providing a link to a shared folder, then you must have edit access to create a file within that folder.

   After the document is created, the contributors and policy owners who have access to the policy in the Draft state can edit the document in Microsoft SharePoint to add content.
10. To update the content in the **Policy text** field of the policy record, select the Update link below the document link.
    Alternatively, you can also select the **Open in Word** button.

    The content that is present in the specified document of the Microsoft SharePoint location is copied to the **Policy text** field. A message stating that **Policy text is updated with the latest content from policy document in the cloud** confirms that the content in the policy text and the document are in sync.
11. To view the users that have read or write access to the document, navigate to the Document access related list.
    After the document is associated with the policy record, the access for the policy users to the document is also established. The access to the policy document varies with users depending on their roles and the state of the policy.

    Draft

    If the policy is in Draft state, the Owner and Contributors have edit access.

    Review

    If the policy is in Review state, the Reviewers and Owners have edit access. However, the Contributors and Approvers have only read access.

    Approved

    If the policy moves to the Approved state, all the stakeholders of the policy have only read access.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can also verify the users' access rights by navigating to the Microsoft SharePoint document, selecting the **Share** list in the Microsoft SharePoint document and clicking **Manage Access**. Sometimes the access rights that users have on the ServiceNow policy document may not be the same as the rights that users have when they collaborate on the document in the Microsoft SharePoint site. This difference is because of the root permissions that are set in Microsoft SharePoint site, which get inherited to the folders within the site. The users of the folders within the site inherit those permissions. You can override the permissions.

a. To override the Microsoft SharePoint site permission, select the settings icon ( ).

b. Select the **Site permissions** option in the **Settings** list.

c. Right-click the folder where the document resides and select **Manage Access**.

d. Select **Advanced settings** and click **Stop Inheriting Permissions**.
This folder no longer inherits permissions from the parent or from the level of the Microsoft SharePoint site. Now, when you provide access to the document from ServiceNow, then the same level of access that you see in the Document access related list will be available to the users collaborating on the Microsoft SharePoint document also.

12. If the policy has been drafted and is complete, the policy owner can request a review by selecting the **Request review** button.

a. Enter a message for the reviewers in the Request review pop-up.

b. Select **Request**.
As a reviewer, you can view the policy when you log in to **My pending tasks** in the Tasks view, if it's ready for review.

c. Select the **Submit review** button.
You can review the policy text, add a comment in the Submit review pop-up, and submit it.

13. To preview the document and to get the latest update after your reviewers have reviewed, select the Update link in the **Policy text** tab.
Reviewers can add suggestions and comments in the document by selecting **Review** > **Track Changes** > **For everyone** in the Microsoft SharePoint.

As a policy owner, you can fetch the updated content of the document from Microsoft SharePoint by selecting the **Update** link. This action maintains a sync between the content present in the Cloud document and the content in the policy text field of the policy.

Note:
Updates done frequently aren't captured in the version history records of Microsoft SharePoint and the content may not be available in real time. Therefore, there can be a delay in fetching the latest updated content from Microsoft SharePoint to the policy text field.

All activities between the policy owner and the reviewers are captured in the **Activity** tab of the **Details** related list. If all reviewers have completed the review, then the policy owner can complete the publishing checklist.

14. Select the **Complete publishing checklist** button.
If all reviews are complete, then as a policy owner you can complete the publishing process. This action creates a playbook. The policy owner must go through the publishing checklist

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

before requesting approval. See, Complete publishing checklist for the policy and request approval.

After the publishing process is complete, you can either attach the policy as a PDF to the policy record or generate a Knowledge Base article when the policy moves to the Published state.

15. Select the attachments icon ( ) in the sidebar of the policy's Overview related list to see the PDF version of the Knowledge Base article.
16. To view the history of the policy, select the Policy history related list.
For more information, see View the history of a redlining-enabled policy.

Connect an existing document in Microsoft SharePoint

Connect a document that exists in your Microsoft SharePoint folder to a policy that you created. Use this existing document and enable redlining in the policy text instead of creating a document.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst; mp_document_user

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon ( ).
3. Navigate to **Compliance library** > **My policies**.
4. Select a policy.
The policy must be in **Draft** state, only then the policy owner can associate a document from Microsoft SharePoint to enable the policy text for the approvers, reviewers, and contributors to edit.
5. Select the Policy text related list to view the contents of the policy.
If you already have a document on Microsoft SharePoint with relevant policy content, which you want to associate with the policy, then you can associate that document to the policy.
6. To connect a document that is in your Microsoft SharePoint folder.
   a. Log in to Microsoft SharePoint site.
   b. Navigate to the document that you want to connect to the policy.
   c. Select the **Share** list in the Home page and click the **Copy link to page** option.
7. Navigate back to the Policy text related list of the policy record.
8. Select the **Enable document editing** list and click the **Connect existing document** option.
9. Paste the copied Microsoft SharePoint site URL in the **Site URL** field of the Connect existing Word document pop-up.
10. Enter the details in the **Folder path** and **Document name** fields.
11. Select **Connect**.
A message appears stating that Microsoft Word editing is enabled. The policy record is connected to the document.
12. Select **Update**.
The **Policy text** field displays the text from the Microsoft SharePoint document in the ServiceNow policy record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Upload a Microsoft Word document to Microsoft SharePoint

Upload a Microsoft Word document that exists in your local machine to Microsoft SharePoint and link the document with the policy. As a user, you can access the document from any device and enable multiple users to collaborate on the policy document.

Before you begin
Role required: sn_compliance_ws.corporate_compliance_analyst; mp_document_user

Note:
Verify that you have set up the pre-requisite steps appropriately to upload the Microsoft Word document to the cloud. For more information, see Pre-requisites to enable policy redlining feature.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon ( ).
3. Navigate to **Compliance library** > **My policies**.
4. Select a policy and click the Policy text related list to upload a document.
   You can upload a Microsoft Word document that exists locally in your machine.
5. To upload a Microsoft Word document that exists in your local machine to the Microsoft SharePoint site, select the **Enable document editing** button.
6. Select the **Upload a document** option.
7. To copy the URL of the Microsoft SharePoint site, navigate to the Microsoft SharePoint site Home page, select **Share** and click **Copy link to page**.
8. Enter the copied URL of the Microsoft SharePoint site in the **Site URL** field.
9. Enter the path of the folder where the document must be uploaded in the **Folder Path** field.
10. Select the Add File link to browse and open the Microsoft Word document that exists in your local machine.
    The name of the Microsoft Word document defaults as the **Title** of the file in the Upload a file pop-up. If necessary, you can change the name of the file in the **Title** field.

    Note:
    You can upload only one file at a time to the folder.

11. After you have selected the file as an attachment, select **Upload**.
12. After the file is attached, select **Upload**.
    The selected file from your local machine is uploaded to the folder path that you'd specified in the Microsoft SharePoint site.

Sync document and view policy text

Update the document and view the content in the Policy text field.

Before you begin
Role required: sn_compliance_ws.corporate_compliance_analyst; mp_document_user

About this task
Contextually, Cloud refers to documents that reside in Microsoft OneDrive, Microsoft SharePoint and Google Drive.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon ( ).
3. Navigate to **Compliance library** > **My policies**.
4. Select a policy to open.
5. Select the **Policy text** tab to view the contents of the policy.
6. Select **Update**.
   The **Policy text** field is updated with the latest content from the document.

   As there are many collaborators on the policy, you must update the content to get the latest update. Last sync information helps you to know when the document was last synced.

   Note:
   If the document size exceeds 10 MB, then you can't fetch the latest document to view its latest content in policy text tab.

7. To open the content, select the document link next to **Sync with** in the **Policy text** field or select the **Open in Word** button in case of Microsoft OneDrive or the **Open in Google docs** button in case of Google Drive.
   - The **Sync with** Word action is enabled or disabled by default for all the policy records that are redlining enabled based on the value in **Enable redlining document text sync by default** property that is set to **true** by the base system.

     You can opt to enable or disable sync at the individual policy level by selecting the sync toggle in the Policy text tab of the policy record.

   - If you enable **Sync with**, then the document cannot be simultaneously edited both in the Cloud and in the **Policy text** field. The content can be updated in the Cloud and can be pulled into the **Policy text** field.
   - If you disable Sync with, then your policy text document content is disconnected from the Cloud document and you can edit the content independently. You can save this content by selecting the **Save** button.

     In the disconnected state, if one of the reviewers had updated the policy text and logging in as a policy owner if you select the **Complete publishing checklist**, then the **Attach policy as PDF** becomes a required step to attach the PDF.

     You must manually remove the previous policy attachments, if any, and confirm before you attach the current policy as a PDF in the playbook.

   You can also view the policy text in the Details related list. If you update the policy text in the Details related list, then the policy text is automatically updated in the **Policy text** field of the Policy text related list.

   For a policy that is redlining enabled or not

   - If you are a compliance user and if the policy is in the draft state, then you can edit the policy text.
   - If you are an owner or a reviewer and if the policy is in the review state, then you can edit the policy text.

   For redlining-enabled policy

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In addition to the preceding conditions, you can also edit the policy text for a final review and correction after you complete the publishing checklist and before requesting approval and publishing.

You can then complete the publishing checklist, request approval, and publish the policy.

Provide document access to policy users

Grant access to the users who have assigned roles to collaborate on the redlining-enabled policy.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst; mp_document_user

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the list icon ( ).
3. Navigate to **Compliance library** > **My policies**.
4. Select a policy to open.
5. To view all the users of this policy and their respective roles who can access the document, select the **Document access** related list.
   The **Document access** related list is visible only when policy redlining is enabled for the policy. The Document access [sn_irm_shared_cmn_document_access] table stores the created and updated information of the policy record whenever there were corresponding changes to the user roles such as approvers, contributors, reviewers, or owners who have access to the redlining-enabled policy.

   The users identified in the **Policy Assignment** section of the Details related list as Owners, Approvers, Reviewers, and Contributors are users listed in the Document access related list for the redlining-enabled policy. A user can also have multiple roles.

   The **Status** column reveals the status of access each user has on the policy.

   A valid email address of the user, configured in the sys_user table, is required to access the document hosted in cloud from the Document Access related list.

   Note:
   Although users of Microsoft OneDrive are granted edit access, not all of them can edit the document. The edit access depends on the state of the policy.

   - If the policy is in Draft state, the Owner and Contributors have edit access. The Approvers and Reviewers get read access only.
   - If the policy is in Review state, the Owner and Reviewers have edit access to the document. Contributors at this state do not contribute to the policy and can only read the document. Approvers also have only read access.
   - If the policy is in Awaiting approval, Published, or Retired states, then all users have read access only.

Complete publishing checklist and request policy approval

Use the playbook available with Compliance Workspace to complete the publishing checklist before you request approval. If approvals are complete, then the policy is automatically published.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst; mp_document_user

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the list icon ().
3. Navigate to **Compliance library** > **My policies**.
4. Select the policy publishing checklist icon () in the right panel.
   A playbook checklist is created.
5. Complete the activities as a policy owner in the playbook.

Publishing policy playbook activities

Activity	Description
Finalize document	Complete the task of accepting or rejecting the track changes and removing open comments. To avoid having internal comments in the published policy and thereafter in the Knowledge Base article, you must clean up the document. **a.** Select **Open Document** to open the document and remove the comments. **b.** After the document is auto-saved, select **Mark Complete** to mark the step as complete and to pull the updated content from Microsoft OneDrive, Microsoft SharePoint, or Google Drive account to this section.
Review formatting	Review the formatting of the text in the **Policy text** field before it's published as Knowledge Base article and select **Mark Complete**.
Review attachments	Review the existing policy attachments and remove documents that are outdated. You can also add new attachments to the policy at this stage.
Attach policy as PDF	Attach the policy document as a PDF to the Knowledge Base article. Attaching a PDF is recommended if your Microsoft OneDrive, Microsoft SharePoint, or Google Drive document and the **Policy text** field aren't in sync. **a.** Select **Attach** to append the PDF to the policy. **b.** Select **Mark Complete**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Activity	Description
	Note: Starting with the Xanadu release you can also generate accessible PDFs. In order to generate an accessible PDF you must set the property `com.snc.document.conversion.accessibili` to true. To enable the property, see Enable accessibility features for DOCX to PDF conversion.
Review Publishing settings	Refresh the browser after completing this step. Update the policy Knowledge base and the Policy template fields if necessary, and mark the step as complete.

The **Complete publishing checklist** button is no longer available.

6. To view your attachments, select in the right panel.
7. Select the **Request approval** button to request approval for the policy.
8. Select **Approvers** in the Request approval pop-up.
9. Select **Request**.
   The policy moves to the **Awaiting approval** state.

   The policy approver can view the policy by navigating to the Approvals related list of the policy. Based on the approver's action, the policy either gets approved or rejected. If rejected, the policy moves back to the Draft state.
10. To edit a published policy, select the **Edit policy** button.

View the history of a redlining-enabled policy

Use the policy history related list to track the modifications made to the policy document.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst; mp_document_user

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon ( ).
3. Navigate to **Compliance library** > **My policies**.
   You can create a new policy or open a record to enable the redlining feature.
4. Select a policy to open.
   If the policy is already published and requires a review, then reopen the policy for the review and approval processes.
5. To update the published policy, select the **Edit policy** button.

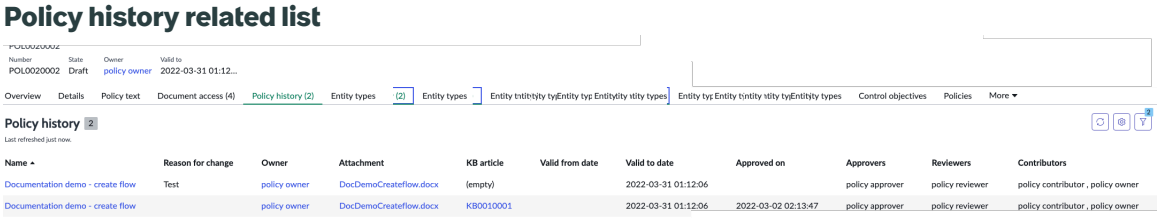
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Enter a reason for updating the policy in the **Reason for edit** field of the Edit policy pop-up.

b. Select the **Edit** button.
Edit policy action moves the policy back to the Draft state and opens it for yet another round of review and approval processes. When this cycle is complete and the policy is published, another record is created in the policy history.

6. Select the Policy history related list.
The history of the policy document with the basic information such as the name of the policy, reason for change, policy owner, the latest version of the policy text as an attachment, the validity period of the document, the approvers, reviewers, and contributors of the document are added when the policy is created. However, the Knowledge Base article is created only after the policy is published. So is the **Approved on** field updated when the approvers approve and the policy is published.

   The records are added and are maintained in the policy history list whenever there's a change made to the policy and reviewed, approved, and republished.



   You can view the entire history of the corrections and modifications made to the policy document from the time it was created. Update the policy document periodically to keep the policies current and up to date with the changing business processes. Maintaining a history of the policy document helps organizations track the next review cycle according to the changing business needs.

Set up dynamic approval configuration on a policy record

A policy is a set of guidelines and rules established by a business organization to govern its operations. Creating an approval configuration record for a policy enables you to define one or more approval levels and approval rules based on various dynamic conditions.

Beginning with the Xanadu release, you can set up dynamic approval configuration on a policy record. The policy table consists of the policy records that regulate the status of the policies. Before implementing a policy, it goes through a review and approval process.

Setting up dynamic approval configuration on a policy record enables you to define multiple levels of approvals based on various dynamic conditions such as policy type, state, and owner that are related to the policy fields. When you set up dynamic approval configuration on a policy record, the approvers for a policy are added dynamically to the policy record.

Limitations of adding the approvers manually

The existing approval configuration process uses the manual approach that has the following limitations:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The approval configuration process uses a single level of approval. If multiple levels of approval are not used, it increases the possibility of introducing errors and oversights in the approval process.
- The approvers for a policy cannot be changed based on dynamic or changing conditions of the approval process.
- The approvers are added manually to the record. The process can be time consuming, especially in large organizations or complex decision-making structures.
- Adding the approvers manually can lead to significant delays. Waiting to receive all approvals can slow down the decision-making process and decrease productivity.

Benefits of dynamic approval configuration

Setting up dynamic approval configuration on a policy record offers the following benefits:

- Organizations often encounter dynamic and changing environments. Having the flexibility to change the approvers allows the approval process to adapt to shifting circumstances. It ensures that the most appropriate individuals are involved in the approval process at any given time.
- For complex or high-stake decisions, configuring multiple levels of approvals enables the reviewers to conduct a comprehensive review of relevant factors. It ensures that the decisions are not rushed and that the potential impacts are carefully assessed for different scenarios.
- Changing the approvers dynamically can streamline the approval process and reduce the administrative overhead, thereby saving time and resources.

Use cases for requesting multiple levels of approvals

Approval configuration can help create complex approval levels without manually adding approvers for each policy. In some cases, a policy owner may want to conduct multiple levels of approvals for a policy. For example, a policy is related to the HR domain. The compliance team, legal team, and HR team want to review and approve it. The policy owner can assign the HR team as Level 1 approvers of the policy.

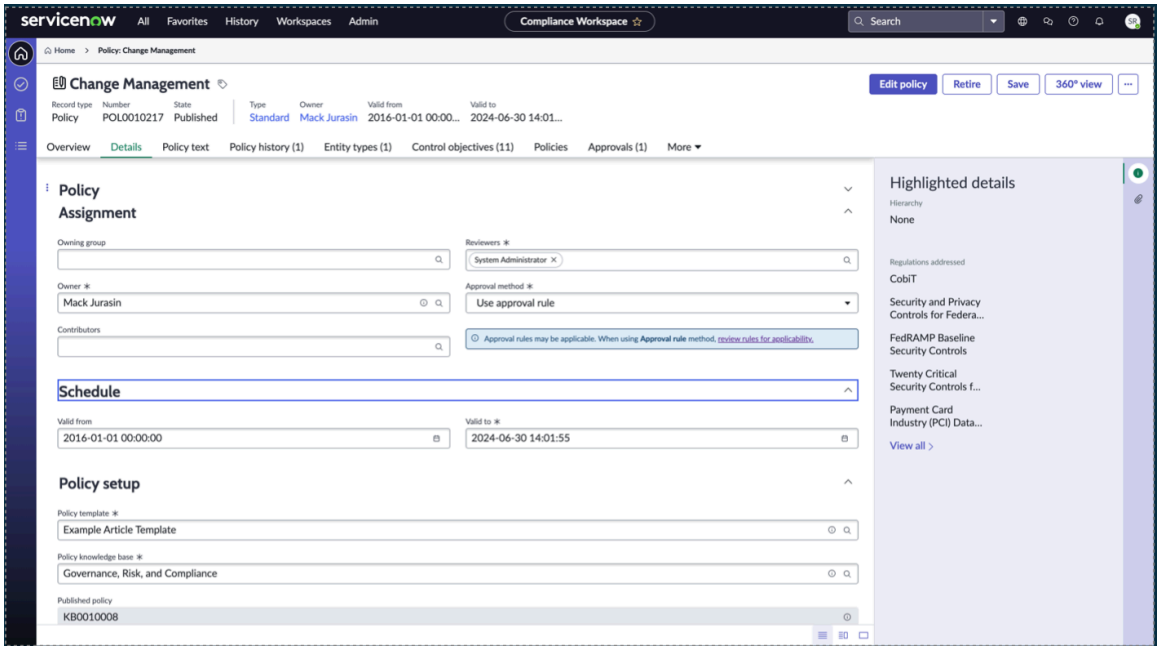
When the HR team approves the policy, it is assigned to the Compliance team for Level 2 approval. It is then assigned to the legal team for Level 3 approval of the policy. Also, the policy owner may want to select the approvers dynamically based on certain rules that match with the policy.

This use case highlights the importance of integrating dynamic approval configuration with a policy and configuring the policy approval rules with Approval Configurator.

Approval configurator

To use the approval configuration, the approval method on the policy should be selected as **Use approval rule** as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Approval configuration should be created for the policy and valid approval rules should be configured for the users.

In the Compliance Workspace, you can navigate to **Policy Approval Rules** to configure the approval rules.

Configuring policy approval rules using Approval Configurator

You can set up various approval rules using the Approval Configurator:

- Set up multi-level approval rules based on dynamic conditions.
- Send approvals to a user or a group of users selected from a field from the source record or select the user or groups manually.
- Set up only one approval or all approvals as required approvals.

To set up approval configuration on a record, see the following sections.

1. To set up an approval configuration record, see Set up an approval configuration record.
2. To assign an approval level for the approval configuration record, see Assign an approval level for the approval configuration record.
3. To set up an approval rule for the approval level in the approval configuration record, see Set up an approval rule for the approval level.

Note:

For more information on the roles in the GRC: Approver Configurator application, see Roles installed with GRC: Approver Configurator.

Roles required for creating policy approval rules

To create the policy approval rules, the following roles are required:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- A user with the sn_compliance.manager role can create policy approval rules with the sn_grc_appr.admin role.
- Users with the sn_grc.business_user and sn_grc.business_user_lite and above roles can view a policy.
- A user should have mp_document_user with either the sn_grc.business_user or sn_grc.business_user_lite role to access the document when redlining is enabled.

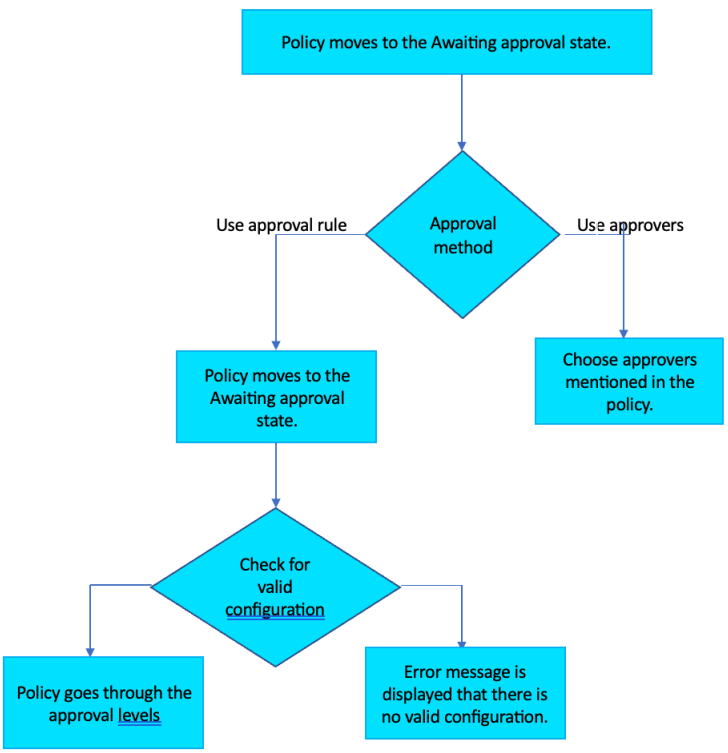
Workflow for setting up approval configuration

When you set up approval configuration on a policy record, the workflow contains the following steps.

1. When an approval is requested for a policy record, the state of the policy changes to the **Awaiting approval** state.
2. If the approval method is selected as **Use approvers**, it uses the approvers mentioned in the policy record.
3. If the approval method is selected as **Use approval rule**, it checks for a valid configuration that suits the policy record. The dynamic approval configuration searches for the approval configuration record that is related to the policy.
4. The dynamic approval configuration then retrieves the approvers from each approval level record and sends an approval request for each level.
5. If a valid configuration is not found, an error message is displayed that there is no valid configuration for the policy.

The workflow steps are shown in the following example.

Workflow for setting up approval configuration



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

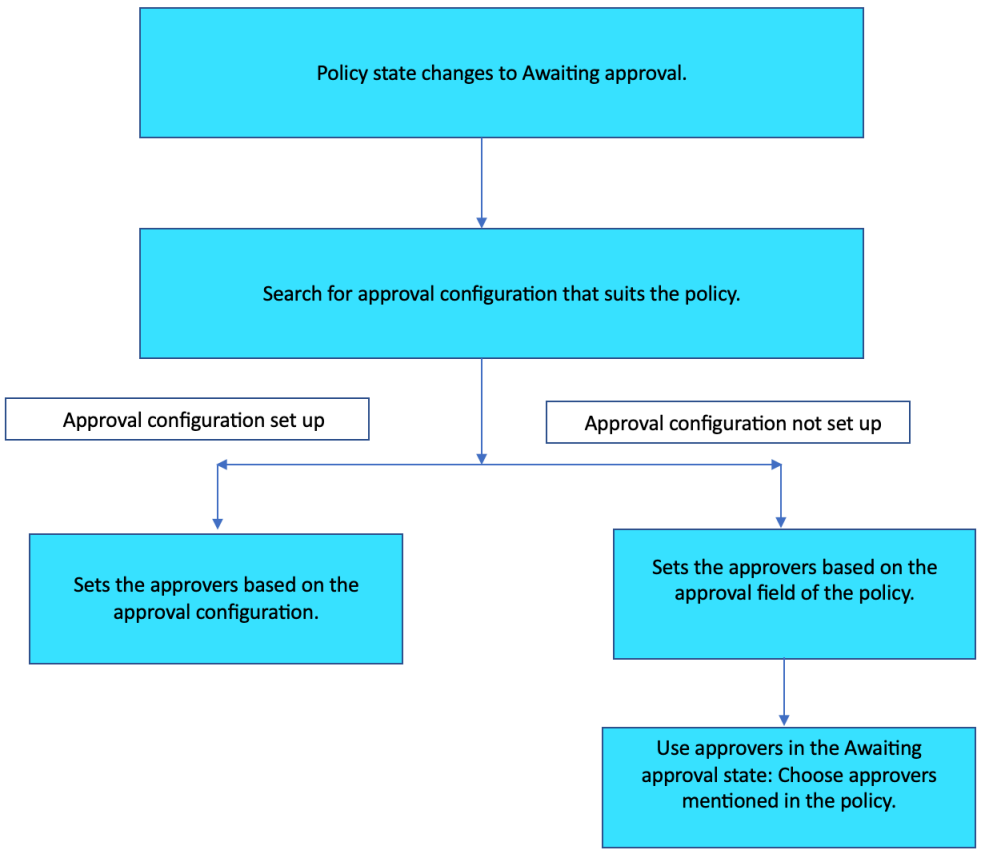
If you are the policy owner, you can select the approvers for the policy in the **Approvers** field of the Policy form. The approvers are usually the users who have the Compliance User role. If you do not have proper access, you cannot access the policy record. To request access to the policy record, you must contact the Compliance Administrator.

Integrating dynamic approval configuration with a policy

To integrate dynamic approval configuration with a policy record, you can set up multiple approval levels and for each level, you can set up the approval rules. Based on the approval levels and rules setup, the approvals are triggered automatically. When one level is approved, the policy record is submitted for the next level of approval.

The workflow for integrating dynamic approval configuration with a policy is shown in the following example and steps.

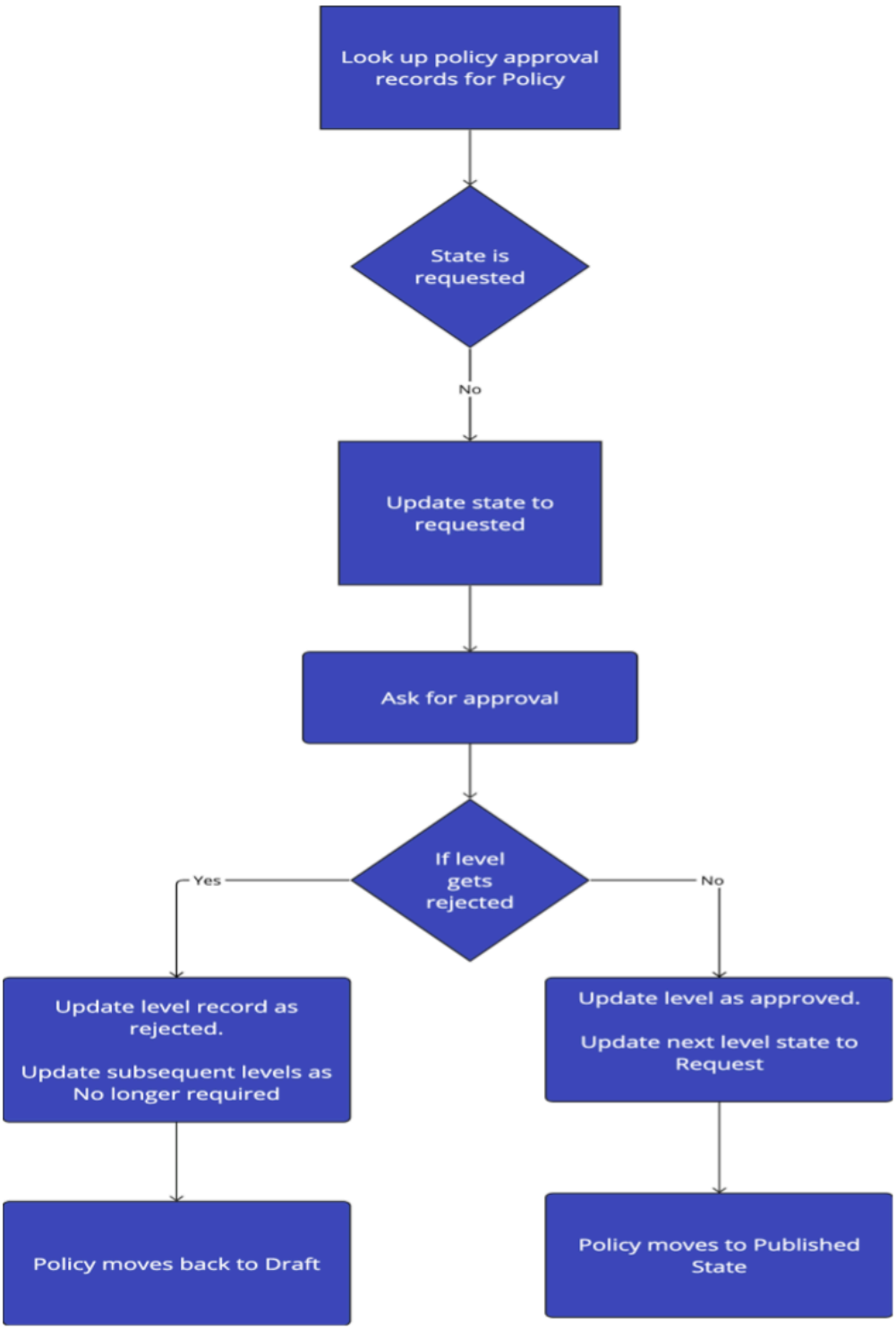
Integrating dynamic approval configuration with a policy



- When an approval is requested for the policy, the state of the policy changes to the **Awaiting approval** state.
- The dynamic approval configuration searches for the approval configuration record that is suitable to the current policy.
- If dynamic approval configuration is not set up on a policy record or even though it is set up, it is not applicable to that particular policy record, an error message is displayed that no valid configuration is found for the policy record and the record gets aborted. Users have to go back to your policy record and select the approvers or create a valid configuration for the policy record.
- If dynamic approval configuration is set up, the approvers, approval levels, and rules are added based on the configuration of the approval configuration record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The complete workflow is shown in the following example.



Components used for dynamic approval configuration

The following components are used for setting up the dynamic approval configuration on a policy:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The Policy approval rules module creates or checks the approval configurations with the source table as policy.
- The Policy approval table stores the approvers of each level of the approval configuration. It can be used for tracking the status of the approval levels.
- Based on the current level decision, the policy either gets forwarded to the next level of approval or if it gets rejected, it is reset to the **Draft** state. If all levels are approved, the policy moves to the **Published** state.

Configure dynamic approval configuration on a policy

Set up dynamic approval configuration on a policy. Based on the configured approval levels, the Policy and Compliance Management application configures one or more approval rules on the policy record.

Before you begin

Role required: sn_compliance.manager, sn_compliance.user

About this task

A user with the sn_compliance_ws.corporate_compliance_manager role can create dynamic approval configuration and a user with the sn_compliance_ws.corporate_compliance_user role has read permission for the policy record.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon.
3. Navigate to **Compliance library** > **My policies** and select **New**.
4. Enter the name of the policy.
5. In the Policy Assignment panel, update the **Owner** and **Reviewers** fields.
6. Select the approval method in the **Approval method** field.

   For more information on creating a policy in the Compliance Workspace, see create a new policy.

   Note:
   If dynamic approval configuration is not set up on the policy record, the approvers are added in the **Approval** field of the policy.

7. In the Schedule panel, update the date for the record in the **Valid to** field.
8. Select **Save**.
9. Select **Request approval**.

   The policy owner can request approval and complete the workflow on the policy record. For a given approval configuration on the policy record, the system applies the configured approval rules dynamically at each approval level. Once the **Awaiting approval** state is triggered and the **Use approval rule** option is selected as the approval method, the field gets populated with the details such as the configuration being used for the approvers.

   If the policy gets rejected at any level, it is reset to the **Draft** state. When all levels are approved, the policy moves to the **Published** state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure dynamic approval configuration on a policy with redlining enabled

Set up dynamic approval configuration on a policy for which redlining is enabled.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_manager, sn_compliance_ws.corporate_compliance_user

About this task

A user with the sn_compliance_ws.corporate_compliance_manager role can create dynamic approval configuration and a user with the sn_compliance_ws.corporate_compliance_user role has read permission for the policy record.

To use dynamic approval for policy redlining, ensure that the redlining setup is done and the users in the approver rule have required roles for document access. When redlining is enabled, a user should have the mp_document_user role with either the sn_grc.business_user or sn_grc.business_user_lite role to access the documents.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, select the List icon.
3. Navigate to **Compliance library** > **My policies** and open a policy record.
   You can create a new policy or open a policy record to enable the redlining feature.
4. Select the Policy text related list to view the contents of the policy text.
   a. Select the **Enable Word editing** button.
   b. To create a document as a policy owner, select **Create new document** in the **Enable Word editing** list.
   c. Enter the path to the Folder including the Folder name in the **Folder link** field in the Create a document pop-up.
   d. Enter the name of the document in the **Document name** field.
   e. Select **Create**.
5. Select the **Request review** button.
6. Select **Request**.
7. Select the **Complete publishing checklist** button.
   You can complete the tasks in the publishing checklist. For more information on redlining, see Policy authoring and redlining in Compliance Workspace.
8. Select **Save**.
9. Select **Request approval**.

   If an active dynamic approval configuration does not have any users associated with it, it is not considered as a valid configuration. In such cases, selecting **Request approval** returns an error message: `Could not request approvals because matching approval rule could not be found. Make sure to configure appropriate approval rule for this policy here.` To rectify the error, edit the configuration and request approval again.

   The **Document access** tab displays the revised list of the users who can access the policy as described in the following example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. When the policy first moves to the **Awaiting approval** state, approval configuration is applied on the policy record. If the policy has two levels of approval, the document access is provided only to level 1 users by default. Group users of level 1 can get access through the **Request document access** UI action.

b. Once level 1 users approve the policy, the document access is added for level 2 users. If any user rejects the policy at level 1, it moves to the **Draft** state.

c. When the policy moves to the **Awaiting approval** state again, next level of approval configuration (for example, approval configuration 2) is applied on the policy record. In this case, all users that are common between the two levels and have access to the document, can access the policy and the document access is removed for the rest of the users.

The **Request document access** UI action is visible to the users with the business user role and business user lite role. If any user groups do not have these user roles, they cannot access the document. The approvers have the view access or comment access in the approval state.

Note:
In the approval rule, the access is given to the individual users only and not to the group users. Giving access to many users in the group can lead to performance issues.

If you are a group user, you must select **Request document access**. The group users can log in as one of the users in the group and select **Request document access**. The group users are then granted the document access and a message is displayed: `Doc access request has been raised, please refresh or try to access document in a few minutes.`

In the approval configuration workflow, if an approver rejects the policy at any level, it moves to the **Draft** state. The **Document access** tab in the form displays a list of the users who have access to the policy with the roles and status displayed. Only level 1 users can access and review the record. When level 1 users approve the record, then the document access is provided to level 2 users, and so forth.

When all levels are approved, the policy moves to the **Published** state.

10. In the **Policy text** tab, select **Open in Word**.

The Word document opens up in the tab. In the **Manage access** tab of the document, you can also view the users who have permissions to view the document. The configured policy approval rule is displayed in the **Approval rule** field. The Approval levels related list displays information on the approval levels, users, and status of the approval for the policy record.

If the policy gets rejected at any state, it is reset to the **Draft** state. Once the approvers approve the policy, it moves to the **Published** state.

360° Relationship Visualization for Policy and Compliance Management

When you launch the 360° view from a particular compliance record, you can instantly explore the relationship between the selected record and all its associated objects in a distinctive visualization.

360° view

In Policy and Compliance Management, the 360° relationship view button is enabled in the following workspace forms:

- Authority document [sn_compliance_authority_document]
- Policy [sn_compliance_policy]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Citation [sn_compliance_citation]
- Control [sn_compliance_control]
- Control objective [sn_compliance_policy_statement]

To explore the 360° view and for instructions to launch the view, see Exploring the 360° view.

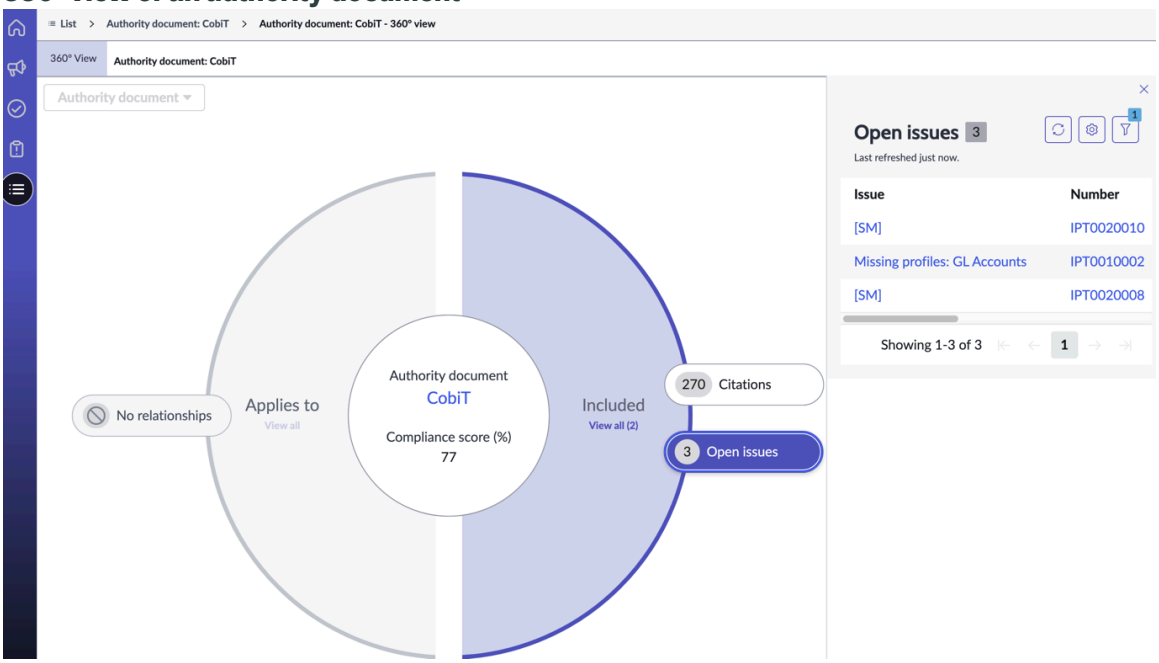
To know more about the users who could use 360° Relationship Visualization, their roles, and responsibilities, see 360° relationship visualization.

360° view of compliance objects integrating with issue in an m2m relationship

The 360° views from the compliance objects such as authority document, policy, control, control objective, and engagement in the Compliance Workspace give you a comprehensive and detailed overview of the issues that are linked to these objects in a many-to-many (m2m) relationship.

For example, clicking the **360° view** button from the authority document that is linked to an issue launches the 360° view enabling you to view the issues that are open for the authority document. You can get more details of the issues when you click the Open issues link.

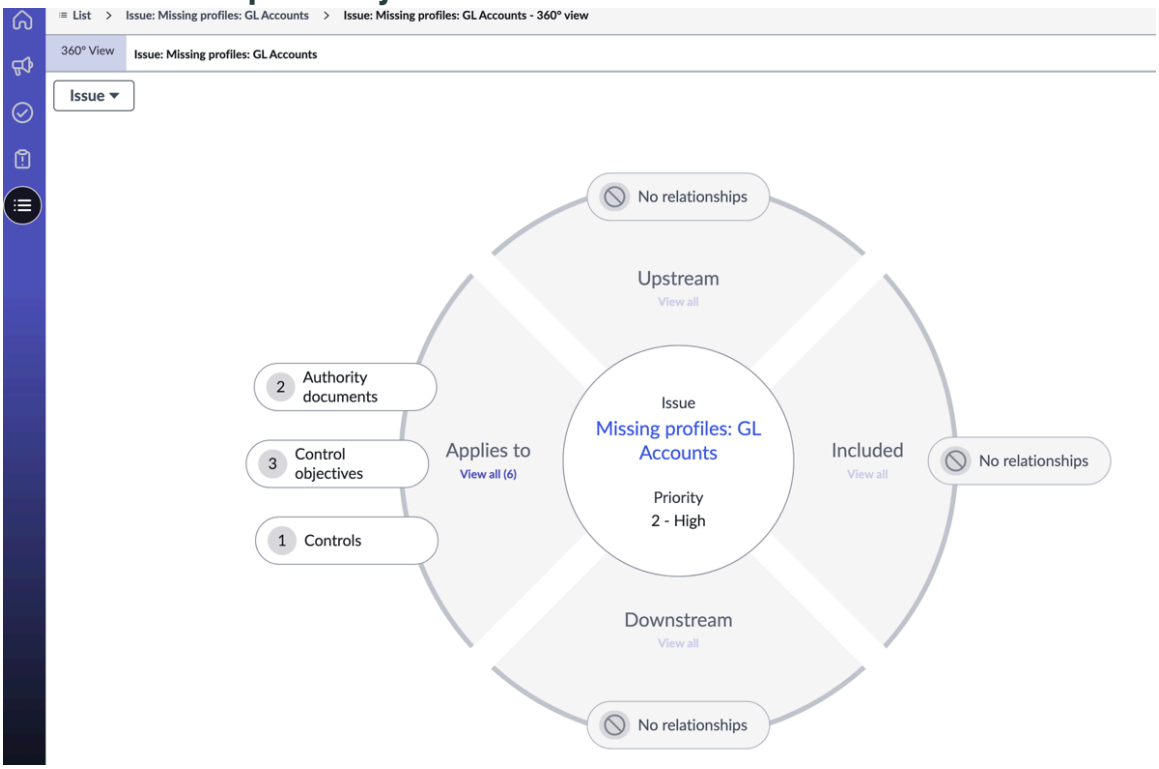
360° view of an authority document



Similarly, you can navigate to the Issue's Overview page and click the **360° view** button. If the issue applies to any of the objects, or if it is linked to the objects in an m2m relationship, then the view gives you comprehensive integration details.

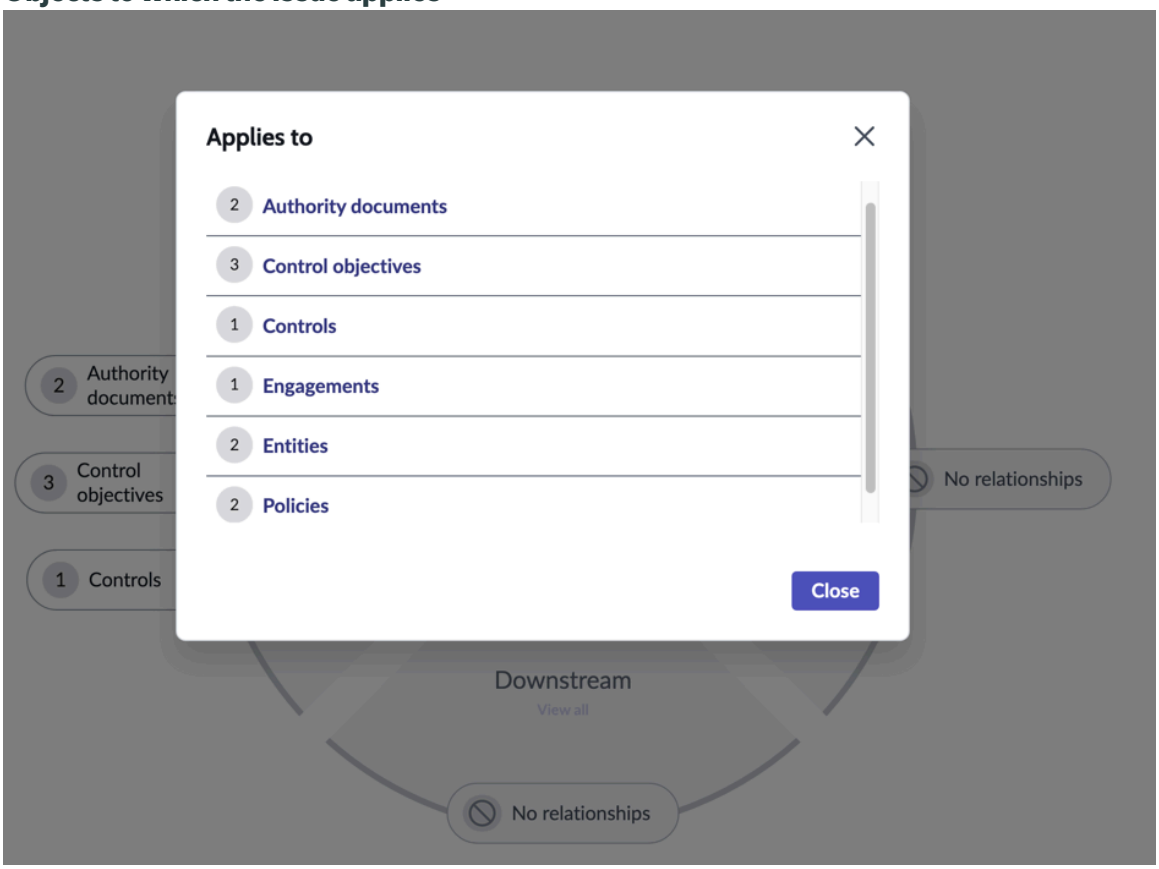
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issue linked to compliance objects



You can click the View all link to view all the compliance objects that the issue applies to.

Objects to which the issue applies

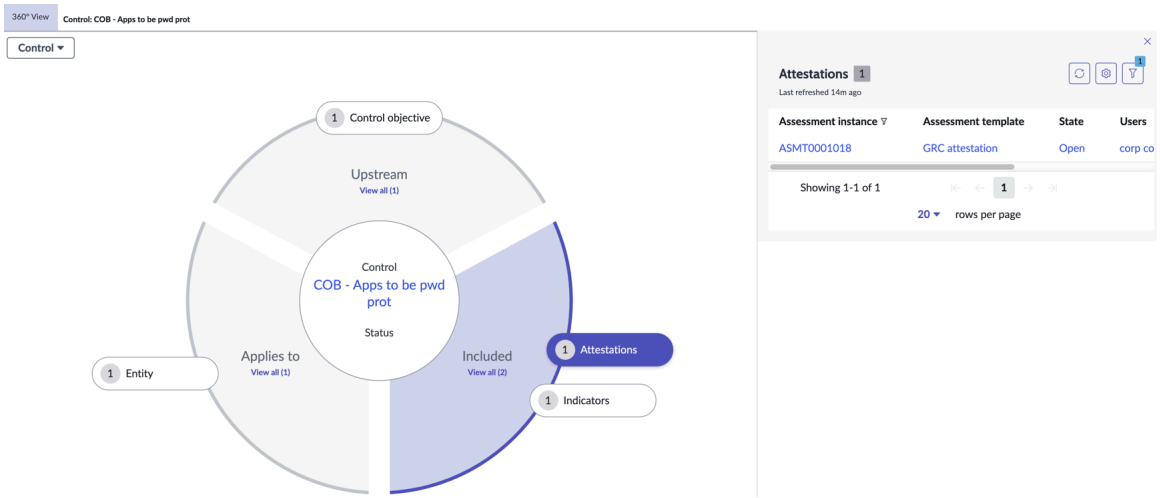


If you had selected **Attestation** in the **Attestation method** for the control, then you can view the attestations added as a component in the 360° view of the control. Select and click the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attestations link in the donut and you can view the Attestations panel on the right with the assessment instance and template details.

Attestations in 360° view of a control



Policy as Code Engine for Preventive compliance management

Compliance managers can map the control objective with the Policy as Code Engine (PaCE). PaCE calls GRC passing the document reference and the PaCE policy for which exceptions need to be determined. Control owners can view the PaCE logs to understand the compliance or non-compliance instances.

With increasing number of regulations that organizations must comply with and equally increasing technology risks, organizations are obligated to integrate preventive controls in the digital workflows. For example, when a new software application is developed during a DevOps process, there are several IT policies and controls that have to be implemented and validated to reduce technology risk.

With Policy as Code Engine, you can write your own custom code logic to validate a policy and integrate in a deployable instance. PaCE policy validates the code even before it is committed into a deployable instance and checks for its compliance. If there is non-compliance, the deployment is stopped. To integrate with GRC, PaCE as a policy is added to a control objective using the Compliance Data Source Registry feature.

Preventive compliance management through integration with PaCE prevents compliance team, operations team, DevOps engineers from performing non-compliant activities. On the other hand, this integration helps them to raise exceptions in advance.

Key features of this integration are:

- Compliance is embedded in the employee workflows to improve the overall experience of the employees.
- Customers can codify their controls and based on the execution status, employees can be informed if their action in the workflow would determine non-compliance.
- In case of non-compliance, based on a business requirement the employees can request an exception and continue with the digital workflow.

Key benefits through this integration are:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Reduced reliance on employee training: Since the controls are embedded in the workflows, the number of trainings that employees have to go through are considerably reduced.
- Automated reviews and compliance monitoring: Automated checks ensure that controls are not violated, thereby decreasing the task of manual reviews.
- Automated audit logs: Audit and compliance teams can access the automated audit logs, which reduce the task of manual audits and evidence collection.
- Lower risks and reduced violations: Continuous monitoring of controls minimizes the probability of violations.
- Visibility: Provides real-time visibility of compliance to stakeholders such as business, risk, and compliance teams.
- Velocity: Increases the velocity of workflows as employees can request exceptions if there is business need without impeding the completion of the workflow.

Configure compliance data source registry

Set up the Compliance Data Source Registry (CDSR) that provides the ability to associate policies in other ServiceNow products with control objectives in Policy and Compliance to inform an organization's overall compliance stand, and to perform policy exceptions when required.

Before you begin

Role required: sn_compliance.admin

About this task

Based on the association, entities are generated for the associated assessed objects from the target application table and controls are generated automatically. CDSR facilitates easy integrations between GRC and other ServiceNow products such as DevOps, HR, SecOps, and others to meet the customers' compliance validation and management needs across the enterprise.

Select the application table that is linked to the assessed object table. Establish a relationship between an item in the application table and a control objective in a target table. To do this, the items must first be configured and mapped to the control objective. Secondly, establish a relationship between the target table and the entities in the entity table.

Incidentally, entities are people, processes, departments, applications, or objects that must be measured for compliance against control objectives.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Compliance data source registry**.
2. Click **New**.
3. On the form, fill in the fields.

Compliance data source registry form

Field	Description
Name	Name of the item registry.
Application table	Table of records associated to control objective.
Related entity identification	
Assessed object table	Table in which controls are created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Relationship to application table	Relationship between the item table and the target table. The choices are: ○ One to many: One record in the application table is linked to multiple records in the assessed object table, and one record in the assessed object table is linked to only one record in the application table. ○ Many to many: One record in the application table is linked to multiple records in the assessed object table, and one record in the assessed object table is linked to multiple records in the application table.
Application field on assessed object table	Field name that points to the target table.
Application field on m2m table	Field name in the mapping table that points to the item table.
Assessed object field on m2m table	Field name in the mapping table that points to the target table.
Is the assessed object table equivalent to entities?	Flag to create an entity in the target table.
Entity relationship to assessed object table	Relationship between the item table and the entity table. The choices are: ○ One to one: When one record in the assessed object table is linked to only one record in the entity table. ○ Many to many: When one record in the entity table is linked to multiple records in the assessed object table, and when one record in the assessed object table is linked to multiple records in the entity table.
Many to many table	Table that establishes the relationship between the item table and the target table.
Entity field on assessed object table	Name of the field that points to the entity table.
Entity field on m2m table	Name of the field in the mapping table that points to an entity table.
Entity owner field	Owner of the entity in the entity table.

For more detailed information on the set up of generic framework compliance data source registry, see the Set up of generic framework compliance data source registry [KB1112478] article in the Now Support Knowledge Base.

Note:
You must log in to Now Support to view the articles.

4. Click **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Associate an item in application table to a control objective

Use the Policy as Code Engine (PaCE) policy related list in the Compliance Workspace to map the control objective with a PaCE policy. Compliance managers have the ability to map the control objectives with PaCE policies.

Before you begin

Role required: sn_compliance.manager

About this task

When a PaCE policy is mapped to a deployable instance and if the PaCE policy is already associated to a control objective, then when the association of the policy to the deployable instance occurs a trigger is initiated from Configuration Data Management (CDM) to create an entity and controls.

When a PaCE policy is mapped to a deployable instance, and if the policy is not associated to any control objective, then when the PaCE policy is mapped to the control objective the entity and controls are auto-generated since the deployable instance is already mapped to the policy.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. In the Compliance Workspace, click the List icon ( ).
3. Navigate to **Compliance library** > **Control objectives**.
4. Click open a control objective or create a control objective.
5. Click the Details related list.
6. To automatically generate the controls for the control objective, select the **Creates controls automatically** option.
   Whenever an entity type is added to the control objective, controls are automatically generated if the **Creates controls automatically** option is selected.
7. Click **Save** button.
8. To view the controls generated for the control objective, click the Controls related list.
9. Select the **Active** option in the Details related list.

   Note:
   The control objective must be active to add a PaCE policy to it. Or, the **Add** and **Remove** buttons in the PaCE policies related list are available only when the control objective is active.

10. To add the PaCE policy to the control objective, click the PaCE policies related list.
11. Click the **Add** button.
12. Select a PaCE policy from the list of policies that are mapped to the deployable instance in the PaCE policies pop-up.

    Note:
    The PaCE policies that are inactive are listed in the pop-up.

    If the PaCE policy does not have a deployable instance mapped to it at the time of this association, then the entity and the controls are generated whenever the deployable instance is associated to the PaCE policy.

13. Click **Add**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The corresponding entities and controls for the configuration items associated to PaCE policy are created if the **Creates controls automatically** option is selected. Existing retired controls are activated if they were not manually retired.

If an entity has already been added to the control objective as an additional entity, then a control is not created but is updated with a different status. This is to fulfill the condition that only one control can exist per entity. If the control has been generated by the item generation process, then the source of the control is updated. If the control has multiple sources then such control is not retired.

14. To remove a PaCE policy from a deployable instance, click the PaCE policies related list.
15. Click the **Remove** button.
    When the PaCE policy is disassociated from the deployable instance, or when the PaCE policy related to the control objective is removed, then all the entities and controls that were generated earlier from this association are moved to **Retired** state. They are not deleted but continue to exist in retired state.
16. To view the PaCE policy execution results on controls and engagements, click the DevOps Config results related item by navigating to the control record.

Association of citations to controls

A direct citation-to-control mapping feature that improves compliance score accuracy and provides flexibility to manage associations between controls and citations without relying on control objectives.

In many compliance frameworks, a single control objective may be referenced by multiple citations across different standards, regulations, or policy requirements. Without proper association management, organizations risk duplicating controls, misinterpreting coverage, or inaccurately reporting compliance. The association of citations to controls feature addresses this challenge by enabling users to associate controls with citations directly. When this feature is enabled, compliance scores update dynamically based on the status of directly associated active controls.

Direct citation-to-control mapping for accurate compliance scoring

The new Citation to Control Mapping feature remedies this by introducing an association table called sn_compliance_mtm_citation_control, which allows direct mapping between citations and controls. This enhancement enables users to manually associate or disassociate controls with citations, ensuring flexibility and accuracy. It also improves compliance score calculations by basing them on controls rather than indirect relationships through control objectives.

To enable this feature, a property named Association of Citations to Controls Mapping is added. This property is disabled by default. To enable this feature, see Enable associations of citation to controls mapping.

New compliance score formula

When this feature is enabled, the compliance score formula changes to:

```
Citation compliance score = Average(Child Citations) +
 Average(Directly Linked Controls)
```

This shift ensures that the compliance scores reflect only the relevant controls associated with each citation. For more information on compliance score calculations, see Compliance score calculation for a citation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UI changes to Citation page

When the Enable association of Citations to Controls Mapping property is set to Yes, the following changes appear in the Citation page:

- You will see a related list of controls that are currently associated with that citation.
- When you click Add to associate more controls, the system does not show all the available controls. Instead, it applies hierarchy-based eligibility rules.
- The Add list displays the following eligible controls:
  - All controls from control objectives directly associated with the citation.
  - Controls from child control objectives of those directly associated control objectives (traverse downward in the hierarchy).
  - Controls from grandchild control objectives, until the last level.
  - All the independent controls (those without any control objective) are always eligible for association.
- When you add controls to the citation, the compliance score will change based on the compliance or non-compliance state of the controls.

> **Note:**
> Controls must be active for them to be included in the compliance score calculations.

UI changes to Control page

When the Enable association of Citations to Controls Mapping property is set to Yes, the following changes appear in the Control page:

- You will see a related list of citations that are currently associated with that control.
- When you click Add to associate more citations, the system does not show all citations in the instance. Instead, it applies hierarchy-based eligibility rules.
- The Add list displays the following citations:
  - All citations directly associated with the control objective linked to the control.
  - Citations associated with parent control objectives (traverse upward in the hierarchy).
  - Citations associated with child control objectives (traverse downward in the hierarchy).
  - If the control is independent (not linked to any control objective), all citations are available for association.

Enable associations of citation to controls mapping

Enable the Citation to Control Mapping feature for more accurate compliance scoring and management.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Administration** > **Properties**.
2. Set the Enable association of Citations to controls Mapping property to **Yes** and select **Save**.

> **Note:**
> You cannot disable this feature after enabling it, because manual associations might exist that cannot be automatically reverted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Deactivate the Compliance Score V2 scheduled job.
   Compliance Score V2 runs every 2 minutes and processes incremental changes. For example, when a control status changes. If it remains active during the bulk recalculation, it may pick up partial updates and overwrite or interfere with the new formula logic.
4. Run the Calculate All Citations and Authority Documents Compliance Score scheduled job to recalculate all scores using the new formula.

   Note:
   Recalculating compliance scores after enabling this feature is mandatory to ensure accurate results.

5. Reactivate the Compliance Score V2 scheduled job.

Result
Dashboards and reports will now reflect the new citation compliance score formula.

Compliance score calculation for a citation

Two methodologies determine a citation's compliance score. The previous method (which averaged child citations and associated control objectives) and the current method (which averages child citations and directly linked controls)

Old formula (before enabling property)

```
Compliance Score for a Citation = Average(Child Citations +
 Associated Control Objectives)
```

Under the old calculation method, a citation's compliance score is based on the following factors:

- The compliance scores of its child citations
- The compliance scores of its associated control objectives.

Example 1:

If a citation has no child citations and is associated with one control objective that has a compliance score of 42%, then the citation's compliance score is 42%.

The control objective's score (42%) comes from averaging its own controls (50%) and its child control objective's score (33%).

Example 2:

If a citation has one child citation with a compliance score of 70% and one associated control objective with a compliance score of 42%, then the compliance score is 56%, which comes from averaging 70% and 42%.

```
Compliance Score = (70% + 40%) ÷ 2 = 56%
```

New formula (after enabling property)

```
Compliance Score for a Citation =
(Average of child citations + Average of directly linked
 Controls) ÷ 2
```

With the new feature enabled, the compliance score calculation changes significantly:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Control objective scores are no longer used.
- Instead, the calculation considers the compliance scores of directly linked controls (Level 1 controls).

> **Note:**
> Level 1 controls are the controls of the control objectives directly associated with the citation.

Example:

If a citation has one child citation with a compliance score of 70% and four directly linked controls with compliance statuses of 100%, 0%, 100%, and 0%, then average compliance score for controls is as follows:

```
Average compliance score for controls =
(100% + 0% + 100% + 0%) ÷ 4 = 50%
```

Compliance score = 70% + 50% = 60%.

Weighted control average

When the Use weighted control average when calculating compliance scores property is enabled, the compliance score of a citation changes.

For example, consider the following scenario:

1. Controls associated to the citation through one control objective: 3
2. The status of the controls: 1 compliant, 2 non-compliant
3. The weights of each control:
   - Control A (Compliant) → **100**
   - Control B (Non-compliant) → **10**
   - Control C (Non-compliant) → **10**

If you consider flat average, the compliance score is 33%.

```
Compliance score = (100% + 0% + 0%) ÷ 3 = 33%
```

If you consider weighted average, the compliance score is 83.3%.

```
Compliance score = (Sum of weights of compliant controls X 100)
÷ Sum of weights of all the controls
So Compliance score = (100 X 100) ÷ 120 = 83.3%
```

Factors affecting compliance score for citations

Compliance scores for citations dynamically change based on changes to controls and control objectives.

Property dependency

- When the system property, Enable association of Citations to Controls Mapping is Off, compliance scores are calculated using the old formula: Average of child citations + Average of associated control objectives.
- When the property is ON, compliance scores use the new formula: (Average of child citations + Average of directly linked controls) ÷ 2.
- After enabling the property:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Run the scheduled job Calculate All Citations and Authority Documents Compliance Score to recalculate scores.
- Disable the periodic job Compliance Score V2 during recalculation to avoid conflicts.

Manual actions

When the system property is enabled, the following manual actions affect compliance score for citations:

1. Adding a control to a citation: Adding a control directly to a citation recalculates the citation's compliance score using the new formula.

   Example: A citation currently has two controls, and both are compliant, so its compliance score is 100%. When you add a non-compliant control, the new score becomes the average of the two compliant controls and one non-compliant controls: (100% + 100 + 0%) ÷ 3 = 33%.

2. Removing a control from a citation: Removing a control triggers recalculation based on remaining controls.

   Example: A citation has three controls: two compliant and one non-compliant, giving it a compliance score of 66%. If you remove the non-compliant control, the score recalculates to 100% because only the two compliant controls remain.

3. Adding a citation to a control: Adding a citation to a control updates compliance scores for that citation.

   Example: A citation initially has no controls, so its compliance score is 0%. When you link a compliant control to it, the score updates to 100%.

4. Remove citation from a control: Removing a citation from a control recalculates compliance scores.

   Example: A citation has two controls, and both are compliant, resulting in a compliance score of 100%. If you remove one of the compliant controls, the score remains 100%, as the remaining control is still compliant, though fewer controls are associated.

Changes to controls

1. Control creation due to adding entity or entity types to control objectives: When a new control is created for a control objective that is directly linked to a citation, it is automatically associated with all citations linked to that control objective.

   Example: Adding an entity to a control objective generates new controls. These controls are auto-linked to all citations associated with that control objective, updating their compliance scores.

2. Control deletion: When a control is deleted from a control objective that is associated to a citation, the compliance score of all the associated citations changes.

   Example: A citation is linked to one control objective that has two controls: one compliant and one non-compliant (score = 50%). Deleting the non-compliant control updates the score to 100%.

3. Control status: Changing a control's status (Compliant, Non-Compliant, Not Applicable) recalculates compliance scores for all associated citations.

   Example: When a citation has only one control with compliant status, the compliance score is 100%. When the status changes to non-compliant, the new score is 0%.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Control weight change: If weighted average is enabled, changing a control's weight impacts compliance score.

   Example: A compliant control with weight of 100 and a non-compliant control with weight 10 changes the compliance score. So compliance score = (100 ÷ 110) × 100 = 91%.

5. Control active flag change: Activating or deactivating a control recalculates compliance scores for associated citations.

   Example: Deactivating a compliant control reduces the citation's score because fewer controls remain in calculation.

Changes to citations

1. Citation deletion: When a citation is deleted, all the citation-to-control associations are deleted. No recalculation of compliance score for the citation itself, as it's deleted. Authority document scores may update internally.
2. Citation associated to a control objective: When a citation is associated to a control objective, all the L1 controls from the control objective are added to the citation and the compliance score is recalculated.

   Example: Linking a citation to a new control objective adds its controls, changing the citation's compliance score.

3. Citation disassociated from a control objective: When a citation is disassociated from a control objective, automatically added controls are deleted. The manual controls (flagged as "outside hierarchy") are not deleted. The compliance score is recalculated.

   Example: Removing a control objective association deletes automatically-added controls but keeps manually added controls, updating the citation's compliance score accordingly.

Additional notes

- Manual associations are flagged as Associated Manually = True and are never auto-deleted.
- When controls go outside hierarchy due to disassociation, the system displays an info message listing those controls for user review.
- All compliance breakdowns, dashboards, and widgets now source data from the M2M table instead of control objective hierarchy.

Add related controls to a citation manually

Enable the Citation to Control Mapping feature for more accurate compliance scoring and management.

Before you begin

Role required: Compliance Manager (sn_compliance_ws.corporate_compliance_manager) or Corporate Compliance Analyst (sn_compliance_ws.corporate_compliance_analyst)

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the List icon ().
3. Navigate to **Compliance library** > **Citations**.
4. Select the citation where you want to associate additional controls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. In the Citation page, navigate to the Controls tab, and select **Add**.
   The Controls available for associations displays only the eligible controls that can be associated to the citation:
   - Controls within the citation's hierarchy (directly associated control objectives and their descendants).
   - Independent controls.
6. Select the controls that you want to associate and select **Add**.

Result
The new controls now appear in the Controls tab. And the Compliance score for the citation is automatically recalculated.

Add related citations to a control manually

Enable the Citation to Control Mapping feature for more accurate compliance scoring and management.

Before you begin
Role required: Compliance Manager (sn_compliance_ws.corporate_compliance_manager) or Corporate Compliance Analyst (sn_compliance_ws.corporate_compliance_analyst)

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Compliance Workspace**.
2. Select the List icon ().
3. Navigate to **Compliance library** > **Controls**.
4. Select the control where you want to associate additional citations.
5. In the Control page, navigate to Citations tab, and select **Add**.
   The Citation available for associations dialog displays only the eligible citations that can be associated to the control:
   - Citations linked to the control's control objective and its parent hierarchy.
   - If the control is independent (no control objective), all citations are available.
6. Select the citations that you want to associate and select **Add**.

Result
The new citations now appear in the Controls tab.

GRC: Policy and Compliance integrator

The GRC: Policy and Compliance integrator application provides a common framework so that your content providers can push their content into the GRC applications. The application also enables you to review, approve, and import the data into the Policy and Compliance Management tables.

Starting in Xanadu, you can use the GRC: Policy and Compliance integrator application with the GRC: integrations with third-party content application.

For more information on how to complete the data import process, see Workflow for GRC: Policy and Compliance integrator and Using the GRC: Policy and Compliance integrator to display batch records and import tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workflow for GRC: Policy and Compliance integrator

You can install the GRC: Policy and Compliance integrator application from the ServiceNow Store and execute the workflow to complete the data import process.

The GRC: Policy and Compliance integrator application workflow consists of the following steps:

1. Download the GRC: Policy and Compliance integrator application from the ServiceNow Store. When you download the GRC: Policy and Compliance integrator application, the GRC: integrations with third-party content and Policy and Compliance Management applications are automatically downloaded in your instance.
2. Log in with the sn_compliance.admin role into an instance and assign the sn_grc_cim.admin role to a user.
3. Use the APIs and staging tables that are supported with the applications and move the data from the staging tables into the GRC: Policy and Compliance Management application.

   For more information about how to integrate batch records and assign library import tasks with the GRC: Policy and Compliance Management application, see Using the GRC: Policy and Compliance integrator to display batch records and import tasks, Accessing the batch records in the content integration batch table, and Assign a library import task for approval.

Using the GRC: Policy and Compliance integrator to display batch records and import tasks

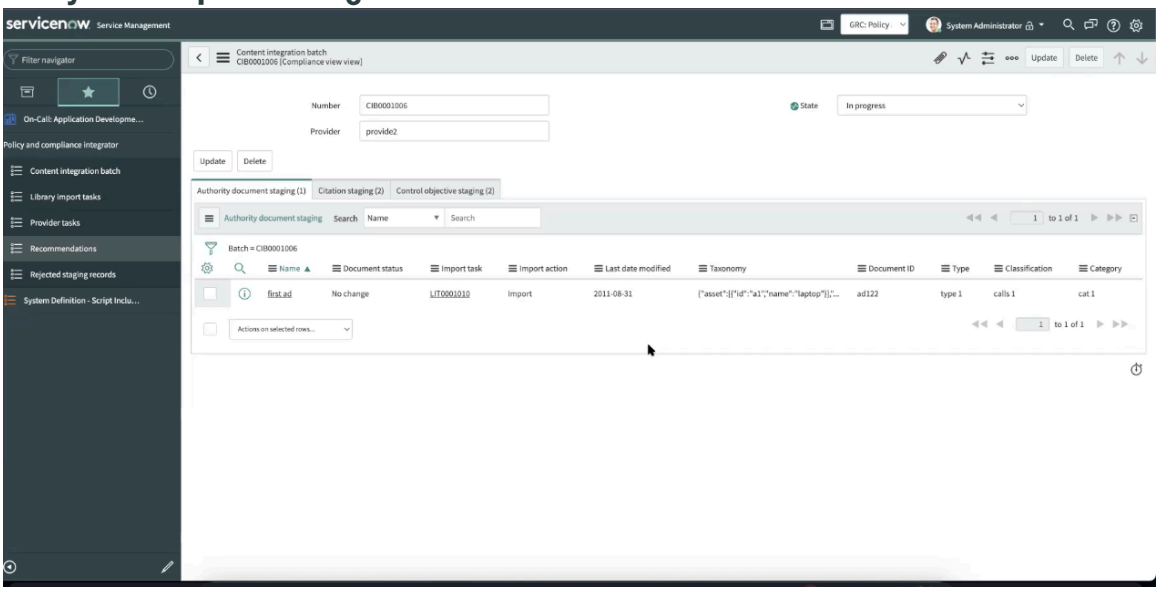
You can use the GRC: Policy and Compliance integrator application module to display the details of the batch records and to import tasks. For example, you can see the content integration batch records, library import tasks, staging records, and recommendations for the records.

You can access the Content integrator module by navigating to **All** > **Policy and compliance integrator** > **Content integrator** in the application UI. The module displays the following details as shown in the illustration:

- Content integration batch
- Library import tasks
- Provider tasks
- Recommendations
- Rejected content

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Policy and compliance integrator module



For information on how you can import the content from your third-party content providers into the Policy and Compliance Management application tables, see Accessing the batch records in the content integration batch table and Assign a library import task for approval.

Accessing the batch records in the content integration batch table

You can access the batch records in the content integration batch table that is displayed in the GRC: Policy and Compliance integrator application UI. By accessing these records, you can import the data into the Policy and Compliance Management application.

Overview of the content integration batch table

As a user with the sn_compliance.admin role, you can access the batch records in the content integration batch table and create a library import task for each record. The compliance managers assignment group reviews the library import task and imports the staging records into the Policy and Compliance Management tables.

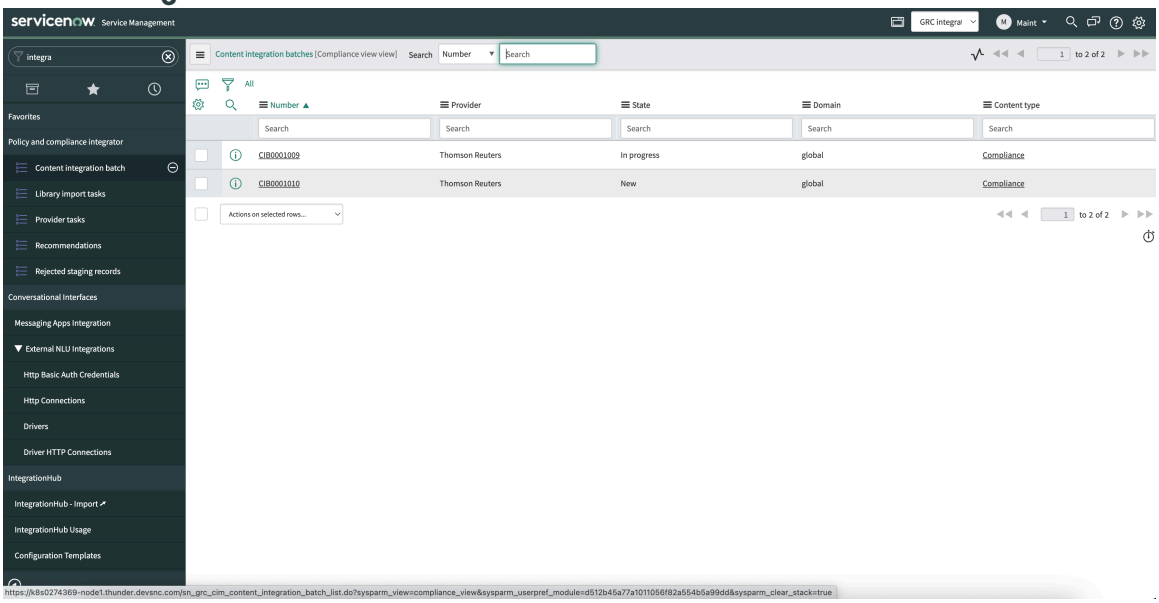
Details of the content integration batch table

The content integration batch table displays the details that are shown in the following example:

- Number of the content integration batch record. In the example, CIB0001006 is the record number.
- Provider of the content integration batch. In the example, Thomson Reuters is the provider.
- State of the content integration batch. In the example, the state is New.
- Domain of the content integration batch. In the example, the domain is Global.
- Content type of the content integration batch. In the example, the type is Compliance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Content integration batch records table

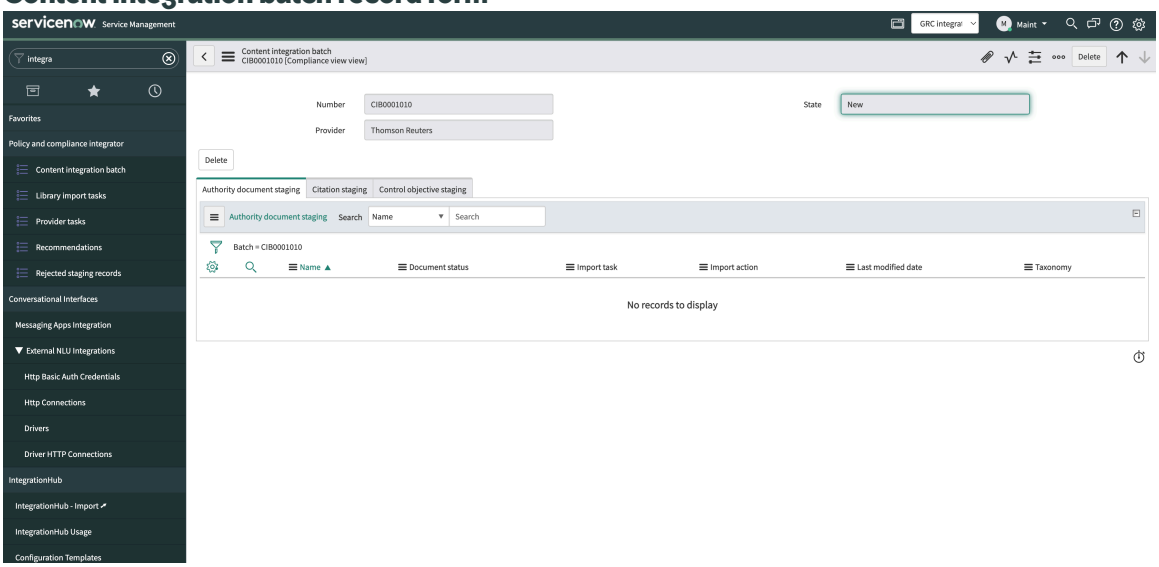


To learn how you can use the user roles to access the APIs and batch records, see User roles for the integration process.

Select a record in the table to display the content integration batch record form and its related lists. See the following example.

Note:
The fields in the form and the related lists are auto-populated.

Content integration batch record form

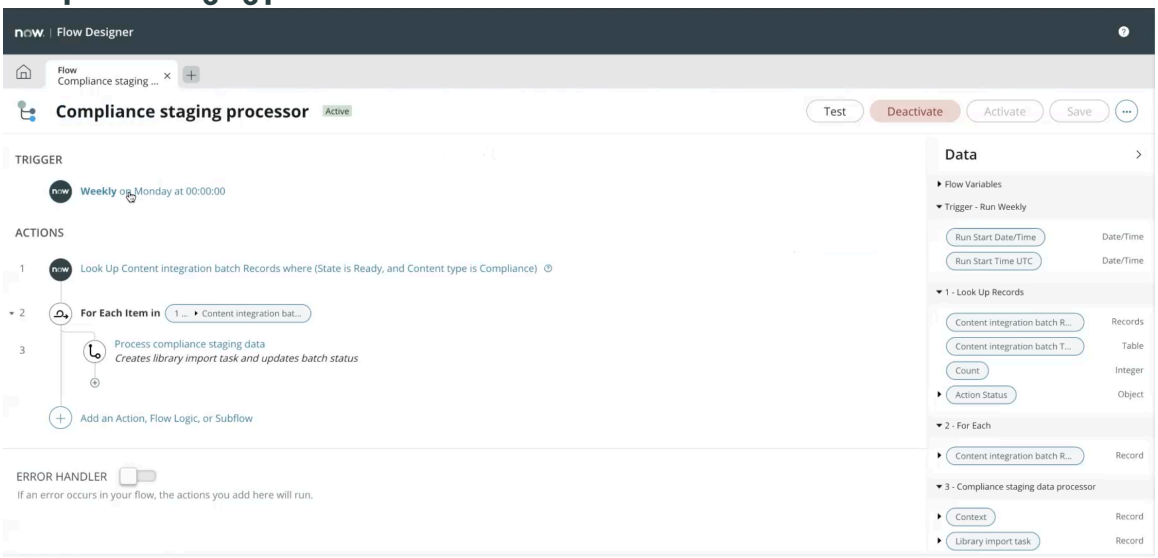


Using the Compliance staging processor flow

You can use the new Compliance staging processor flow that is provided with the GRC: Policy and Compliance integrator application. See the following example. The flow is used to process the compliance staging data and it runs in the background on a weekly basis. It searches for the content integration batch records where the state is Ready and the content type is Compliance. For each record in the content integration batch, it creates a library import task and it updates the content integration batch status automatically.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Compliance staging processor flow



Note:
You can update the flow to change its setting. For example, you can update the start time of the flow.

Using the REST APIs

You can use the REST APIs to insert the records in the GRC: integrations with third-party content and later move the records to the Policy and Compliance Management tables by using the GRC: Policy and Compliance integrator application. The following internal APIs are provided with the GRC: integrations with third-party content application and the GRC: Policy and Compliance integrator application:

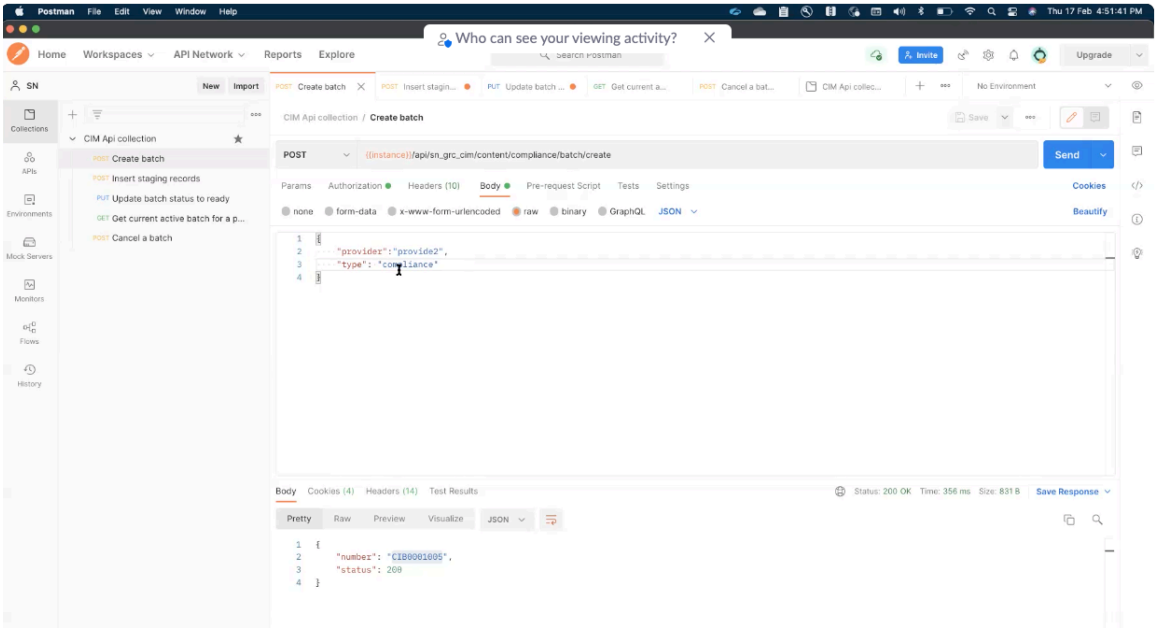
- Create batch
- Insert policy staging records
- Update batch status to ready
- Get batch
- Cancel batch

Note:
You can use third-party tools, such as the Postman API platform, to execute the APIs.

When you execute the APIs in the Postman API platform as shown in the following example, the staging records are imported in the Policy and Compliance Management tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a batch using the Postman API platform

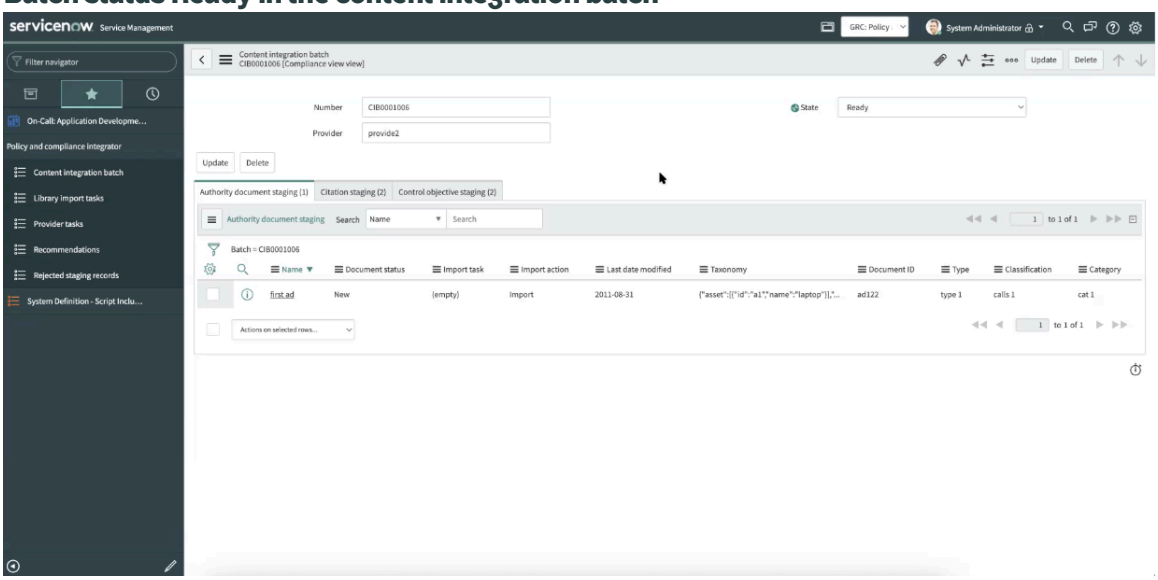


Processing the batch records

The Update batch status to ready API and the Compliance staging processor flow process the batch records as follows:

1. The Update batch status to ready API updates the content integration batch status to Ready as shown in the figure.

Batch status Ready in the content integration batch



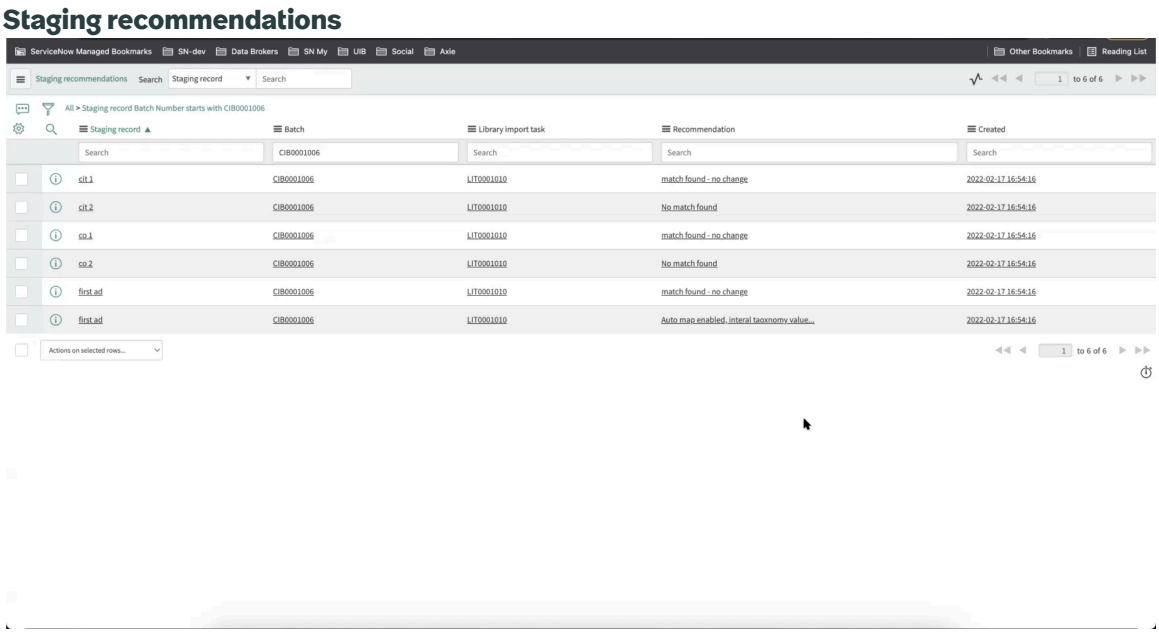
2. The Compliance staging processor flow picks up the content integration batch and its records. When the Update batch status to Ready API sets the content integration batch status to Ready, the Compliance staging processor flow acknowledges the content integration batch.

3. When the state of the content integration batch is updated to Ready, the Compliance staging processor flow starts importing the records from staging to the GRC: Policy and Compliance integrator application.

   The system automatically creates a library import task to track the import process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. When the library import task is created, the Compliance staging processor flow automatically updates the batch status to In progress.
5. When the library import task is created and the provider that is mentioned in the content integration batch is not found, the state of the task is updated to Provider onboarding. A provider import task is created in the content onboarding task related list of the library import task.
6. As the library import task is created, the staging recommendations for each record are generated for the content integration batch as shown in the following example.



The library import task is used to import the staging records in the Policy and Compliance Management tables. The library import task and staging recommendations for each record are displayed for the content integration batch table in the GRC: Policy and Compliance integrator module. A user with the sn_compliance.admin role can assign the library import task to the compliance managers assignment group. To learn how to assign a library import task, see Assign a library import task for approval.

Assign a library import task for approval

Assign a library import task to the compliance managers assignment group by using the library import task form in the GRC: Policy and Compliance integrator application.

Before you begin

For this procedure, you must log in with the sn_compliance.admin role first and then submit the library import task to be approved.

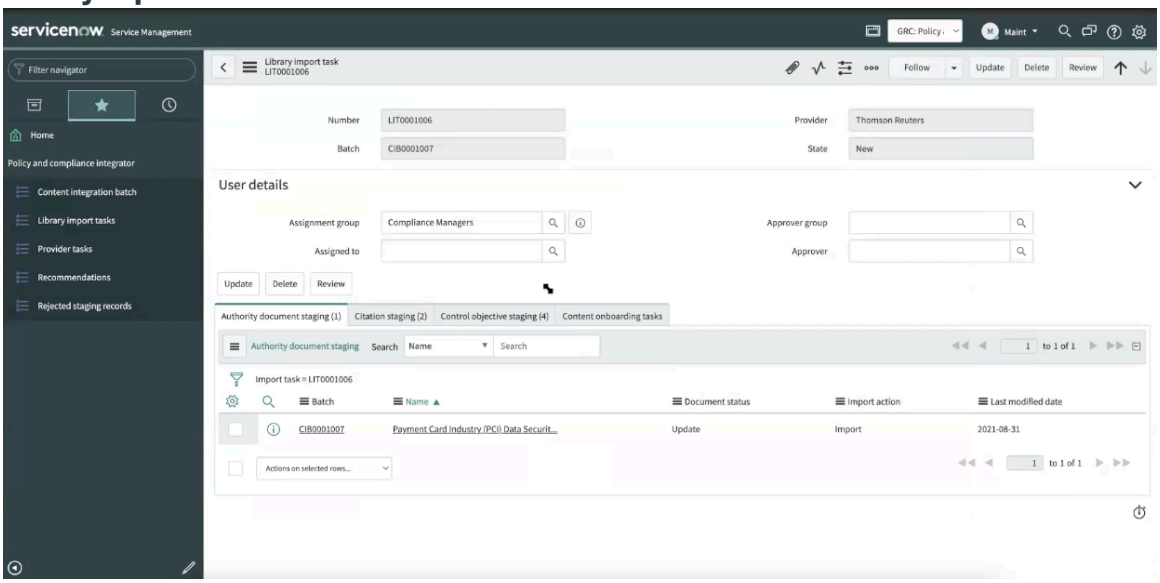
Role required: sn_compliance.admin

Procedure

1. Navigate to **All** > **Policy and compliance integrator** > **Content integrator** > **Library import task**. The library import task is displayed in the New state as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Library import task in the New state



2. On the form, fill in the fields.

Library import task form

Field	Description
Number	Number for the library import task. The number is LIT0001001 in the example. This field is auto-populated.
Provider	Name of the provider. This field is auto-populated.
Batch	Content integration batch number. The number is CIB0001001 in the example. This field is auto-populated.
State	State of the library import task. This field is auto-populated.
Assignment group	Assignment group that the library import task is assigned to. Select **Compliance managers** group.
Approver	Approver for the library import task.
Assigned to	Assignment group that the task is assigned to.
Approver group	Approver group for the library import task.
Related lists	
Authority document staging	Authority document staging records that are related to the library import task.
Citation staging	Citation staging records that are related to the library import task.
Control objective staging	Control objective staging records that are related to the library import task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Content onboarding tasks	Provider import tasks that are related to the library import task. This task is created when the provider that is mentioned in the content integration batch is not found in the provider (sn_grc_provider) table. If the provider import task is created, the state of the library import task is updated to **Provider onboarding**. When the provider import task is completed, the state of the library import task is updated to **New**.

3. Click **Update**.

What to do next

To learn how to approve the library import task that is assigned to the compliance managers assignment group, see Approve the library import task.

Approve the library import task

Approve the library import task by using the Library import task form in the GRC: Policy and Compliance integrator application.

Before you begin

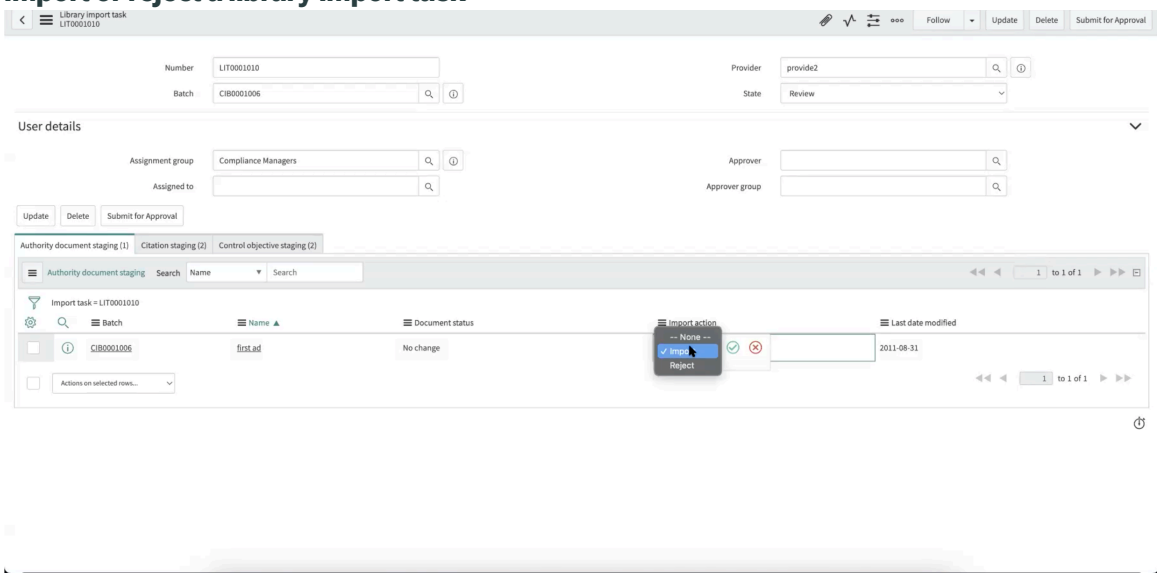
Role required: sn_compliance.manager

Procedure

1. Navigate to **All** > **Policy and compliance integrator** > **Content integrator** > **Library import task**.
2. Review the library import task and the related lists for the authority document staging records, citation staging records, control objective staging records, and content onboarding tasks.
3. In the application navigator, go to Recommendations and review the recommendations that are provided by the application for the task.
4. On the form, click **Import** or **Reject**.
   Review the details of the library import task and either import or reject the record as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Import or reject a library import task

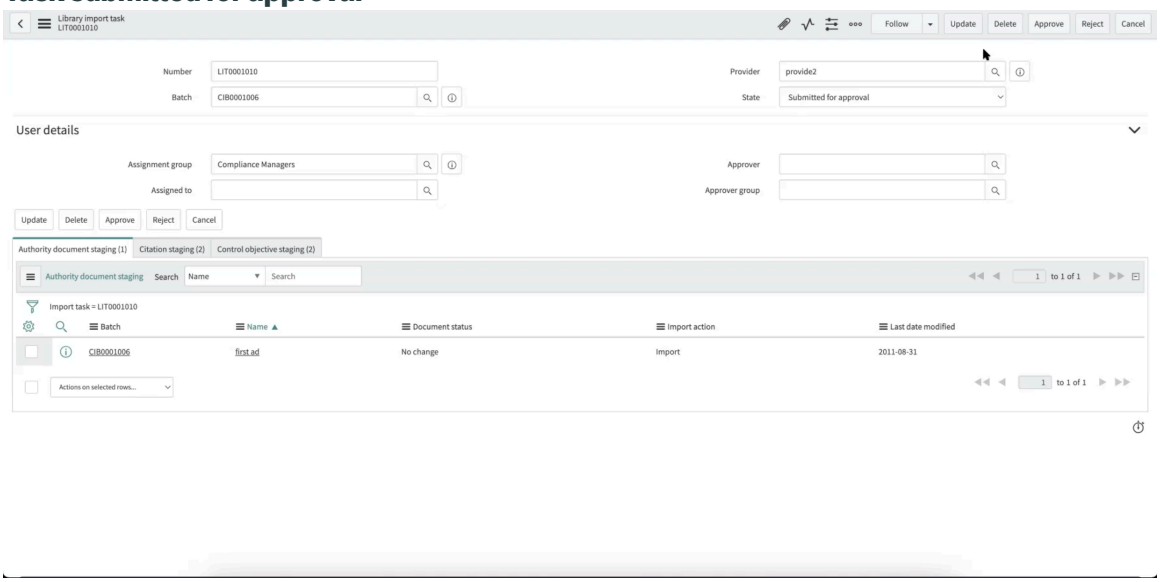


Clicking **Import** imports the record that is associated with the library import task into the GRC: Policy and Compliance Management staging tables.

Clicking **Reject** rejects the record that is associated with the library import task. As a result, the data is not imported into the GRC: Policy and Compliance Management staging tables.

5. Click **Submit for approval**.
   The task is submitted to the compliance managers group for approval. The state of the library import task is updated to Submitted for approval as shown in the following example.

Task submitted for approval



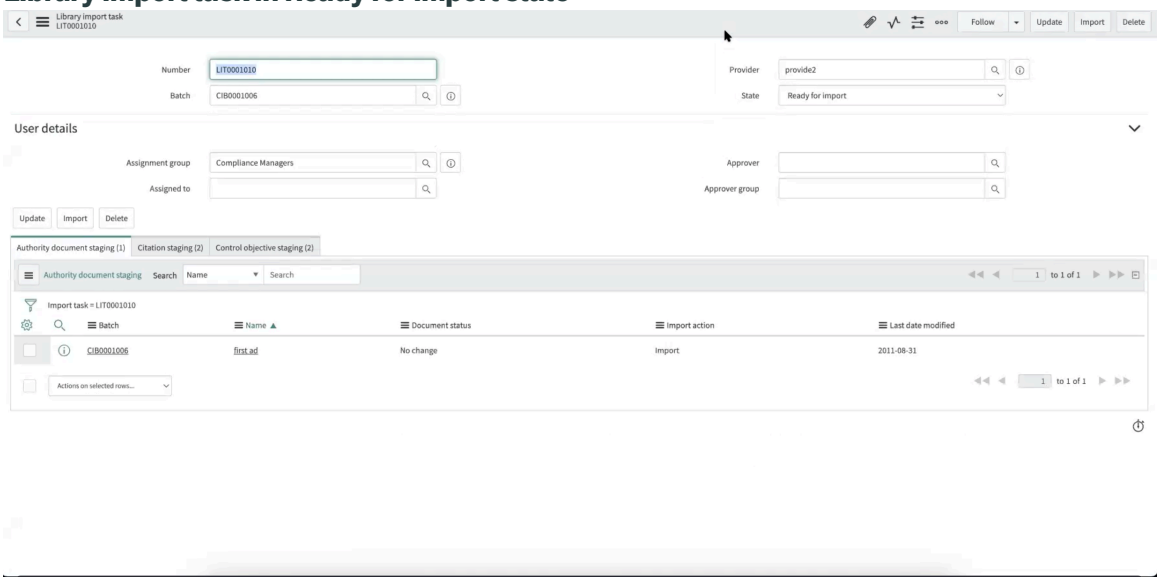
6. Review the library import task and click **Approve**.

   This action moves the library import task to Ready for import state.

> **Note:**
> Clicking **Reject** rejects the library import task and moves it to New state again as shown in the following example.

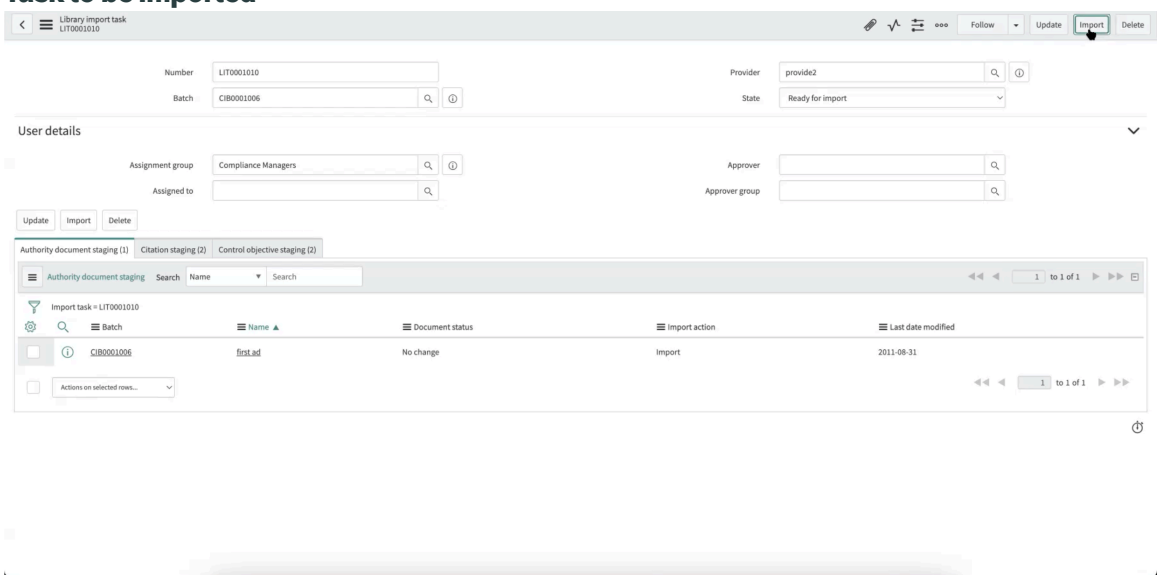
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Library import task in Ready for import state



When the task is in the Ready for import state, the Import action is displayed as shown in the following example.

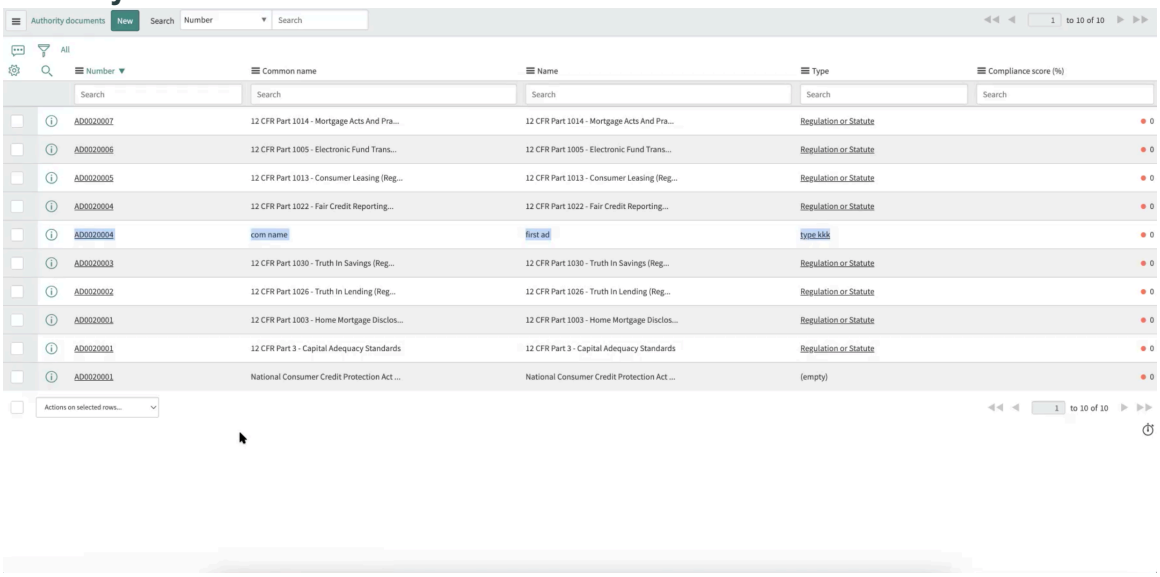
Task to be imported



7. Click **Import**.
   This action imports the staging records under the library import task into the GRC: Policy and Compliance Management tables. You can view the tables by navigating to the authority document tables, citation tables, or control objectives tables in the GRC: Policy and Compliance Management application. See the sample Authority documents table as shown in the following example.

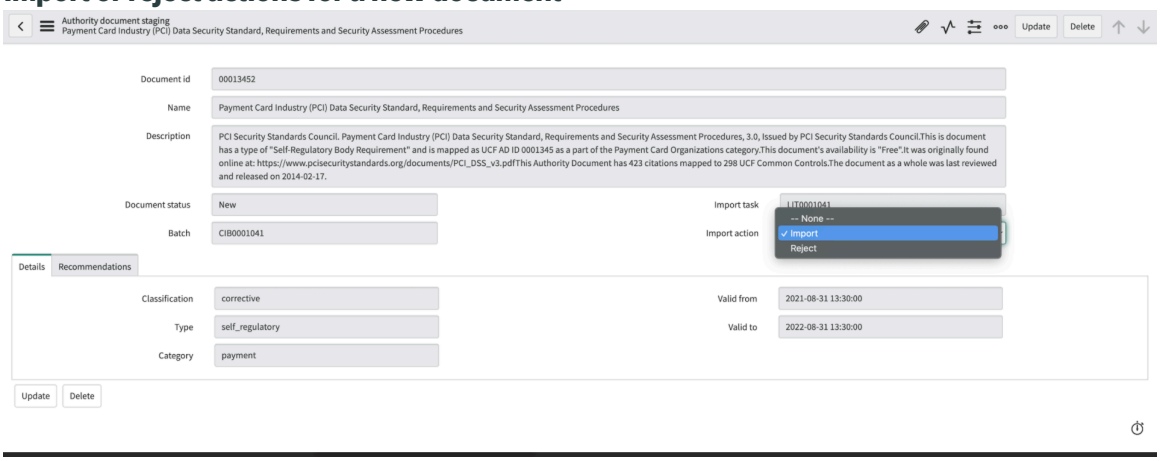
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Authority documents table



When you click an authority document, such as AD0020004 that is displayed in the table, it displays the details of the authority document staging record. In the staging record, the Document status field on the form displays information on the current document status. When the document status field value is New or Update, the Import or Reject actions are available for the record, and the import task can be imported or rejected as shown in the following example.

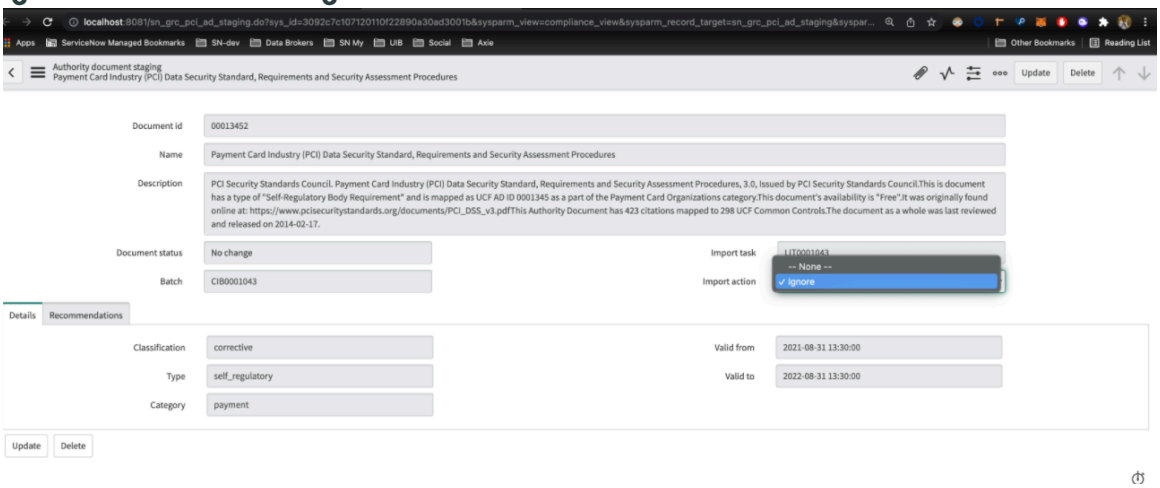
Import or reject actions for a new document



When the document status field value is No change, only the Ignore option is available in the Import action for the record. The import task can be ignored as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Ignore action for no change in the document status



See the following table for the criteria of the Document status field values.

Document status field value and its criteria

Field	Description
Document status = New	Record that is not found in the GRC: Policy and Compliance Management tables.
Document status = No change	**Source last modified date** of the existing record in the GRC: Policy and Compliance Management table that is later than the incoming staging record date. The document status does not change.
Document status = Update	**Source last modified date** of the existing record in the GRC: Policy and Compliance Management table that is earlier than the incoming staging record date. The document status is updated.

After the workflow is completed, the Compliance staging processor flow automatically updates the status of the library import task to Completed.

Note:

If an error occurs in the processing of the flow, the Compliance staging processor flow updates the state of the library import task to Completed with errors. This error can happen due to one of the following reasons:

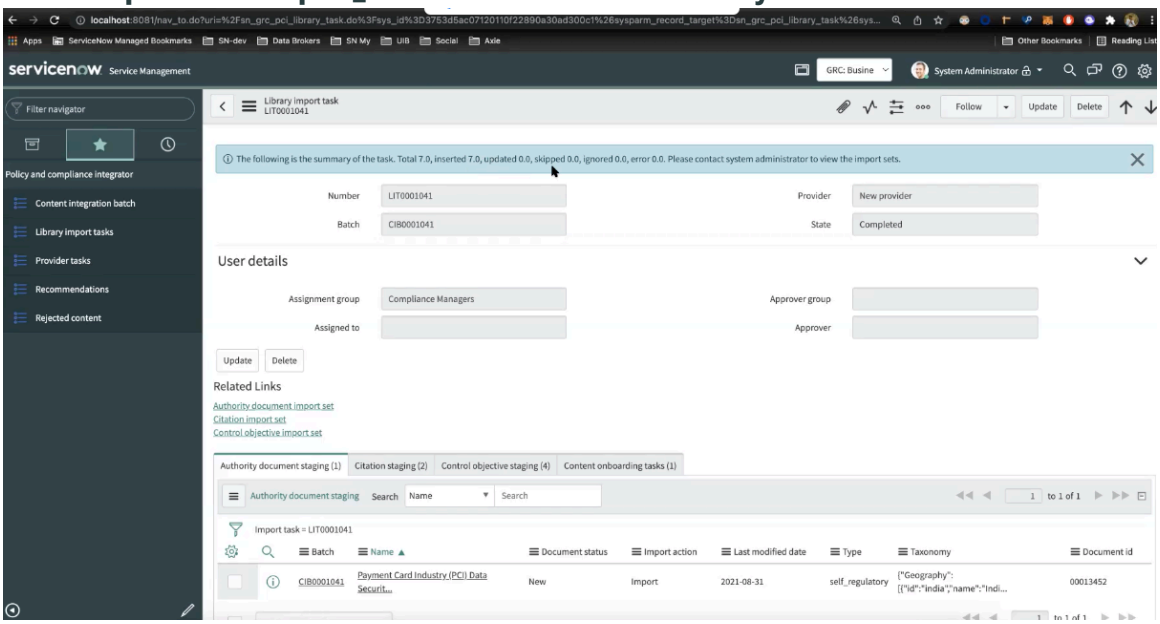
- The taxonomy value mappings of the record are not found and the automap value of the provider taxonomy configuration is false.
- The parent of the record is ignored.

The record with the error is rejected by the Compliance staging processor flow.

When the status of the library import task is Completed, the import task summary and the related links of the import sets are displayed only to the users with the import_transformer role as shown in the following example. The import_transformer role is a global role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Task completed and import_transformer role view summary



The import_transformer role view summary is not available to any other users of the GRC: Policy and Compliance integrator application.

Result
The library import task is now in the Completed state and the content is imported into the Policy and Compliance Management application.

DevOps accelerator for control compliance, PaCE execution, and exception management

GRC: DevOps Accelerator is an application that enables your customers to evaluate the compliance for DevOps policies and GRC control objectives integrating with Policy as a Code Engine (PaCE).

> **Important:**
> Starting with the *Washington DC* release, GRC DevOps Use Case Accelerator is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported.

GRC: DevOps Accelerator (com.sn_grc_devops) plugin maps the control objectives drawn from regulations, standards, and frameworks, such as CIS controls, NIST 800-53, ISO 27002, PCI DSS, and others with DevOps Policy as a Code Engine (PaCE). The DevOps policies are provided by the DevOps Config Policy Content Pack.

With this integration you can evaluate the compliance status. The integration also enables the DevOps managers to monitor control compliance, visualize evidence of PaCE execution, and manage exceptions.

Pre-requisites for DevOps accelerator

1. Hierarchy of PaCE-related plugins and CDM-related plugins.
2. DevOps Config Policy Content Pack provided by PaCE.
3. GRC plugins: GRC: Cybersecurity Controls Accelerator, GRC: Compliance UCF, and GRC: Continuous Authorization and Monitoring.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
GRC: DevOps Accelerator (com.sn_grc_devops) is dependent on DevOps Config Policy Content Pack and GRC: Policy and Compliance Management. However, if GRC: Cybersecurity Controls Accelerator (CIS), GRC: Unified Compliance Framework (UCF), and GRC: Continuous Authorization and Monitoring (CAM) plugins are not installed on the instance, then the staging data relevant to the control objectives from these plugins would not be available on installing GRC: DevOps Accelerator.

GRC: DevOps Accelerator plugin maps the relationship between PaCE policies and control objectives.

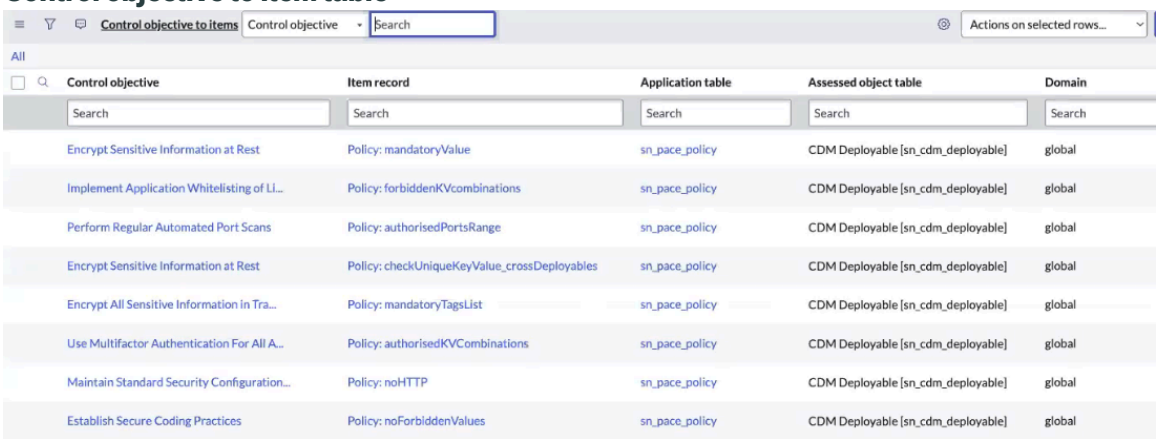
Note:
Not all GRC control objectives may have a relationship with every PaCE policy.

Populating control objective and PaCE mapping data from the instances to staging table

Control objective to items mapping table

As part of DevOps accelerator, the mapping relationships between control objectives and PaCE policies are shipped to the customers. The relationship is captured in Control objective to items [sn_compliance_control_objective_item] table, where the **Control objective** column and **Item record** column, which is the PaCE policy, list the data.

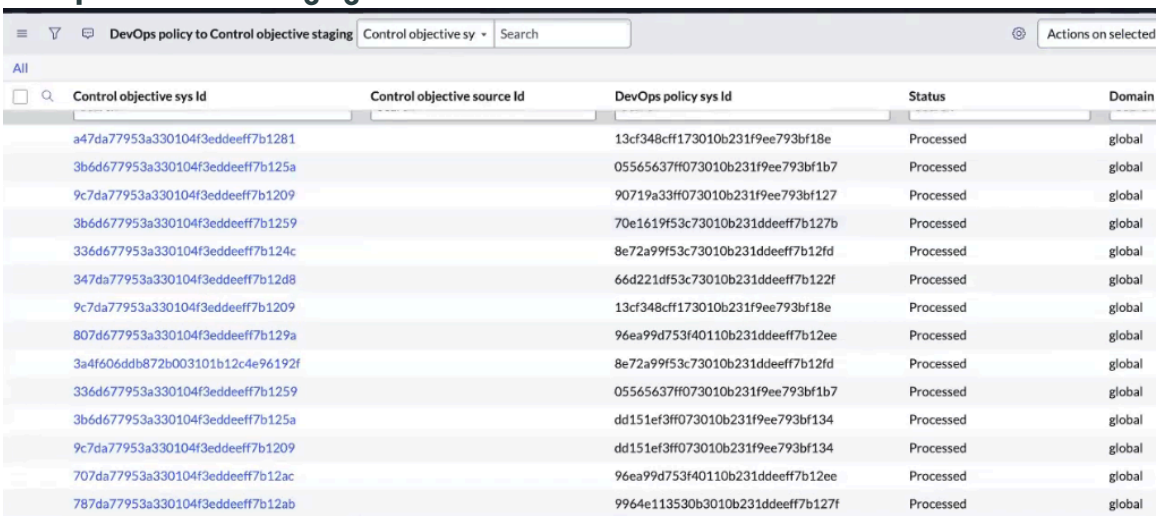
Control objective to item table



DevOps policy to control objective staging table

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

DevOps accelerator staging table



DevOps policy to Control objective staging | Control objective sy | Search | Actions on selected

All

Control objective sys Id	Control objective source Id	DevOps policy sys Id	Status	Domain
a47da77953a330104f3eddeeff7b1281		13cf348cff173010b231f9ee793bf18e	Processed	global
3b6d677953a330104f3eddeeff7b125a		05565637ff073010b231f9ee793bf1b7	Processed	global
9c7da77953a330104f3eddeeff7b1209		90719a33ff073010b231f9ee793bf127	Processed	global
3b6d677953a330104f3eddeeff7b1259		70e1619f53c73010b231ddeeff7b127b	Processed	global
336d677953a330104f3eddeeff7b124c		8e72a99f53c73010b231ddeeff7b12fd	Processed	global
347da77953a330104f3eddeeff7b12d8		66d221df53c73010b231ddeeff7b122f	Processed	global
9c7da77953a330104f3eddeeff7b1209		13cf348cff173010b231f9ee793bf18e	Processed	global
807d677953a330104f3eddeeff7b129a		96ea99d753f40110b231ddeeff7b12ee	Processed	global
3a4f606ddb872b003101b12c4e96192f		8e72a99f53c73010b231ddeeff7b12fd	Processed	global
336d677953a330104f3eddeeff7b1259		05565637ff073010b231f9ee793bf1b7	Processed	global
3b6d677953a330104f3eddeeff7b125a		dd151ef3ff073010b231f9ee793bf134	Processed	global
9c7da77953a330104f3eddeeff7b1209		dd151ef3ff073010b231f9ee793bf134	Processed	global
707da77953a330104f3eddeeff7b12ac		96ea99d753f40110b231ddeeff7b12ee	Processed	global
787da77953a330104f3eddeeff7b12ab		9964e113530b3010b231ddeeff7b127f	Processed	global

There is a staging table as a part of DevOps accelerator, which is DevOps policy to control objective staging [sn_grc_devops_policy_control_objective_staging] table. A user with Compliance admin role can view the table.

For CAM and CIS, the sys IDs of the control objectives map with the DevOps policy sys IDs. However, for UCF the source ID of the control objective imported from the Shared List is mapped with the DevOps policy sys ID.

The data in the DevOps policy to control objective staging [sn_grc_devops_policy_control_objective_staging] table is shipped in Pending status. The data is populated in the staging table based on the applications that are installed in the instance. The data is not processed if the control objective and the PaCE policy do not exist in the instance.

Scheduled job to move data from the staging to the main table

A daily job (Import DevOps policy to Control Objective mapping from staging) runs after the applications and the DevOps accelerator are installed to add the records to the Control objective to items (sn_compliance_control_objective_item) table. If the record is successfully added to the mapping table, then the status of the record in the staging table moves to Processed. If a control objective is not populated or present in the application, then the record is not processed but is in Pending status.

Manage continuous monitoring for controls between Configuration Compliance and Policy and Compliance Management

Continuous monitoring for controls is a feature integration between the GRC: Policy and Compliance Management product and the Security Operations Configuration Compliance products. This feature integrates the scan results from third-party applications, like Qualys to determine the compliance status for each associated control.

Continuous monitoring is a pro-active security management approach. Customers monitor and validate compliance and manage risks against authority documents.

Continuous monitoring workflow

1. The system admin activates the Configuration Compliance and Policy and Compliance Management plugins.
2. The compliance manager maps control objectives or controls to configuration tests, which generate controls, entities, and indicators related to those configuration tests.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. The integration ingests the results of the third-party configuration test scan results at defined intervals.
4. If the configuration test scan results of the configuration tests indicate a failure, then the control is non-compliant and an issue is automatically generated.
5. If the next scan result of the configuration test indicates that the failure has been remediated, then the control is compliant and the issue is automatically closed.

Map control objective or controls to configuration tests

The compliance manager maps control objectives or controls to the configuration tests, which generate the controls, entities, and indicators associated with configuration compliance.

Before you begin

Role required: compliance manager

The Configuration Compliance plugin must be activated to access this feature and the **sn_compliance.auto_create_profile_and_control** property must be set to true.

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Policies**.
2. Open the policy record, click the Control Objectives related list, and click **Edit**.

   Note:
   The **Password** Policy is used in this example.

3. Select each control objective to associate to the policy.
4. Open a control objective, and click the Citations related list to view the authority document citation that is associated to this control objective.

   Note:
   The **Configure the maximum password age** control objective is used in this example.

5. Click the Configuration Tests related list and select one of the following add options:
   - Click **Add**
   - Click **Add from Policies**
   - Click **Add from Authoritative Sources**

   Note:
   The **Source** field for each configuration test identifies the third-party provider of the information.

6. After selection, click **Add**.
   All the configuration items (controls, entities, and indicators) are mapped and displayed on the Configuration Tests related list. The results may take a few minutes to generate.

Interpret configuration compliance scan results

If the configuration test scan results of the control indicate any failures, the control is marked non-compliant. If the scan results indicate the control passed, all the configuration tests, then the control is marked compliant.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: compliance manager

The Configuration Compliance plugin must be activated to access this feature and the *sn_compliance.auto_create_profile_and_control* property must be set to true

Procedure

1. Navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Control Objectives**.

   Note:
   The **Configure the maximum password age** policy statement is used in this example.

2. Open the control objective record and click the Controls related list.
   11 controls were generated from the configuration compliance test scan. Each control has an associated **Profile** and because all the controls show a **Status** of **Non Compliant**, an equal number of issues have been automatically generated.
3. Open a control record, and click the Indicator related list.
4. Open the indicator record to see the indicator results.
   The configuration test scan results are updated at regular intervals. If the scan results indicate that the failure has been remediated, then the control is marked compliant and the issue is automatically closed.

Managing mobile experience for GRC Policy and Compliance

As a policy and compliance manager, use your Android or iOS mobile device to manage your work.

Request apps on the Store

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

User role actions for a compliance manager

As a user with the ServiceNow AI Platform® compliance manager (sn_compliance.manager) role, manage your work without being tied to the desktop. Receive timely notifications for current alerts, as well as risk and compliance status for your critical assets, vendors, and impacted essential business services all on your mobile device.

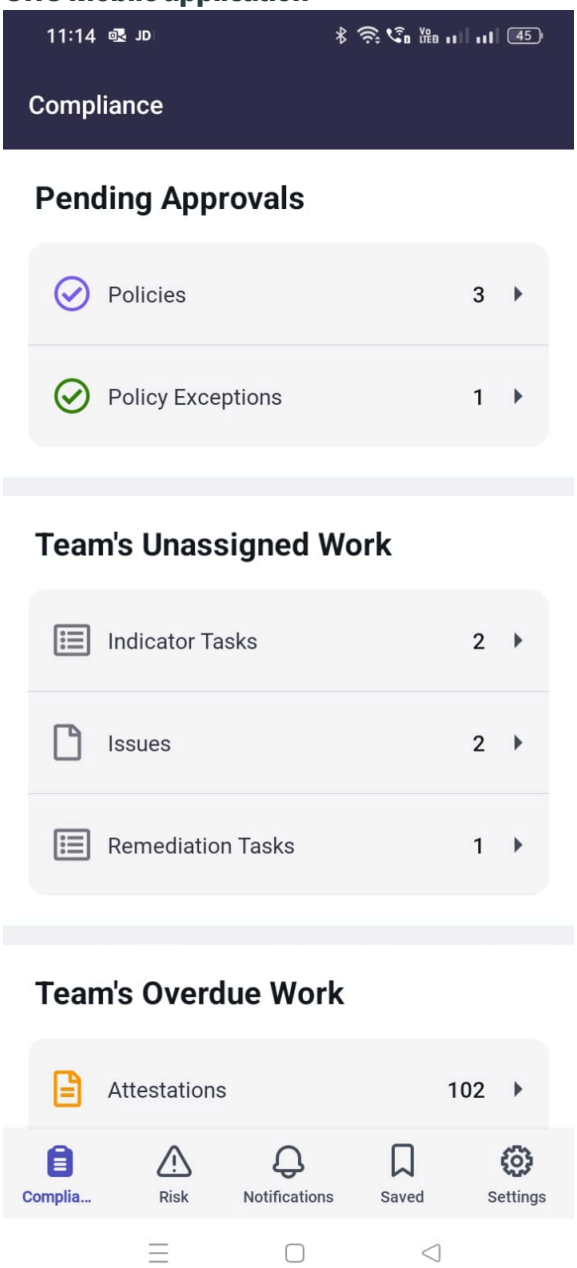
With the GRC Mobile application, you can perform the following Policy and Compliance Management activities without being tied to the desktop:

- Approve or reject pending Policies and Policy Exception requests that are assigned to you.
- Assign unassigned tasks and issues to your team with the Indicator Tasks, Issues, and Remediation Tasks applets.
- Manage and reassign your team's overdue tasks with the Attestations and overdue Issues applets.

The following figure illustrates how you log in to your ServiceNow AI Platform instance from your mobile device and the landing screen that is displayed after you log in.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC Mobile application

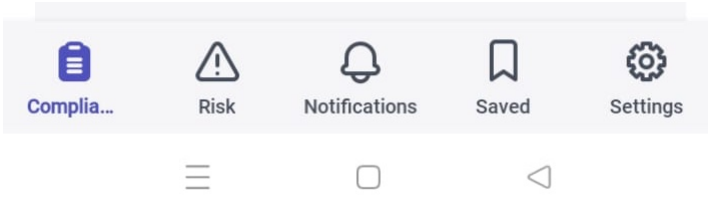


For step-by-step instructions about how to set up your ServiceNow AI Platform instance and install the GRC Mobile application, see Setup checklist for the GRC Mobile application. For instructions about how to log in, see Log in to the GRC Mobile application.

Applications

Applications are the ServiceNow® software components such as Policy and Compliance Management, Risk Management, and Audit Management that provide specific features and functionalities within your ServiceNow AI Platform instance. After you install these core applications and the GRC Mobile app on your ServiceNow AI Platform instance, these applications are displayed as icons on the bottom of your Android or iOS mobile device after you log in.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Folders

Each ServiceNow® mobile application contains folders that separate the applets by categories. In the preceding image, **Pending Approvals**, **Team's Unassigned Work**, and **Team's Overdue Work** are the folders of the Policy and Compliance Mobile app.

Applets

Applets are the different options within the application. In the preceding image, the icons under **Pending Approvals**, **Team's Unassigned Work**, and **Team's Overdue Work** are the available applets for the Policy and Compliance Mobile app.

Setup checklist for the GRC Mobile application

The following checklist includes the set up tasks that you are required to complete in your ServiceNow AI Platform® instance and on your mobile device prior to using the GRC Mobile application. Complete these set up tasks prior to using the GRC Mobile application to view the Policy and Compliance Management application on your mobile device.

Before you begin

As an option, print this checklist and use it to guide you through the set up tasks that are required for the GRC Mobile application.

Estimated time to complete this task: 15-20 minutes.

Roles required: admin, sn_compliance.manager

Procedure

Verify that you complete each item on the list so that you can log in to the GRC Mobile application and add a ServiceNow AI Platform instance.

GRC Mobile application checklist

Item	Description
☐	As a user with the admin role, verify that you have the GRC core applications installed on a ServiceNow AI Platform instance. This is the ServiceNow AI Platform instance that you view on your mobile device. **Note:** The GRC core applications and the ServiceNow AI Platform instance should be from the same family release. **a.** To verify the GRC: GRC Profile Dependencies core application is installed on your instance, navigate to **Plugins** and search for GRC Profile. **b.** If the GRC Profile core application is not already installed, click **Install** to install it.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Item	Description
	c. After the GRC Profile application is installed, install either the Policy and Compliance Management core application, or the Risk Management core application, or both the Policy and Compliance Management and Risk Management applications. These are the two GRC applications that you can view with the GRC Mobile application. If not visible in your instance, all of the GRC core applications are available from the ServiceNow Store. For more information about getting entitlement, downloading, and installing the GRC core applications, see GRC and the ServiceNow Store. When you install the GRC core applications, the dependency plugins for the GRC Mobile application, (com.glide.sg and com.glide.sg.agent_native_client) are also automatically installed. To verify that these dependency plugins are installed and activated: **a.** Navigate to **Plugins**. **b.** Search for the plugin IDs (com.glide.sg and com.glide.sg.agent_native_client). **c.** If they are not activated, activate these plugins.
☐	As a user with the admin role, verify that you have the GRC mobile app installed on the ServiceNow AI Platform instance that you want to view on your mobile device. **Note:** The GRC mobile app and the ServiceNow AI Platform instance should be from the same family release. For more information about getting entitlement, downloading, and installing the GRC Mobile application, see GRC and the ServiceNow Store.
☐	As a user with the admin role, in your ServiceNow AI Platform instance verify that you have assigned mobile users with the required ServiceNow AI Platform roles. **a.** To view the roles that are assigned to a user, navigate to **Users and Groups** > **Users**. **b.** Select the user name followed by the roles related list. All roles assigned to this user are displayed. **c.** Verify a user is assigned, or assign a user with the IT Infrastructure Library role (itil). Users with the itil role can create, open, and update records. Only users with the itil role can have tasks assigned to them. **d.** Verify a user is assigned, or assign a user with the compliance manager role (sn_compliance.manager). This role is automatically added when you assign the itil role. **e.** Verify you have created any required assignment groups and assigned mobile users to these groups.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Item	Description
	Note: If you have multiple users for the mobile application, you alternatively can assign the sn_compliance.manager role to a group. Each user you add to the group inherits this role. For more information on users and assigning roles to users and groups, see Create a user, Assign a role to a user, Assign a role to a group.
☐	As a mobile user with the sn_compliance.manager role, download and install the most current ServiceNow® Agent app on your mobile device. The most current Agent app is available on the Apple iOS App Store and the Google Play Store. 
☐	As a user with the sn_compliance.manager role, verify notifications are enabled on your mobile device and in your ServiceNow AI Platform instance. Notifications inform you when critical pending approval requests are assigned to you or to your assignment group. To assist you with timely remediation, after you enable notifications, click on a notification in the GRC Mobile application and navigate directly to the record. To enable notifications in your ServiceNow AI Platform instance so they are displayed on your mobile device, follow these steps. **a.** Verify you have downloaded and installed the GRC Mobile application on your ServiceNow AI Platform instance. **b.** In System Settings in your ServiceNow AI Platform instance, under Notifications, verify you have enabled the **ServiceNow Mobile Application**. ServiceNow AI Platform notifications are also displayed on the messages screen on your mobile device. Verify that notifications are also enabled in the settings of your mobile device.

You have successfully set up your mobile device and the ServiceNow AI Platform for the GRC Mobile application. The next step is to log in to your ServiceNow AI Platform instance with the ServiceNow Agent app on your mobile device.

Log in to the GRC Mobile application

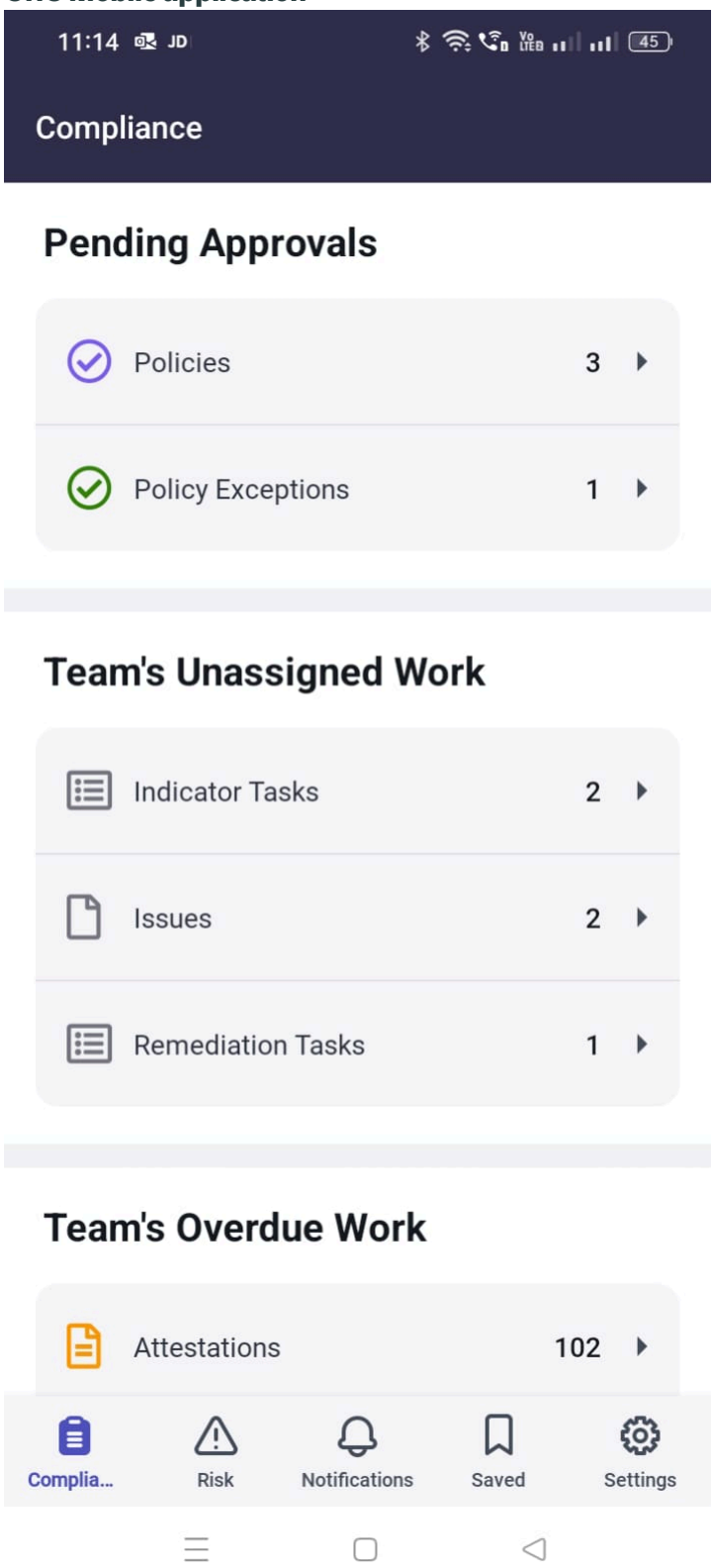
Open the GRC Mobile application and add a ServiceNow AI Platform® instance with Policy and Compliance Management to your mobile device.

Before you begin

Verify that you have completed the setup steps described in Setup checklist for the GRC Mobile application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC Mobile application



Role required: GRC Compliance manager (sn_compliance.manager)

About this task

Time to complete this task: 5-7 minutes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. On your mobile device, tap the **ServiceNow Agent** app.

   If you are not already logged in to a ServiceNow AI Platform instance, the Instances screen is displayed.

2. If the ServiceNow AI Platform instance with the Policy and Compliance Management core application is not already added to your mobile device, follow these steps to add it.

   a. On the Instances screen that is displayed, tap the plus icon ().
   A screen is displayed that prompts you to enter and save an address of a ServiceNow AI Platform instance.

   b. Fill in the fields.

Field name	Description
Enter the instance address or scan a QR code.	Choose one to continue: ▪ Before the `.service-now.com` in the field, enter the name of your ServiceNow AI Platform instance, for example, `grcmobile`. ▪ Enter an address. This address is the URL of your ServiceNow AI Platform instance that you want to view on your mobile device. ▪ Scan a QR code. For more information about the mobile app, see "Log in to an instance with the mobile app" on the ServiceNow product documentation website.
(Optional) Enter nickname	Enter a nickname for this instance. If you have multiple instances added to the device, nicknames can help you quickly locate a ServiceNow AI Platform instance.

   c. Tap **Save and Login**.

3. On the ServiceNow login screen that is displayed, enter the User name and Password for the ServiceNow AI Platform instance that you want to add and tap **Login**.
   The Policy and Compliance landing screen is displayed. You have successfully logged in to the GRC Mobile application.

4. After you log in, verify notifications are enabled in the GRC Mobile application.

   a. On the landing screen on the bottom, tap **More**.

   b. On the More screen, tap **Notification**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

c. On the Notifications screen, tap **Enable Notifications** if not enabled.
Notifications from the ServiceNow AI Platform are displayed on the Notifications screen in the GRC Mobile application.

5. After you log in to an instance on your mobile device, it is the default ServiceNow AI Platform instance on the device.
If you want to view another ServiceNow AI Platform instance on your device, you must log out of the default instance. To log out:

a. On the bottom of the screen, tap the **More**.
The More screen is displayed.

b. Tap **Settings**.

c. On the screen that is displayed, tap **Logout**.
The Instances screen is displayed with any ServiceNow AI Platform instances you have added to the mobile device.

d. **Optional:** Tap another instance to log in to it, or, alternatively, follow the preceding steps to add another instance.

Trouble?

If the instances screen for the GRC Mobile application is not displayed after you tap the **ServiceNow Agent** app on your device, verify that the **ServiceNow Agent** app is permitted as a trusted app on your device. To permit access as a trusted app, navigate to the settings and general device management on your device and tap the option (**Trust app**, etc.) to permit access.

If an error message is displayed after you enter your credentials in the log in screen, verify that your User name and password for the ServiceNow AI Platform instance is correct.

If you have problems viewing the landing screen, verify your network connection.

If you cannot view the Instances screen after you tap the **ServiceNow Agent** app, try uninstalling it from your device. Verify you have the most current version of the app from the Apple iOS App Store or the Google Play Store and try reinstalling it.

What to do next
Select one of the following topics for more information about each applet.

Process pending Policy and Compliance Management approval requests with the GRC Mobile application

Approve or reject pending policy approval requests that are submitted to you.

Before you begin
Role required: Compliance manager (sn_compliance.manager)

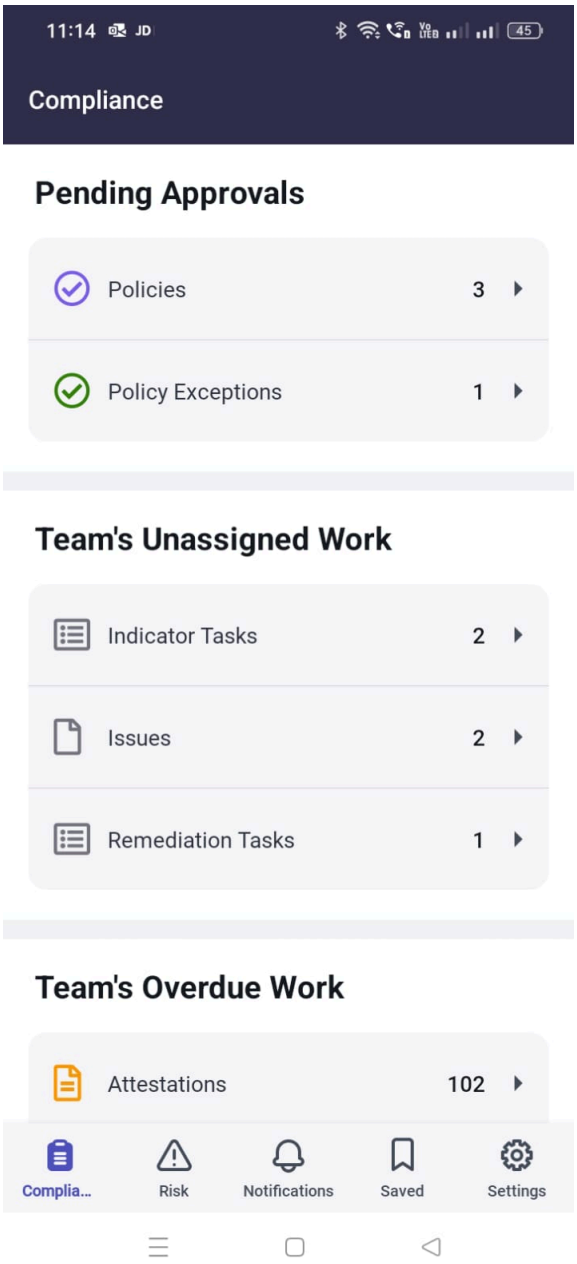
About this task
Approve or reject a pending Policy and Compliance Management request from the list of records. Alternatively, view the details of the record or add a work note prior to processing the request. Time to complete this task: 5-10 minutes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

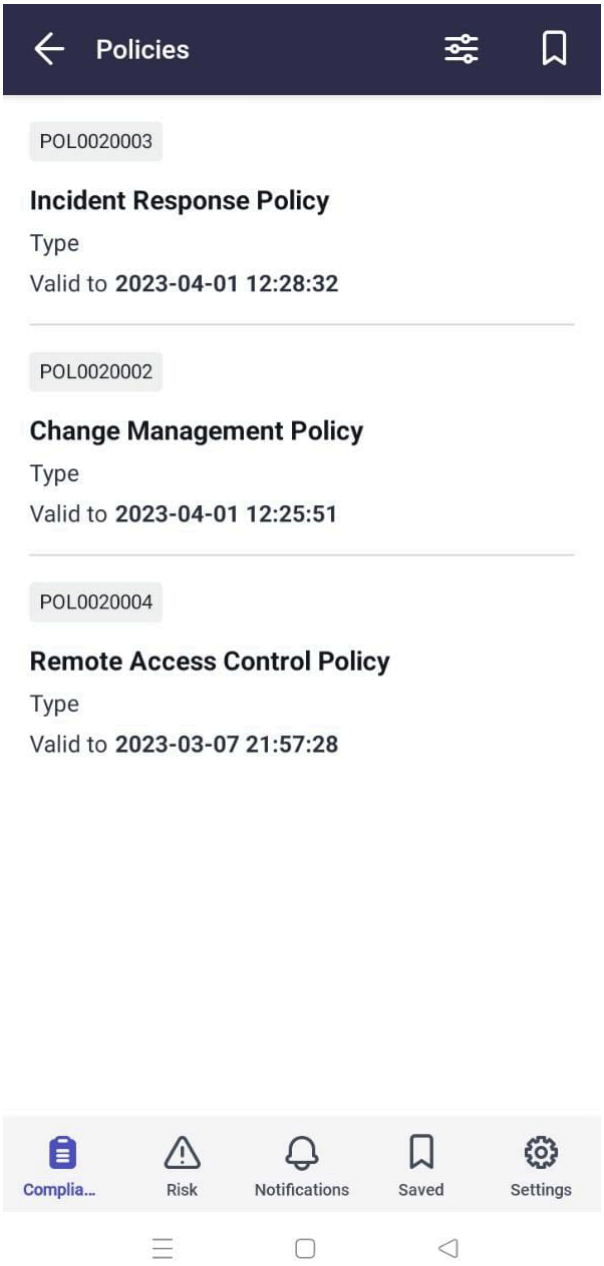
1. If you are not logged in to your ServiceNow AI Platform instance on your mobile device, for more information see Log in to the GRC Mobile application.
2. With the Policy and Compliance landing screen displayed, tap **Policies**.

   If you navigate away from the GRC Mobile application after you have logged in, tap the Now Agent app at any time to return to the last screen you had displayed.



The Policies screen is displayed with a list of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

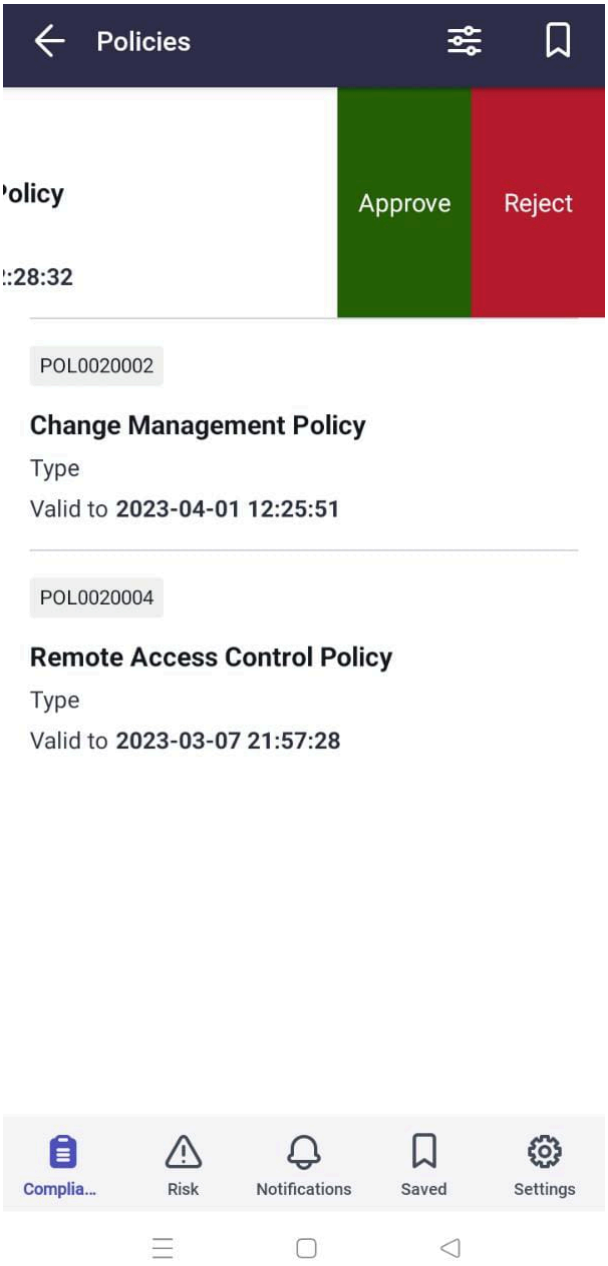


3. **Optional:** If you want to reduce the number of records that are displayed on the screen, see Filter records with the GRC Mobile application to search for records that match specific search criteria.

   (Optional) Filtering records on screens in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform. Setting filters can reduce the number of records that are displayed on screens.

4. With the Policies screen displayed with a list of records, swipe left on a record to open the menu.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

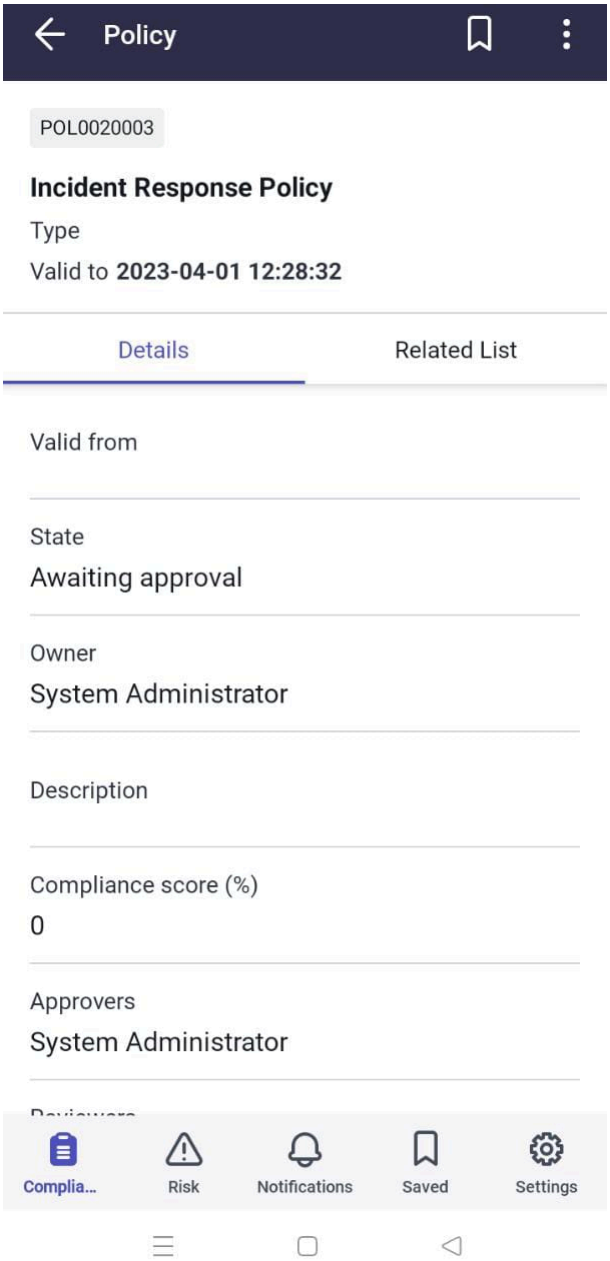


5. On the menu that is displayed, choose one to process the request.

6. Alternatively, with the Policies screen displayed, tap a record on the list to open it and view more details.

   With the fields on the policy records displayed as shown in the following figure, choose one in the table to continue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Process pending approvals for Policy exceptions with the GRC Mobile application

Approve or reject pending policy exceptions and policy exception extension requests that are assigned to you.

Before you begin

Role required: Compliance manager (sn_compliance.manager)

About this task

With this applet, you can perform the following tasks on a list of policy exception records:

- Edit
- Request more information

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

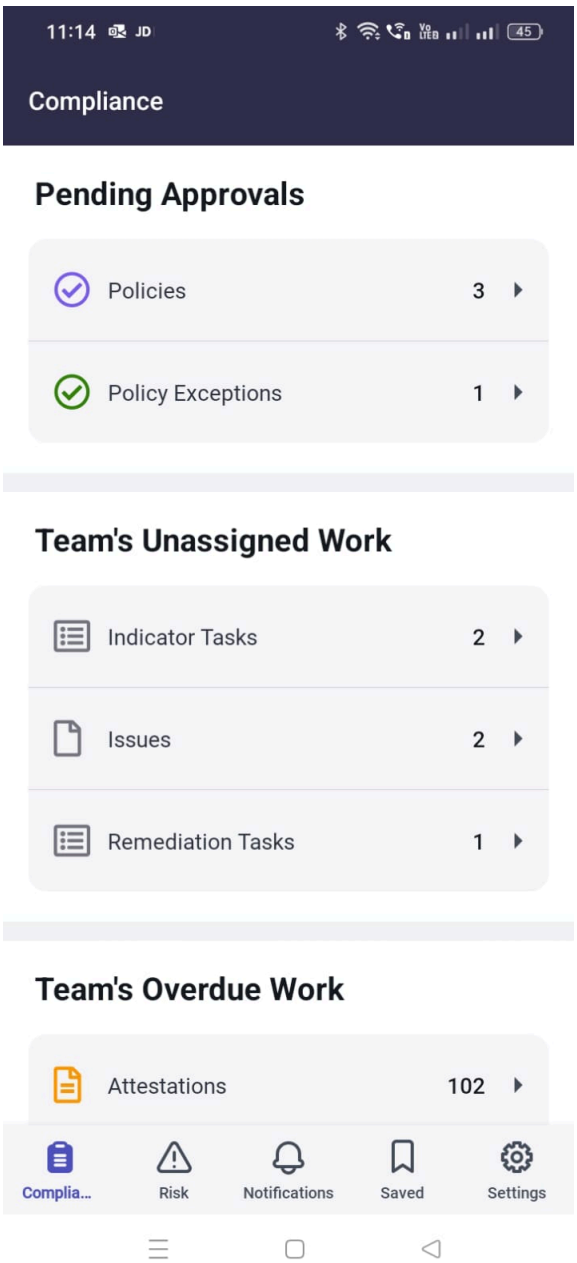
- Approve, or reject pending policy exceptions or extension requests
- View the details of the record or add a work note prior to processing the request

Time to complete this task: 5-10 minutes.

Procedure

1. If you are not logged in to your ServiceNow AI Platform instance on your mobile device, for more information see Log in to the GRC Mobile application.
2. With the Policy and Compliance landing screen displayed, tap **Policy Exceptions**.

   If you navigate away from the GRC Mobile application after you have logged in, tap the Now Agent app at any time to return to the last screen you had displayed.



The Policy Exceptions screen is displayed with a list of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. **Optional:** If you want to reduce the number of records that are displayed on the screen, see Filter records with the GRC Mobile application to search for records that match specific search criteria.

   (Optional) Filtering records on screens in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform. Setting filters can reduce the number of records that are displayed on screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

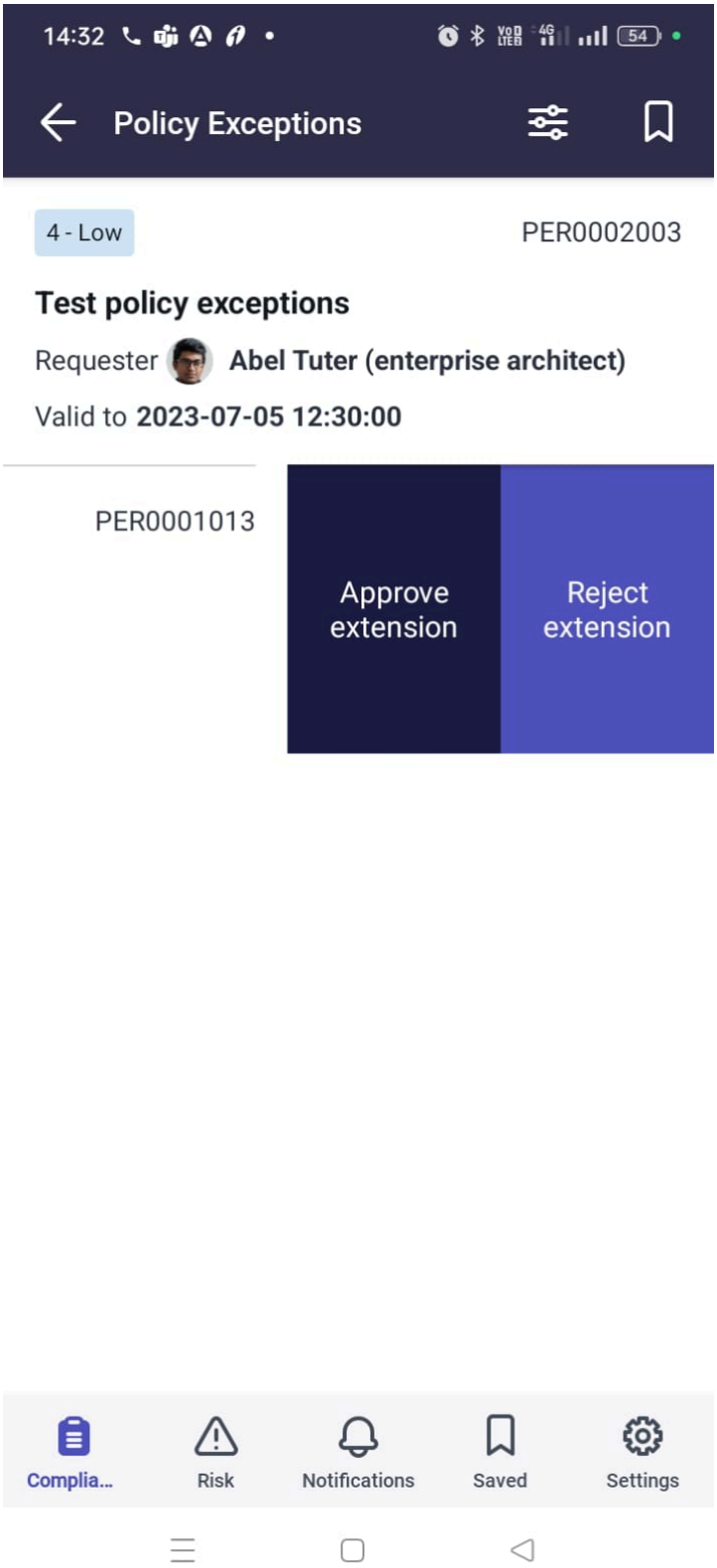
4. To edit, approve or reject, or request more information about a policy exception directly from the list of records displayed on the screen, swipe left on a record to open the menu.



5. On the menu that is displayed, choose one from the following table to continue.

6. To approve or reject a policy exception extension request directly from the list of records displayed on the Policy Exceptions screen after you have requested more information, swipe left on a record to open the menu.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

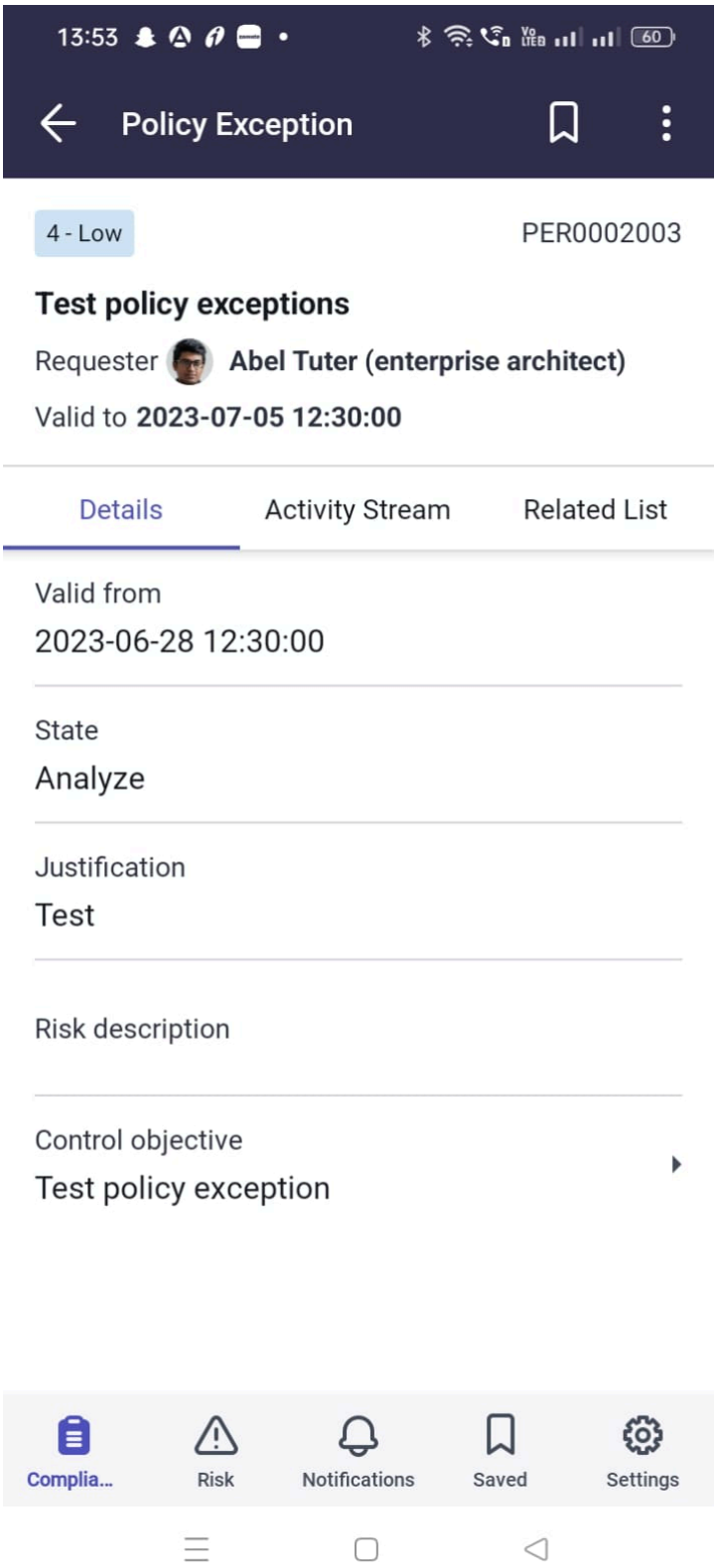


7. On the menu for policy extension that is displayed, choose one to continue.

8. Alternatively, with the Policy Exceptions screen displayed, tap a record on the list to open it and review more details.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

With the fields on the record displayed, choose one in the following table to continue.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assign Policy and Compliance Management indicator tasks with the GRC Mobile application

Assign unassigned Policy and Compliance Management indicator tasks to a member of your assignment group. An indicator task is related to a Control record that is assigned to your compliance group.

Before you begin

Role required: GRC Compliance manager (sn_compliance.manager)

About this task

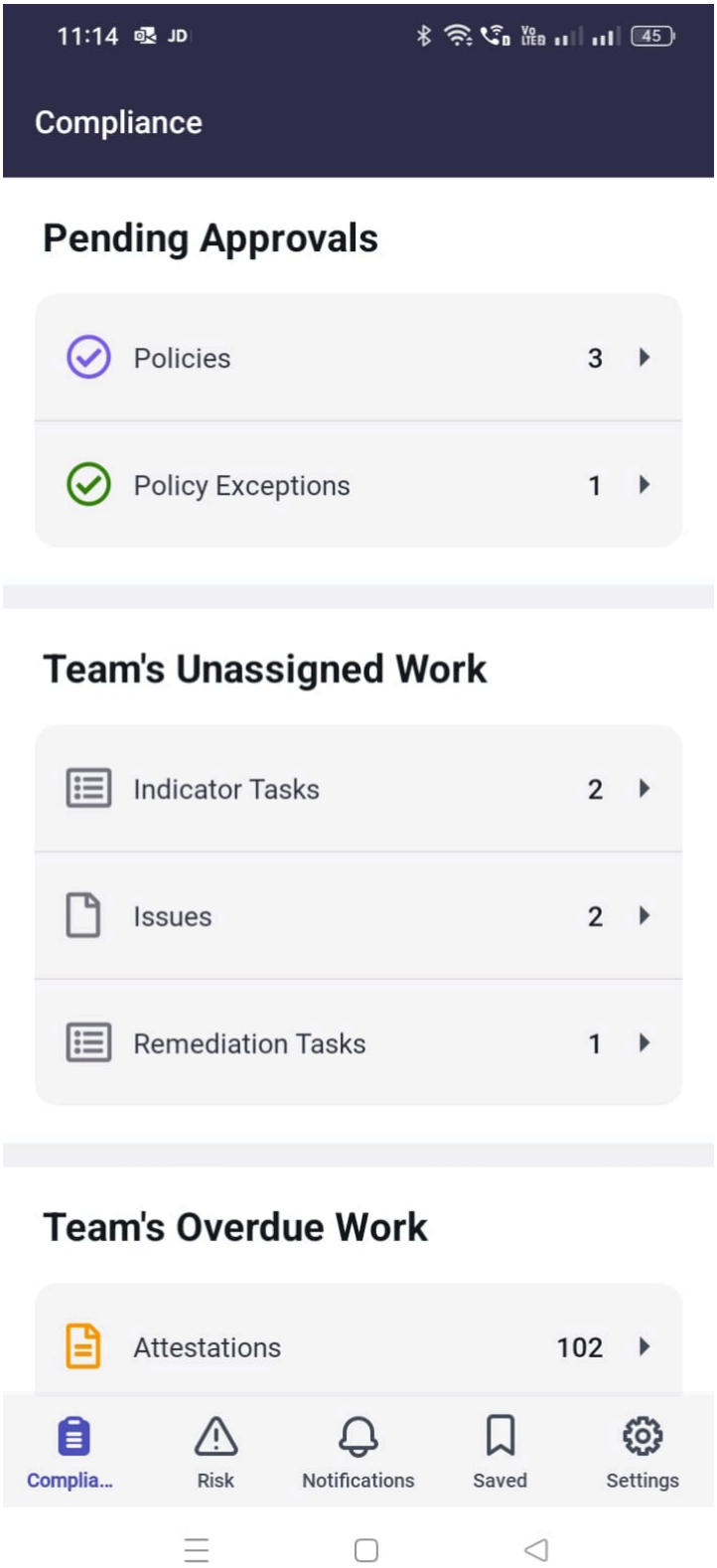
Assign a task from the list of records. Alternatively, view the details of the record or add a work note prior to assignment. Time to complete this task: 5-10 minutes.

Procedure

1. If you are not logged in to your ServiceNow AI Platform instance on your mobile device, for more information see Log in to the GRC Mobile application.
2. With the Policy and Compliance screen displayed, under the section titled, `Team's Unassigned Work`, tap **Indicator Tasks**.

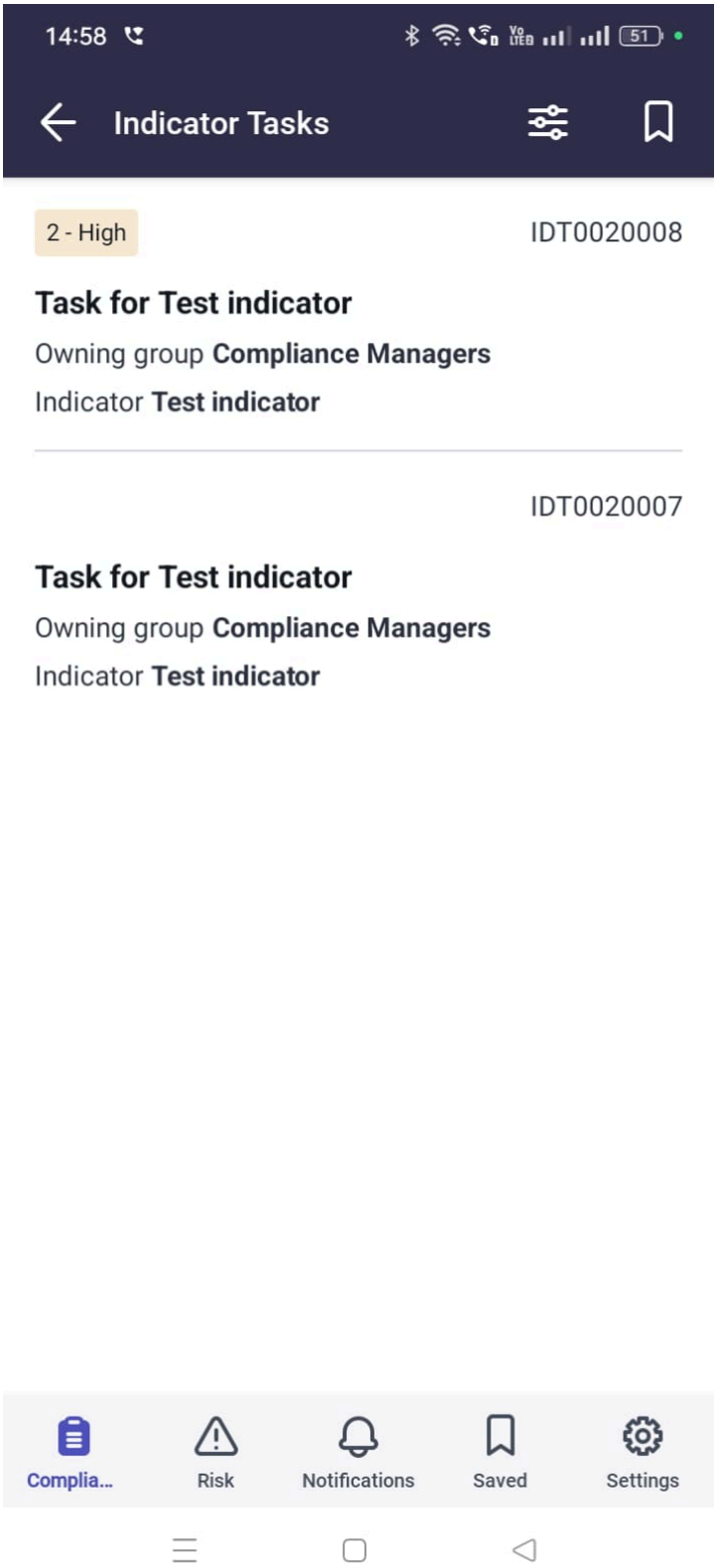
   If you navigate away from the GRC Mobile application after you have logged in, tap the Now Agent app at any time to return to the last screen you had displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Indicator Tasks screen is displayed with a list of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

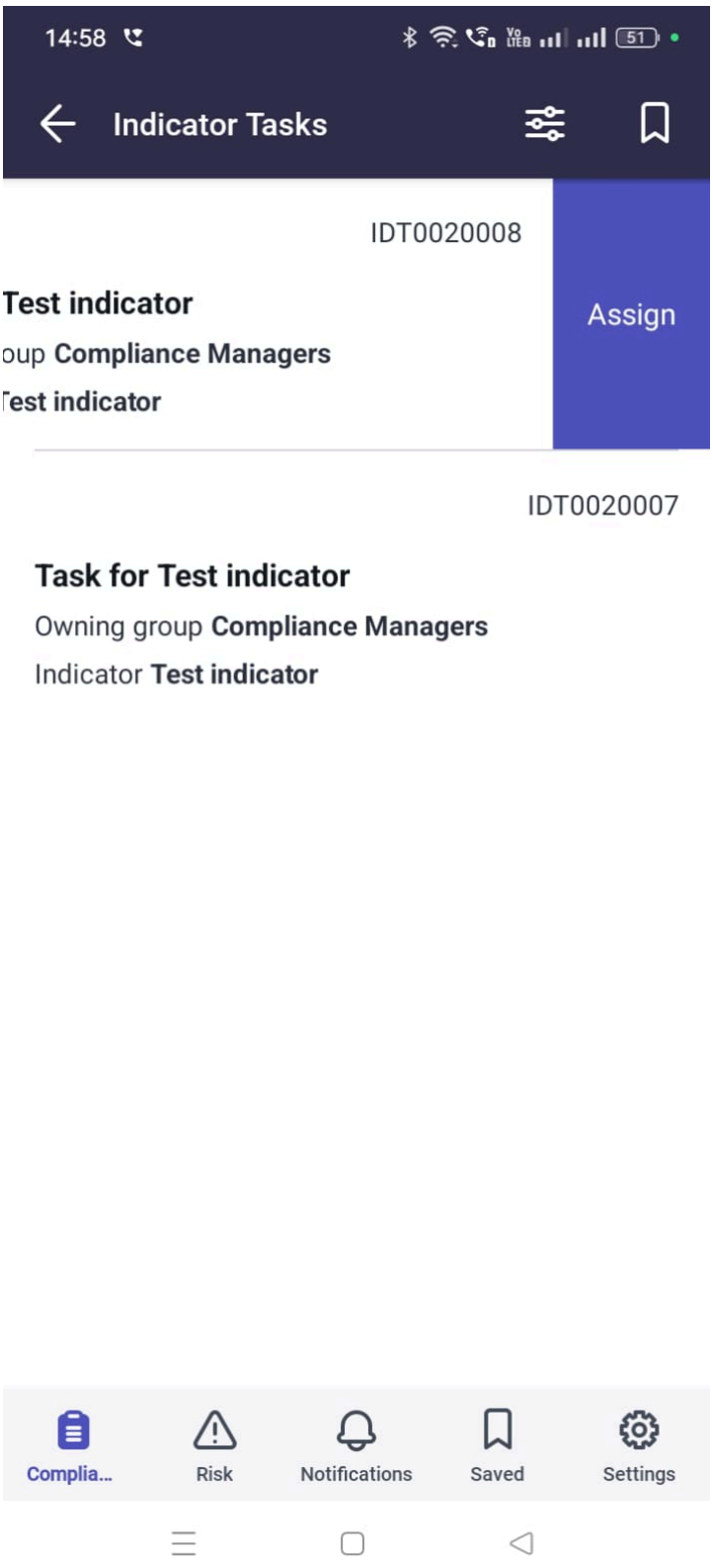


3. **Optional:** If you want to reduce the number of records that are displayed on the screen, see Filter records with the GRC Mobile application to search for records that match specific search criteria.

   (Optional) Filtering records on screens in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform. Setting filters can reduce the number of records that are displayed on screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. To assign a task directly from the list of records displayed on the Indicator Tasks screen, swipe left on a record to open the menu.

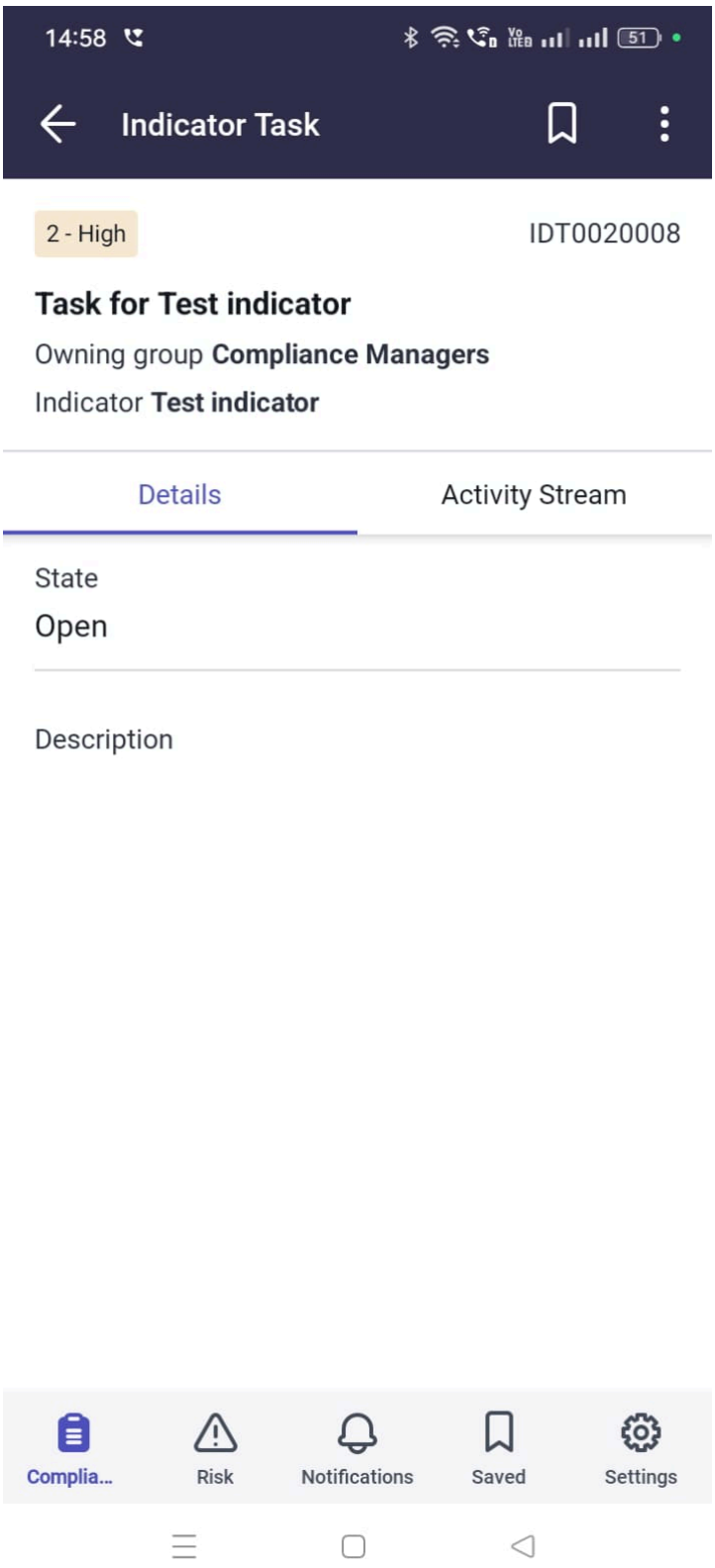


5. Tap **Assign**.
6. Tap **Assigned to**, and, on the screen that is displayed, tap a user. Alternatively, enter text in the Search field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The name of the user is displayed on the Assign Indicator Task screen. You can assign indicator tasks to any user.

7. Tap the Send icon ( ) or **Submit** to save and submit your changes.
   After you assign the task to a user, the record is no longer displayed on the Indicator Tasks list.
8. Alternatively, to review more details, with the Assign Indicator Task screen displayed, tap a record on the list to open it.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

9. With the fields on the record displayed, choose one in the following table to continue.

Assign Policy and Compliance Management issues with the GRC Mobile application

Assign unassigned Policy and Compliance Management issues to a member of your assignment group. Navigate through the record to view more details about the Control Objective, the Control record, and Remediation Tasks associated with an issue.

Before you begin

Role required: GRC Compliance manager (sn_compliance.manager)

About this task

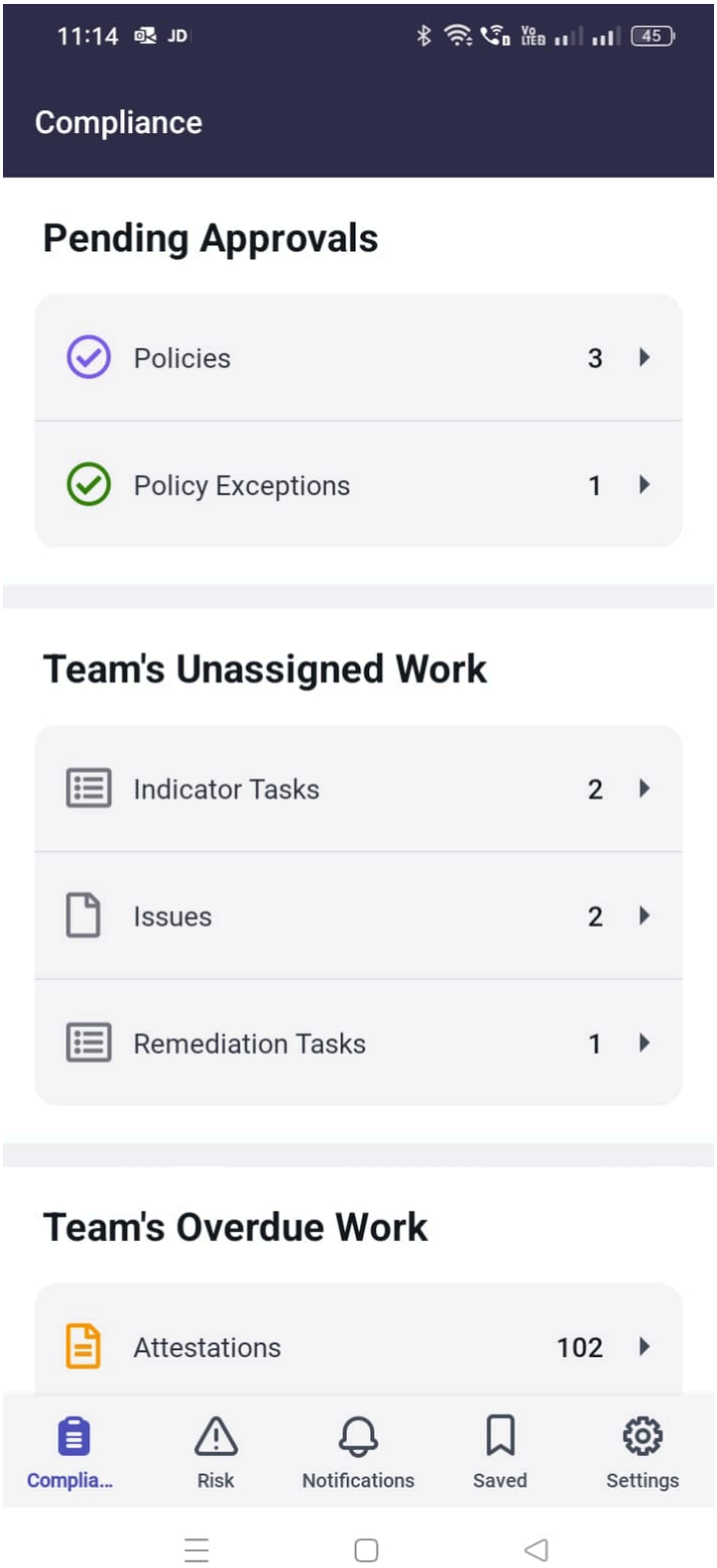
Time to complete this task: 5-10 minutes.

Procedure

1. If you are not logged in to your ServiceNow AI Platform instance on your mobile device, for more information see Log in to the GRC Mobile application.
2. With the Policy and Compliance landing screen displayed, under the section titled, `Team's Unassigned Work`, tap **Issues**.

   If you navigate away from the GRC Mobile application after you have logged in, tap the Now Agent app at any time to return to the last screen you had displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



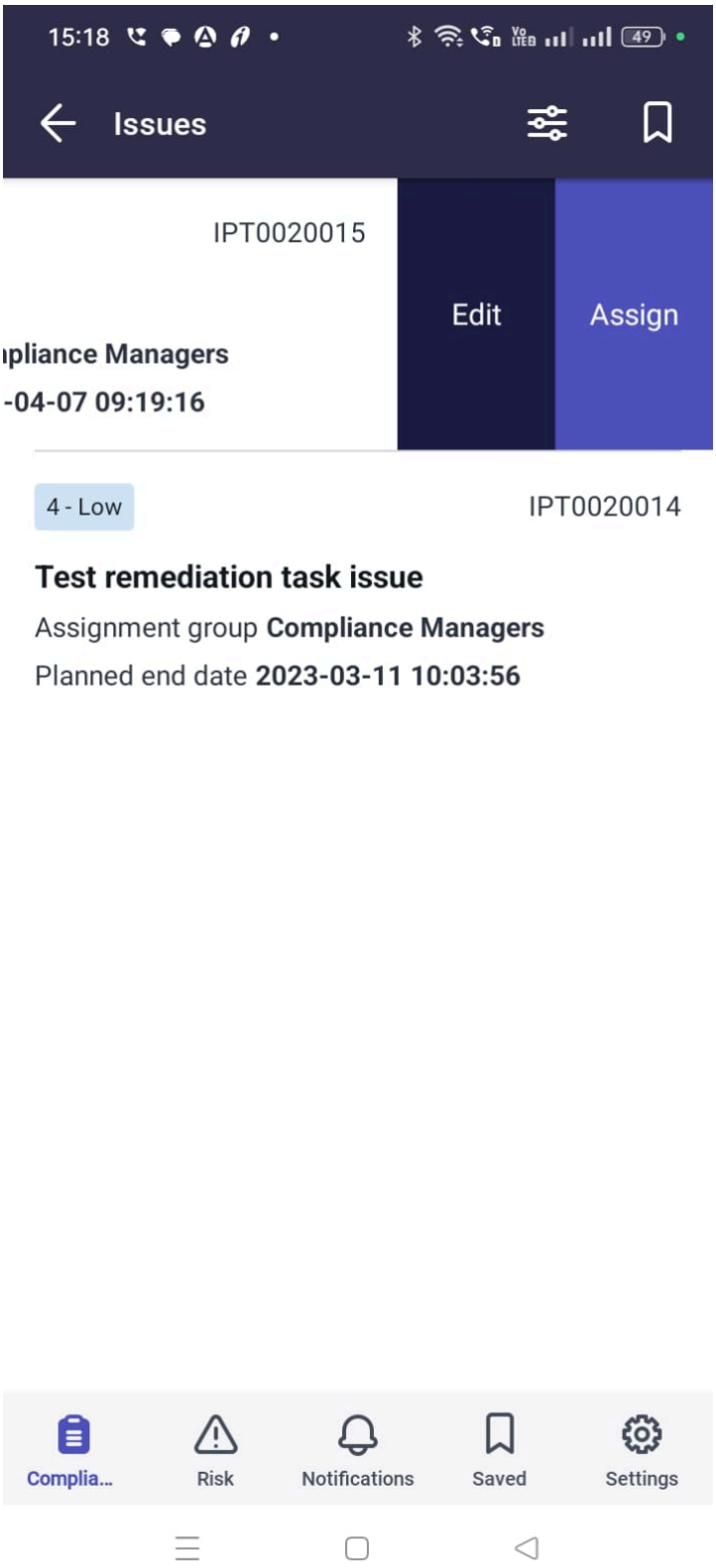
The Issues screen is displayed with a list of records.

3. **Optional:** If you want to reduce the number of records that are displayed on the screen, see Filter records with the GRC Mobile application to search for records that match specific search criteria.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

(Optional) Filtering records on screens in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform. Setting filters can reduce the number of records that are displayed on screens.

4. To edit or assign an issue directly from the list of records displayed on the Issues screen, swipe left on a record to open the menu.



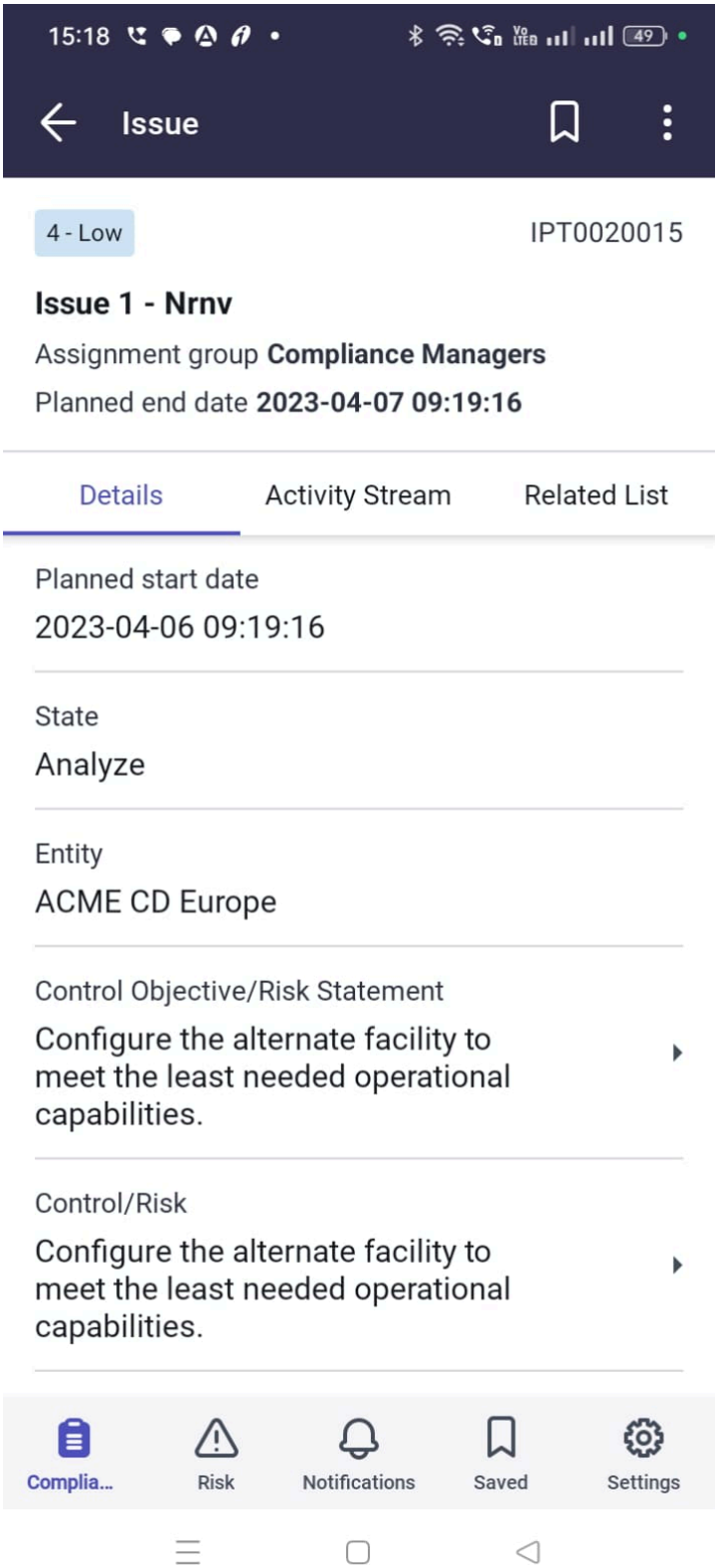
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. In the menu that is displayed, choose one to continue.

6. Alternatively, with the Issues screen displayed, tap a record on the list to open it and view more details.

   With the fields on the issue record displayed, choose one in the following table to continue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Assign Policy and Compliance Management remediation tasks with the GRC Mobile application

Assign an unassigned remediation task to a member of your group. Edit the fields including the **Extend by days** field. Navigate through the record to view more details about the Control Objective, the Control record, and the Issues associated with a Remediation Task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: GRC Compliance manager (sn_compliance.manager)

About this task

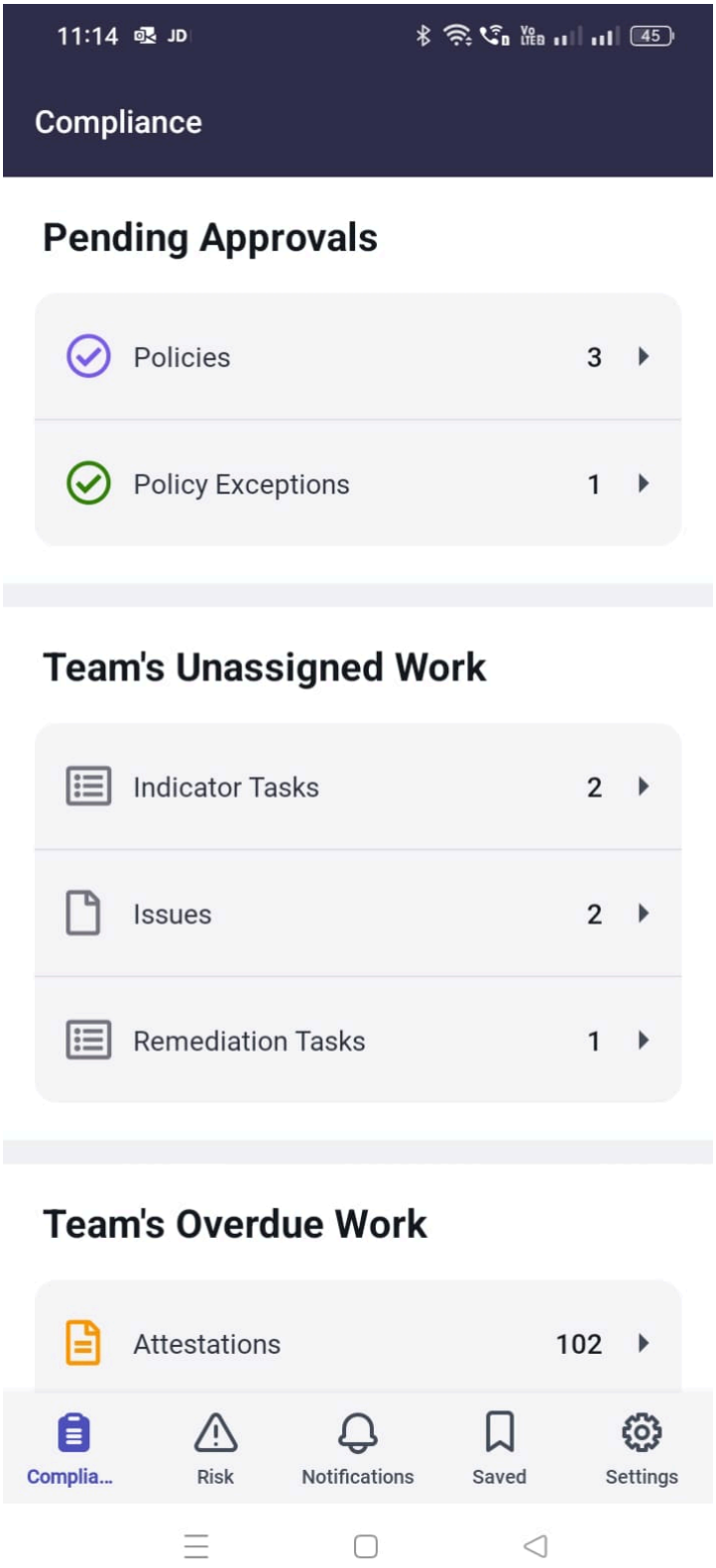
Edit or assign an unassigned remediation task directly from the list of records. Alternatively, view the details of the record prior to assignment or add a work note. Time to complete this task: 5-10 minutes.

Procedure

1. If you are not logged in to your ServiceNow AI Platform instance on your mobile device, for more information see Log in to the GRC Mobile application.
2. With the Policy and Compliance landing screen displayed, under the section titled, `Team's Unassigned Work`, tap **Remediation Tasks**.

   If you navigate away from the GRC Mobile application after you have logged in, tap the Now Agent app at any time to return to the last screen you had displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Remediation Tasks screen is displayed with a list of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

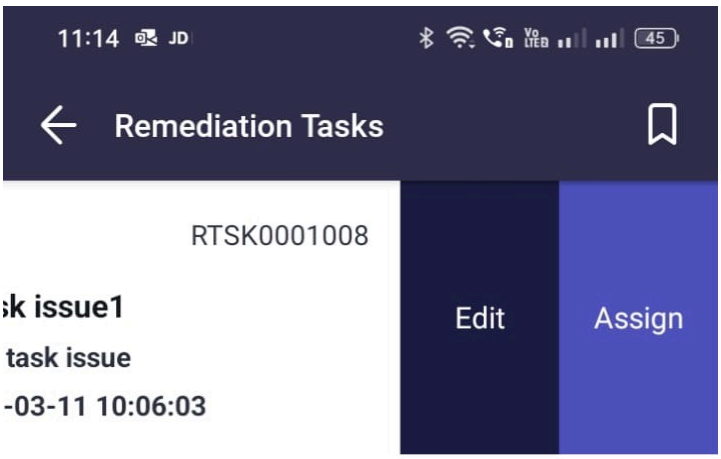


3. **Optional:** See Filter records with the GRC Mobile application to search for records that match specific search criteria.

   (Optional) Filtering records on screens in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform. Setting filters can reduce the number of records that are displayed on screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

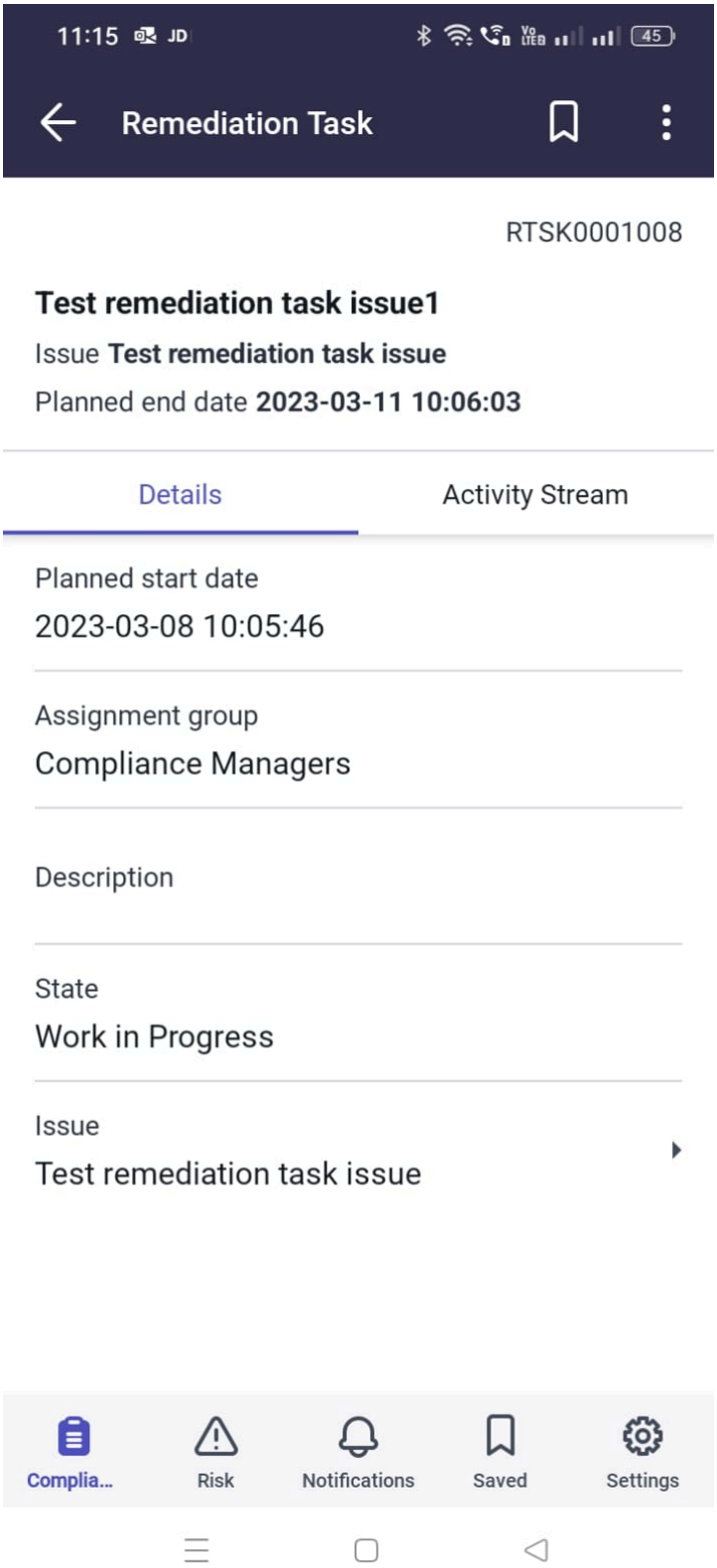
4. To edit or assign a task directly from the list of records displayed on the Remediation Tasks screen, swipe left on a record to open the menu.



5. In the menu that is displayed, choose one to continue.

6. Alternatively, with the Remediation Tasks screen displayed, tap a record on the list to open it and review more details.
7. With the fields on the issue record displayed, choose one in the following table to continue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Reassign overdue Policy and Compliance Management attestations with the GRC Mobile application

Reassign overdue attestations to a member of your assignment group.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: GRC Compliance manager (sn_compliance.manager)

About this task

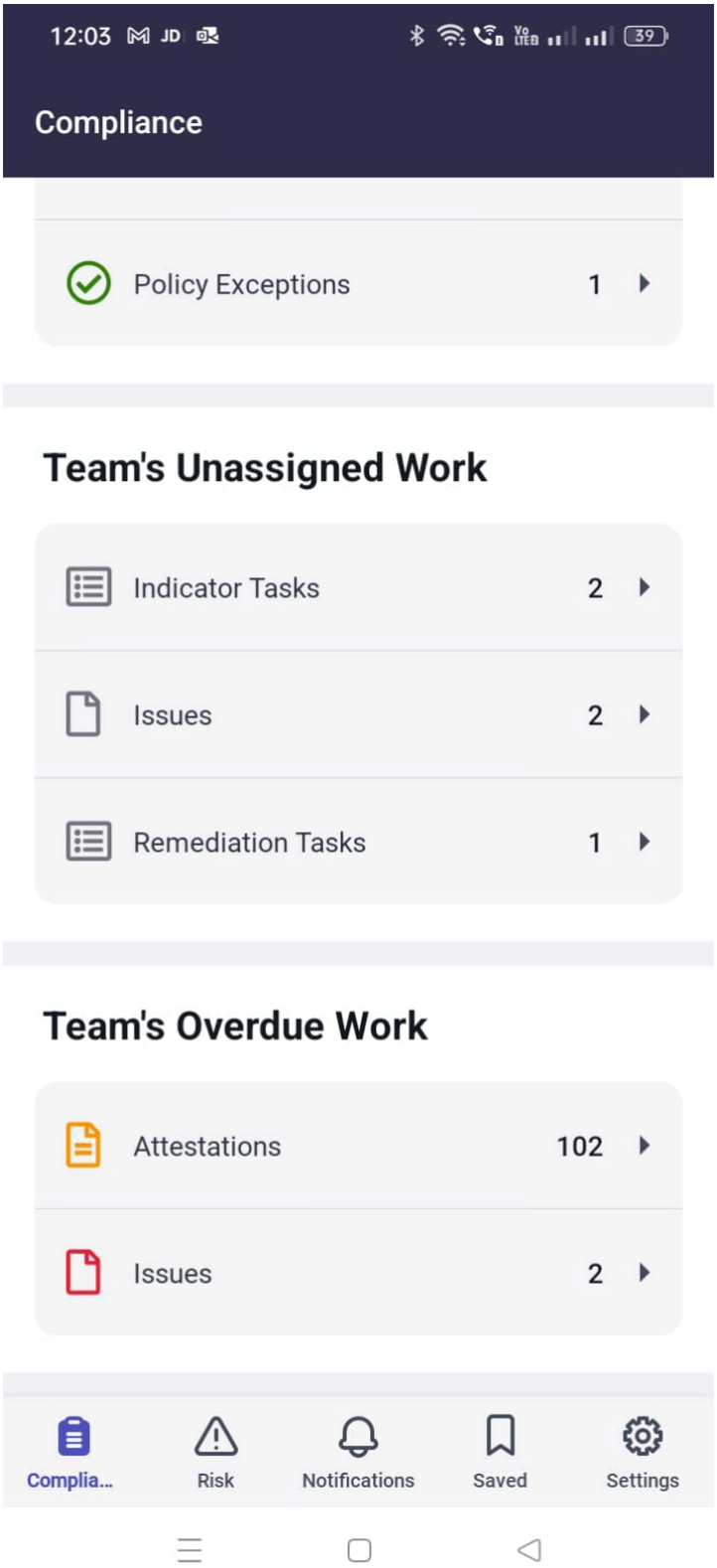
Reassign a record from the list. Alternatively, view the details of the record prior to reassignment. Time to complete this task: 5-10 minutes.

Procedure

1. If you are not logged in to your ServiceNow AI Platform instance on your mobile device, for more information see Log in to the GRC Mobile application.
2. With the Policy and Compliance screen displayed, under the section titled, `Team's Overdue Work`, tap **Attestations**.

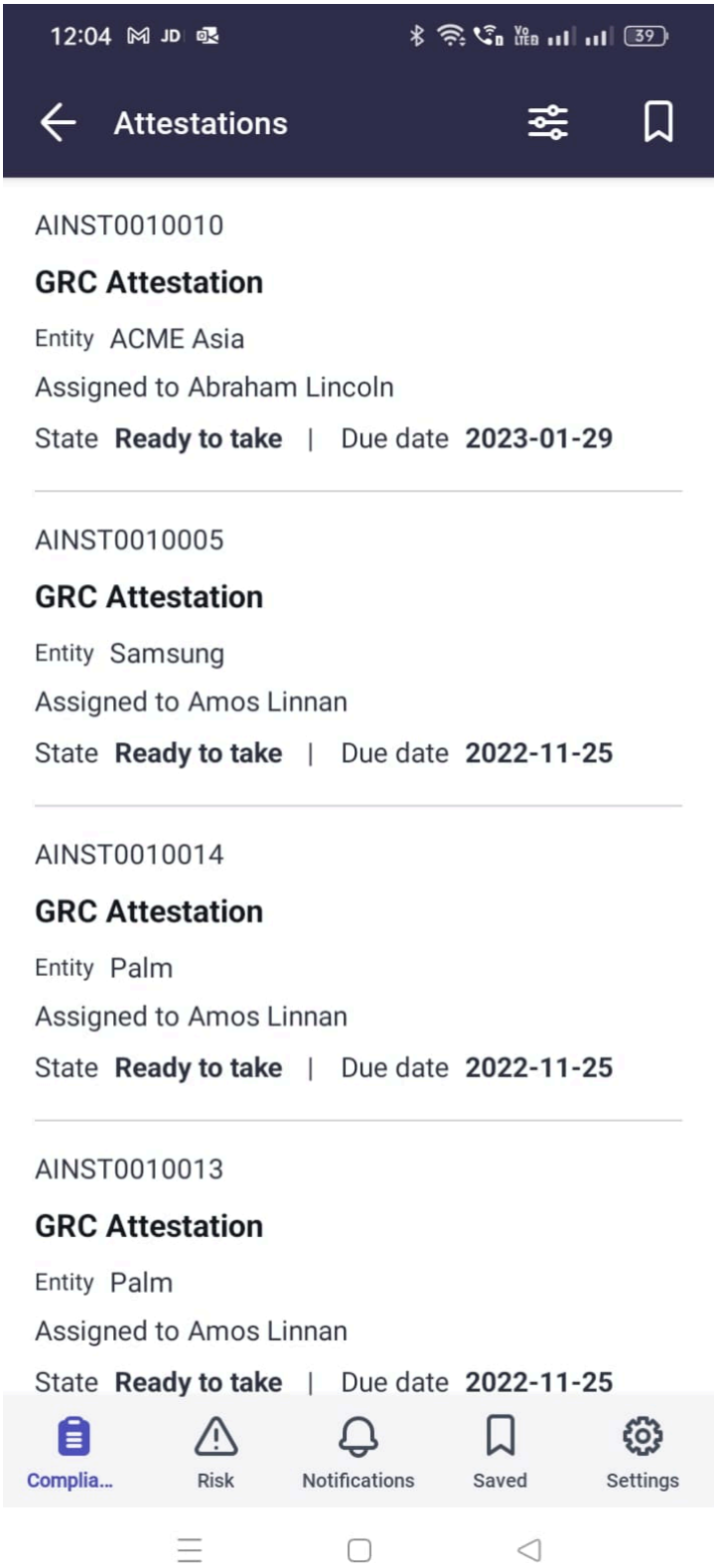
   If you navigate away from the GRC Mobile application after you have logged in, tap the Now Agent app at any time to return to the last screen you had displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Attestations screen is displayed with a list of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

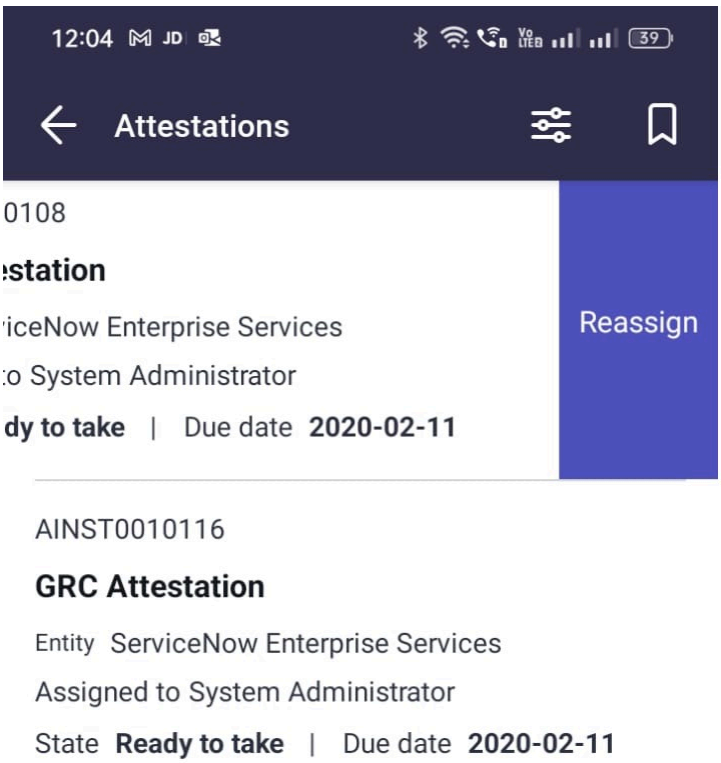


3. **Optional:** See Filter records with the GRC Mobile application to search for records that match specific search criteria.

   (Optional) Filtering records on screens in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform. Setting filters can reduce the number of records that are displayed on screens.

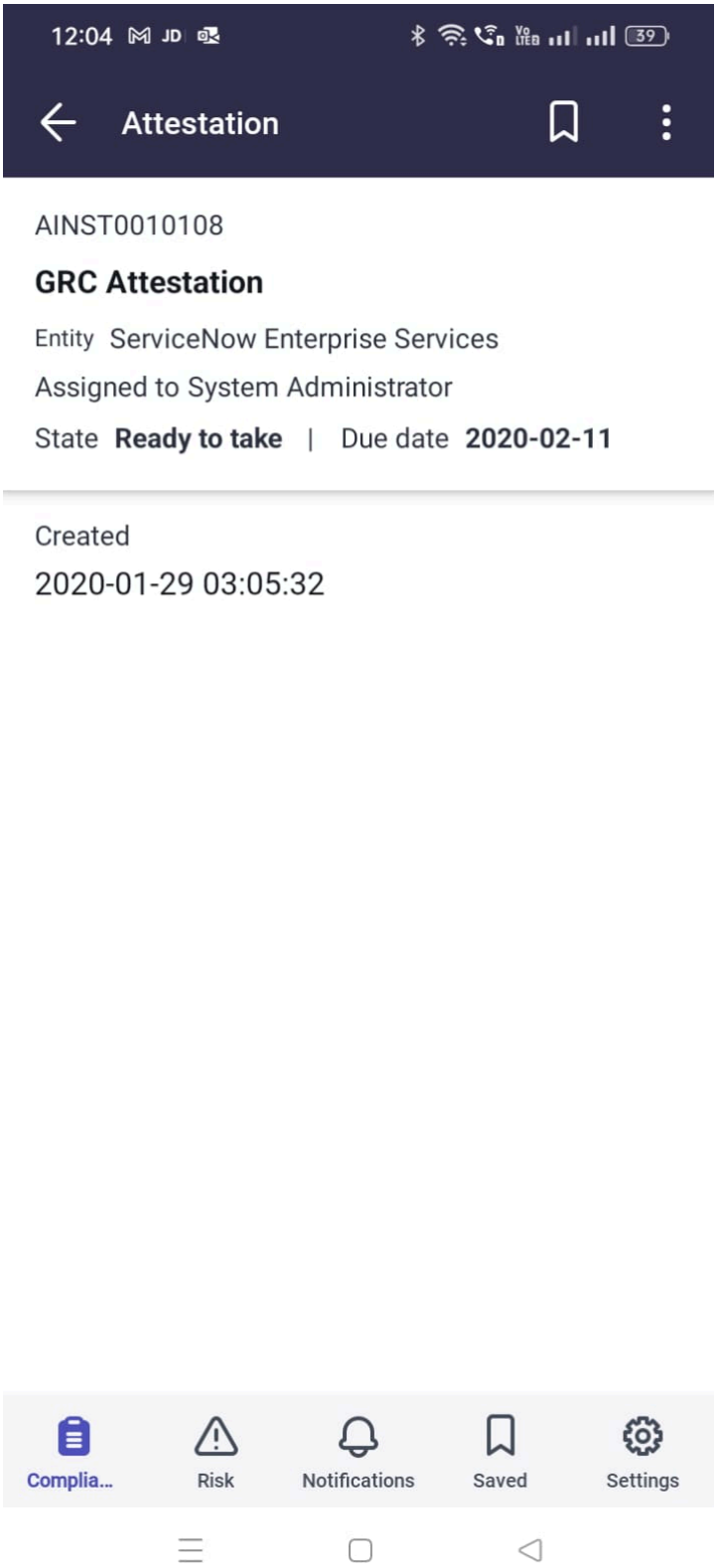
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. To reassign an attestation directly from the list of records displayed on the Attestations screen, swipe left on a record to open the menu.



5. Tap **Reassign** and followed by the **Assigned to** field.
6. Tap a user name, or, alternatively, enter a name in the search field.
7. Tap the Send icon () or **Submit** to save and submit your changes.
8. Alternatively, with the Attestation screen displayed, tap a record on the list to open it and view more details.
9. Choose one from the following table to continue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Reassign overdue Policy and Compliance Management issues with the GRC Mobile application

Reassign overdue issues that are assigned to your assignment group. Navigate through the record to view more details about the Control Objective, the Control record, and Remediation Tasks that are associated with an overdue issue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: GRC Compliance manager (sn_compliance.manager)

About this task

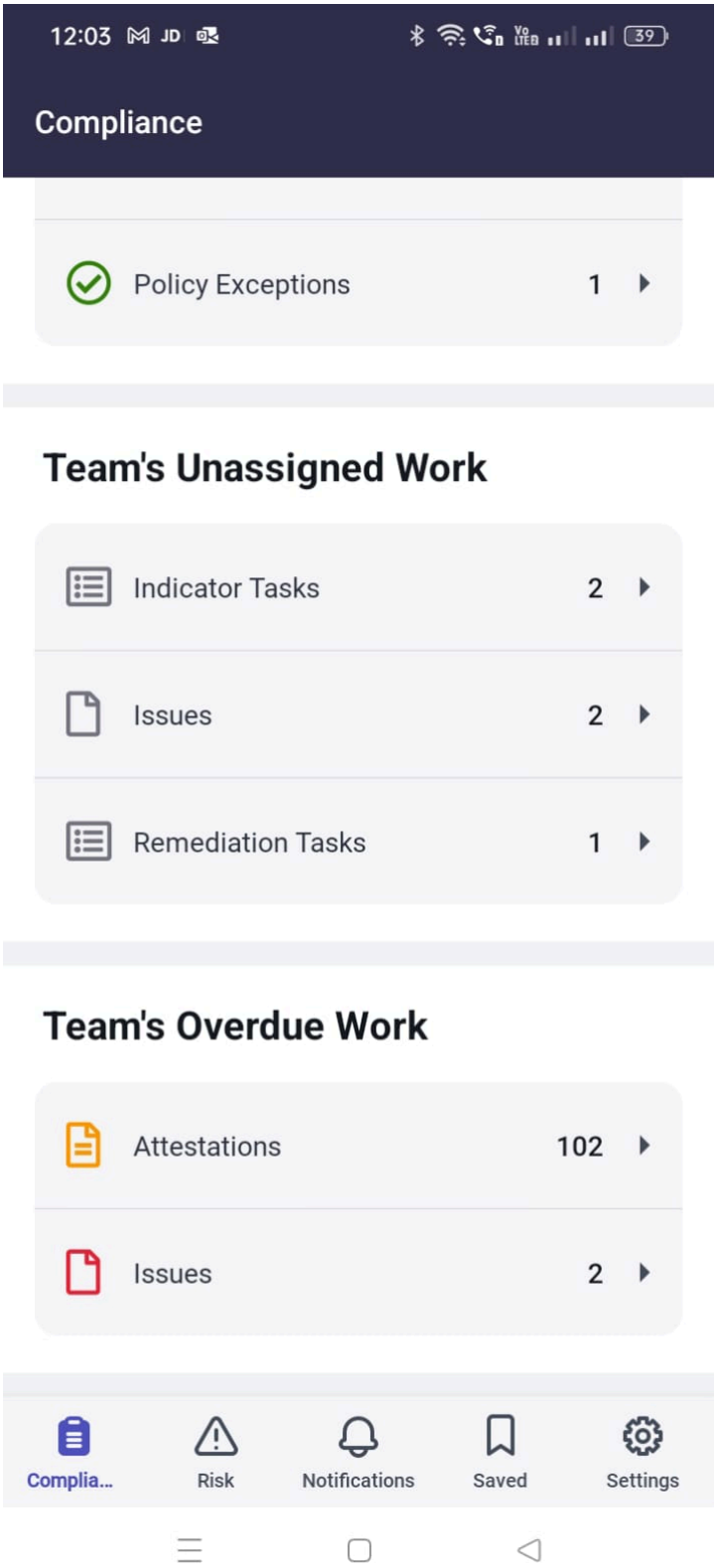
Edit or reassign an issue directly from the list of records. Alternatively, add a work note or navigate through the record to view more details prior to reassignment. If an issue is not assigned to your assignment group, it is not displayed on this list. Time to complete this task: 5-10 minutes.

Procedure

1. If you are not logged in to your ServiceNow AI Platform instance on your mobile device, for more information see Log in to the GRC Mobile application.
2. With the Policy and Compliance screen displayed, under the section titled `Team's Overdue Work`, tap **Issues**.

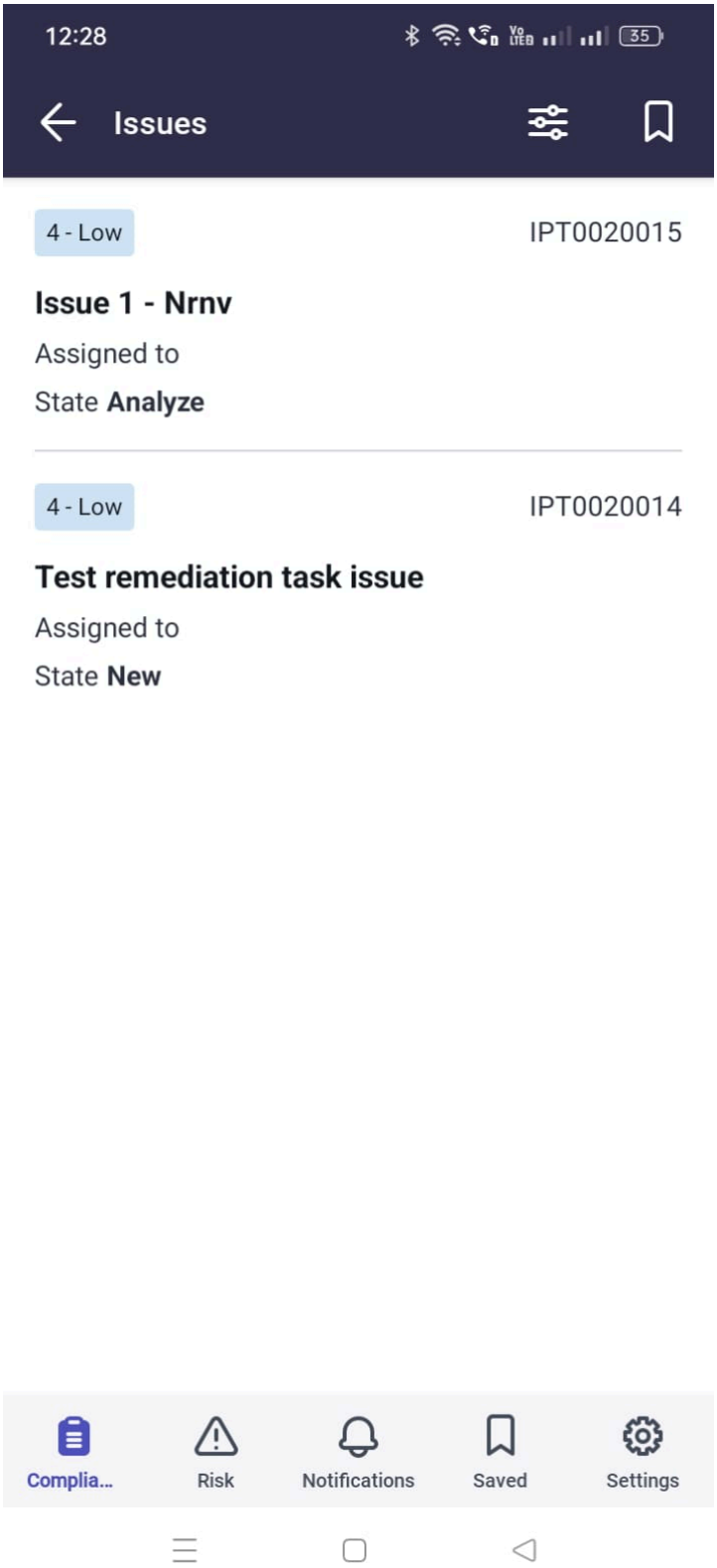
   If you navigate away from the GRC Mobile application after you have logged in, tap the Now Agent app at any time to return to the last screen you had displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Issues screen is displayed with a list of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

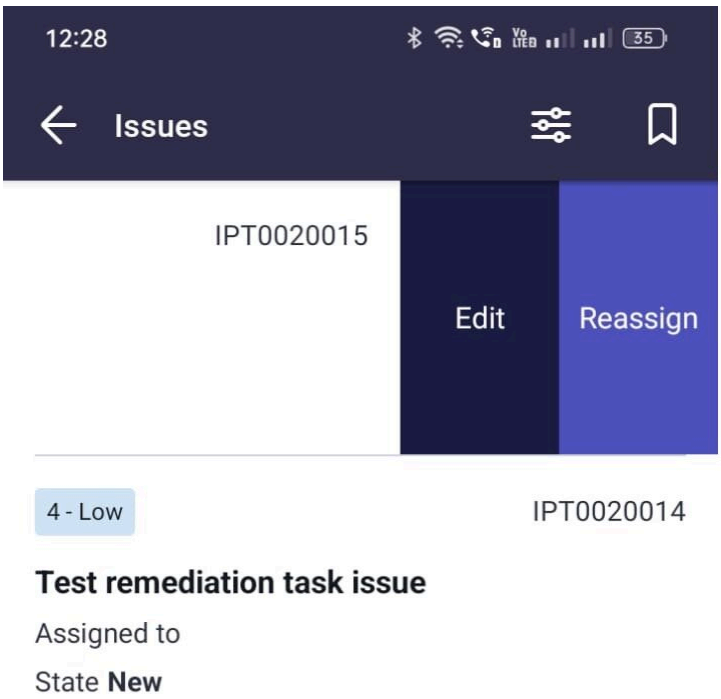


3. **Optional:** See Filter records with the GRC Mobile application to search for records that match specific search criteria.

   (Optional) Filtering records on screens in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform. Setting filters can reduce the number of records that are displayed on screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

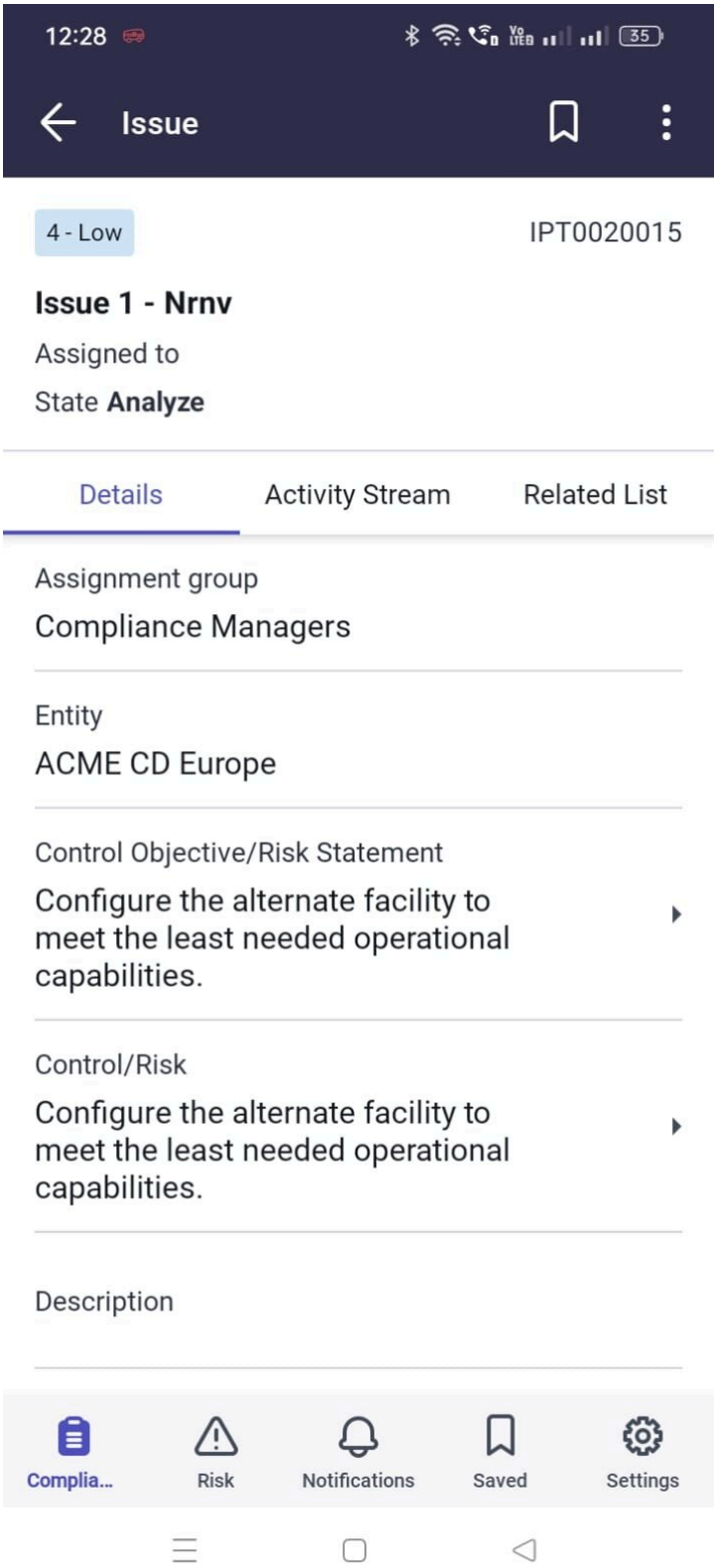
4. To edit or reassign an issue directly from the list of records displayed on the Issues screen, swipe left on a record to open the menu.



5. In the menu that is displayed, choose one to continue.

6. Alternatively, with the Issues screen displayed, tap a record on the list to open it and view more details.
7. With the fields on the issue record displayed, choose one in the following table to continue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Filter records with the GRC Mobile application

Set additional filters to limit the number of records that are displayed on a screen. Filtering records in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: Compliance manager (sn_compliance.manager)

About this task
Time to complete this task: 5 minutes.

Procedure
1. To further refine your search results, or to enter additional filter criteria on any list of records that is displayed, tap the filter icon ( ).
2. With the Filters screen displayed, tap a field to expand it.
3. From the options that are displayed, tap the check box or tap an option for your filter.
   For many of the filters, you can select more than one option.
4. Tap the Back icon ( ) or **DONE** to save your changes to a field.
   The criteria you chose are displayed on the Filters screen. The number of records that match your criteria is also displayed at the top of the screen. Tap **Clear** or **RESET** to remove any filters and restore the default setting.
5. **Optional:** Repeat steps 1 - 4 with the Filters screen displayed to continue setting your filter criteria.
6. Tap the intersection union after you set all criteria to create AND conditions.).
   Alternatively, tap the union icon ( ) to create OR conditions.
7. After you have added all the criteria you want, with the Filters screen displayed, tap **DONE**.
   On the screen, only the records that match your filter criteria are displayed.

What to do next
View the records that are displayed after your search for more details.

Policy and Compliance Management reference

Reference topics provide information about tables, roles, and properties installed with the GRC: Policy and Compliance Management application.

Components installed with Policy and Compliance Management

Reference topics provide additional information about components that are installed with the activation of the Policy and Compliance Management plugin. These components include tables, user roles, and properties.

Note:
The Application Files table lists the components that are installed with this application. For instructions on how to access this table, see Find components installed with an application .

Demo data is available for this feature.

Tables installed with Policy and Compliance Management

Tables are added with activation of GRC: Policy and Compliance Management.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed

Table	Description
Authority Document [sn_compliance_authority_document]	Extends the Document [sn_grc_document] table and stores all Authority Documents.
Control [sn_compliance_control]	Extends the Item [sn_grc_item] table and stores all controls.
Policy [sn_compliance_policy]	Extends the Document [sn_grc_document] table and stores all policies.
Article Template [sn_compliance_article_template]	Used to format the policy text contained in a policy record when publishing the policy to the knowledge base (KB).
Citation [sn_compliance_citation]	Extends the Content [sn_grc_content] table and stores all citations.
Policy exception risk rating mapping [sn_compliance_policy_exception_risk_rating_mapping]	Stores the mapping details of the risk assessment rating with the policy exception risk rating.
Policy to Entity Type [sn_compliance_m2m_policy_profile_type]	Extends Document to Entity Type [sn_grc_m2m_document_profile_type] and is a many-to-many relationship table that is used to manage the relationships between policies and entity types.
Control Objective to Citation [sn_compliance_m2m_statement_citation]	Many-to-many relationship table that is used to manage relationships between control objectives and their related citations.
Control Objective to Entity Type [sn_compliance_m2m_statement_profile_type]	Extends Content to Entity Type [sn_grc_m2m_content_profile_type] and is a many-to-many relationship table that is used to manage the relationships between control objectives and entity type.
Control objective [sn_compliance_policy_statement]	Extends the Content [sn_grc_content] table and stores all control objectives.
Control objective requirement [sn_compliance_policy_stmt_requirement]	Stores the requirement number and the requirement description of a control objective requirement.
Control objective to Control objective requirement [sn_compliance_m2m_policy_stmt_policy_stmt_rqmt]	Many-to-many relationship table that is used to manage relationships between control objective and control objective requirement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed (continued)

Table	Description
Control requirement [sn_compliance_control_requirement]	Stores the requirement number of control
Control to Control requirement [sn_compliance_m2m_control_control_requirement]	Many-to-many relationship table that stores the control and control requirement details. The **Implementation status** field gives the information whether the requirement is inherited or self implemented.
Requirement selection [sn_compliance_hybrid_selection]	Stores the selections of control requirements. It contains the details of control requirements, control objective, entity, and authorization package.
Policy exception [sn_compliance_policy_exception]	Stores all policy exceptions.
Policy to Policy Statement [sn_compliance_m2m_policy_policy_statement]	Many-to-many relationship table that is used to manage relationships between policy and control objectives.
Control to entity [sn_compliance_m2m_control_entity]	Extends Item to entity [sn_grc_m2m_entity_item] table.

Note:
All additional tables installed by the dependent plugins are also needed for Policy and Compliance Management.

Roles installed with GRC: Policy and Compliance Management

Roles are added with activation of GRC: Policy and Compliance Management.

Roles installed

Role title [name]	Description	Contains roles
Compliance Administrator [sn_compliance.admin]	Contains the reader, user, manager, and admin roles in sn_grc scopes, and the reader, user, and manager roles in the Policy and Compliance Management application. In addition to the inherited permissions, the compliance admin can delete authority documents, citations, policies, control objectives, and controls.	• sn_compliance.manager • sn_grc.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed (continued)

Role title [name]	Description	Contains roles
Attestation Creator sn_compliance.attestation_creator	Role used for creating the GRC attestation metric type, as well as exception questionnaires.	assessment_admin
Compliance Developer [sn_compliance.developer]	Contains the reader, user, manager, admin, and developer roles in sn_grc scopes, and the reader, user, manager, and admin roles in the Policy and Compliance Management application. In addition to the inherited permissions, the compliance developer can create article templates and edit scripts.	• sn_compliance.admin • sn_grc.developer
Compliance Manager [sn_compliance.manager]	Contains the reader, user, and manager roles in sn_grc scopes, and the reader and user roles in the Policy and Compliance Management application. In addition to the inherited permissions, the compliance manager can create authority documents, citations, control objectives, and controls.	• sn_compliance.user • sn_grc.manager • sn_vdr_risk_asmt.vendor_assessment_review
Compliance Reader [sn_compliance.reader]	Contains the reader role in sn_grc scopes. In addition to the inherited permissions, the compliance reader can be assigned indicators templates, indicators, and issues.	• sn_grc.reader • survey_reader
Compliance User [sn_compliance.user]	Contains the reader and user roles in sn_grc scopes, and the reader role in the Policy and Compliance Management application. In addition to the inherited permissions, the compliance user can be assigned controls and create policies, and has read-only access to the Risk Management application and modules. The compliance user can also create control objectives.	• sn_compliance.reader • sn_grc.user • sn_risk.reader • survey_reader • vendor_reader
Corporate compliance analyst [sn_compliance_ws.corporate_compliance_analyst]	Contains the reader and user roles in sn_grc scopes,	• sn_compliance.user • sn_audit.user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed (continued)

Role title [name]	Description	Contains roles
	and the reader role in the Compliance Workspace.	
Corporate compliance manager [sn_compliance_ws.corporate_compliance_manager]	Contains the reader, user, and manager roles in sn_grc scopes, and the reader and user roles in the Compliance Workspace.	• sn_compliance.manager • sn_compliance_ws.corporate_compliance_ar • sn_audit.manager
IT compliance manager [sn_compliance_ws.it_compliance_manager]	Contains the reader, user, and manager roles in sn_grc scopes, and the reader and user roles in the Compliance Workspace.	• sn_compliance.manager • sn_audit.manager

GRC business user role to control access of compliance tables

The access control limitations (ACLs) or no role conditions with snc_internal role (or no role) is replaced with sn_grc.business_user role to control the access level of different users to compliance tables and also to track their usage.

GRC business user (sn_grc.business_user) role

GRC business user role is granted to users who could perform any GRC operations. It is also granted to users with snc_internal role who have performed all operations like creating policy exception, issues, and responding to attestations, acknowledgements, and other operations. This role comes with installing GRC Profiles plugin.

GRC business user – lite (sn_grc.business_user_lite) role

Users who could do limited operations with snc_internal role are considered as lite operators. Such users are given the GRC business user – lite (sn_grc.business_user_lite) role so as to track the lite usage of compliance tables using the role. This role is granted through explicit roles plugin, GRC: Business User – Lite, which can be installed by users with maint access or ServiceNow support teams.

For more information on install, upgrade, and role assignments, see GRC Business User Role [KB0864247] article in the Now Support Knowledge Base.

Note:
You must log in to Now Support to view the articles.

The access limitations of users with GRC business user role and other roles for different compliance tables and other related tables are listed herewith. For more information, see the Security tightenings for GRC: Policy and Compliance Management [KB1112315] article in the Now Support Knowledge Base.

Control Objective

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Users with GRC business user or business user lite role can read all control objectives.
- If GRC: Audit Management application is installed and the control objective has a published policy associated to it, then users with external auditor role can read such control objectives.
- Users with business user lite have read access to report an issue or policy exception.

Policy

- Users with GRC business user or business user lite role can read all policies.
- If GRC: Audit Management application is installed, users with external auditor role can read all published policies.
- Users with business user lite have read access to policies so as to create policy exceptions.

Policy to Control Objective M2M

- Users with GRC business user or business user lite role can read a policy to control objective M2M record.
- If GRC: Audit Management application is installed, users with external auditor role can read a policy to control objective M2M record if the policy is published.

Control [sn_compliance_control]

- Users with GRC business user or business user lite role can view a control.
- If GRC: Audit Management application is installed, users with external auditor role can read a control.

Assessment Instance [asmt_assessment_instance]

- Users with GRC business user and business user lite role can view attestations that are assigned to them.
- ServiceNow users with GRC business user or business user lite role can take assessments.
- Users with GRC business user or business user lite role can view My Grouped Attestations module.
- Users with GRC business user and business user lite role can view Group Assessment UI and Ungroup Assessment UI actions.
- Users with GRC business user and business user lite role can view **My Attestations** option in GRC application menu.

Assessment Metric Type [asmt_metric_type]

User role is set to GRC business user or business user lite if the evaluation is attestation, the table is Policy Exception, and the role is empty.

Control Overview report

User with GRC reader role can view the control overview report.

Issue [sn_grc_issue]

Report and View issues in Service Portal

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Users with GRC business user role can report an issue and view their reported issues in Service Portal. GRC business user is the minimum role required to view **My Issues** in the Service Portal.

Read

Users with the following roles can view an issue:

- GRC user (sn_grc.user) role
- GRC business user or business user lite role. Furthermore, the user must fulfil any one of the following conditions:
  - **Assigned to** field in the issue is the user.
  - **Assigned to** of the parent issue is the user or **Assignment group** of the parent issue is one of the user's groups.
  - **Assignment group** is one of the user's groups. Additionally, the user must also have the GRC business user role.
  - **Issue manager** is the user.
  - **Issue manager group** is one of the groups that belong to the logged in user.
  - **Control/Risk** of the issue has an owner and the owner is the user.
  - Issue is created by the logged in user.
  - Issue is created out of an issue triage opened by the user.
  - Logged in user is the assignee or watchlist user on a remediation task for the issue.
  - If GRC: Audit Management is installed, you are an external auditor only; and an auditor on a closed engagement that had control test issues or other issues, can view only those issues.

Write

If the user with the business user role is also the user designated in the **Assigned to** field, then the user can edit:

- Name
- Description
- Issue manager
- Issue manager group
- Action plan
- State
- Parent issue
- Additional comments
- Work notes
- Response
- Explanation

If the user with the business user lite role is also the user designated in the **Assigned to** field, then the user can edit:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Issue manager
- Issue manager group
- State
- Parent issue
- Additional comments
- Work notes
- Response
- Explanation

Note:
If users with business user and business user lite roles have reported an issue, then they can add comments to the issue. However, a GRC user can edit all issues.

View My Open Issues

Users with a minimum role of a GRC business user or business user lite can view their open issues.

Issue grouping

Issue grouping is only open to users with GRC user role.

Send information

A minimum of GRC business user or business user lite role is required to send information for the issue.

Issue Source [sn_grc_issue_source]

A minimum of GRC business user role is required to view and edit the Issue Source table.

Remediation task [sn_grc_task]

- User in the **Assigned to** field of the Remediation task table must have a minimum of GRC business user or business user lite role.
- For read access, users who have a remediation task assigned to them or who are the watchlist users on the remediation task must have a GRC business user or business user lite role. The **Assigned to** user of the issue, the issue manager of the issue, or any user with GRC manager (sn_grc.manager) role can view a remediation task.
- **My Open Remediation Tasks** is visible to users with a minimum role of GRC business user or business user lite.

My Indicator Task [sn_grc_indicator_task]

Users with GRC business user or business user lite role can access My Indicator Tasks.

Policy Acknowledgement

Users with GRC business user or business user lite role can:

- Acknowledge policies from ServiceNow AI Platform UI and Service Portal.
- View **My Acknowledgements** menu option in Service Portal.
- View Acknowledgement instances [sn_compliance_policy_acknowledgement_instance] that are assigned to them.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Policy Exception [sn_compliance_policy_exception]

Users with GRC business user or business user lite role can:

- Raise Policy Exceptions from ServiceNow AI Platform and Service Portal.
- View policy exception. Users with read access include users who requested policy exception, are present in watch list, and are verification approvers, final approvers, impacted control owners, and compliance managers.

For more information, see:

- GRC Business user role [KB0864247] article in the Now Support Knowledge Base.
- Governance, Risk, and Compliance License Compliance update [KB1096178] article in the Now Support Knowledge Base.

Properties installed with GRC: Policy and Compliance Management

Properties are added with activation of GRC: Policy and Compliance Management.

Name	Description
Entity hierarchy based scoring sn_compliance.entity_hierarchy_based_scoring	• **Type**: true or false • **Default value**: false • **Location**: **All** > **Policy and Compliance** > **Administration** > **Properties**
Trigger control attestations based on the created or updated date of the last completed attestation sn_compliance.attestation_run_reference_date_field	• **Type**: string • **Default value**: Created date, Updated date • **Location**: **All** > **Policy and Compliance** > **Administration** > **Properties**
States for which the control is active (the first state is the default active state) sn_compliance.active_states	Compliance administrators can change this setting. • **Type**: string • **Default value**: draft, assess, review, monitor • **Location**: **Policy and Compliance** > **Administration** > **Properties**
States for which control is inactive (the first state is the default inactive) sn_compliance.closed_states	Compliance administrators can change this setting. • **Type**: string • **Default value**: retired • **Location**: **Policy and Compliance** > **Administration** > **Properties**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
Name of the assessment metric type that is used for attestations sn_compliance.default_attestation	System administrators can change this setting. • **Type**: string • **Default value**: GRC Attestation • **Location**: **Policy and Compliance** > **Administration** > **Properties**
sn_compliance.glide.script.block.client.globals	• **Type**: true or false • **Default value**: false • **Location**: **Policy and Compliance** > **Administration** > **Properties**
Name of the knowledge base used to publish Policy articles sn_compliance.knowledge_base	Compliance administrators can change this setting. • **Type**: string • **Default value**: Governance, Risk, and Compliance • **Location**: **Policy and Compliance** > **Administration** > **Properties**
Enable smart assessments on control sn_compliance.enable_smart_assessments	Property that enables the assessment of controls using the non-classic assessment engine. • Type: true or false • Default value: false

Domain separation in GRC: Policy and Compliance Management

Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Support level: Basic

- Business logic: Ensure that data goes into the proper domain for the application's service provider use cases.
- The application supports domain separation at run time. The domain separation includes separation from the user interface, cache keys, reporting, rollups, and aggregations.
- The owner of the instance must set up the application to function across multiple tenants.

Sample use case: When a service provider (SP) uses chat to respond to a tenant-customer's message, the customer must be able to see the SP's response.

For more information on support levels, see Application support for domain separation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Benefits of having domain-separated tables in Policy and Compliance Management

Domain separation is best for those customers who:

- Need to enforce absolute data segregation between business entities (data separation).
- Customize business process definitions and user interfaces for each domain (delegated administration).
- Maintain some global processes and global reporting in a single instance.

These users can choose to expand or collapse the domain scope to show or hide data from other domains.

Note:
Users always have access to data from domains that have been explicitly granted to them by domain visibility.

How GRC handles domain separation

While GRC supports separation of data, separation of logic and process is not fully supported.

- Many types of records in GRC are automatically generated through user processes. Entities, controls, risks, indicators, and control tests are all records that can be generated automatically. For records that are automatically generated (and for any GRC record that is manually generated), the domain of the record is the same as the domain of the user responsible for creating or generating the records.
- Automatic generation should be kept in mind when working in a domain-separated GRC implementation. Users should be sure that they are creating / generating records at the right domain level so that they are visible to the right set of users.

  For example, suppose you have domains that look like:

  Domain separation

- If you have a risk or control that you want to be assessed by users in domains A and B, the risk or control should be generated or manually created at the global level. If the risk or control is created in Domain B, you will not be able to recreate the risk or control in Domain A due to indexing.
- If you have a risk or control that you want to be assessed by users in TOP and Domain A, you can create the risk or control in Domain A.

Unless the risks and controls are in the Global domain, users should not assign risks or controls in a higher domain to users in a lower domain. In the example above, if you have a control in the TOP domain, you should not assign it for attestation to users in Domains A or B since those users

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

would not have access to the control; thus the attestation or assessment questionnaire would not be generated.

Similarly, users should not assign control objectives and risk statements in a higher domain to attestations and assessments in a lower domain. Otherwise the attestation or assessment questionnaire would not be generated.

Use case

GRC data for IT can be separated from the GRC data of other departments. Each business area using the GRC application can have separate data that cannot be shared with other departments. Therefore each department can have its own entities, policies, controls, risks, and so on.

When looking at a control from the IT domain, the user can choose to expand the domain scope to show values from the Finance domain or collapse the domain scope to show only controls that match the IT domain.

By default, domain separation adds a domain field to the Task `[task]` and Configuration Items `[cmdb_ci]` tables and their extensions.

You can extend domain separation to any new tables you create by adding a `sys_domain` field to the table's dictionary definition. By default, the system only domain-separates platform and baseline application tables where appropriate.

Warning:
ServiceNow does not recommend domain separating platform tables (any table with the sys_ prefix such as the Dictionary Entry `[sys_dictionary]` and Dictionary Entry Override `[sys_dictionary_override]` tables) because it can produce unexpected results.

In this use case, client scripts, business rules, workflows, processes, and so on can be domain-separated.

While the behavior offered with domain separation provides multi-tenancy support, multi-tenancy is still contained within a single instance. This means that some global properties, some global data, and some global processes are shared across all domains. For example, the system's "Remember me" option on the login page is global and cannot be specified per domain.

If you need complete and total separation of all system properties and do not require global reporting or global processes, separate instances are the best option.

Allocation of domain values to Policy and Compliance Management objects

Records that are automatically generated either through scheduled jobs or background scripts are domain separated based on their parent object or user domain for all Policy and Compliance objects. Similarly, controls, risks, or risk assessments that are auto-generated based on the entities must also be domain separated.

The following changes are made to the domain assignment process to manage data segregation by the Managed Service Providers related to Policy and Compliance Management tables:

Policy and Compliance Management objects	Domain source
Policy	User Domain
Acknowledgement Campaign	Policy Domain

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Policy and Compliance Management objects	Domain source
Policy to Control Objective	Policy Domain
Authority Document	User Domain
Citation	Document Domain
Control Objective	User Domain
Control Objective to Citation	Citation Domain
Policy exception	User Domain
Approvals for Policy Exception	Policy Exception Domain
Policy Exception Related Records	Policy Exception Domain
Acknowledgement	KB Article Domain
Policy Category	User Domain
Policy Exception Integration Registry	User Domain
Policy exception risk rating mapping	User Domain
Policy/regulation compliance status	Document Domain
Reason Choice List	User Domain
Reason Choices	Policy Exception Integration Registry Domain
Authority document to taxonomy	Authority Document Domain
Citation to taxonomy	Citation Domain
Control	Entity Domain
Entity compliance status	Entity Domain
Control to entity	Control.Entity Domain
Control objective to item	Control Objective Domain
Control Objective to Entity Type	Entity Type Domain
Policy to Entity Type	Entity Type Domain
Article Template	User Domain
Compliance data source registry	User Domain

Related topics

Domain separation for service providers

Analytics and Reporting solutions for GRC: Policy and Compliance Management

Platform Analytics Solutions contain preconfigured dashboards. These dashboards contain actionable data visualizations that help you improve your business processes and practices.

The Analytics and Reporting Solution for GRC: Policy and Compliance Management is available on the ServiceNow Store.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request apps on the Store

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

Platform Analytics data visualizations use Performance Analytics indicator data to show you data over time, helping you analyze your business processes and identify areas of improvement. With Platform Analytics Solutions, you can get value from Performance Analytics for your application with minimal setup. You can always create your own objects as well.

Important:
Set up and test Platform Analytics Solutions on a non-production instance before enabling them in production.

To enable the Analytics and Reporting solution for GRC: Policy and Compliance Management, perform these steps.

1. Visit the ServiceNow Store and obtain an entitlement to the Performance Analytics - GRC: Policy and Compliance Management application and associated applications. See Install a ServiceNow Product on the ServiceNow Store.
2. On the instance, navigate to **System Applications** > **All Applications** > **All**.
3. Locate and install the Performance Analytics - GRC: Policy and Compliance Management application.

Important:

Starting with version 18.1.0 of the Policy and Compliance Management application, the Analytics and Reporting solutions for Policy and Compliance are available in the Next Experience UI Framework.

Compliance Overview Performance Analytics dashboard

The Compliance Overview dashboard provides an executive view into compliance requirements, overall compliance, and compliance breakdowns so areas of concern can be identified quickly.

Compliance Overview dashboard

Important:
Starting with version 18.1.1 of the Policy and Compliance Management application, the Compliance Overview dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Compliance Overview dashboard in the Next Experience UI Framework



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following roles and tasks are associated with this solution:

- Audit Manager (sn_compliance.manager): To have clear visibility into the overall state and volume of vulnerabilities within the organization.
- Audit Administrator (sn_compliance.admin): To pinpoint areas of concern quickly.
- Audit Analyst (sn_compliance.user): To prioritize which risks or tasks to focus on based on criticality to the organization.

To open the dashboard, navigate to **All** > **Policy and Compliance** > **Compliance** > **Analytics Overview**.

The Compliance Overview dashboard contains the following visualizations:

Name	Type	Description
Compliance Requirements	Donut chart	The number of open requirements by authority document
Overall Compliance	Donut chart	Overall compliance percentage of Citation Authority Document
Non compliant entities	Bar chart	Overall entities with non-compliant controls.
Compliance by authority document	Bar chart	The regulations, certifications, frameworks, standards, and best practices that an organization chooses or is required for compliance with regulations.
Compliance score trends	Horizontal bar	Overall compliance by Authority Document
Compliance Breakdown	Multilevel pivot	Citations are records with the specific requirements cited by an authority document.

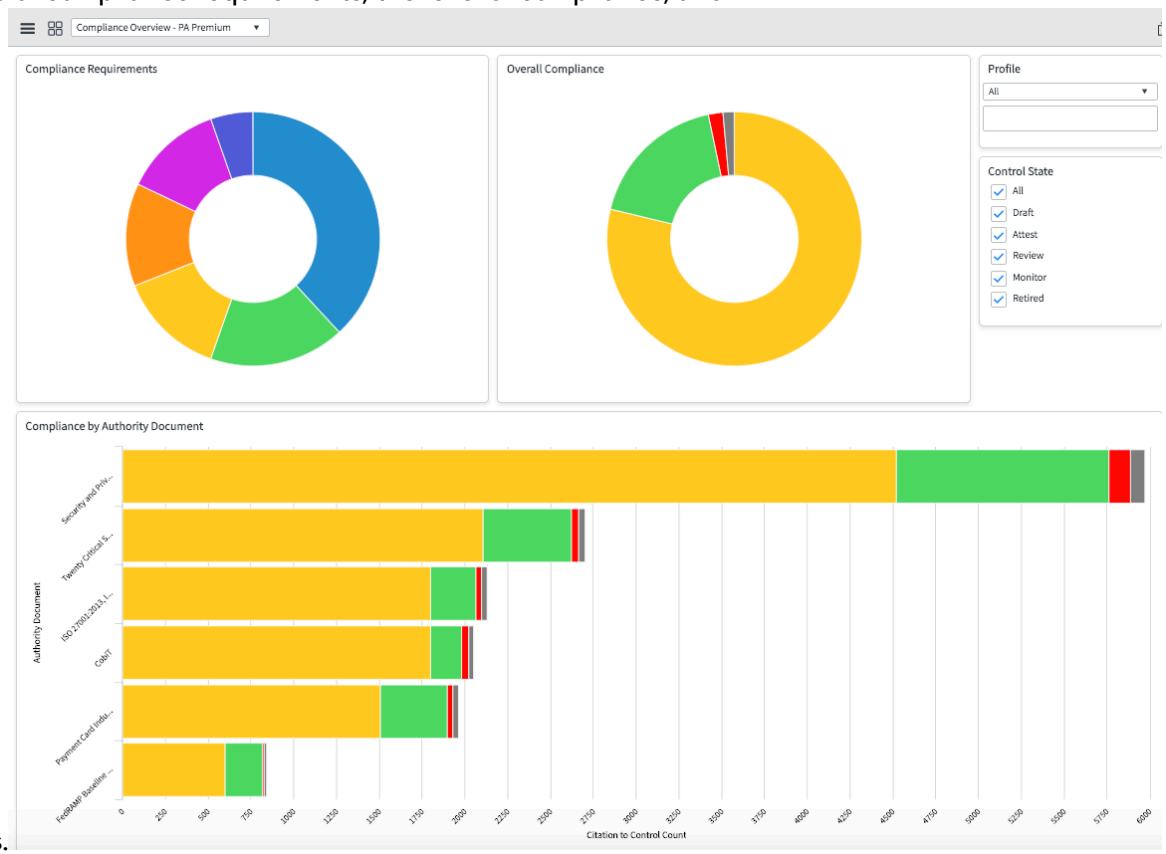
Compliance Overview – PA Premium dashboard

Important:
The Compliance Overview dashboard with PA filters is now available as part of the Policy and Compliance Management plugin.

Starting with version 18.1.0, the Compliance Overview – PA Premium dashboard is being prepared for future deprecation. It will be no longer available on new instances.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Compliance Overview dashboard provides views into the source of compliance requirements, the level of compliance, and trends.



Policy Overview Performance Analytics dashboard

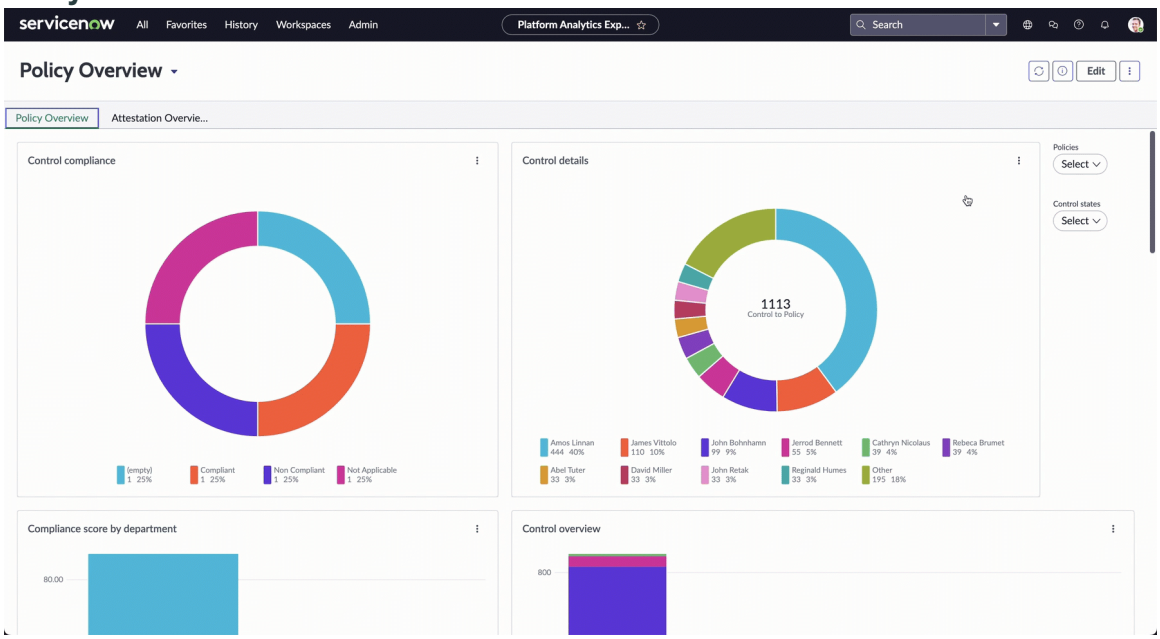
Policies Overview dashboard provides an executive view into compliance requirements, overall compliance, and compliance breakdowns so areas of concern can be identified quickly. Users with the compliance administrator and compliance manager roles view the Policies Overview dashboard.

Important:
Starting with version 18.1.1 of the Policy and Compliance Management application, the Policy Overview dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Policy Overview dashboard



Required ServiceNow AI Platform roles

- Compliance administrator (sn_compliance.admin): To view and edit the details in the Policy Overview dashboard.
- Compliance reader (sn_compliance.reader): To view the compliance requirements, overall compliance, and compliance breakdowns.

Access the Policy Overview dashboard

To open the dashboard, navigate to **All** > **Policy and Compliance** > **Policies and Procedures** > **Analytics Overview**.

Reports

Important:
Starting with version 18.1.1 of the Policy and Compliance Management application,the following Policy Overview dashboard reports can be viewed in the Next Experience UI Framework.

Policies and Procedures Overview reports in the base system

Title	Type	Description
Control compliance	Donut chart	Displays the overall compliance of all the controls in the system.
Control details	Donut chart	Displays a breakdown of controls grouped by owner, category, or type.
Compliance score by department	Bar chart	Overall (average) compliance score by assignment group/ department
Control Overview	Bar chart	Displays control counts exempted by entities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Policies and Procedures Overview reports in the base system (continued)

Title	Type	Description
Exempted controls by policy	Bar chart	Displays the number of controls exempted by policies.
Exempted controls by entity	Bar chart	Displays a list of control issues that have been closed with a response value of accept, meaning the issue was not remediated.
Control Issues by Policy (Opened Date)	Line chart	Displays the number of control issues opened each week, grouped by policy.
Total Control Objectives by Policy	Bar chart	Displays a count of the overall number of control objectives in each policy. The chart is stacked to display control objectives by type.

Policy Exception Overview Performance Analytics dashboard

The Policy Exception Overview Performance Analytics dashboard provides views into the number, severity, and source of policy exceptions. It also shows exempted controls.

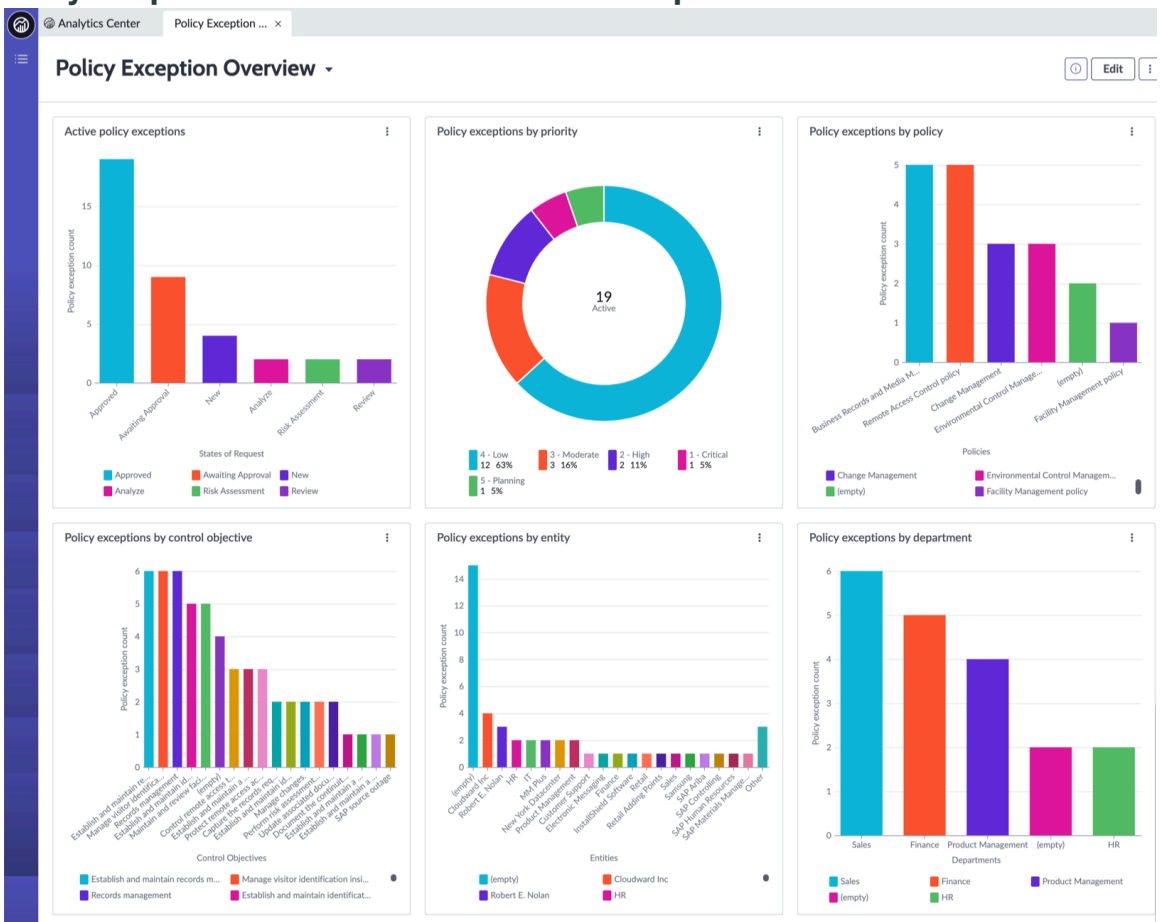
Policy Exception Overview dashboard

Important:
Starting with version 18.1.1 of the Policy and Compliance Management application, the Policy Exception Overview dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Policy Exception Overview dashboard in the Next Experience UI Framework



Approved policy exceptions 19

Last refreshed just now

Number	Requester	Policy	Control objective	Issue	Priority	Valid from
PER0001003	Abraham Lincoln	Business Records and Media Management	management policies used to manage organizational records.	(empty)	4 - Low	2017-08-05 11:55:3
PER0001004	Abraham Lincoln	Business Records and Media Management	Capture the records required by organizational compliance requirements.	(empty)	4 - Low	2017-08-05 10:32:1
PER0001005	Bart Hachey	Business Records and Media Management	Capture the records required by organizational compliance requirements.	(empty)	3 - Moderate	2017-08-05 10:32:2
				Cloudward Inc has non compliant control titled		
PER0001010	Waldo Sisk	Facility Management policy	Document the continuity plan exercise test results and provide them to senior management.	(empty)	3 - Moderate	2017-08-04 12:03:4
PER0001012	Waldo Sisk	Environmental Control Management policy	Establish and maintain identification mechanism termination procedures.	(empty)	4 - Low	2017-08-04 12:06:3
PER0001013	Callie Leboeuf	Change Management	Manage changes.	(empty)	5 - Planning	2017-08-04 12:08:5
PER0001014	Willa Dutt	Change Management	Perform risk assessments prior to approving change requests.	Bond Trading - DR has non compliant control titled 'Perform risk assessments prior to approving change requests.'	4 - Low	2017-08-04 12:10:2
PER0002003	System Administrator	(empty)	SAP source outage	(empty)	4 - Low	2019-09-27 11:18:0
PER0002010	System Administrator	Environmental Control Management policy	Manage visitor identification inside the facility.	(empty)	4 - Low	2024-04-09 01:41:2
PER0002013	System Administrator	Environmental Control Management policy	Manage visitor identification inside the facility.	(empty)	4 - Low	2024-04-16 01:43:2
PER0002039	System Administrator	(empty)	Records management	Big Splash has non compliant control titled 'Records Management.'	4 - Low	2024-04-15 05:09:1
PER0002045	System Administrator	Remote Access Control policy	Protect remote access accounts with encryption.	Protect remote acess with encryption for Buyit	4 - Low	2024-04-17 03:47:3

Exempted controls 21

Last refreshed just now

Number	Name	Description	Status	State	Entity	Control objective	Owner
CTRL0010001	Establish and maintain identification mechanism termination procedures.	Establish and maintain identification mechanism termination procedures.	Compliant	Monitor	New York Datacenter	Establish and maintain identification mechanism termination procedures.	Patty B
CTRL0010018	Document the continuity plan exercise test results and provide them to senior management.	Document the continuity plan exercise test results and provide them to senior management.	Compliant	Monitor	New York Datacenter	Document the continuity plan exercise test results and provide them to senior management.	Patty B
CTRL0010073	Manage changes.	Manage changes.	Compliant	Monitor	Retail Adding Points	Manage changes.	Celia Sl
CTRL0010074	Manage changes.	Manage changes.	Compliant	Monitor	Retail	Manage changes.	Reginal
CTRL0010075	Manage changes.	Manage changes.	Compliant	Monitor	Electronic Messaging	Manage changes.	Jerrod I
	Establish and maintain a change control program.		Compliant	Monitor	Retail Client Registration	Establish and maintain a change control program.	Reginal
	Perform risk assessments prior to approving change requests.	Perform risk assessments prior to approving change requests.			- DR	Perform risk assessments prior to approving change requests.	John Re
CTRL0010472	Establish and maintain records	Establish and maintain records	Compliant	Attest	Customer Support	Establish and maintain records	Rob We

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following roles and tasks are associated with this solution:

- Audit Manager (sn_policy.manager): To have clear visibility into the overall state and volume of vulnerabilities within the organization.
- Audit Administrator (sn_policy.admin): To pinpoint areas of concern quickly.
- Audit Analyst (sn_policy.user): To prioritize which risks or tasks to focus on based on criticality to the organization.

To open the dashboard, navigate to **All** > **Policy and Compliance** > **Policy Exceptions** > **Analytics Overview**.

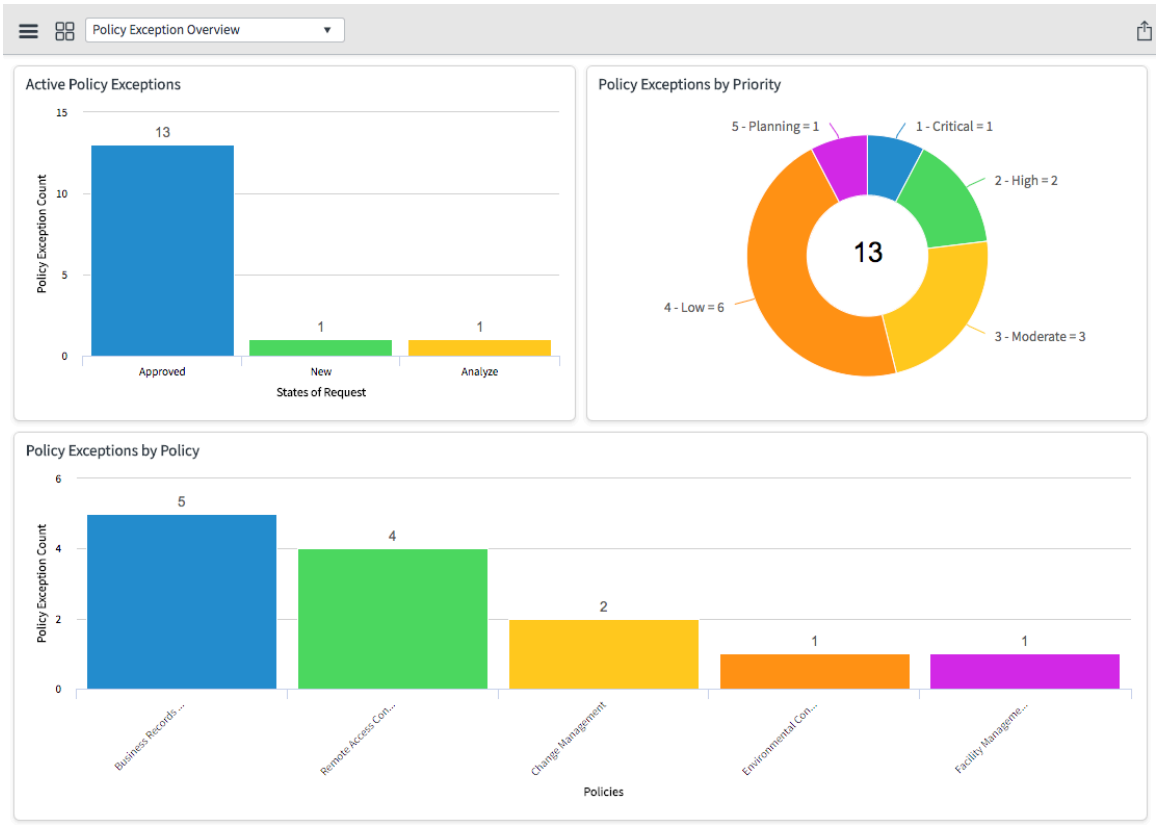
Reports

Title	Type	Description
Active policy exceptions	Bar chart	Number of active exceptions against open policies.
Policy exceptions by priority	Donut chart	Total number of policy exceptions broken down by priority.
Policy exceptions by policy	Bar chart	Total number of policy exceptions broken down by policy.
Policy exceptions by control objective	Bar chart	Total number of policy exceptions broken down by control objective
Policy exceptions by entity	Bar chart	Total number of policy exceptions broken down by entity
Policy exceptions by department	Bar chart	Total number of policy exceptions broken down by department
Approved policy exceptions	List	Number of total approved policy exceptions
Exempted controls	List	List of controls that have exempt status
Exempted Controls Risks	List	List of control risks that have exempt status

Policy Exception Overview dashboard in classic UI

Important:
Starting with version 18.1.1 of the Policy and Compliance Management application, the Policy Exception Overview dashboard can be viewed in the Next Experience UI Framework.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Policy Acknowledgement dashboard

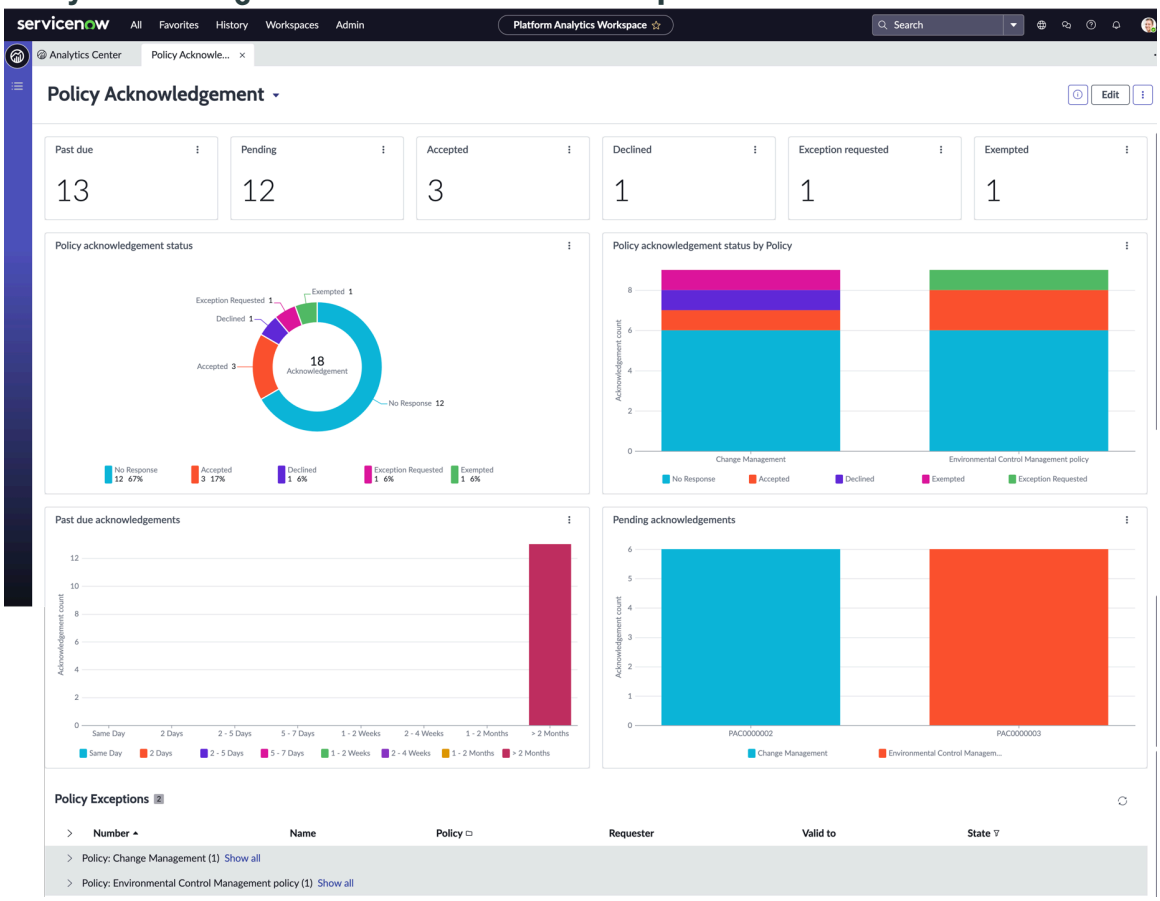
The Policy Acknowledgement dashboard gives you the acknowledgement status of the policies such as the count of policy acknowledgements that have been accepted, declined, pending, past the due date of acknowledgement, exemptions requested, and those that are exempted.

Important:
Starting with version 18.1.1 of the Policy and Compliance Management application, the Policy Acknowledgement dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Policy Acknowledgement dashboard in the Next Experience UI Framework



Required ServiceNow AI Platform roles

- Compliance reader (sn_compliance.reader), needed to view the policy acknowledgement widgets.
- Compliance administrator (sn_compliance.admin), needed to edit the dashboard.

Access the Policy Acknowledgement dashboard

To open the dashboard, navigate to **All** > **Policy and Compliance** > **Policy Acknowledgement** > **Analytics Overview**.

Reports

Title	Type	Description
Policy acknowledgement status	Donut chart	Displays the overall status of the policy acknowledgements.
Policy acknowledgement status by Policy	Bar chart	Displays the total number of acknowledgements related to each policy. The chart is stacked to display the overall acknowledgement status for each policy.
Past due acknowledgements	Bar chart	Displays the total number of past due acknowledgements over a period of time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Title	Type	Description
Pending acknowledgements	Bar chart	Displays the total number of pending acknowledgements related to each policy.
Policy Exceptions	List List	Displays a list of policy exceptions opened for a policy with details of the .

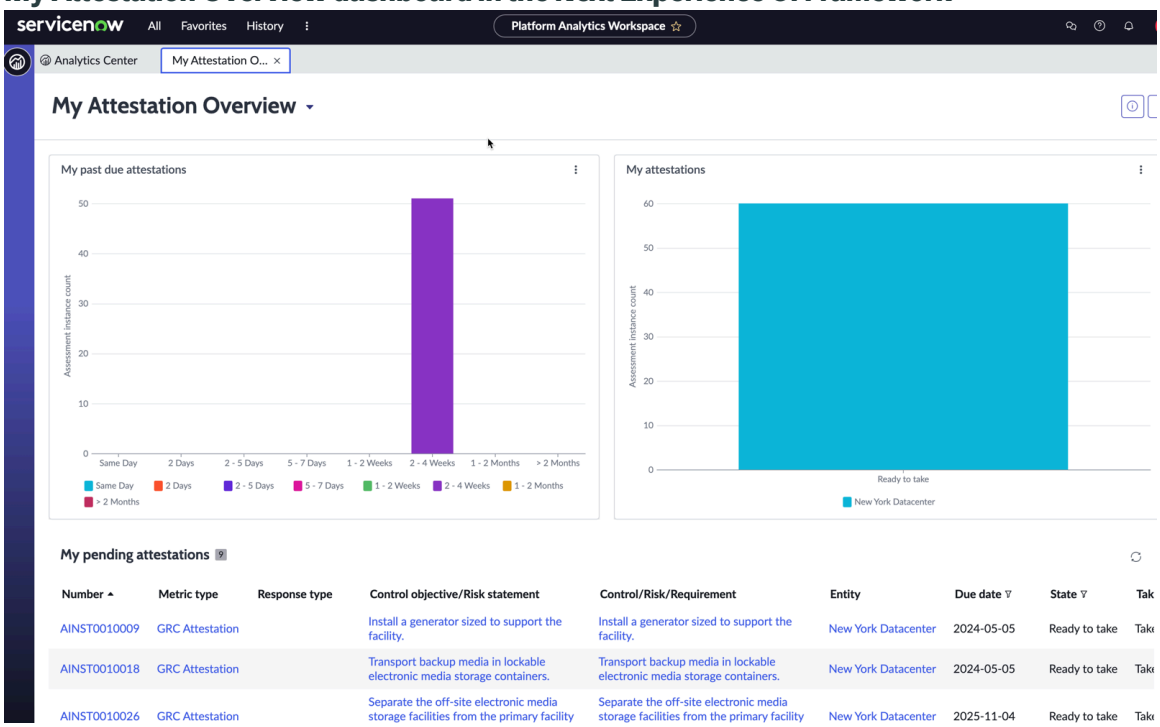
My Attestation Overview dashboard

The Assessment Overview dashboard displays various assessment reports, such as Assessable Records by Type, Total Metrics by Metric Type, and Assessments by State. You can now view the dashboard in the Next Experience UI Framework.

Important:
Starting with version 18.1.1 of the Policy and Compliance Management application, the My Attestations Overview dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

My Attestation Overview dashboard in the Next Experience UI Framework



Required ServiceNow AI Platform role

Business user (sn_grc.business_user): To view the past due, current, and pending attestations.

Access the My Attestation Overview dashboard

To open the dashboard, navigate to **All** > **Policy and Compliance** > **Controls** > **Analytics Overview**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

My Attestation Overview dashboard reports

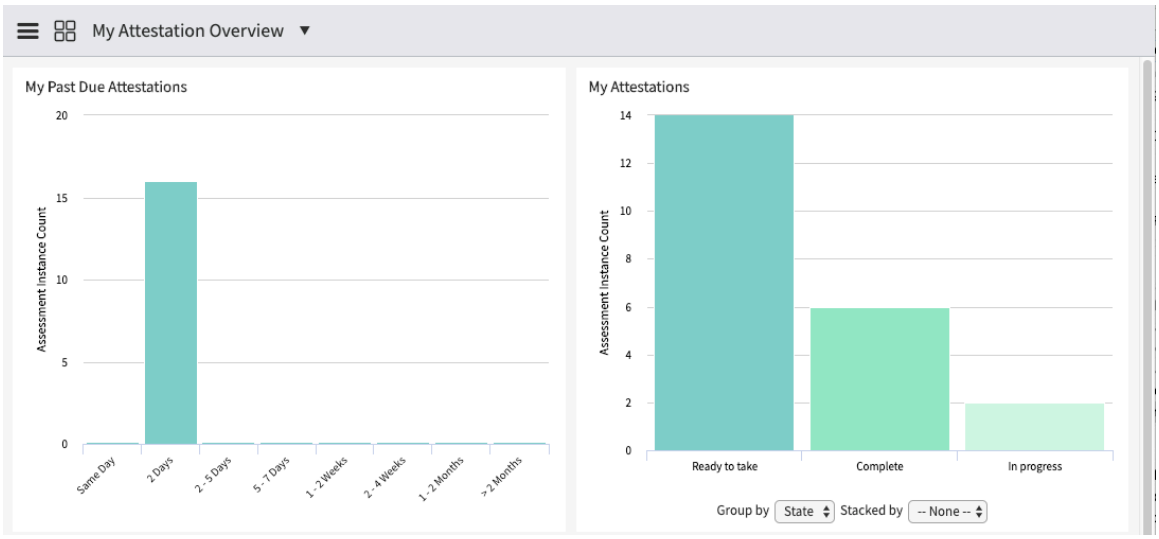
Title	Type	Description
My Past Due Attestations	Bar chart	Total number of past due attestations assigned to you
My Attestations	Bar chart	Total number of attestations assigned to you, broken down by state
My Pending Attestations	List	A list of the pending attestations assigned to you

GRC Attestation Overview dashboard

The GRC Attestation Overview dashboard provides views attestations assigned to you, as well as pending and overdue attestations.

Important:
Starting with version 18.1.1 of the Policy and Compliance Management application, the GRC Attestation Overview dashboard reports can be viewed in the Next Experience UI Framework.

To view the reports in the Next Experience UI Framework, see My Attestation Overview dashboard.



Data visualizations

The GRC Attestation Overview dashboard contains the following visualizations:

Name	Type	Description
My Past Due Attestations	Column	Total number of past due attestations assigned to you
My Attestations	Column	Total number of attestations assigned to you, broken down by state
My Pending Attestations	List	A list of the pending attestations assigned to you

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NIST Cybersecurity Framework Overview dashboard

NIST Cybersecurity Framework Overview dashboard contains a variety of reports displayed on different dashboards, available within each of the sections in the NIST CSF process.

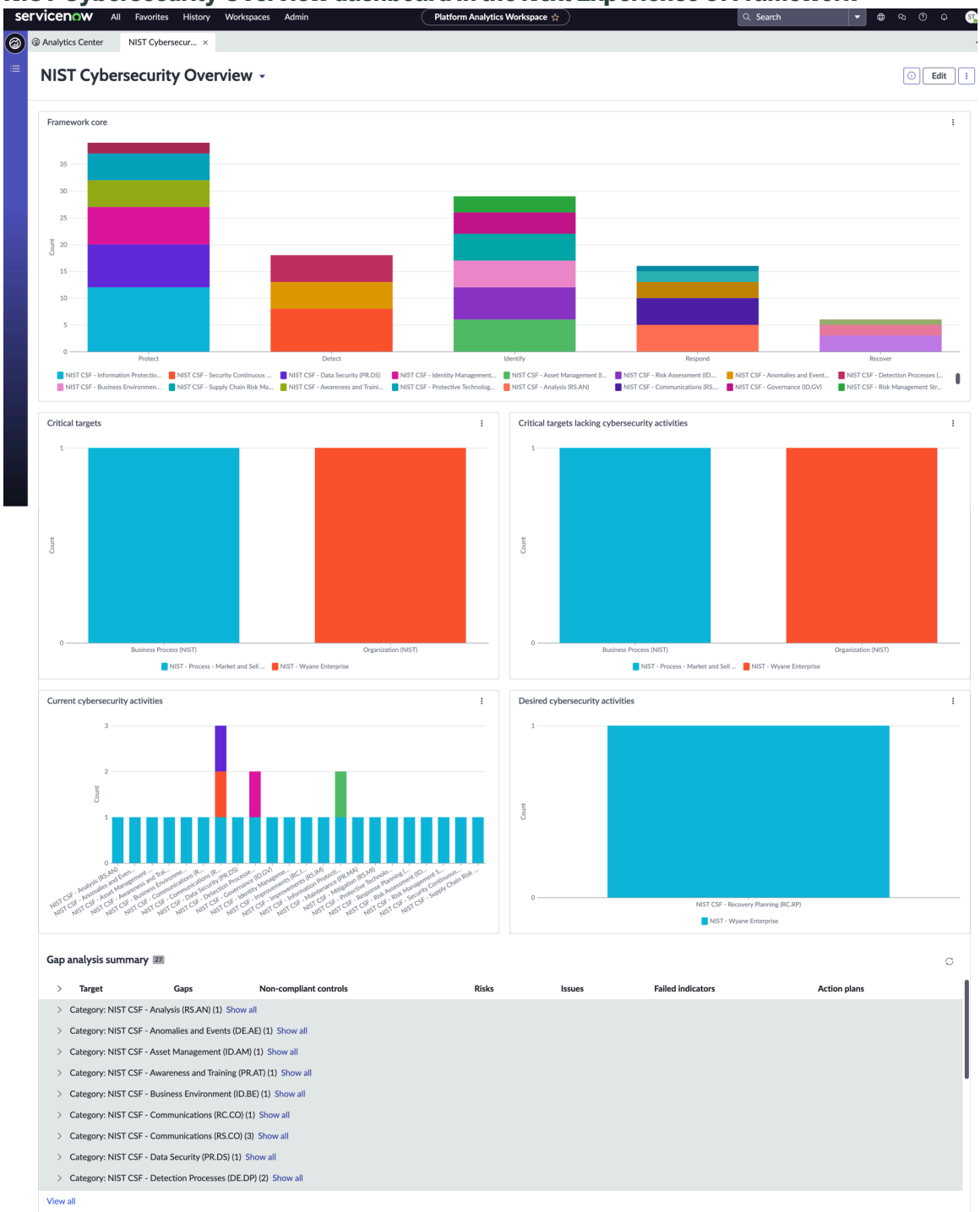
Important:
Starting with version 18.1.0 of the Policy and Compliance Management application, the NIST Cybersecurity Framework Overview dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

To view the dashboard in classic UI, see NIST CSF Use Case Accelerator dashboards and reports.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NIST Cybersecurity Overview dashboard in the Next Experience UI Framework



Required ServiceNow AI Platform roles

- NIST CSF Risk Executive (sn_irm_nist_csf.risk_executive), to view all the reports in the dashboard.
- Sys admin, to edit data in the dashboard.

Access the NIST Cybersecurity Framework dashboard

To open the dashboard, navigate to **All** > **NIST CSF** > **Analytics Overview**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reports

Title	Type	Description
Framework Core	Bar chart	Provides an overview of the Cybersecurity policies organized by the NIST CSF functions.
Critical Targets	Bar chart	Provides an overview of critical targets by entity class or tiers.
Critical Targets lacking Cybersecurity activities	Bar chart	Provides an overview of critical targets that lack cybersecurity activities by entity class or tiers.
Current Cybersecurity activities	Bar chart	Provides an overview of currently performed cybersecurity activities by entity class, entities, or cybersecurity functions.
Desired Cybersecurity activities	Bar chart	Provides an overview of desired cybersecurity activities by entity class, entities, or cybersecurity functions.
Gaps Analysis Summary	List	Provides a summary of gaps, non-compliant controls, risks, issues failed indicators, and action plans for targets grouped by cybersecurity, cybersecurity functions, or the targets themselves.

NIST Framework Profiling Overview dashboard

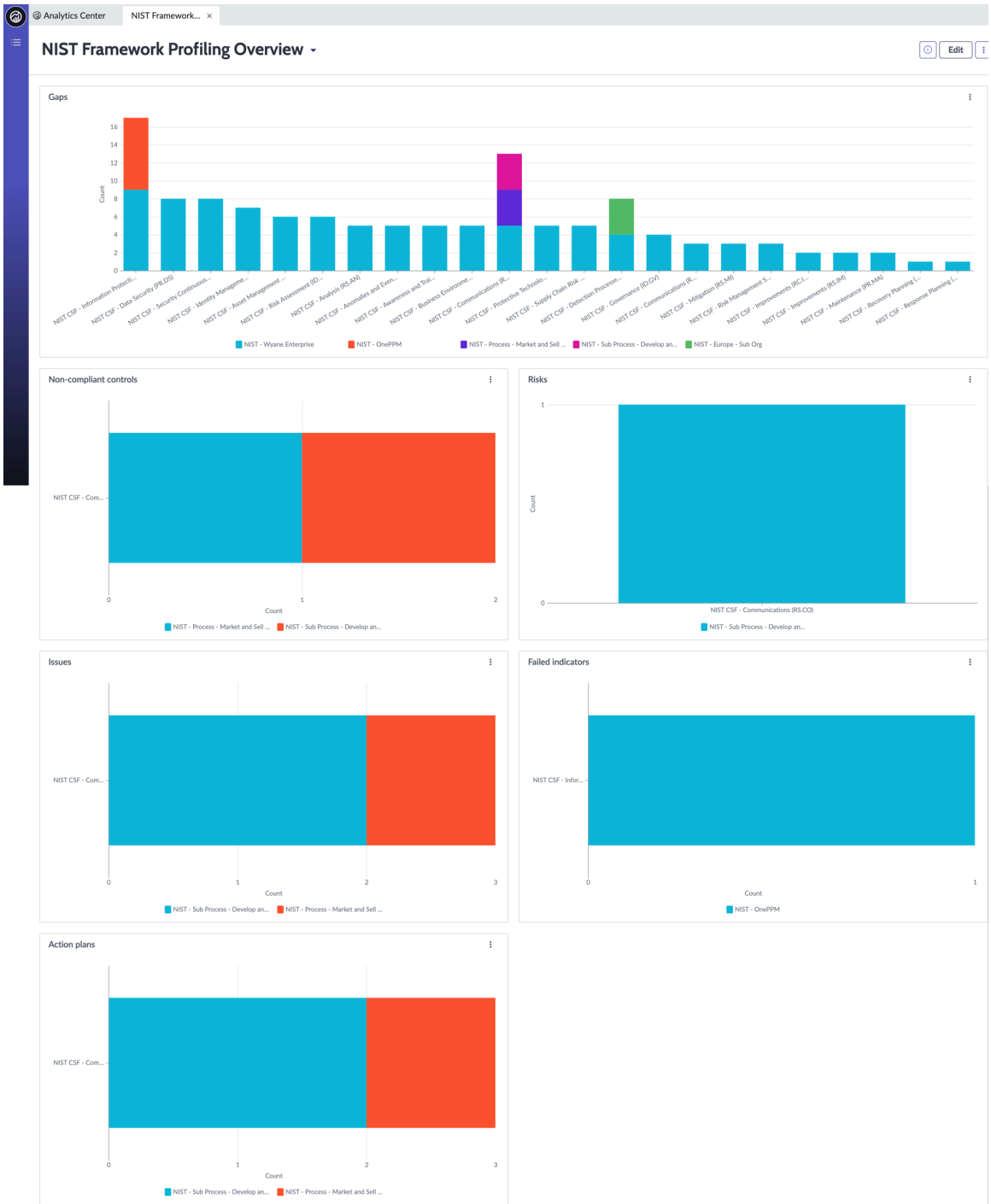
NIST Framework Profiling Overview dashboard contains reports within each of the sections in the NIST RMF process: Categorize, Select, Implement, Assess, Authorize, and Monitor. You can view these reports in the Next Experience UI Framework.

Important:
Starting with version 18.1.0 of the Policy and Compliance Management application, the NIST Framework Profiling Overview dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NIST Framework Profiling Overview dashboard in the Next Experience UI Framework



Required ServiceNow AI Platform roles

- NIST CSF Security Officer (sn_irm_nist_csf.security_officer), to view all the reports in the dashboard.
- NIST CSF Risk Executive (sn_irm_nist_csf.risk_executive), to view all the reports in the dashboard.

Access the NIST Framework Profiling Overview dashboard

To open the dashboard, navigate to **All** > **NIST CSF** > **Framework Profiling** > **Analytics Overview**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reports

Title	Description
Gaps	Displays an overview of the gaps that exist for cybersecurity activities. Gaps are grouped by policies, entity class, profiles, or functions.
Non-compliant Controls	Displays an overview of non-compliant controls that exist for cybersecurity activities. Non-compliant controls are grouped by policies, entity class, profiles, or functions.
Risks	Displays an overview of risks that exist for cybersecurity activities. Risks are grouped by policies, profile class, entities, or functions.
Issues	Displays an overview of issues for cybersecurity activities. Issues are grouped by policies, entity class, entities, or functions.
Failed Indicators	Displays an overview of failed indicators that for cybersecurity activities. Indicators are grouped by policies, entity class, entities, or functions.
Action Plans	Displays an overview of action plans that exist for cybersecurity activities. Action plans are grouped by policies, entity class, entities, or functions.

Application Risk and Compliance Overview dashboard

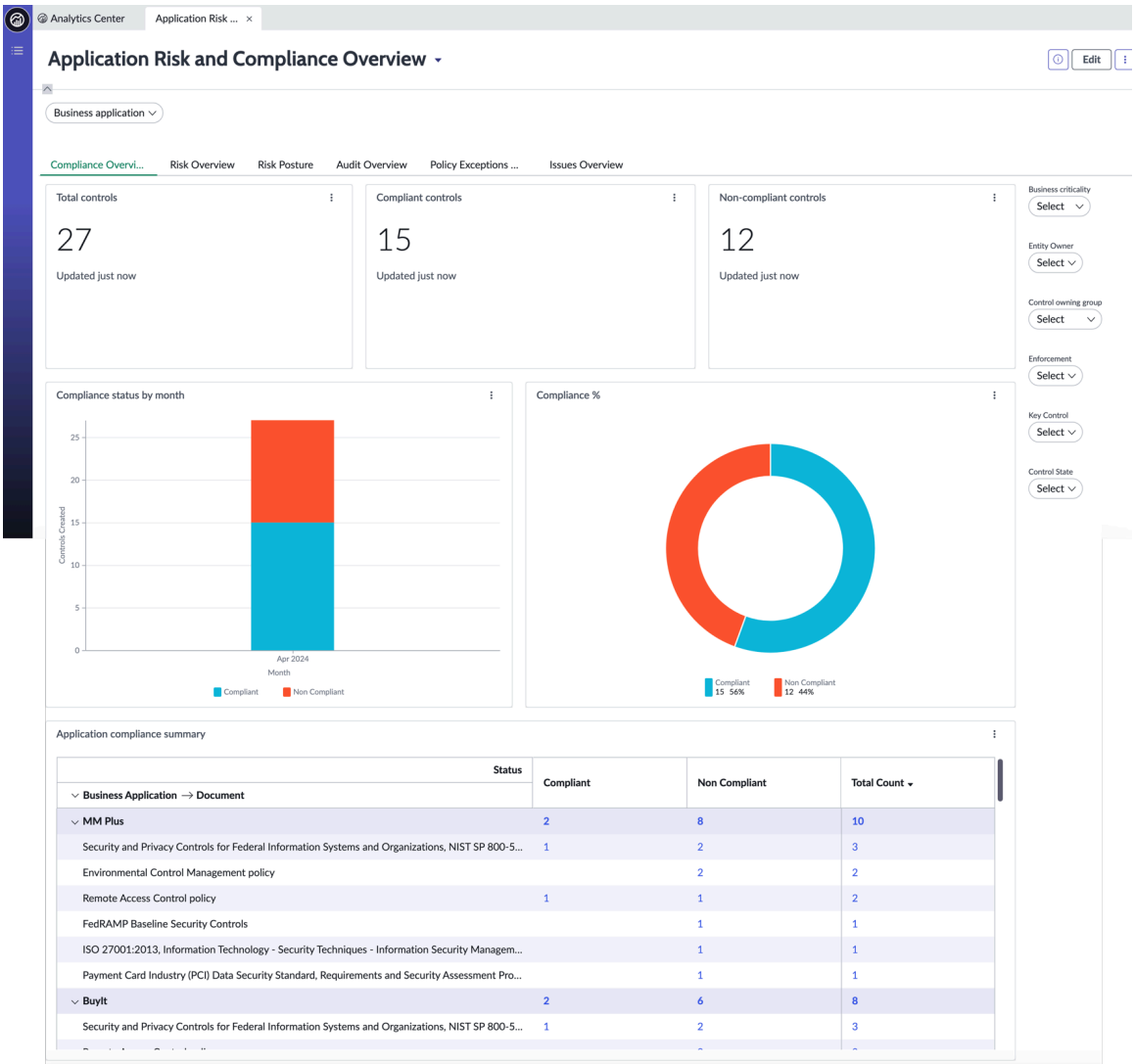
The Application Risk and Compliance Overview dashboard provides the current view of risk and compliance posture for the business applications that are used in an enterprise. You can now view the dashboard in Next Experience UI Framework.

Important:
Starting with version 18.1.0 of the Policy and Compliance Management application, the Application Risk and Compliance Overview dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Application Risk and Compliance Overview dashboard in the Next Experience UI Framework



Required ServiceNow AI Platform roles

- Admin (sn_grc.admin), to provide admin rights and edit the reports in the dashboard.
- Reader (sn_grc.reader), to view the reports in the dashboard.

Access the Application Risk and Compliance Overview dashboard

To open the dashboard, navigate to **All** > **Advanced GRC Dashboards** > **Analytics Application Risk Dashboard**.

Reports

- The Compliance Overview tab appears when you activate the Policy and Compliance plugin. The tab provides an overview of the compliance posture of the business applications.
- The Risk Overview tab appears when you activate the Advanced Risk plugin. The tab provides an overview of the risks associated with business applications.
- The Risk Posture tab appears when you activate the Risk plugin. The tab provides information about the risk exposure of business applications. The reports in this tab can also be filtered using the Business Application filter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The Audit Overview tab appears when you activate the Audit plugin. The tab provides an overview of audit and audit activities related to business applications.
- The Policy Exceptions Overview tab appears when you activate the Policy and Compliance plugin. The tab provides information about policy exceptions requested for business applications. The data displayed in the Policy Exceptions Overview tab can be filtered using the Business Application filter.
- The Issues Overview tab appears when you activate either the Risk Management plugin or the Policy and Compliance Management plugin. The tab provides information about the various compliance and risk issues associated with business applications. The data displayed in the Issues Overview tab can be filtered using the Business Application filter.

Title	Description
Compliance Overview tab	
Total Controls	Provides the total number of active controls.
Compliant Controls	Provides the total number of compliant controls which are not in draft or retired state.
Non-Compliant Controls	Provides the total number of non-compliant controls which are not in draft or retired state.
Compliance Status By Month	Provides the number of active controls by month. This bar chart shows the compliance status for the current month and can be grouped by either Control Status or Business Application.
Compliance %	Provides the percentage of different statuses of active controls such as Compliant, Non Compliant, and Not Applicable.
Application Compliance Summary	Provides the summary of policies, authority documents, and the controls associated with business applications.
Risk Overview tab	
Risk Heatmap by Application Criticality	Displays the heatmap of the application risks based on the criticality of applications versus the risk rating of the application.
Risk Response Tasks Overview	Displays the response tasks created for a risk and different states of those tasks. This bar chart can be grouped and stacked by risk response, risk response state, risk calculated score, risk response assigned to, or business application.
Application Risk Summary	Displays the summary of risks directly associated with the applications that contribute to the overall risk rating of the application. Other downstream risks that contribute to the application risk rating are not represented in this report. The risks considered for this report are very high, high, and moderate.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Title	Description
Application Risk Mitigating Controls Status	Provides the information for an application's risks and the associated controls. The risks considered for this report are very high, high, and moderate. The state of controls must not be in draft or retired. The risks for only one year are displayed.
Risk Posture tab	
Very High Risks	Displays the very high risks of an application.
High Risks	Displays the high risks of an application.
Moderate Risks	Displays the moderate risks of an application.
Acceptance Task Expirations	Displays the risk response acceptance tasks that have an expiration on the current day, the current week, the current month, the current quarter, and the current year.
Contributing Risks Trend	Displays the trend of risks directly associated with business applications and how they are performing over a period. Other downstream risks that contribute to the application risk rating are not represented in this report.
Audit Overview tab	
Open Audit Engagements	Displays the number of audit engagements in open state.
Ineffective Controls	Displays the number of ineffective controls for an audit engagement.
Open Issues	Displays the number of open issues for an audit engagement.
Past Due Issues	Displays the number of past due audit issues for an application.
Upcoming Audit Engagements	Displays the monthly count for the upcoming audit engagements.
Open Issues by Audit Engagements	Displays the monthly count for the open audit issues.
Past Due Issues by Audit Engagements	Displays the past due audit issues over a period.
Ineffective Controls by Audit Engagements	Displays the information regarding audit engagements and the associated ineffective controls.
Policy Exceptions Overview tab	
New Exceptions	Provides information about the new exceptions requested.
Approved Exceptions	Provides information about the number of approved exceptions.
Rejected Exceptions	Provides information about the number of rejected exceptions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Title	Description
Expired Exceptions	Provides information about the number of expired exceptions.
Exceptions Awaiting Approval	Provides information about the exceptions that are awaiting approval and are due on the current date, the current week, the current month, and the current quarter.
Extensions Awaiting Approval	Provides information about the extensions that are awaiting approval and are due on the current date, the current week, the current month, and the current quarter.
Upcoming Exceptions Expirations	Provides information about the exceptions that are about to expire and which are due on the current date, the day after the current date, the current week, the week after the current week, and the current month.
Exceptions Requested vs. Approved	Provides information about the exceptions requested versus the number of exceptions approved per month.
Issues Overview tab	
Open Issues	Displays the number of issues in open state.
Critical Priority Issues	Displays the number of critical priority issues.
High Priority Issues	Displays the number of high priority issues.
Accepted Issues	Displays the number of issues that are accepted.
Past Due Issues	Displays the number of past due issues.
Issues to be Resolved	Displays the number of issues that must be resolved on the current date, current week, current month, current quarter, and current year.
Remediation Tasks to be Completed	Displays the number of remediation tasks that must be completed on the current date, current week, current month, current quarter, and current year.
Past Due Issues	Displays the number of past due issues over a time period.
Past Due Remediation Tasks	Displays the number of past due remediation tasks over a time period.
Issue Creation Trend	Displays the trend of how issues are created over a time period.
Issue Closure Trend	Displays the trend of how issues are closed over a time period.
Remediation Task Creation Trend	Displays the trend of how remediation tasks are created over a period.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Title	Description
Remediation Task Closure Trend	Displays the trend of how remediation tasks are closed over a period.

Filters

Name	Description
Compliance Overview tab	Filters used to filter data on the reports available from the Compliance Overview tab are: • Business Application • Business Criticality • Entity Owner • Enforcement such as mandatory or voluntary controls • Key Control • Control State • Control Owning Group
Risk Overview tab	Filters used to filter data on the reports available from the Risk Overview tab are: • Business Application • Criticality • Risk Rating • Application Owner • Business Owner
Audit Overview tab	Filters used to filter data on the reports available from the Audit Overview tab are: • Business Application • Audit Engagement • Criticality

Privacy Management

Use the Governance, Risk, and Compliance: Privacy Management application to help protect your customers, employees, and suppliers with integrated data privacy risk and compliance management solutions and privacy by design concepts.

The Privacy Management application helps you to manage multiple privacy regulations such as the General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA), and the Australian Privacy Act. It also helps you to manage frameworks such as the National Institute of Standards and Technology (NIST), ISO 27001, and so on. The Privacy Management solution

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

enables you to implement privacy policies and acknowledgments to handle the personal data of customers and employees.

Explore	Configure	Use
		
Learn about how privacy managers, privacy users, and privacy administrators use the Privacy Management application.	Configure your Privacy Management application.	Work on creating privacy assessments, processing activities and so on.
Analytics and Reporting	**Reference**	
		
Highlight the privacy records with dashboards and reports.	Get details about components like tables and roles.	

Exploring Privacy Management

The ServiceNow® Privacy Management application enables you to manage your company's privacy programs. Some examples of privacy programs are privacy regulatory compliance programs, privacy impact assessments, privacy policy management, and so on.

All organizations collect personal data of customers, employees, and third parties in some form. Some examples of personal data are as follows:

- Home address
- Location data
- Identification card number
- Biometric data

When your organization collects personal data, the data is exposed to multiple risks such as using the personal data for an organizational purpose without taking consent from the owners and the data getting inadvertently leaked. These events lead to compliance failure. Failure to manage data privacy laws can result in heavy fines and loss of customer and employee trust. This failure to protect data can also impact brand reputation.

The Privacy Management application helps you to manage multiple privacy regulations such as the General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA), and the Australian Privacy Act. It also helps you to manage frameworks such as the National Institute of Standards and Technology (NIST), ISO 27001, and so on. The Privacy Management solution

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

enables you to implement privacy policies and acknowledgments to handle the personal data of customers and employees.

The following are the key capabilities to help you manage your organization's privacy programs effectively:

- Creating an inventory of critical business processes, applications, and vendors for privacy assessments.
- Setting up the privacy library content such as authority documents, citations, control objectives, risk statements, and policies.
- Managing privacy impact assessments.
- Managing privacy risk assessments.
- Discovering processing activities that process personal information.
- Managing processing activities to track their risk and compliance posture with continuous monitoring and issue management capabilities.
- Understanding and analyzing the overall privacy posture of your organization with various dashboards and reports.

The Privacy Management application is available on the Privacy Workspace. This workspace displays Home page, the Tasks page, the Issues overview page, and the List view. Every item on and inside these pages and lists are only specific to the Privacy Management application. This means that, for example, if you view citations and authority documents, they are specific to Privacy Management.

The Privacy Management solution is available as an add-on in the Integrated Risk Management (IRM) suite.

Processing activities

A processing activity is a record that processes personal data. Examples of such records can be a business process or a business application of an organization that has personal information. Processing activities enable the privacy management teams to understand how personal information is being processed or used.

To manage the privacy programs, use any business process or business application that is available as inventory or records in the Configuration Management Database (CMDB) to create a processing activity record. Each business process or an application is a separate processing activity. After the privacy teams understand how personal data is being used, they can work with the business owners who own the processing activity and help them to be compliant with the necessary privacy regulations.

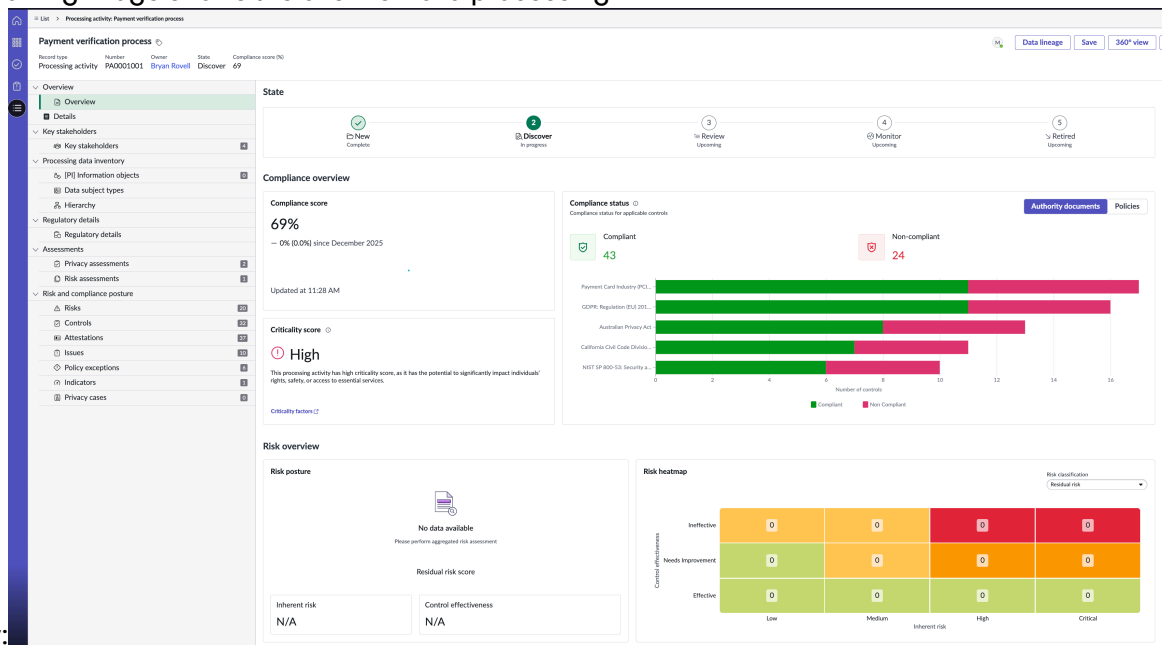
A processing activity stores the following type of information:

- Name and contact information of the data controller and the data processor.
- Regulatory details such as data sensitivity, scale of data processing and so on.
- The purpose for which a processing activity is processing personal data. For example, lawful basis, legal obligations, and so on.
- Categories of data subjects and categories of personal data being processed. Examples of data subjects are customers or employees.
- Recipients with whom personal data is shared. For example, vendors or third parties and internal systems.
- Third parties in other countries and international organizations that receive the personal data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Privacy regulations, policies, risks, controls, and issues related to each processing activity.
- Key stakeholders of the processing activity such as the entity owners and others who are involved in the processing activity.

The following image shows the overview of a processing activity:



Note:
The policies and controls that appear on the **Overview** page of the processing activity are specific to Privacy Management.

Processing activity hierarchy

Each processing activity involves multiple information objects classified as personal information. These objects exchange data with various other entities, making it essential to establish a data lineage or hierarchy that tracks where personal data is shared. This understanding helps mitigate privacy-related risks.

Methods to create data lineage

You can create a data lineage in the following ways:

- From the Hierarchy tab of a processing activity.
- From the Data lineage button on a processing activity. For more information see, Create a data lineage for a processing activity.

Importance of data lineage

To understand why data lineage is important, consider the following example of data management in a Human Resources organization. Any HR organization contains information such as the following.

- Employee records: These include personal details like names, addresses, phone numbers, and email addresses.
- Prospective interview candidate records: Contains candidate names, interview dates, and times.

The entities involved in this example could be:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Internal departments such as Talent acquisition, Recruiters, People Management teams.
- External tools and applications to track time off, benefits, and so on.

When a new candidate registers, their personal information is entered into the HR organization's database. This information is shared with the administrative staff for appointment scheduling. Data lineage helps track the flow and transformation of data through various processes. In this example, the following could be a workflow:

1. Candidate registration:
   - A person registers on the careers portal and submits their resume.
   - The candidate's details such as name, email, phone number are entered into the applicant tracking system (ATS).
2. Scheduling an interview:
   - The Talent Acquisition team selects the candidate for an interview and enters the interview date and time into the calendar application.
   - The calendar application sends an email to the candidate with the interview details.
3. Conducting the interview:
   - The recruiters access the candidate’s profile on the ATS, review the resume, and conduct the interview.
   - Post-interview, they add their feedback to the candidate's ATS profile.
4. Hiring process:
   - The candidate is selected for the position.
   - The candidate details are transferred from the ATS to the HR database, and additional information is collected and updated.
   - The HR database uses other external applications to create the candidate’s employee profile, including time-off records and benefits information.

By establishing a data lineage, the HR organization can track where each piece of personal data originates, how it’s processed, and where it’s shared. Understanding the data flow helps identify potential privacy risks, such as unauthorized access or data breaches at any point where data is shared. By establishing the data lineage in this way, the HR organization can ensure that they’re aware of all points where personal data is exchanged. This understanding helps them implement appropriate safeguards to mitigate privacy-related risks.

Information displayed on the data lineage page

After you establish the relationship of the data flow, the data lineage page displays the following key information on the right side pane.

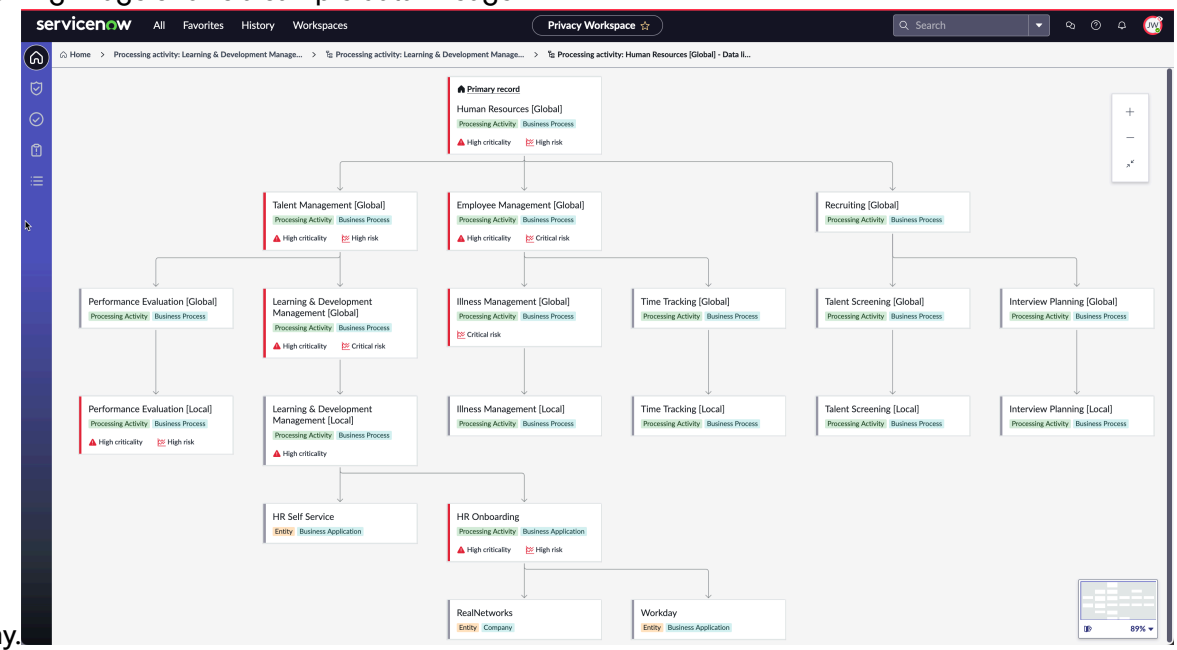
- Description of the processing activity along with its owner and the type.
- Criticality score of the processing activity if the score is High.
- Risk rating of the processing activity if the score is High and Critical.
- Compliance score of the processing activity.
- Number of open issues.
- Number of critical open issues.
- On going assessments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If a selected CMDB record already has a processing activity linked to it, then that information is also displayed during the hierarchy creation. A toggle switch **View roll-up** is provided to view the rollup of personal information objects. If this switch is turned on, then the personal information objects associated with the selected asset and its associated destinations are displayed.

Data lineage example

The following image shows a sample data lineage hierarchy.



Related topics

Create a data lineage for a processing activity

Privacy classic assessments

Privacy assessments are used to collect information from business owners. This information helps the privacy teams to understand how personal information (PI) is being used or stored in a processing activity.

Using the privacy assessment capability, you can configure various types of assessments and send those assessments to the business process or business application owners to collect their responses. Some examples of the assessments that you can configure are as follows:

- Privacy screening initial assessments
- Privacy impact assessments (PIA)
- Privacy readiness assessments

When a privacy assessment is initiated, the business owners respond to the questions in the assessments. Their responses automatically create processing activities in the system. The necessary controls and information objects are then automatically mapped to the processing activities.

The privacy assessment capability provides multiple configurations options such as:

- Configuring various types of questions using a simple user interface.
- Configuring the creation of processing activities using the responses of the assessments.
- Mapping controls to question responses to determine the responses that will automatically map controls to the processing activities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Configuring [PI] Information objects for responses to automatically map the information objects to a processing activity. For more information, refer to Information objects in Privacy Management.
- Mapping question responses to processing activity fields to automatically fill the required data in the processing activity.

Smart assessments in Privacy Management

The new and improved assessment experience in Privacy Management uses the Smart Assessment Engine (SAE) application. The assessment engine enables you to perform privacy screening and privacy impact assessments to collect the necessary information for the privacy teams.

In Privacy Management, assessments play an important role. There are two types of assessments.

- Privacy screening assessment: A privacy screening assessment is a preliminary evaluation used to determine whether a processing activity involves personal data and whether it may pose privacy risks. It's a high-level review conducted to identify whether a more detailed privacy review, such as a privacy impact assessment (PIA), is necessary. For example, when a new business application or process is created, the privacy teams must understand if the application or the business process processes personal data or not. To determine this, the screening assessments are sent to the business application or business process owners. After the assessment is approved by the privacy manager, a processing activity is created.
- Privacy impact assessment: After a screening assessment is performed, based on the responses, a privacy impact assessment may be generated. A Privacy impact assessment is a comprehensive evaluation of how a business application, system, or process affects personal data privacy. It assesses the privacy risks associated with processing activities and identifies measures to mitigate these risks. Each time a privacy impact assessment is performed, the risks are revisited to determine if the risk score changed. This helps the privacy teams remain vigilant and address the risks as required.

To perform these assessments, you can use the Smart Assessment Engine application. This application provides several benefits such as configuration of templates, workflows, guidance for questions, and reviewing of assessment results with actionable insights. For more information about the Smart Assessment Engine application, refer to Exploring Smart Assessment Engine.

Note:
To use Smart Assessment Engine, you must enable the *sn_privacy.enable_smart_assessment* property that is located under system properties.

Benefits of using the new assessment experience

The new assessment experience offers the following benefits.

- Capture all the required information during the assessment eliminating the need for manually adding details to the processing activity.
- Capture the hierarchy or flow of data and specify where the data is coming from and where is the data going.
- Collect the lawful basis of collecting and processing data.
- Create multiple sections for logical grouping of questions
- Migrate assessments from older systems.
- Provide inline guidance for questions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Reassign the assessment to the correct responder.
- Create highly configurable templates.

Types of assessment templates

To perform the screening and the impact assessments, you require assessment templates. While the assessment templates are based on the Smart Assessment Engine, there are some additional configurations provided for the users of Privacy Management. Starting with the Zurich release, two assessment templates, **Privacy Screening Assessment [V4]** and **Privacy Impact Assessment [V4]** are provided to perform smart assessments. **Privacy Screening Assessment [V3]** and **Privacy Impact Assessment [V3]** templates are also available. Some important differences between these templates and the additional configurations are explained as follows.

Privacy screening assessment

Starting with the Zurich release, a new template for Privacy screening assessment (Privacy Screening Assessment [V4]) is available.

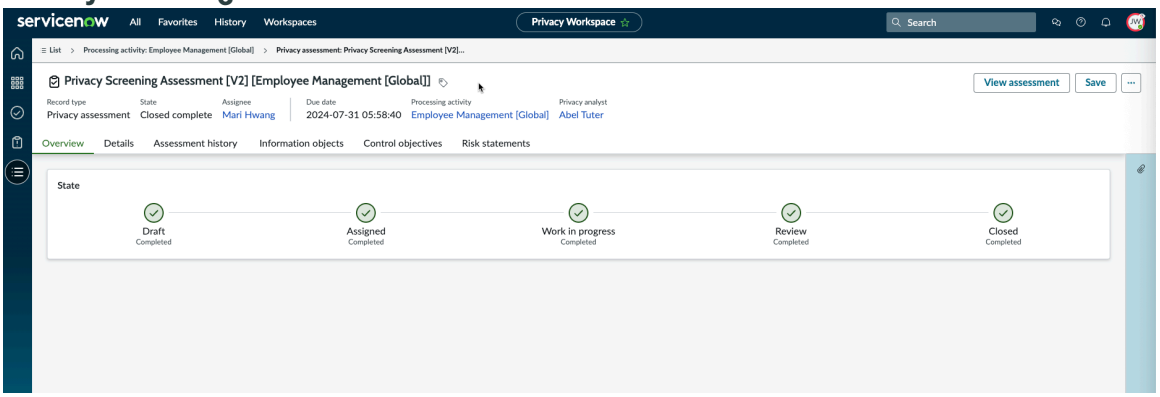
For a screening assessment template, there are three sections:

- **General**: In this section, you specify the assessment template category as **Privacy category** and also specify the assessment targets. For a screening assessment, the assessment targets are entities and privacy tasks.
- **Questions**: This section contains questions for the assessment responders. This section also contains data elements which are single units of information that represent a specific attribute or characteristic about a data subject or entity. Examples of data elements are name, email address, date of birth, and so on. In this section, you'll also find a section titled **Criticality factors** and these questions are used to calculate the criticality score.
- **Automations**: In this section, you can define the rules that allow the automatic creation of processing activities based on the responses to questions. This section uses Workflow Studio. These automations are mapped to their relevant questions. Automation streamlines various processes, including the application of risk statements and control objectives based on user responses. When users select specific responses during an assessment, the system automatically applies the appropriate risks and controls to the relevant records. For example, consider an organizational policy stating that personal data can only be transferred outside the EU with explicit consent. During an assessment, if a user indicates that data is being transferred outside the EU, the system will automatically apply the Data Transfer risk to the processing activity: Assign Explicit Consent as a control to mitigate the identified risk. This automation ensures consistency, saves time, and reduces the likelihood of human error in managing risks and controls.

For detailed information on how to configure a screening assessment template, see Configure smart assessment templates for screening assessments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Privacy screening assessment

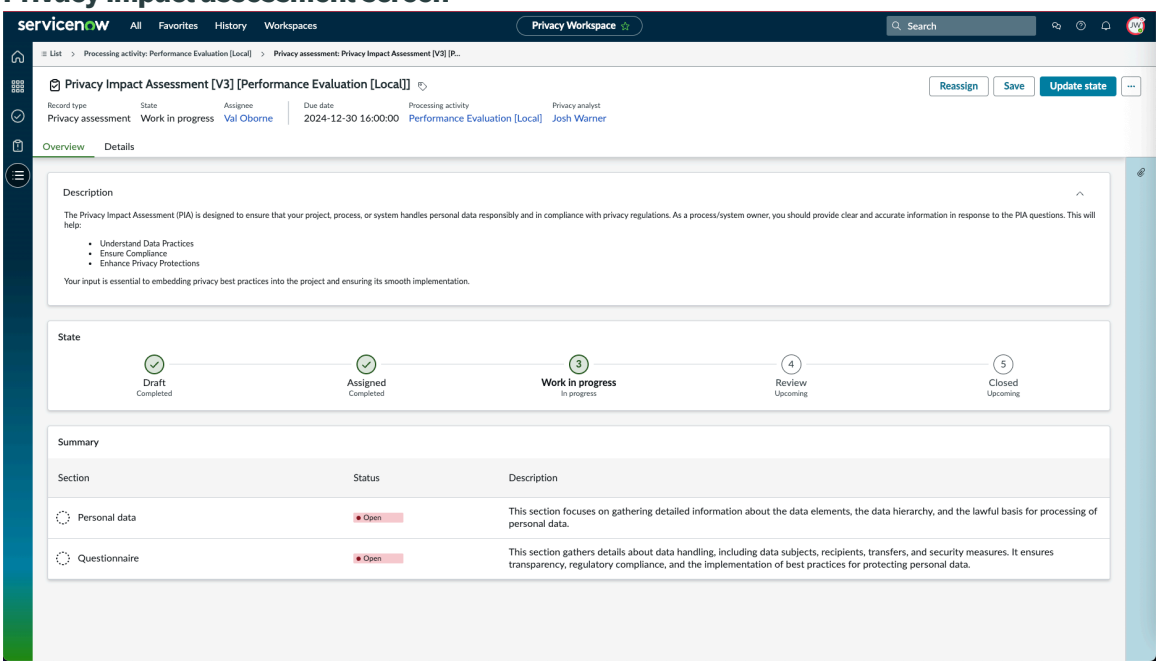


Privacy impact assessment

Starting with the Xanadu release, a new template for Privacy impact assessment (Privacy Impact Assessment [V4]) is available.

For a privacy impact assessment template, like the screening assessment template, you have the **Overview** and **Details** sections, and while by default, the **Automations** section is present, it does not contain any predefined automations. You can add automations if you require them. For an impact assessment template, apart from the questionnaire, you can add the personal data elements. For detailed information on how to configure an impact assessment template, see Configure smart assessment templates for impact assessments.

Privacy impact assessment screen



Note:
Only published templates are available for assessments.

Review of an assessment

When privacy analysts receive an assessment, they review the assessment. During the review, they can either request for a revision of the assessment or directly approve it. During the **Review** state, the privacy managers can view the following items:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **Information objects**: The information objects tab displays the information objects identified as part of the screening assessment.
- **Hierarchy**: The hierarchy of where data comes from and where it goes.
- **Outcomes**: The outcomes tab displays the risk statement and the control objectives associated with the assessment.

Related topics

Add instructions and questions to an assessment template

Risk assessments in Privacy Management

You can perform risk assessments on your processing activities to determine their risk scores and find out the privacy risk posture of your organization.

To understand the risk posture, the following assessments are performed.

Criticality assessments

A criticality assessment uses risk assessment to determine the initial risk level of a processing activity. Using the resulting criticality score, the privacy team can prioritize or deprioritize the activity accordingly. An example of a criticality factor could be that the assessment questions help identify whether personal data is being processed in a way that influences key decisions or enables impactful autonomous decision making.

Criticality assessments can be performed using one of the following two methods.

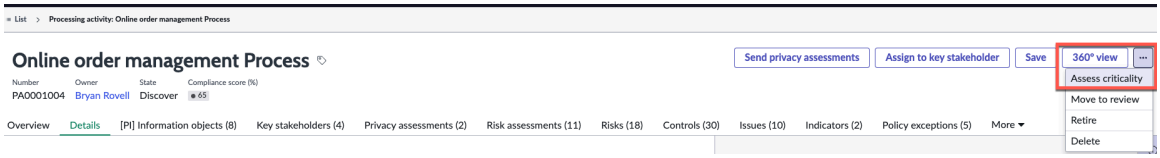
Manual criticality assessment

Using the manual method, as a privacy manager initiates the criticality assessment from a processing activity. If you're already working on a processing activity and want to assess its criticality, you can manually trigger this assessment using the **Assess criticality** action in the user interface. When you trigger the criticality assessment, the system automatically calculates the criticality score based on the information already available in the fields of the processing activity form. On the Regulatory details tab of a processing activity, you can provide the risk-related details. After entering this information, triggering the criticality assessment uses these values to calculate the risk score. The system can calculate the criticality score multiple times if triggered manually. Each time, it uses the most recent data entered in the processing activity fields and regulatory details.

Automated criticality assessment

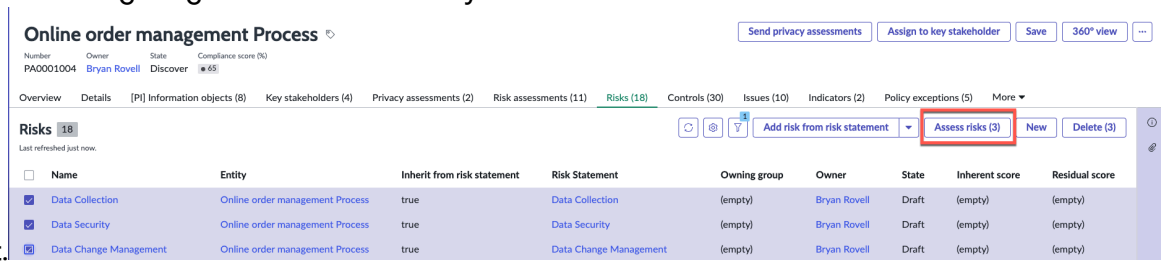
Using the automated method, the privacy manager uses the **Automated criticality factors** risk assessment methodology (RAM) that is provided by default to calculate the criticality score of a processing activity. The privacy managers must publish this RAM before it can be used. By default, the RAM is provided in the **Draft** state. When a user performs a screening assessment, they are prompted to respond to several questions, including those related to criticality and risk assessment. If the user provides answers to these criticality-related questions during the screening assessment, the system automatically calculates the criticality risk score. The calculated score is then displayed on the Overview page when the user proceeds to the processing activity. Because only two RAMs are supported at a time, they must deactivate any other existing criticality factors RAM. It is crucial to note that when an existing criticality factors RAM is deactivated, all the in-progress risk assessments associated with that RAM get canceled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Privacy risk assessments

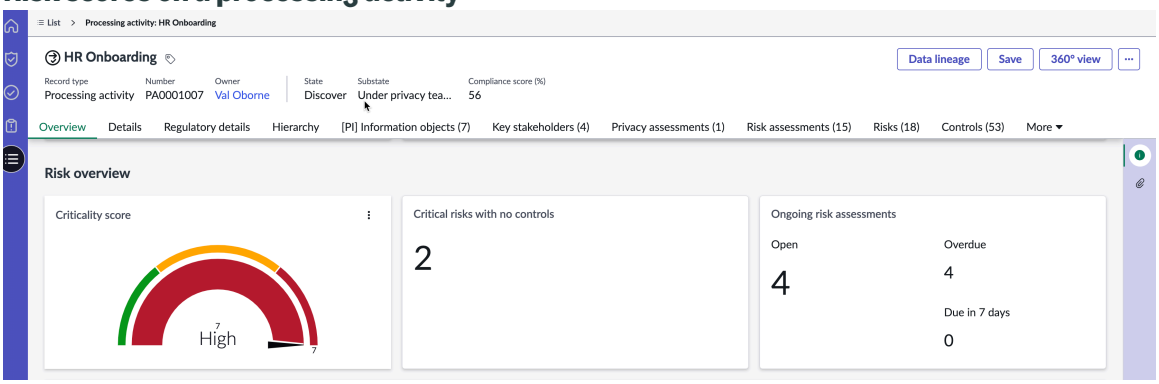
Privacy risk assessments are detailed assessments that are conducted if the criticality score is high. Assess each risk that is associated with the processing activity and know the aggregated risk score on the processing activity. After you assess the privacy risks, you can view the privacy risk posture on the risk heatmap in the overview section. The heatmaps provide detailed information about your inherent and residual risks. See the following image to understand how you can initiate the detailed risk assessment.



Risk heatmap scores

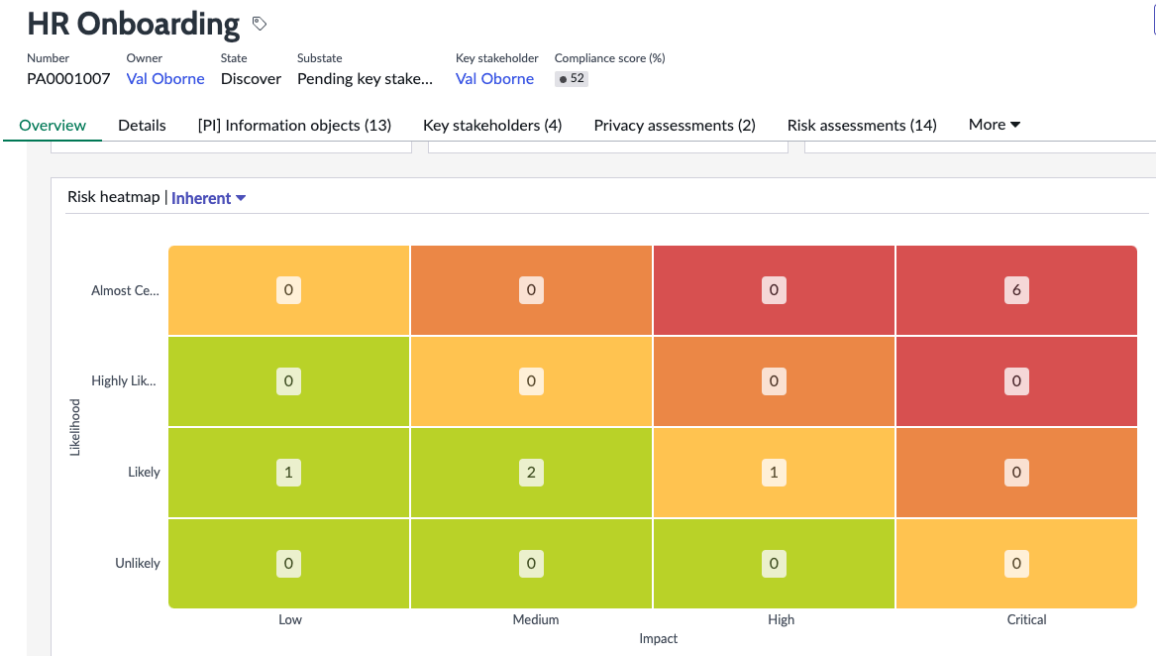
The risk assessments results and the risk heatmaps appear on the processing activity home page as shown in the following image.

Risk scores on a processing activity



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk heatmap on the processing activity



To understand the details about how to perform the risk assessments, see Privacy assessment configurations.

Risk Assessment Methodology (RAM)

Risk Assessment Methodology (RAM) provides a systematic and repeatable approach to identifying, evaluating, and mitigating privacy risks associated with data processing activities.

RAM is central to establishing accountability in data handling practices and supports regulatory compliance by embedding risk management into daily operations. It helps privacy and compliance teams to assess data processing risks, identify exposure across systems, and implement timely strategies to reduce those risks. As organizations operate in an increasingly complex regulatory environment, the methodology confirms that risks are evaluated consistently and documented transparently.

For information about configuring your own RAMs, see Create a Risk Assessment Methodology.

Base Risk Assessment Methodologies

The Privacy Management application provides the following RAMs in the Draft state:

- Automated criticality factors
- Criticality assessment
- Privacy Risk Assessment

Note:
Starting with the Xanadu release, you can publish up to three Risk Assessment Methodologies.

Privacy assessment configurations

To perform a processing activity criticality and privacy risk assessment, two risk assessment methodologies (RAMs) are provided by default.

The RAM is a configuration or a record in the risk assessment engine. It is a part of the Advanced Risk application. The RAM is used for assessing either the risks or objects in your organization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A configured RAM is an object with associated assessment types that have associated factors. This allows an organization to have different methodologies for assessing risk. To understand more about the factors or questions used in the assessments, refer to Factors in Advanced Risk Assessment.

The privacy-specific RAM records have the **Domain** field set to **Privacy**. As a privacy administrator, you can make a copy of the default RAMs and modify them. To understand more about RAM configurations, refer to Configure a risk assessment methodology. To understand how you can make a copy of a RAM, refer to and Copy a risk assessment methodology.

Note:
Because only two RAMs are permitted for use at a time, you must retire the old criticality RAM and publish the new RAM to utilize the criticality automation.

It is important to consider the following points when performing risk assessments.

- In the **Privacy** domain, you can only modify a RAM. Creation of a RAM is not permitted.
- Only two active RAMs are allowed. If you must copy or modify more than two RAMs, you must retire one.
- The RAM can be configured and its order can be modified according to your requirements.
- Users with the following roles can perform the privacy-related criticality and detailed privacy risk assessments.
  - Privacy business user (sn_privacy.business_user)
  - Privacy analyst who owns the processing activity
  - Privacy assessment responder (sn_privacy.assessment_responder)
  - Privacy manager (sn_privacy.manager)

Information objects in Privacy Management

The purpose of an information object is to logically describe the type of data that is exchanged between an application and a database.

To determine which information objects process personal data, you can classify the information objects as **Personal information**. For more details on how to classify an information object, see Classify information objects as personal information.

After the information objects are created, they are mapped to business applications or business processes. This activity helps the privacy management teams to discover the information objects processing personal data. Some examples of [PI] Information objects in Privacy Management are:

- Email addresses
- Bank account numbers
- Educational details
- Personal email address

Creation of information object categories

Information object categories provide a systematic way to classify information objects, making it easier to align with regulatory requirements. For instance, regulators often group attributes like iris scans and fingerprints under the category of biometric data. Similarly, email addresses and phone numbers are commonly categorized as contact information. While regulators focus on these broad classifications, business users typically refer to the individual data elements

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

rather than the overarching category. In such scenarios, information object categories serve as a framework to organize and classify these data elements into their respective broader categories.

Also, if the regulators identify a new data element for a certain category, then the privacy administrator simply needs to add the data element to the data category and all the assessments are refreshed. This ability helps save time and you do not have to manually add the new information objects to the assessments. For information on how to configure information object categories, see Configure information object categories.

You can create information objects manually. See Create an information object.

Privacy Workspace for the privacy manager

The Privacy management dashboard provides a centralized interface for monitoring and managing privacy-related data processing activities within the organization.

The visual dashboard provides insights into ongoing processing activities. Privacy managers and compliance officers can identify potential compliance risks. Data privacy initiatives can be managed more effectively.

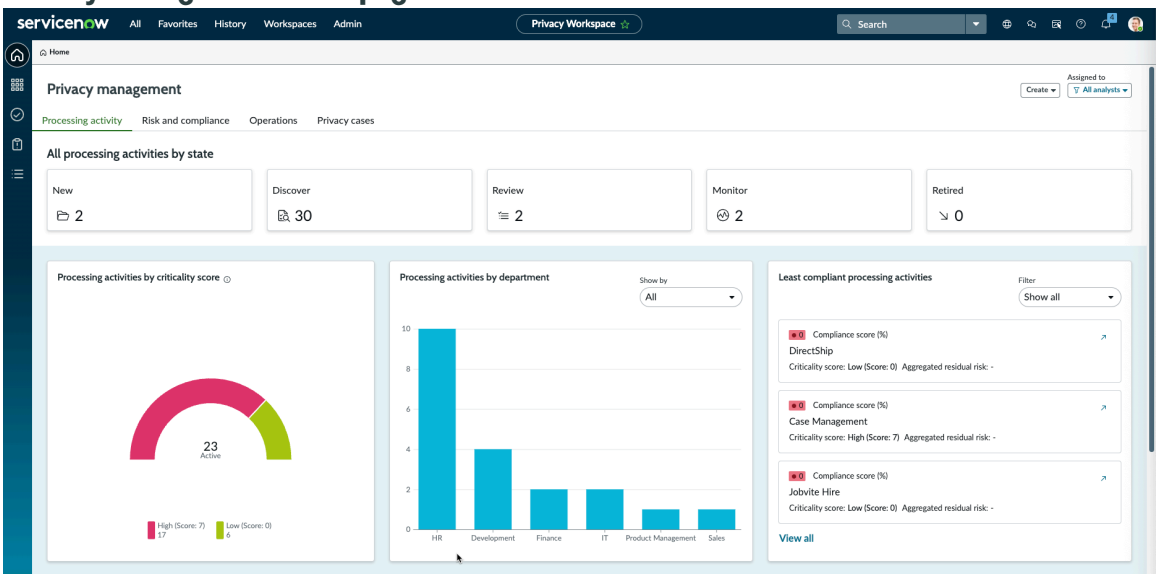
The privacy manager develops and maintains company policies and regulations. A privacy manager has the sn_privacy.manager role. Privacy managers do the following:

- Manage and monitor the overall organization-level privacy risk and compliance posture. The risk and compliance posture represents the overall status of an organization's risk and compliance. It spans across business processes, business applications, and related areas. Assessment is based on risk scores and the compliance status of controls. Evaluation includes both compliant and non-compliant controls across various regulations.
- Develop and implement privacy regulations, authority documents, policies, and privacy risk statements.
- Review privacy regulatory requirements and policies.
- Design and monitor risks and controls to deal with breaches of privacy regulations and internal policies.
- Plan privacy programs and scope entities.
- Create privacy impact assessment templates.
- Perform privacy risk assessments to understand the criticality of the processing activities.
- Continuously monitor control effectiveness and suggest effective improvements.
- Supervise the privacy compliance team.
- Report the compliance posture to management and the board of directors.

The following image shows the home page for the privacy manager.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Privacy management home page



Processing activity tab

The Processing activity tab on the Privacy management dashboard provides a comprehensive and real-time overview of all data processing activities across the organization.

The Processing activity tab on the Privacy management dashboard supports privacy teams, compliance officers, and data protection professionals. This dashboard consolidates key metrics and visualizations to track the status, criticality, compliance levels, and categorization of processing activities.

By offering intuitive insights through charts, graphs, and filters, the dashboard enables proactive management of data privacy obligations and facilitates informed decision-making in line with regulatory requirements. You can use filters and drop-down lists in the widgets to customize the views based on your preferences.

This dashboard displays the following widgets.

Processing activities by state

This section displays a summary of processing activities categorized by their current workflow states: New, Discover, Review, Monitor, and Retire. Each state block provides a quick overview of volume and enables direct navigation to filtered activity lists.

Processing activities by criticality score

The gauge chart displays the total number of active processing activities segmented by criticality score: High and Low. This chart enables stakeholders to prioritize efforts based on regulatory risk classification levels.

If any criticality factor under Regulatory details is marked Yes and criticality is assessed, the processing activity's criticality score is set to High. If all factors are answered as No, then the score is Low. The score is determined using the Automated criticality factors RAM and can be configured according to requirements.

Processing activities by department

The bar chart displays a breakdown of processing activities across different departments. It enables departmental accountability and visibility into privacy management's distribution. You can also filter by the criticality score to view the criticality score of processing activities across different departments.

Least compliant processing activities

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This widget highlights activities with the lowest compliance scores in a list view. Each entry shows criticality score and aggregated residual risk. With the filter, the analysts can focus on processing activities having low compliance and high criticality score or low compliance and high aggregated residual risk.

Processing activities by data subject type

The bar chart illustrates activities grouped by data subject types such as Employees, Candidates, Customers, Internal Staff, Job Applicants, and so on. It helps in assessing which categories of data subjects are most involved in processing activities and take appropriate measures to safeguard the data of these data subjects. You can apply a filter to focus specifically on vulnerable data subjects.

Processing activities by information object category

The bar chart presents classification based on the types of data processed. The categorization supports the identification of data types most involved in processing. It also enables filtering by sensitive Information Object (IO category), helping the privacy team identify data types and implement appropriate measures to safeguard the data.

Processing activities by type

The pie chart depicts the underlying record (entity type) based on which the processing activity is created. This categorization helps in determining the scope of privacy initiatives across business functions and technology platforms.

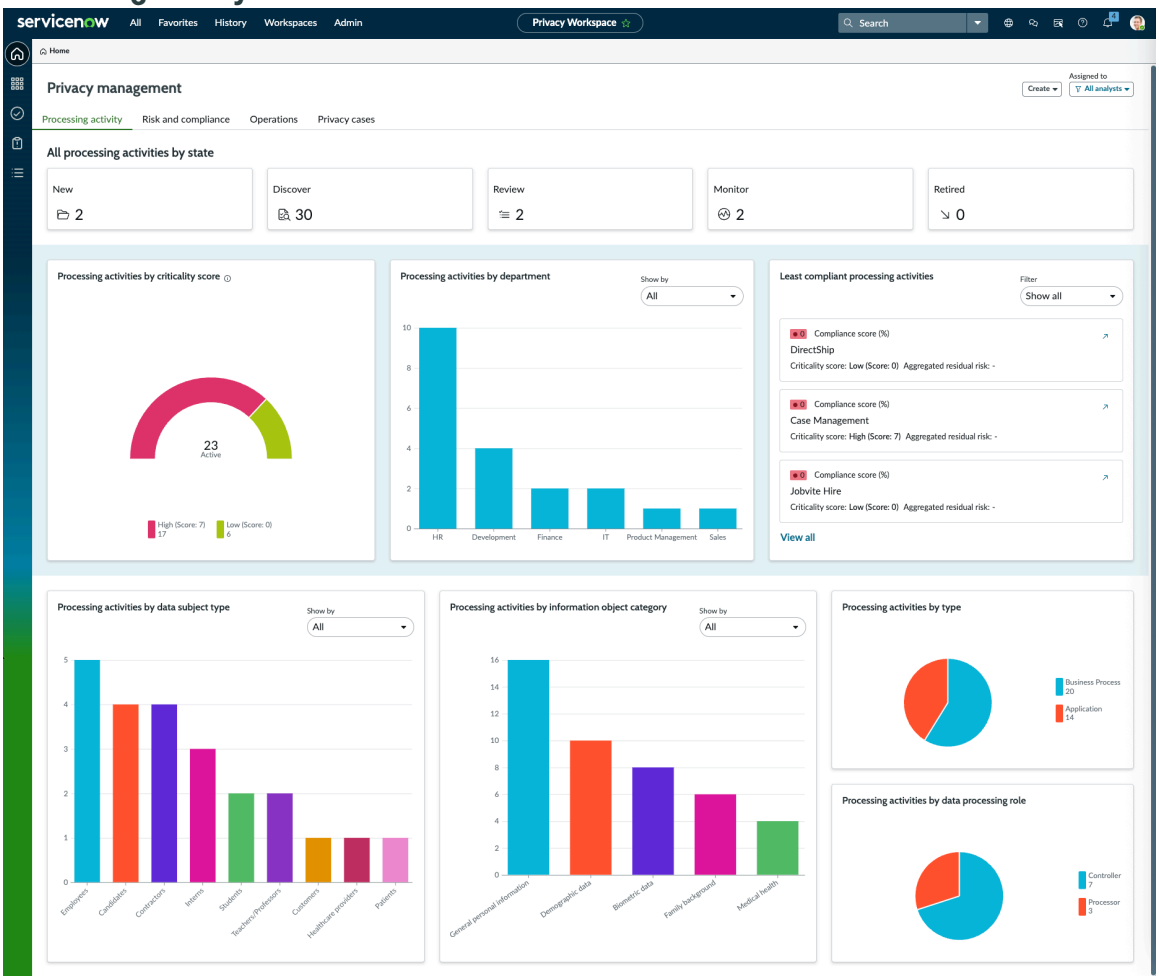
Processing activities by data processing role

The pie chart shows the roles undertaken in data processing like Controller and Processor. Clarity about the role played in processing activities is vital for assigning responsibilities and meeting legal requirements.

The following image shows the Processing activity dashboard.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Processing activity tab



Risk and compliance tab

The Risk and compliance tab on the privacy management dashboard provides a centralized view of privacy-related risk exposure and regulatory compliance performance.

The Risk and compliance tab on the privacy management dashboard enables organizations to monitor the risk and compliance postures of the privacy program within the organization. It helps evaluate how effective current privacy controls are in mitigating identified risks and supporting compliance.

Using this dashboard, teams can track adherence to major regulatory frameworks, including NIST SP 800-53 and the EU GDPR. The dashboard presents data through intuitive visualizations such as heatmaps, compliance scores, and summaries of control objectives that need attention. These visuals provide immediate insights into risk exposure and compliance gaps across the organization. Privacy teams can identify high-risk areas and assign priority to remediation tasks based on real-time data.

The dashboard also assists in confirming continuous regulatory alignment as requirements evolve, or new risks emerge. By consolidating risk and compliance insights into one view, it supports faster decision-making and improved accountability across privacy functions.

The visualization and data-driven layout support informed decision-making for privacy teams, confirming adherence to industry standards and legal obligations. This dashboard displays the following widgets.

Risk overview

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This donut chart displays the distribution of processing activities across different aggregated risk levels. By default, the distribution is based on the aggregated residual risk scores. However, you can apply a filter to view the distribution based on aggregated inherent risk classification instead. Each activity is color-coded by its associated risk level.

The Risk heatmap widget displays the visualization of all identified risks within each processing activity. By default, residual risk filter is applied, but you can filter it based on inherent risk level. The heatmap is segmented, and the segmentation changes based on the filter. The activities fall under the respective combination of risk and control effectiveness, or impact and likelihood. The combination is based on the selected risk classification filter.

Compliance overview

This section summarizes compliance posture across different regulatory frameworks like NIST SP 800-53 and GDPR. It also provides a consolidated view. You can filter compliance information with specific Authority documents. Filtering the data by Policies shows compliance posture across privacy policies; for example, Employee Data Privacy Policy, Customer Data Privacy Policy, or third-party Privacy Policy. Select the appropriate authority document or policy in the drop-down filter to view compliance score.

Use the `sn_privacy.highlighted_policy` and `sn_privacy.highlighted_authority_document` properties to configure the top two policies and authority documents that appear on this widget.

Control objectives needing attention

This section highlights specific control objectives requiring immediate remediation, along with the number of impacted processing activities. Each control objective is hyperlinked for detailed review.

Regulatory change management

The Activity overview widget displays the status of change-related activities triggered by regulatory updates. Each segment is represented using donut charts with status-based color coding.

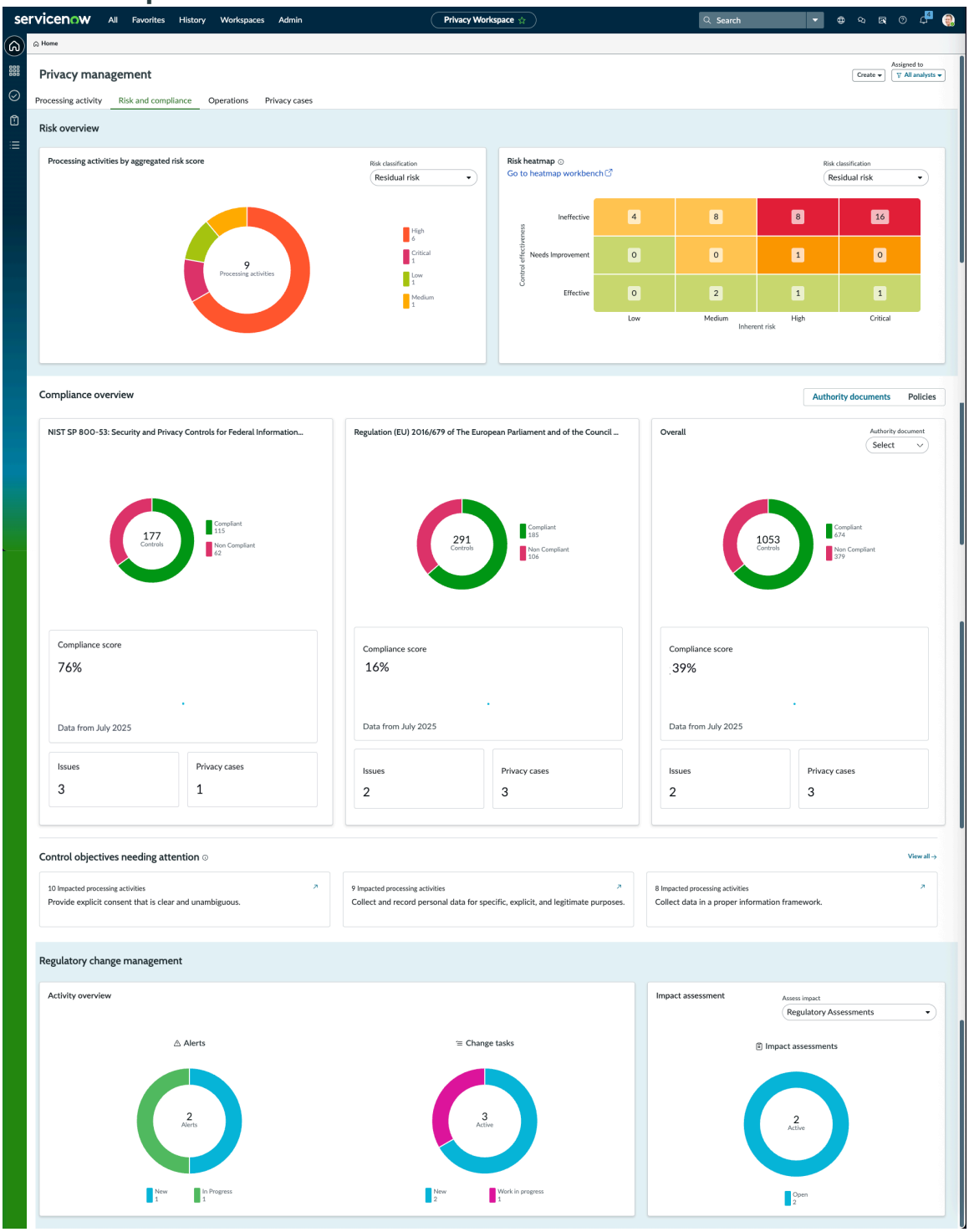
The Impact assessment widget shows ongoing Impact Assessments related to Regulatory Assessments. The drop-down menu enables you to change the assessment category.

> **Note:**
> These widgets are available only when you have the Regulatory Change Management application installed.

The following image shows the Risk and compliance dashboard.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk and compliance dashboard



Operations tab

The Operations tab on the privacy management dashboard offers visibility into operational performance across key privacy compliance processes, supporting proactive management and confirming adherence to regulatory and internal risk standards.

The Operations tab on the privacy management dashboard provides a centralized and real-time overview of key privacy-related operational metrics. This dashboard is designed to help analysts, privacy officers, and compliance personnel. It supports monitoring the progress and status of various privacy assurance activities. These activities include risk assessments, privacy assessments, issues, policy exceptions, and control assurance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Operations dashboard helps monitor the progress and status of operational activities. These activities include risk assessments, privacy impact assessments, issues, policy exceptions, and control assurance. Data is displayed using intuitive pie and donut charts. Charts are categorized by status, priority, and risk rating for clarity. This categorization makes it easier to identify areas that need attention. You can quickly see open, overdue, or upcoming tasks in each category.

This dashboard displays the following widgets.

Risk assessments

A donut chart displays the breakdown of the total number of ongoing risk assessments by states like New or In progress. Additional details like Open, Resolved, Closed, Overdue, or Due in 7 days are also highlighted. You can drill-down into the risk assessments from the chart.

Privacy assessments

A donut chart categorizes assessments based on their current workflow states like Assigned or Work in progress. Additional details like Draft, Open, Overdue, or Due in 7 days are also highlighted. You can filter privacy assessments by the assessment template.

Issues

Issues are categorized in a pie chart by priority levels such as High, Medium, Low, and Critical. Additional details like Open, Overdue, and Due in 7 days are also highlighted. You can drill down into the record details from the chart.

Policy exceptions

Policy exceptions are categorized by risk rating and presented in a pie chart, with labels such as Low, Medium, High, Critical, Open, Overdue, and Due in 7 days. You can drill down into the policy exceptions from the chart.

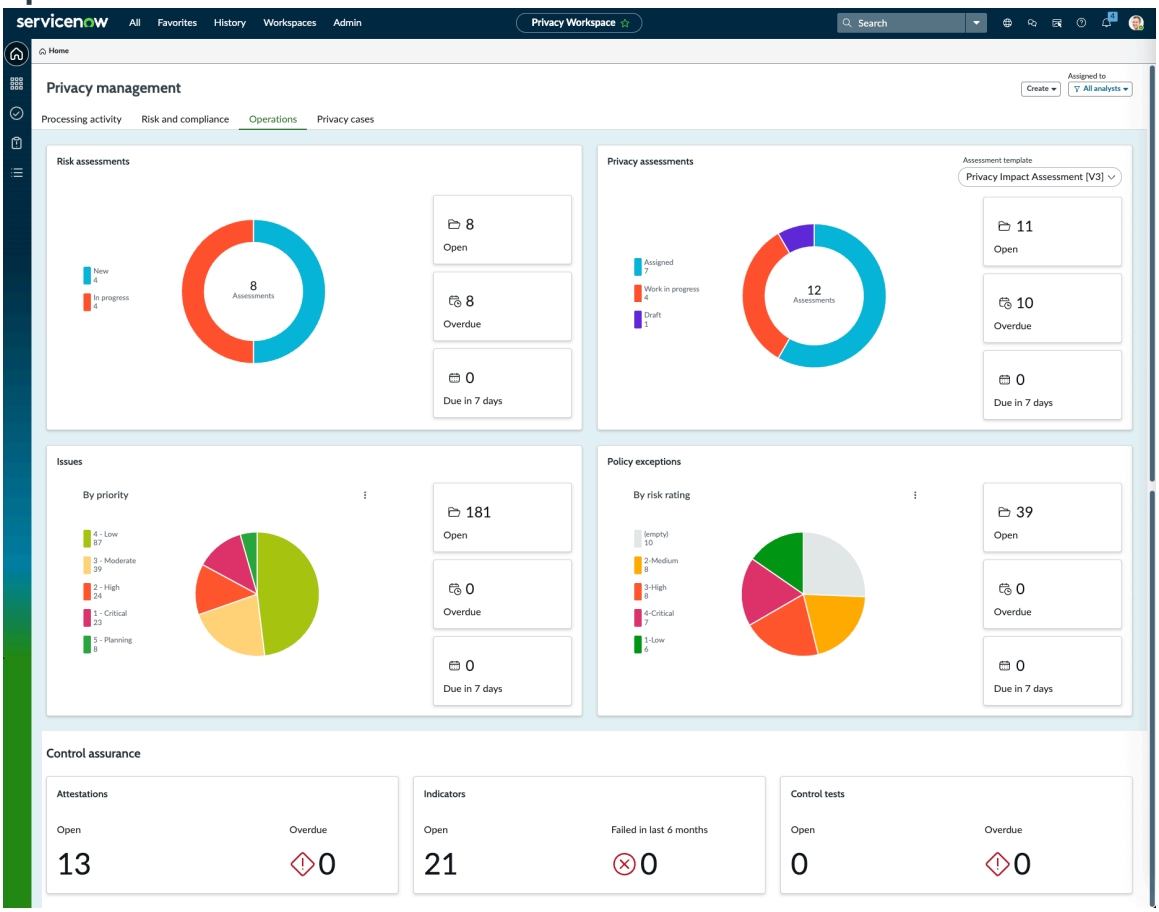
Control assurance

This section provides a summary of the organization's control assurance activities, segmented into Attestations, Indicators, and Control tests.

The following image shows the Operations dashboard.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Operations dashboard



Privacy cases tab

The Privacy cases tab on the privacy management dashboard serves as a centralized interface for monitoring, analyzing, and managing privacy-related incidents and requests within an organization.

The Privacy cases tab on the privacy management dashboard helps organizations achieve and maintain compliance with data protection regulations. It supports adherence to laws such as the General Data Protection Regulation (GDPR). It also includes the California Consumer Privacy Act (CCPA) and other global privacy frameworks.

The dashboard empowers privacy managers, analysts & compliance teams, to manage cases efficiently. It helps quickly identify critical cases needing immediate attention. The dashboard also reveals emerging trends and recurring issues over time. It uses historical data analysis and graphical visualizations for deeper insights. You can evaluate cases using multiple criteria like severity and priority. They can also review the breach status and root cause for each case. This view helps enable effective resource allocation and timely risk mitigation.

By consolidating case data into an intuitive and interactive interface, the Privacy Cases Dashboard enhances operational efficiency. It supports data-driven decision-making. It fosters a proactive, rather than reactive, approach to privacy incident management. It helps to ensure that all privacy-related inquiries, complaints, or breaches are addressed in accordance with internal policies and external regulatory requirements.

This dashboard displays the following widgets.

Needs attention

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This top-level summary section highlights cases that require immediate or near-future attention. It comprises three tiles: Overdue cases, Cases due in 7 days, and Unassigned cases. You can drill-down into the privacy cases from each card.

Case overview

This section offers a high-level graphical breakdown of existing cases based on various parameters like by state, by breach status, by priority. You can drill-down into cases from the chart.

Cases

This section displays cases by subtypes by default. You can filter the cases by impacted business units or by locations.

Cases by primary cause

This section displays a breakdown of cases based on their root or primary cause.

Opened and closed cases in last 12 months

This widget offers historical context by showing trends in opened and closed privacy cases over the past year. This graph helps identify patterns and workload over time.

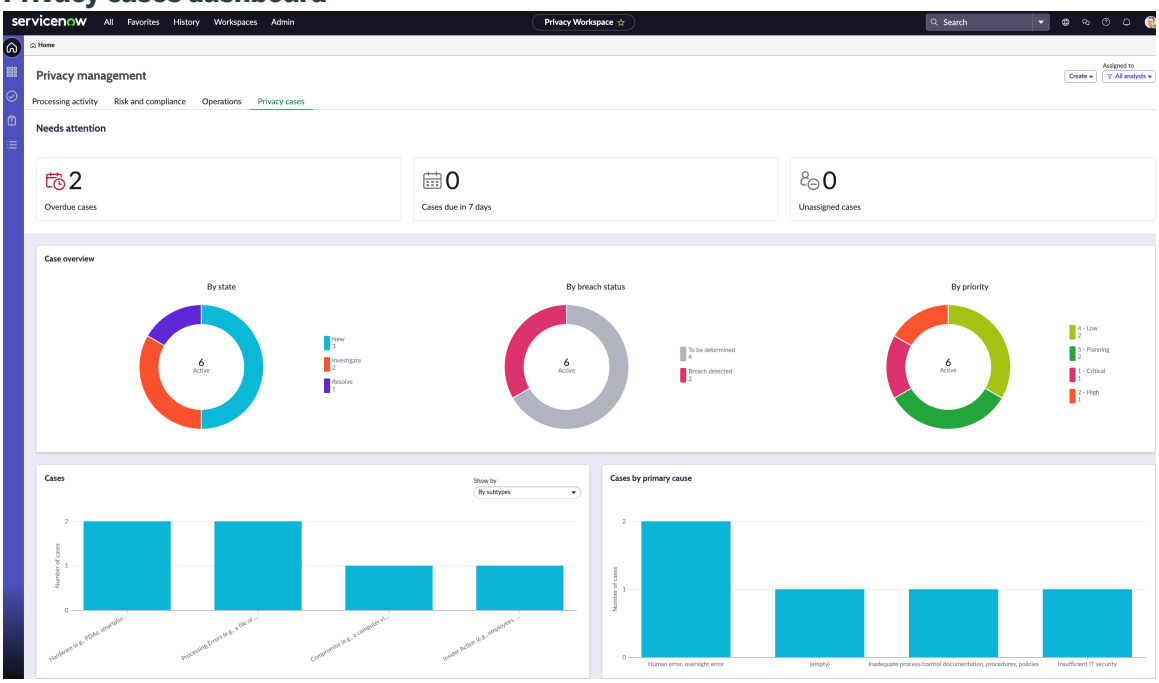
Issues

This widget displays a pie chart summarizing open issues related to privacy cases. The pie chart is categorized by severity levels like Green (low), Yellow (medium), Orange (high), and Red (critical). This section enables teams to monitor the volume and severity of issues, confirming timely follow-up and resolution. You can drill-down into cases from the chart.

You can create a processing activity, privacy case, or an issue using the **Create** button. Additionally, you can filter the privacy cases assigned to all analysts or me.

The following image shows the Privacy cases dashboard.

Privacy cases dashboard



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Privacy Workspace for the privacy analyst

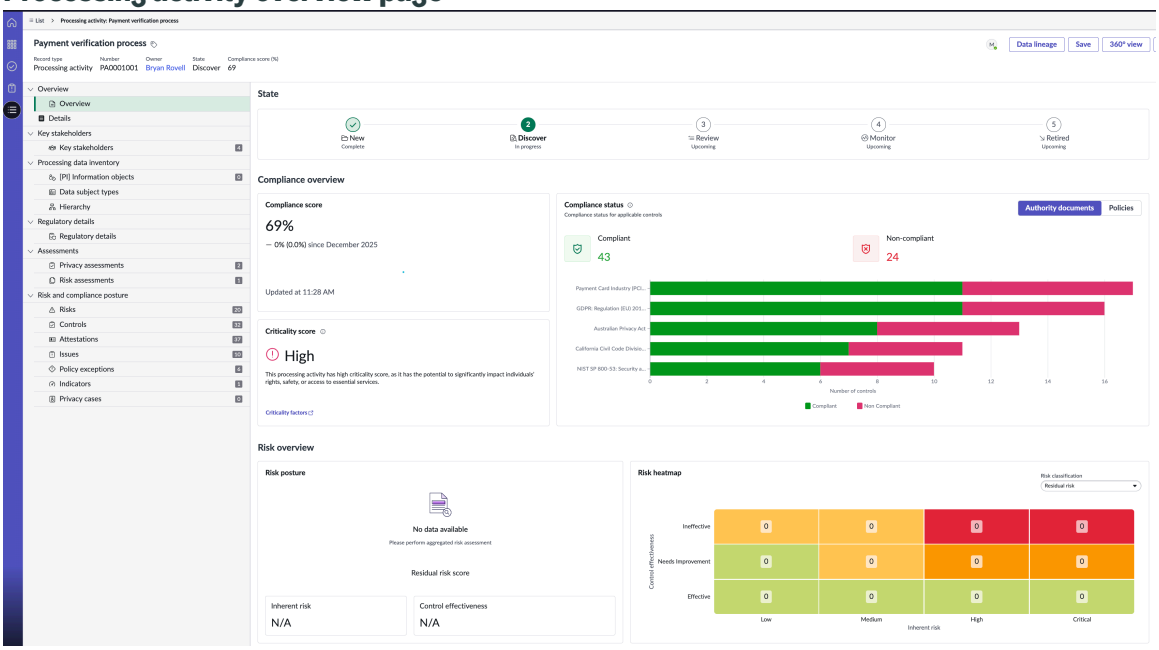
Privacy analysts manage the privacy compliance posture of the processing activity owned by them. Compliance posture refers to the overall compliance status of an organization, business process, or business application, and so on based on the compliant and non-compliant status of controls across various regulations.

A privacy analyst has the sn_privacy.analyst role. The primary tasks for a privacy analyst are as follows.

- Assess the processing activities regularly by sending and reviewing privacy impact assessments.
- Work with the management and business users to identify and manage controls related to a processing activity.
- Manage and resolve the concerns of business users about compliance-related issues and policy exceptions.
- Test and monitor control effectiveness.

The following image shows the processing activity overview page for the privacy analyst.

Processing activity overview page



Privacy Management solution overview

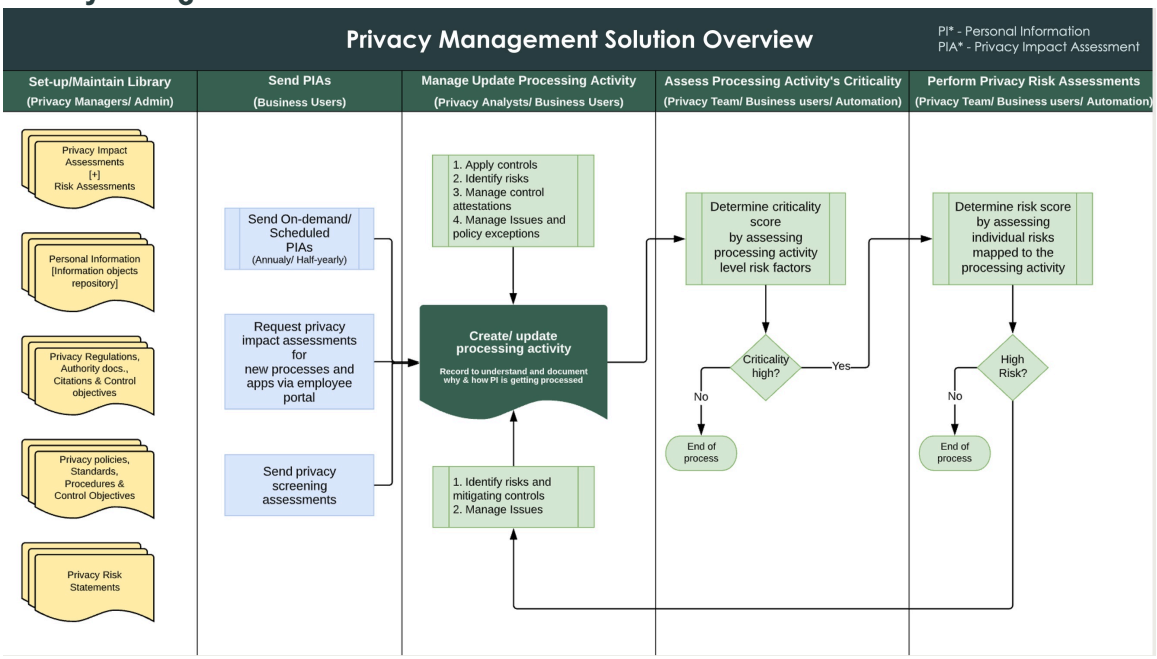
The Privacy Management solution provides you with a framework to manage your privacy-specific libraries such as citations, policies, control objectives, risk statements, privacy impact assessments, and privacy risk assessments. It also provides processing activity records to track privacy risk and compliance posture.

Before planning your privacy program, confirm that you set up the privacy libraries according to the privacy regulations that you plan to implement. For more information on the library setup, refer to Manage the Privacy Management library.

The following figure demonstrates the Privacy Management solution.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Privacy management solution overview



The Privacy Management solution is described as follows.

Create a library

As a privacy manager, with the role sn_privacy.manager, or privacy administrator, with the role sn_privacy.admin, you must set up your libraries using the following.

- Privacy impact assessments
- Personal information objects
- Privacy regulations, authority documents, citations, and control objectives.
- Privacy policies and procedures
- Privacy risk statements

Privacy impact assessments

As part of establishing a robust privacy program, privacy managers must first identify and document the inventory of organizational assets that handle personal data. This foundational step involves discovering and classifying business processes, applications, vendors, and services that process personally identifiable information (PII). The following approaches outline how to discover systematically, validate, and document these inventories using entity types, screening assessments, and system-driven insights.

1. Discover inventory: As a privacy manager, with the role `sn_privacy.manager`, identify, or discover the inventory such as business processes, business applications, vendors, and business services that process personal data. All such inventory is stored in the respective Configuration Management Database (CMDB) tables. The respective business owners manage the inventory. As a privacy manager, use the Entity types feature and create an entity for each inventory record. For more information about entity types, see Exploring the entities. At this stage, based on the discovery method, you can use one of the following approaches to create processing activities.

   a. Search business processes or applications that process personal data: Use this approach when business processes, applications, services, or vendors are associated with information objects. Using the entity type functionality, search for entities that process [PI]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Information objects. Based on the search results, directly create the processing activity records. This approach is used only when the business owners associate the inventory with information objects. For more information, see Entity scoping to plan a privacy program.

b. Send privacy screening assessments: Use this approach when information objects aren't associated with the inventory such as business applications and processes. In this approach, send privacy screening assessments to the respective business owners. These screening assessments contain basic questions. Some examples of the questions are as follows:

- Are you processing personal information as a part of the business process or application that you own?
- What kind of personal information you're processing? For example, email, phone, and address.

If the assessment responses determine that there's personal data, processing activities are created automatically.

2. Business users can proactively submit privacy impact assessments for new applications and processes from the Employee Center.

Manage and update the processing activities

1. Create or update a processing activity: As a privacy analyst, with the role sn_privacy.analyst, send a privacy impact assessment (PIA) to the processing activity or business owners after a processing activity is created. The privacy impact assessment helps to understand why and how the processing activity processes personal information. The assessment collects information such as justification for storing PI data, exchange of PI data with other systems, and the security of PI data.

2. Send or automatically initiate PIA: As a privacy analyst, send a privacy impact assessment (PIA) from a processing activity whenever you must collect more information. Alternatively, you can also automatically initiate the assessments based on the privacy program frequency defined by the privacy manager and the privacy administrator. An auto-initiate schedule can be created using the ServiceNow AI Platform capabilities.

3. Apply risks and controls related to the processing activity: As a privacy analyst, after you understand how personal information is being used in the processing activity, the necessary risk statements, controls, policies, and authority documents are automatically applied to the processing activities based on the assessment responses. For more information on how to configure assessments, see Create an assessment template. After the controls are added, the privacy analyst can review the controls and add or remove the controls as necessary.

4. Send control attestations: After the final set of controls is associated with the processing activity, the control attestations are sent to the business process owners or the application owners to collect the evidence for every control that is applied. When the business owners respond to control attestations with evidence for each control, compliant and non-compliant controls are identified. This identification determines the compliance posture of the processing activity.

5. Report and monitor issues: Issues are created automatically for non-compliant controls and are assigned to their respective business owners. The privacy analyst monitors the issues.

6. Manage issues: To manage issues, business owners can do one of the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Resolve the issue: Resolving the issue makes the control compliant.
- Raise a policy exception: An exception is raised for an issue that can't be resolved immediately. Privacy analysts can review the policy exceptions and can either accept or reject the exceptions based on the criticality of the issue.

7. Continuous control monitoring: Privacy analysts continuously monitor the controls on a processing activity using the indicator functionality. For more information about indicators, see Risk indicators, control indicators, and indicator templates.

Assess the criticality of processing activities

The criticality score provides the risk posture at the processing activity-level by assessing the factors at processing activity-level. When a processing activity is created or updated, a criticality assessment is performed on the processing activity to understand the high-level risk score or the criticality score.

Perform privacy risk assessments

Privacy risk assessments are detailed assessments that are conducted if the criticality score is high. Assess each risk that is associated with the processing activity and know the aggregated risk score on the processing activity. After you assess the privacy risks, you can view the privacy risk posture on the risk heatmap in the overview section. The heatmaps provide detailed information about your inherent and residual risks.

Data subject types

Data subjects are individuals whose personal data is collected, used, and processed by an organization. Data subject classification enables organizations to define and manage distinct groups, enabling a granular and context-specific representation of data processing activities.

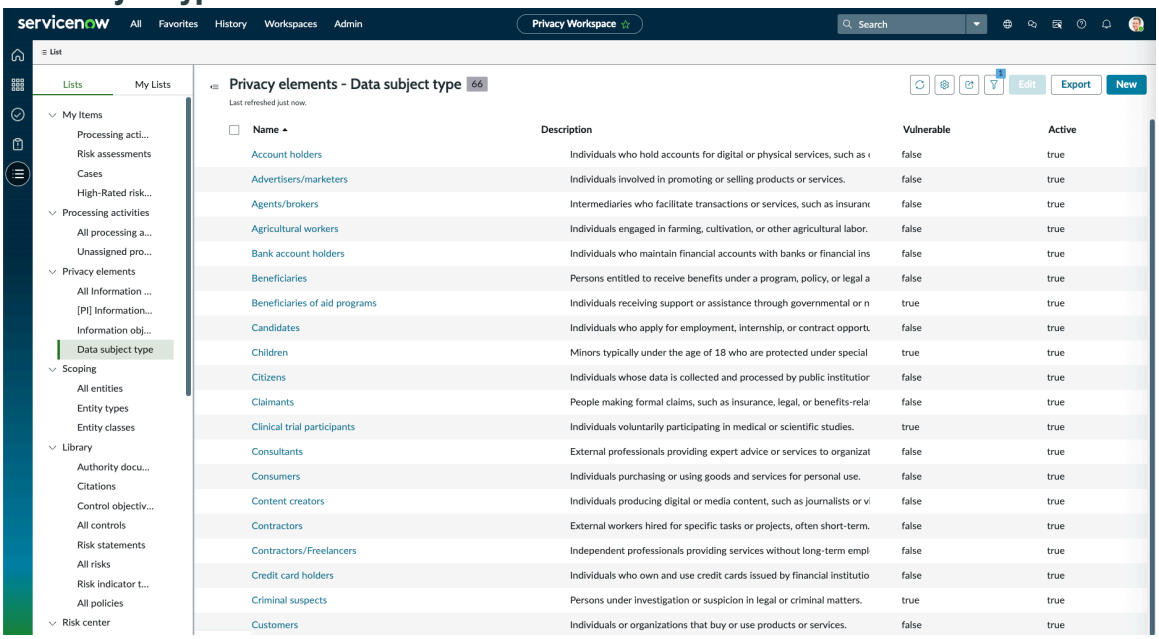
Data subjects are a newly introduced dynamic table designed to support the structured definition and classification of multiple data subject groups. It enables you to create and manage distinct data subject groups based on relevant organizational, operational, or regulatory criteria. Each group can be associated with specific geographical locations to reflect regional data handling requirements and obligations.

For each data subject type, you can now record their location, the volume of data subjects involved, and the associated information objects being collected. Collected data elements for each group can also be specified to provide clear visibility into the types of data being processed. This approach facilitates a more realistic and detailed representation of data processing activities within the organization. It also supports scalability and adaptability as data processing operations evolve or expand over time.

The Privacy Management application provides 64 data subject types by default. Any user with at least the privacy manager role can see the data subject types.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data subject types



Benefits of using data subject types

- Improved transparency: Facilitates a better understanding of data processed within the processing activities whose data is collected or processed.
- Enhanced risk management: Supports the identification of high-risk (vulnerable) data subject types such as children, patients, and so on by enabling configuration of vulnerable groups.
- Operational efficiency: Enables standardized classification and reuse of data subject groups across multiple privacy workflows.

Configuring Privacy Management

Follow the order of the tasks given here to configure Privacy Management. These tasks will help you manage your privacy program effectively.

Download Privacy Management

Before you run GRC: Privacy Management (sn_privacy) in your instance, you must download it from the ServiceNow Store.

Before you begin

Role required: admin

Procedure

Follow the instructions for Download a GRC application from the ServiceNow Store for the first time.

Manage the Privacy Management library

The Privacy Management library consists of authority documents, citations, control objectives, policies, and [PI] Information objects that help to manage the privacy content.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Authority documents

Authority documents are the principles, guidelines, regulations, standards, and frameworks that organizations must comply with. Some examples of authority documents are:

- Statutes (Bills or Acts)
- Regulations
- Audit Guidelines

Organizations can either create the authority documents, citations, and control objectives or they can download and import them from a third-party provider such as the Network Frontiers Unified Compliance Framework (UCF).

Citations

Citations are records with the specific requirements cited by an authority document. A citation relates authority documents to its applicable controls. Each citation has control objectives.

Policies

Policies include control objectives. Policies can also be associated to authority documents. Policies are published and regularly updated with incremented versions. For more information on policies, refer to Policy and Compliance Management.

Risk statements

Using risk statements you can create a central risk register to manage potential privacy risks that may occur any time and any where in an organization.

Privacy assessments

Privacy assessments are used to collect information from business owners. This information helps the privacy teams to understand how personal information (PI) is being used or stored in a processing activity.

Risk assessments

The risk assessments capability enables you to determine the organizational privacy risk posture using criticality and privacy risk assessments.

PI Information objects

[PI] Information objects refer to information objects that are of type **Personal information**. To understand the benefit of using information objects in the Privacy Management solution, refer to Information objects in Privacy Management. Maintaining a library of [PI] Information objects and associating them with the processing activities helps the privacy teams to understand what personal information (PI) is being processed by the processing activity.

Only the information objects that are tagged with the **Personal information** tag are available to be added to a processing activity. For more information on how to tag information objects see, Classify information objects as personal information.

Create an information object

Create information objects manually to associate the right data subject types with business processes or applications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_privacy.admin

Procedure
1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. In the Privacy Workspace, select the List icon ( ).
3. Navigate to **Privacy elements** > **AllInformation objects**.
4. Select **New**.
5. On the form, fill in the fields.

Create New Information Object form

Field	Description
Name	Name of the information object category. For example, `Financial data`.
Owned by	User who owns the information object.
Data Classification	Data classification of the information object.
Business Unit	Business unit that uses this information object.
Department	Department that uses this information object.
Description	Description of the types of information objects the category contains.

6. Select **Save**.
   The information object is created.

Result
Once the information object is created, you can see the Processing activities and Information object categories related lists.

Configure information object categories

Configure information object categories to classify information objects effectively. For example, attributes like iris scans and fingerprints are often referred to as biometric data, or email addresses and phone numbers can be grouped as contact information. Information object categories enable you to categorize these information objects under these broader classifications.

Before you begin
Role required: sn_privacy.admin

Procedure
1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **List** > **Lists** > **Privacy elements** > **Information object category**.
2. Select **New**.
3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Information object category

Field	Description
Name	Name of the information object category. For example, `Financial data`.
Description	Description of the types of information objects the category contains.
Active	Option to indicate if the category is active.
Sensitive category	Option to indicate if the data is sensitive in nature.
Functional domain	Domain of the category. This field is automatically set to **Privacy**.

4. Select **Save**.
   A new tab **Information objects** appears.
5. Select the Information objects related list.
6. Add the information objects that belong to the category.
7. Select **Save**.

Classify information objects as personal information

Categorize information objects as personal information. Only information objects classified as personal information can be associated with the processing activities.

Before you begin
Role required: sn_privacy.manager

About this task
Information objects that are classified as personal information can be used in the privacy assessments and processing activities.
Even if you create a new information object from the **[PI] Information objects** list view, you must classify the data as personal information. Do not assume that because you are creating an information object in the [PI] Information objects list, the information object is automatically classified.

Procedure
1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. In the Privacy Workspace, click the List icon ( ).
3. Navigate to **Privacy elements** > **All Information objects**.
4. Select and open the information object you want to tag.
5. In the **Data Classification** field, select **Personal Information**.
6. Select **Save**.

Result
The information object that you classified as personal information appears in the [PI] Information Objects list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure smart assessment templates for screening assessments

Create a privacy assessment template using the Smart Assessment Engine as a base for sending screening assessments and use it to detect the privacy risks and mitigate those risks.

Before you begin

Role required: sn_privacy.admin

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **Lists** > **Configure privacy management** > **Assessment template configuration**.
2. Select **New**.
3. On the form, fill in the fields.

Create New Assessment template configuration form

Field	Description
Name	Name of the configuration. For example, `Privacy Screening Assessment Configuration`.
Smart assessment template	Smart assessment template for which you're adding the configurations. **Note:** A template can be mapped to only one classification.
Classification	Logical grouping of the template. The choices are as follows. ○ **Initial Assessment** ○ **Privacy Impact Assessment** Select **Initial Assessment**.
Description	Description of the assessment. This description is displayed to the responder during the assessment.
All information object categories	Option to display either all the information object categories or a subset of the information object categories during the assessment. **Note:** This option is applicable if you add the **Data elements** subsection that is not part of the screening assessment.
State model	State model of the assessment. This field is automatically set to **Privacy assessment task model**.
Information object categories	Information object categories to display during the assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: This field only appears when the **All information object categories** option is not selected. This field is applicable if you add the **Data elements** subsection that is not part of the screening assessment.
Active	Option to indicate if the configuration is active.
Functional domain	Domain of the configuration. When accessed from the Privacy Workspace, this field is automatically set.

4. Select **Save**.
   A new tab titled Sections appears that contains the questionnaire that is fetched from the Smart Assessment Engine.

Configure smart assessment templates for impact assessments

Create privacy assessment templates using the Smart Assessment Engine as a base for sending privacy impact assessments and using them to detect the privacy risks and mitigate those risks.

Before you begin

Role required: sn_privacy.admin

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **Lists** > **Configure privacy management** > **Assessment template configuration**.
2. Select **New**.
3. On the form, fill in the fields.

Create New Assessment template configuration form

Field	Description
Name	Name of the configuration. For example, `Privacy Screening Assessment Configuration`.
Smart assessment template	Smart assessment template for which you're adding the configurations. **Note:** A template can be mapped to only one classification.
Classification	Logical grouping of the template. The choices are as follows. ○ **Initial Assessment** ○ **Privacy Impact Assessment**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Select **Privacy Impact Assessment**.
Description	Description of the assessment. This description is displayed to the responder during the assessment.
All information object categories	Option to display either all the information object categories or a subset of the information object categories. **Note:** This option is useful only when you have configured the **Data elements** subsection under the **Personal data section**.
State model	State model of the assessment. This field is automatically set to **Privacy assessment task model**.
Information object categories	Information object categories to display during the assessment. **Note:** This field only appears when the **All information object categories** option is not selected.
Active	Option to indicate if the configuration is active.
Functional domain	Domain of the configuration. When accessed from the Privacy Workspace, this field is automatically set.

4. Select **Save**.
   A new tab titled **Sections** appears that contains the questionnaire that is fetched from the Smart Assessment Engine.
5. Select **Add**.
   a. Select **Personal data**.
   b. Select **Add**.
   The Sections tab now displays two sections: Personal data and Questionnaire. You can modify the label and the description of the personal data section and these will be visible to the responder on the assessment page.
6. Select **Save**.
7. To add subsections to a section, open the section for which you want to add subsections.
   a. Select **Subsections**.
   b. Select **Add**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

c. Select the subsections to add.

d. Select **Add**.
For example, for the Personal data section, you can add Data elements, Data subject types, Hierarchy, and Legal basis. The details in the **Guidance** field of the subsections appear during the assessment to help the responder understand the questions in the assessment.

Create a privacy assessment

Create various types of assessments and send those assessments to the business process or business application owners to collect their responses. The responses help you to understand how personal information (PI) is being used or stored in a processing activity.

Before you begin
Role required: sn_privacy.admin and sn_privacy.manager

About this task
Using the privacy assessment capability, you can create various types of assessments such as privacy screening initial assessments, privacy impact assessments (PIA), and privacy readiness assessments.
The following capabilities are provided to configure the assessments:

- Mapping control objectives to the responses of the question.
- Mapping information objects to the responses of the question.
- Mapping the processing activity fields to the responses of the questions.

While configuring the assessments, consider the following terminology:

- Metric type refers to the assessment template.
- Metric category refers to the section label in the assessment.
- Metric refers to a question.

Procedure

1. Navigate to **All** > **Privacy Management** > **New Assessment Template**.
2. On the form, fill in the fields.

Assessment Metric Type form

Field	Description
Name	Name of the assessment template.
Assessment duration	Length of time allowed for completing the assessment from the time the assessment is generated.
Table	Table that contains the records.
Auto approve privacy assessment tasks	Option to indicate that the privacy assessment tasks must be automatically approved without a review. When this option is selected, after the assessment task is submitted, automatically the assessment task is approved and controls, risks and the information objects are created on the processing activity, and the task is closed.
State	State of the assessment. This field is automatically set to **Draft**.
Roles	Roles that have read access to the template.
Classification	Classification of assessment metric type. The choices are the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **None** ○ **Initial Assessment** ○ **PIA Assessment**
Description	Purpose of the assessment template and the reason for its creation.
Introduction	Guidance text for business users who respond to the assessment.

3. Click **Save and Open Designer**.
   The designer contains the following elements.

Element	Description
Controls	Supported question data types that are available in the Controls palette.
Questions	Library of questions for various categories.
Categories	New assessment opens in the Design view. The questionnaire **Name** field appears above the first category in the canvas. An empty question field appears in the category container.

4. Drag a control on the designer canvas to create a question of that type.

   The canvas contains the following types of questions controls.

Question controls

Data type	Description
Attachment	Questions that enable users to attach one or more files as a response.
Boolean	Questions with the following value types: ○ A check box to select or clear. ○ A Yes or No answer.
Choice	Questions with a list of predefined options.
Date	Date field. Enables you to collect the date information filled in by a respondent.
Date/Time	Date and time field. Enables you to collect the date and time information filled in by a respondent.
Number	Number field with predefined minimum and maximum values. The default range is 1–10.
Percentage	Percentage field with a prescribed range.
Scale	Predefined Likert scale. Answer options appear as radio buttons.
Numeric Scale	Numeric or numerical scale. Requires the respondent to provide the response in terms of numerical values.
String	Single or multi-line text field.
Template	List of templates that provide a predefined scale of options.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data type	Description
Reference	List of fields from a specified reference table.
Image Scale	Image question. Enables you to click images as your answer to a question.
Multiple Selection	Multiple options. You can select multiple options as responses.
Ranking	Question type with options as answers. The options must be ranked.

5. Point to **Save** and then click **Save and Publish**.
   The state of the template changes to Published.

Result
The assessment template with the questions is ready to be sent to the entity owner.

What to do next
Map the assessment responses to a processing activity. For more information, see Map the processing activity fields to a question response.

Write a processing activity script

Write custom scripts on the assessment templates to update the processing activity fields using a script. The script runs when the assessment response is completed. You can write multiple scripts for both screening assessments and impact assessments.

Before you begin
Role required: sn_privacy.developer

Procedure
1. Navigate to **All** > **Privacy Management** > **Assessments** > **All Assessment Templates**.
2. Open the assessment template for which you want to write the script.
3. Select the Processing activity script configurations related list.
4. Select **New**.
5. On the form, fill in the fields.

Processing activity script configuration form

Field	Description
Name	Name of the script.
Assessment template	Assessment template to use. This field is automatically set.
Active	Option to indicate if the script is active. An active script is executed when the assessment response is submitted and the processing activity is created. **Note:** Only one script can be marked as active at a time.
Description	Script description.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Script	Script to be used to update the processing activity.

6. Select **Submit**.

Map a control objective to a question response

Map the control objectives to the responses of the assessment questions to automatically create and apply the respective controls on the processing activity.

Before you begin

You can apply active and inactive controls to an assessment response. However, when an assessment is submitted by the business user, only the mapped control objectives that are in the **Active** state are considered to create and apply the controls on the processing activity.

Role required: sn_privacy.admin and sn_privacy.manager

About this task

You can relate control objectives to an assessment question only if the questions are of the following types:

- Choice
- Image scale
- Numeric scale
- Ranking
- Boolean
- Template

Note:
For Boolean questions, the question can either use yes or no answers or use check boxes that must be selected or cleared.

Procedure

1. Navigate to **All** > **Privacy Management** > **Assessment Templates**.
2. Click and open the required assessment template.
3. Click **Update**.

Result

The control objectives are related to the processing activity.

Map an information object to a question response

Map the [PI] Information objects to the responses of the assessment questions that must be associated to the processing activity. This association helps the privacy teams to understand what personal information is being processed by the processing activity.

Before you begin

Role required: sn_privacy.admin and sn_privacy.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

You can relate information objects to an assessment question only if the questions are of the following types:

- Choice
- Image scale
- Numeric Scale
- Ranking

To understand more about information objects and their uses, see Information objects.

Procedure

1. Navigate to **All** > **Privacy Management** > **Assessment Templates**.
2. Click and open the required assessment template.
3. In the Metric Categories related list, click the required metric.
   The metric category expands.
4. In the Assessment Metrics related list, click the required question.
5. In the Assessment Metric Definitions related list, select a value for which you want to map information objects.
6. From the Information objects related list, click **Edit**.
7. Double-click the required information objects in the Collection list.
   Double-clicking automatically moves the objects to the Information objects List list.
8. Click **Save**.
9. Click **Update**.

Result

The information objects are related to the processing activity.

Map a risk statement to a question response

Map the risk statements to the responses of the assessment questions to automatically create and apply the respective risks on the processing activity.

Before you begin

Role required: sn_privacy.admin and sn_privacy.manager

About this task

When a user responds to a question, based on the answers, the corresponding risk statement is mapped to the processing activity.
You can relate risk statements to an assessment question only if the questions are of the following types:

- Choice
- Image scale
- Numeric scale
- Ranking
- Boolean
- Template

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
For Boolean questions, the question can either use yes or no answers or use check boxes that must be selected or cleared.

Procedure

1. Navigate to **All** > **Privacy Management** > **Assessment Templates**.
2. Click and open the required assessment template.
3. Open the question for which you want to add risk statement

4. Click **Update**.

Map the processing activity fields to a question response

Map some of the processing activity fields with the responses of the assessment questions to update the processing activity details based on the assessment response.

Before you begin
Role required: sn_privacy.admin

About this task
A processing activity form has multiple fields. You can choose which responses of the assessment questions must be copied to the various fields of the processing activity record. For example, you can configure that if a certain question has Yes as an answer, then the short description of that question must be used in the **Name** field of the processing activity form.

The following table shows mappings between the fields on the processing activity form with the assessment template configurations:

Field type in assessment configuration	Field labels on the assessment template configurations	Field labels on the processing activity form
String	Name	Name
String	Description	Processing activity purpose
String	Data retention period (in days)	Data retention period (in days)

Procedure

1. Navigate to **All** > **Privacy Management** > **Assessments** > **All Assessment Templates**.
2. Click and open the required assessment template.
3. In the Metric Categories related list, click the required metric.
   The metric category expands.
4. Click the question from which you want to copy the fields to the processing activity.
5. Click the **Processing Activity Configuration** section.
6. From the **Processing activity field** field, select the field that must be populated in the processing activity form.
7. Click **Update**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create and validate an assessment configuration

Create your assessment configurations to determine when a processing activity must be automatically created.

Before you begin

Role required: sn_privacy.admin or sn_privacy.manager

About this task

When a privacy screening assessment is sent to the entity owners, their responses determine the creation of processing activity. You can also modify the default configurations on the privacy screening assessment to create processing activities automatically.
You can also create a new processing activity creation condition for your own privacy screening assessments.

After you create the configurations, you can validate if the responses create the processing activities according to the defined conditions.

Procedure

1. Navigate to **All** > **Privacy Management** > **Assessments** > **Processing activity creation rules**.
2. Click **New**.
3. On the form, fill in the fields.

Processing activity creation rule form

Field	Description
Name	Name of the assessment configuration.
Description	Brief description of the configuration.
Assessment template	Template for which the configuration is being created.
Active	Option to make the configuration active.
Advanced	Option to add more than three conditions.

4. In the Conditions related list, create filters by selecting **Metric** and using the condition builder.
5. In the Advanced related list, specify the script for adding more than three conditions.
   The Advanced related list only appears if you select the **Advanced** option.
6. Click **Validate**.
   a. In the **Assessment instance** field, select the instance on which this configuration must be used.
   b. Click **Validate**.

Map a table with a processing activity

Keep your processing activity updated and in sync with any table in ServiceNow® by mapping the entity fields with the processing activity.

Before you begin

Role required: sn_privacy.analyst

About this task

A processing activity is associated with a CMDB table record such as a business process record or a business application record. Whenever a CMDB record is updated, the respective

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

processing activity must also be updated so that the privacy teams can apply the controls based on the updates to the processing activity. Using the **Sync fields** button on the processing activity form the privacy managers and analysts can update the processing activity. The processing activity is updated based on the configurations available in the processing activity mapping.

When the **Sync fields** button is selected, only the fields that are mapped with the processing activity are updated.

When mapping a **Processing activity field** with a **Mapping field**, it is important to note that the following mapping combinations are supported:

- String to String
- Reference type to the same Reference type
- True or False
- Integer to Integer and String

Additionally, ensure that there is valid data for both the fields. For example, if there are filter conditions applied in the Processing activity field, these must match the filter conditions in the Mapping field.

Procedure

1. Navigate to **All** > **Privacy Workspace** > **Configure privacy management** > **Processing activity mapping**.
2. Click **New**.
3. In the **Mapping table** field, select **Business Application**.
4. In the **Description** field, provide a brief description of the table.
5. Click **Save**.
   The Processing activity field mappings related list appears.
6. Click the Processing activity field mappings related list.
   a. Click **New**.
   b. In the **Processing activity field**, select the field of the processing activity form that you want to map with the business application table field.
   c. In the **Mapping field**, select the field of the business application table field that you want to map with the processing activity field.
   d. Click **Save**.

Result

The mapping is successfully created. The fields that are mapped will be populated in the processing activity form.

Using Privacy Management

As a privacy analyst or a privacy manager, you can identify which business applications or processes store and use personal information.

Entity scoping to plan a privacy program

When a privacy manager plans the privacy program for an organization, the first step is to scope those business applications or processes that contain personal data. In Governance, Risk, and Compliance, these business applications or business processes are called as entities. After

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

you identify the entities processing personal data, the processing activities are automatically created.

A privacy manager, with the role sn_privacy_manager, plans various privacy programs. Some examples of the privacy programs are:

- Identifying all the business processes and vendors that process personal data of customers.
- Identifying business applications that process personal data of employees.

All the inventory related to business processes, applications, vendors, or business services is stored in the respective Configuration Management Database (CMDB) tables. The respective business owners manage this inventory.

You can identify or discover entities that process personal data by using one of the following methods.

- Filtering the entities either by discovering the processing activities by their usage of personal information.
- Sending initial privacy assessments.

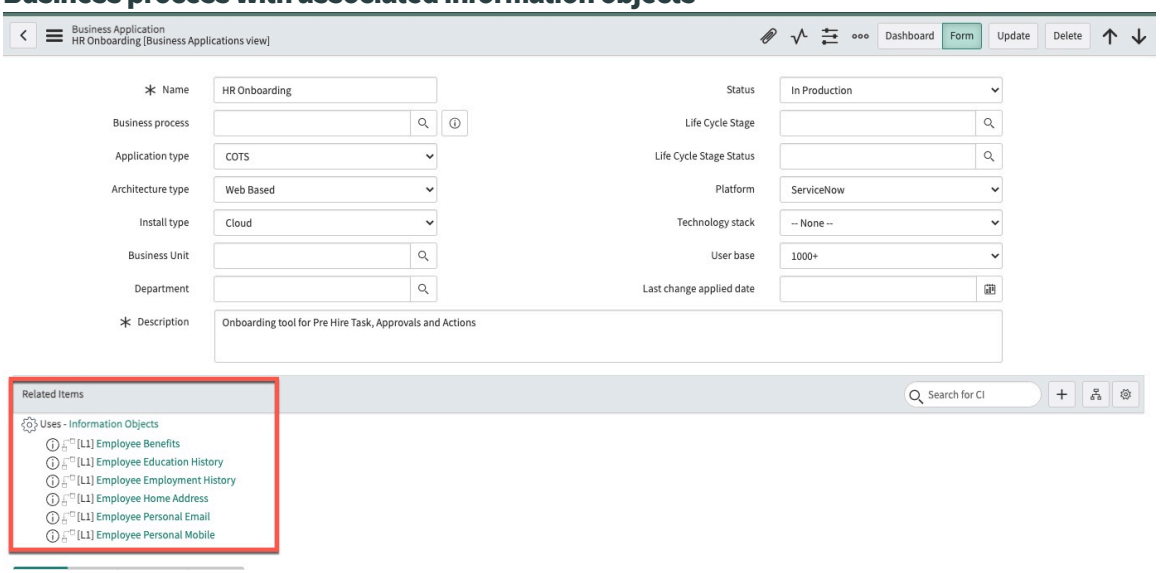
Both these methods are explained in the following sections.

Discover processing activities by their usage of personal information

At an inventory level, when business processes, business applications, and other inventory records are mapped with information objects of type Personal information (PI), the privacy manager can discover those records that process specific PI information. For details about information objects and their role in Privacy Management, see Information objects in Privacy Management.

The following image shows a business process with information objects associated with it. To identify such business applications or processes associated with information objects, the enhanced entity filter capability in the entity scoping functionality is used. For more information, see Scope entities to discover processing activities with personal information.

Business process with associated information objects



Identify potential entities and sending initial privacy assessments

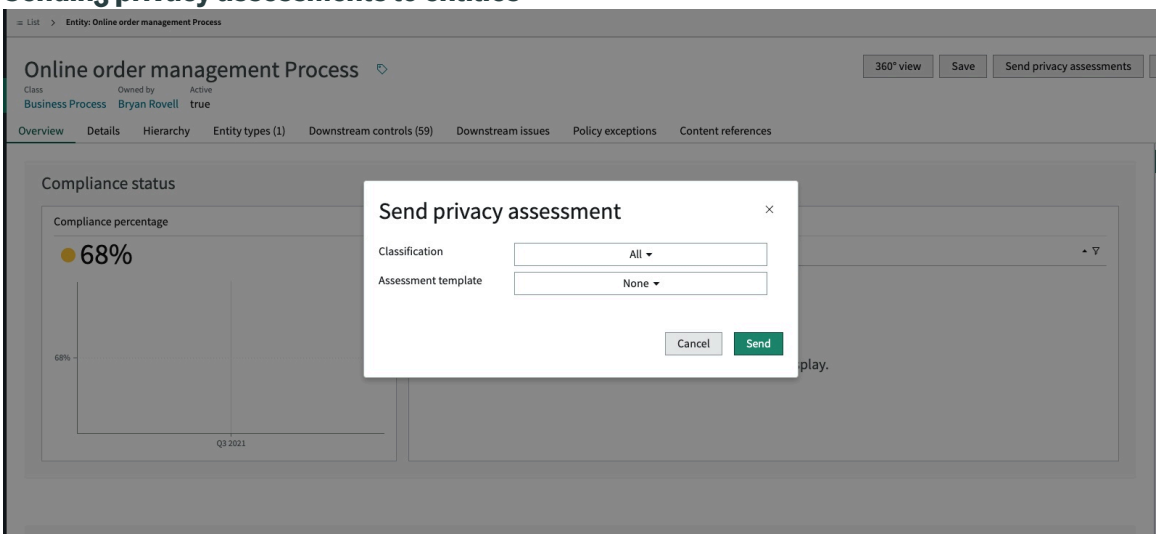
If the information objects are not mapped to the business applications or processes, you can send initial privacy assessments to all the entities and use their

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

responses to determine if personal data is being processed. The steps to send the assessment are as follows:

1. Create an Entity type. For example, `Business processes that process customer personal information` or `Business applications that store employee information`.
2. Identify entities using Entity Type you created.
3. Select the relevant entities and send privacy screening assessments to the respective entity owners.
4. Based on the responses, processing activities are created automatically when relevant questions are answered.

Sending privacy assessments to entities



After the entities are scoped, then, in the applications, only those entities appear that contain personal information.

Scope entities to discover processing activities with personal information

Determine which entities have and process personal information using the ServiceNow® Configuration Management Database (CMDB) application.

Before you begin

Ensure that you created the CMDB queries. For more information on the CMDB queries, see Querying the CMDB.

Role required: sn_privacy.manager

About this task

In the Configuration Management Database (CMDB), you can search the database for entities that process personal data using one of the following methods:

- Using the predefined queries and selecting only those applications and processes that have associated information objects. For more information about information objects and their role in Privacy Management, see Information objects in Privacy Management. For information on how to scope entities with personal information, see Scope entities to discover processing activities with personal information
- Building your own query. For more information on building the CMDB queries, see Querying the CMDB

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To filter entities that contain personal data, you must filter the entities using the appropriate queries. ServiceNow® provides two default queries for you to use to filter entities with personal data. The default queries are provided for the following tables:

- Business process
- Business application

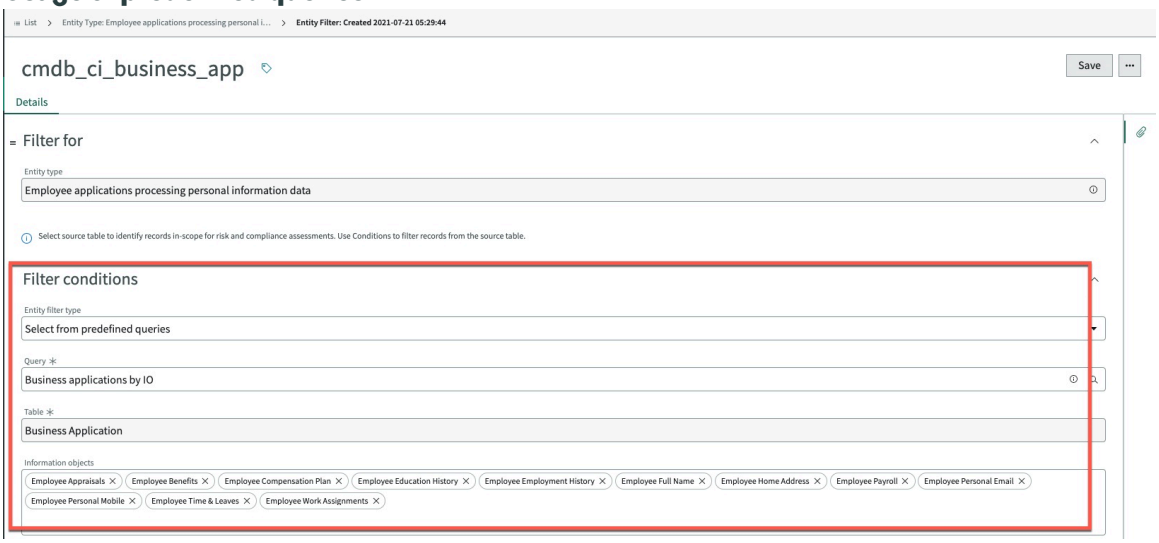
You can also create your own queries. This procedure demonstrates using the default queries.

Procedure

1. Navigate to **All** > **Privacy Workspace** > **Scoping** > **Entity types**.
2. Open the entity you want to filter for personal information.
3. Click the Entity Filters related list.
4. Click **New**.
   The Entity Filter form is displayed.
5. In the Filter conditions section, in the **Entity filter type** field, select **Select from predefined queries**.
6. In the Query field, select **Business applications by IO**.
   The **Table** field is automatically set.
7. **Optional:** To add more information objects that contain personal information such as email address, click **Information objects** and type `Email`.
8. Click **Submit**.

Example:

Usage of predefined queries



Types of privacy assessments

Privacy assessments can be sent using various methods such as entities, entity types, and processing activities.

Multiple types of privacy assessments such as privacy screening assessment, privacy impact assessment, transfer impact assessment, and so on can be configured according to your requirements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Initiating privacy assessments for an entity or a processing activity

To discover whether a business process or an application is processing personal data, you can use privacy screening assessments. To regularly assess how processing activities are processing personal data, you can use privacy assessments such as privacy impact assessment (PIA).

Privacy screening assessment

Conducting a privacy screening assessment helps you discover whether the entity is processing personal information or not.

You can send the privacy screening assessments in the following ways:

- From the entity record only when a processing activity is not available.
- From the entities related list in entity types.

When you initiate privacy screening assessments for entities, processing activities are created based on the responses submitted by the entity owners.

Note:
The processing activity creation rules can be configured based on the screening assessment responses.

After a processing activity is created, based on the assessment configurations, the following events occur:

1. The necessary information objects are mapped to the processing activity record. To understand more about information objects and their uses, see Information objects.
2. The necessary controls are mapped to the processing activity record.
3. Critical assessment responses such as the purpose of the processing activity, data subject type and so on are copied over to the processing activity record.

Note:
If you accidentally send an assessment and the assessment is not completed, you can cancel the assessment.

Privacy assessments

When processing activity records are identified, to understand how a processing activity is processing personal information, various types of privacy assessments such as privacy impact assessments (PIA) and transfer impact assessment (TIA) are sent. You can trigger PIAs from a single processing activity record. For more information, see Send a privacy assessment from a processing activity. Alternatively, you can send privacy impact assessments to multiple processing activities, using the Entity type capability or from the processing activity list view. For more information on how to send an assessment to multiple entities, see Send a privacy assessment to multiple entities.

Related topics

Send a privacy assessment to multiple entities

Send a privacy assessment from an entity

Send a privacy assessment to an entity owner to determine if there's personal data involved in the processing activities.

Before you begin
Role required: sn_privacy.manager or sn_privacy.analyst

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

You can send a privacy screening assessment from an entity if you do not have a processing activity created for that entity. After a processing activity is created for an entity, any further assessments can only be sent through the processing activity.

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **Scoping** > **My entities**.
2. Select and open the entity from which you want to send the assessments to the entity owner.
3. Select **Initiate privacy assessments**.
   The Send privacy assessment dialog box opens.
4. Provide the required information such as the template to use, the due date, and so on in the dialog box.
   The description of the assessment is automatically fetched from the description provided at the time of the assessment template configuration. You can modify the description as required.
5. Select **Send**.

New privacy assessment creation form

Use the fields on the new privacy assessment creation form to create a new privacy assessment.

Create a new privacy assessment creation form fields

New privacy assessment creation form

Field	Description
Privacy assessment	
Number	Privacy assessment number. This field is automatically set.
Title	Name of the privacy assessment.
Requester	Name of the person requesting the assessment.
Assessment template	Template to be used for the assessment.
State	State of the assessment. This field is automatically set to **Draft**.
Priority	Priority of the assessment.
Description	Description of the assessment.
Assignment	
Assignee	Name of the person who will take the assignment.
Reviewers	Names of the persons who will review the assessment. You can select multiple reviewers in this field.
Schedule	
Due date	Date by which the assessment would be completed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New privacy assessment creation form (continued)

Field	Description
Accepted date	Date the assessment is accepted. This field is read-only and displays the date only when the task is accepted.
Created	Date the assessment is created. This field is read-only.
Task closure date	Date when the assessment task is closed. This field is read-only and displays the date only when the task is closed.
Summary	
Observations	Observations about the assessment.
Activity	
Work notes (Private)	Work notes for the assessment.
Additional comments (Customer visible)	Comments for updating this assessment.

Send a privacy assessment to multiple entities

Send the privacy screening assessment or the Privacy impact assessment (PIA) assessments to multiple entities to understand why and how personal data is being processed.

Before you begin

Role required: sn_privacy.manager

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **List** > **Scoping** > **Entity types**.
2. Select the entity types that contain the entities for which you want to send the assessments.
3. Select the entities related list.
4. To select the required entities, select the selection icon ().
5. Click **Send privacy assessments**.
6. From the **Classification** field, select the type of assessment.
7. From the **Assessment template** field, select the template you want to use.
8. In the **Due Date** field, select the due date for completing the assessment.
9. Click **Send**.

Result

The assessment is sent to the entity owners.

Send a privacy assessment from a processing activity

Send a privacy assessment to a processing activity owner from a processing activity record to collect more information on why and how the processing activity is using personal information.

Before you begin

Role required: sn_privacy.manager or sn_privacy.analyst

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **Processing activities** > **All processing activities**.
2. Select and open the processing activity from which you want to send a privacy assessment.
3. Click **Initiate privacy assessments**.
   You are redirected to the **Create new privacy assessment** form.
4. On the form, fill in the fields.
   For an explanation of the fields, refer to the New privacy assessment creation form
5. Select **Update state**.
   a. In the **State** field, select **Assigned**.
   b. In the **Additional comments** field, provide comments for the person taking the assessment.
   c. Select **Submit**.

Result
The assessment is sent to the entity owner.

Send privacy assessments from multiple processing activities

Send multiple privacy assessments from multiple processing activities. This capability enables you to filter the processing activities by business units, locations, data subjects, and data types.

Before you begin
Role required: sn_privacy.manager or sn_privacy.analyst

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **Processing activities** > **All processing activities**.
2. Select the processing activities from which you want to send assessments.
3. Select **Send privacy assessments**.
4. From the **Classification** field, select the type of assessment.
5. From the **Assessment template** field, select the template you want to use.
6. In the **Due Date** field, select the due date for completing the assessment.
7. Click **Send**.

Create a Risk Assessment Methodology

Configure a risk assessment methodology (RAM) in the Privacy Management application so that you can assess the risks in your organization.

Before you begin
Role required: sn_privacy.manager or sn_privacy.admin

About this task
Create a standardized method to support risk-based decision-making across departments, projects, and systems. By using a RAM, your organization can have different methodologies for assessing risks.

After you move a RAM to the **Retired** state, you can also move it back to the **Draft** state if you want to make some changes later. You can only move a RAM to the **Draft** state if it doesn't have

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

any assessments in the **Monitor** state or the **Closed** state. When you move a RAM back to the **Draft**, the on-going assessments and the associated scopes are deleted.

Procedure

1. Navigate to **All** > **Privacy Management** > **Risk Assessments** > **Risk assessment methodologies**.
2. On the Risk Assessment Methodology page, select **New**.
3. On the form, fill the details.
   For a description of the field values on the risk assessment methodology form, see Risk Assessment Methodology form.
4. Right-click and save the form.
5. To configure the various assessments, select one of the following options.

6. Select **Publish**.

> **Note:**
> After a new assessment is created on the same risk and the assessment is in the **Monitor** state, the other assessments automatically move to the **Completed** state. When an assessment instance is in the **Monitor** state, you can't move the RAM back to the **Draft** state. A RAM can only be moved back to the **Draft** state if there are no assessment instances.

Result
A new Risk Assessment Methodology is created and is available for use.

Risk assessment methodology form

Use the Risk Assessment Methodology form in the Core UI to create a risk assessment methodology (RAM).

Risk Assessment Methodology form

Field	Description
Name	Name of the risk assessment methodology. For example, `Data Risk Evaluation`.
Assess	Select the assessment context: • Risk • Object
Applicable entity classes	Unlock this field and add the entity classes for which you want to create the risk assessment methodology.
Workflows	Specify the assessments and workflow that are performed in the risk assessment methodology. Depending on the options selected, the corresponding assessment type and workflows are enabled.
Rollup Configurations	
Calculate ALE based on	Select the basis for calculating ALE:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Assessment Methodology form (continued)

Field	Description
	• Sum • Average • Maximum • Minimum
Calculate score based on	Select the basis for calculating score: • Average • Maximum • Minimum
Risk Response Configurations	Make the required selections.
Business Rules and Validations	
Final comment is required	Select the basis for final comment: • None • Always • On breach of appetite • On breach of tolerance
Automatically create issue	Select the basis for creating the issue automatically: • None • On breach of appetite • On breach of tolerance
Reference Information	Make the required selections.
Other Configurations	
Advance reminder (days)	Enter the number of days for which you want to set an advanced reminder.
Overdue reminder (days)	Enter the number of days for which you want to set an overdue reminder.
Risk identification	Select the basis for identifying risk: • None • From Library • Ad-hoc • From Library and Ad-hoc
Other options	Make the required selections for the remaining options.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Respond to a privacy smart assessment

Respond to either a screening assessment or an impact assessment from the Assessment Workspace. The assessment results help to understand the potential privacy risks and their mitigation measures.

Before you begin

Role required: sn_privacy.business_user

About this task

A screening assessment is the first assessment that is sent to any responder to determine if the privacy teams need to be aware of any application that processes personal data. If there is personal data involved, then an impact assessment is sent to the key stakeholders. While the screening assessment only has the **General** section for questions, the impact assessment has two sections: **Personal data** and **Questionnaire**. Under the Personal data section, you find the following sections:

- **Data elements**: This section displays the information object categories and each information object that belongs to that category. Based on your selection during template configuration, you can view either all information object categories or only the selected ones.
- **Hierarchy**: In this section, the responders specify the source and the destination of data.
- **Legal basis**: In this section, the responders specify the lawful basis on which the data is processed. For example, an information is processed for legal obligations. Here, you can specify the granular levels of the create, read, update, delete operations that can be performed on the data and also where is the data coming from and where is being sent.

Because the assessments use the Smart Assessment Engine, the responders can see the detailed description of each question and the guidance that helps the responder in answering the questions.

Procedure

1. Navigate to **All** > **Self Service** > **Employee Center** > **My active items** > **GRC tasks** > **My to-dos** > **My pending tasks** > **Privacy assessments**.
2. Select and open the assessment you want to take.
   The assessment opens in the Assessment Workspace.
3. To take the assessment, select **Start**.
4. **Optional:** To reassign the assessment, select **Reassign**.
   You can only reassign the assessment to a user who has the privilege to respond to an assessment and is a key stakeholder.
5. If responding to a screening assessment, respond to the questions in the questionnaire.
6. To view the guidance for a question, select **View guidance** at the bottom of the question.
7. Select **Submit**.
8. **Optional:** If responding to an impact assessment, on the **Personal data** section, provide the responses for Data elements, Hierarchy, and Legal basis.
   a. Select **Move to questionnaire**
   b. Select **Submit**.
   c. On the confirmation box, select **Submit**.
9. To view your responses after submission, on the assessment page, select **View**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result
After an assessment is submitted, the privacy team receives a notification about the assessment submission. The team can then choose to either act on it or reject it based on their analysis. If the privacy team closes the assessment, then a processing activity gets created.

Respond to a privacy screening assessment

As an entity owner or a processing activity key stakeholder, respond to the privacy assessment that is initiated by the privacy lead.

Before you begin
Role required: sn_privacy.assessment_responder, sn_privacy.business_user

About this task
While responding to an assessment, you can reassign the assessment to another user even if you have started the assessment. When you reassign the partially completed privacy assessment to another user, the data that is already provided also gets copied over and is available when the new assignee takes the assessment. This data can be modified by the new assignee.

Procedure

1. Navigate to **All** > **Self Service** > **Employee Center** > **My active items** > **GRC tasks** > **My to-dos**.
2. Open the assessment assigned to you.
3. Perform one of the following actions.

Result
The responses are captured in the respective entity and the processing activity. The responses are then reviewed by the privacy teams.

Review a privacy assessment

As a privacy analyst, review a privacy assessment after the responders submit the assessment. You can either close the assessment after a review or you can also request for revision if you determine that the assessment requires more information.

Before you begin
Role required: sn_privacy.analyst

About this task
As a reviewer, you can also preview the assessment with the applicable risk statements, information objects, and control objectives.

Procedure

1. Navigate to **All** > **Privacy Workspace** > **Tasks**.
2. Select and open the privacy assessment that you want to review.
3. Select **View response**.
4. Review the assessment responses.
5. To request for more information from the responder, select **Request for revision**.
6. To mark the assessment as complete, select **Update state**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. In the **State** field, select **Closed complete**.

b. In the Additional comments field, provide any additional information.

c. Select **Submit**.

Create or update a processing activity

Manually create a processing activity or update a processing activity that is automatically created out of a privacy screening assessment. You can also update a processing activity that is created from an entity record. When you update a processing activity, you can fill in the relevant details about the personal data that is being processed.

Before you begin

Role required: sn_privacy.analyst (who owns the processing activity) or sn_privacy.manager

Procedure

1. Navigate to one of the following.

2. On the form, fill in the fields.

New processing activity form

Field	Description
Name	Name of the processing activity.
Processing activity purpose	Business justification or reason for using an application or a process that stores personal data.
Number	Number of the processing activity. This field is automatically set.
Privacy analyst	Analyst responsible for the processing activity.
Business unit	Business unit of the processing activity.
Department	Department of the processing activity.
Processing activity type	Context of the processing activity such as a business application or a business process.
Entity	Entity of the processing activity.
Applies to record	Reference record used to create the processing activity record.
Owned by	Owner of the processing activity.
Data processing role	Defines if a processing activity is a data controller or a data processor.
Processing activity status	Status of the processing activity. The choices are as follows: ○ **Implementing** ○ **In Production** ○ **Pilot**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **Retired** ○ **Under Evaluation**
Processing activity category	Category to which the processing activity belongs for example, customer care, finance, and so on.
Compliance score	Privacy compliance score calculated based on all the controls mapped to this processing activity.
Process owner	Any user, with the sn_privacy.business_user role, from the list of key stakeholders who has the editing privileges for the processing activity. **Note:** The user selected in this field can update the this field and select a new process owner. Updating this field is only possible when the processing activity is in the **Discover** or **Review** state.
Data subject	
Data storage type	Format in which the personal information is stored. The choices are as follows: ○ **Digital** ○ **Paper** ○ **Both**
Data storage locations	Physical location of where the personal information is stored.
Data retention period (in days)	Number of days for which personal information must be retained.
Data subject type	User type related to the personal information that is being used and processed. The choices are as follows: ○ **Customers** ○ **Employees** ○ **Others**
Data subject range	Range of users for whom the personal information is being processed.
Contains special category data?	This field is automatically set to either **Yes** or **No**. If any information object associated with the processing activity is classified as special category data, then this field is automatically set to **Yes**.
Obtain special category data?	Does this processing activity process any special category data such as racial, ethnic, political information? The choices are as follows: ○ **Yes** ○ **No**
Activity	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Additional comments	Additional information about the processing activity.
Work notes	Internal notes not visible to the external people.

3. Click **Save**.

Create or manage an information object within a processing activity

Add information objects to the processing activity after a processing activity is created. Adding information objects helps you understand the types of personal information that is being processed and the way it is processed. This task helps in applying the appropriate controls to the processing activity.

Before you begin

Role required: sn_privacy.analyst (who owns the processing activity) or sn_privacy.manager

About this task

It is important to note that only the information objects that are tagged with the **Personal information** tags are available to be added to a processing activity. For more information on how to tag information objects see, Classify information objects as personal information.

Procedure

1. Navigate to **All** > **Privacy Workspace** > **Processing activities** > **All processing activities**.
2. Select and open the processing activity to which you want to add controls.
3. Click the [PI] Information objects related list.
4. Click **Add**.
5. Select the information objects you want to add.
6. Click **Add**.

Related topics

Modify an information object within a processing activity

Modify an information object within a processing activity

Add details such as justification for storing data to an information object after you add it to the processing activity. Adding details enables you to define how the personal data is being processed.

Before you begin

Role required: sn_privacy.analyst (who owns the processing activity) or sn_privacy.manager

About this task

As a privacy analyst, you must provide details how personal data is being used in a given processing activity. Adding relevant details to an information object helps you achieve this objective.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **List** > **Lists** > **Processing activities** > **All processing activities**.
2. Select and open the processing activity that contains the information object you want to modify.
3. Select **Processing data inventory** > **[PI] Information objects**.
4. Open the information object that you want to modify.
5. On the Information object to processing activity form, fill in the fields.

Field	Description
Information object	Name of the information object. This field is automatically set.
Processing activity	Name of the processing activity the information object is part of. This field is automatically set.
Type of data	Type of personal data. The choices are the following: ○ **General personal information**: Examples are: Name, phone number, address. ○ **Special Category**: Examples are: Political opinions, religious beliefs, and so on. **Note:** If any information object associated to a processing activity is categorized as special category, the **Sensitive** field on the processing activity form is automatically set to **Yes**. ○ **Criminal Conviction**: Examples are court verdicts, information about legal proceedings and so on.
Lawful basis for processing	Reason for processing personal data. ○ **None** ○ **Legal Obligation** ○ **Legitimate Interests**
CRUD operations	Operations that can be performed on the processing activity. The choices are the following: ○ **Create** ○ **Read** ○ **Update** ○ **Delete**
Data coming from	Asset from which the data is coming. For example, you can select the application from

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	where the data in this processing activity is populated.
Data sent to	Specify where the data is sent.
Information object categories	Category of the information object.
Justification for storing this data	Reasons for storing and using the personal data.

6. Click **Save**.

Add data subject type to a processing activity

Add data subject types to a processing activity in the Privacy Workspace.

Before you begin

Role required: sn_privacy.manager or sn_privacy.analyst

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. In the Privacy Workspace, select the List icon ( ).
3. Navigate to **Processing activities** > **All processing activities**.
4. Select and open the processing activity to which you want to add a data subject type.
5. Navigate to **Processing data inventory** > **Data subject types**.
6. Select **Add**.
7. In the Add a new data subject type window, select the **Data subject type**.
8. Select a value for **Data subject volume**.
9. Select **Data subject locations**.
10. Select the **Information Objects** you want to add to the data subject type.
11. Select **Add**.

Result

The data subject type that you added appears in the **Data subject types** table.

Add data subject type to privacy impact assessment

Add data subject types to privacy impact assessment from the Employee Center.

Before you begin

Role required: sn_privacy.business_user or sn_privacy.admin

About this task

The data subject types you add are automatically added to the processing activity after the privacy impact assessment (PIA) is approved.

Procedure

1. Navigate to **All** > **Self-Service** > **Employee Center**.
2. On the Employee Center home page, select **GRC tasks**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. On the GRC Tasks home page, select **Tasks**.
4. Go to **My pending tasks** > **Privacy assessments**.
5. Open the PIA to which you want to add data subject types.
6. On the **Data subject types** related list, select **Add**.
7. On the Add a new data subject type dialog box, fill the fields.

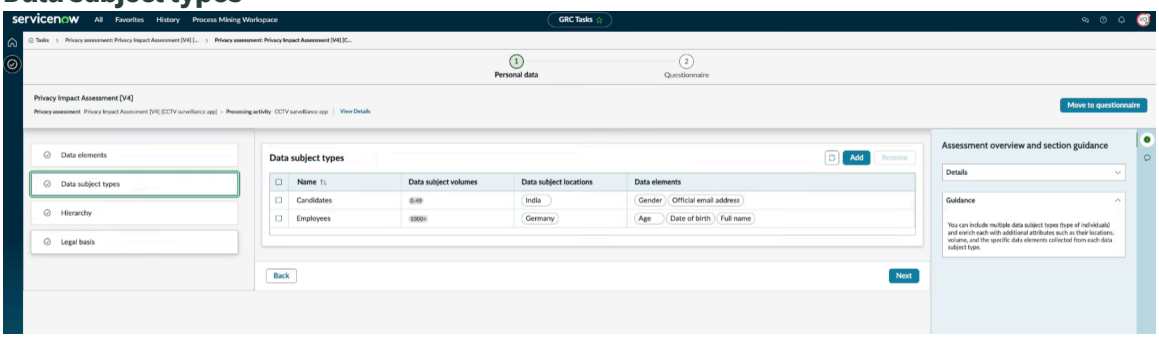
Add a new data subject type form

Field	Description
Data subject type	Type of the data subject.
Data subject volume	Volume of the data subject. ○ 0-49 ○ 50-99 ○ 100-499 ○ 500-999 ○ 1000+
Data subject locations	Locations that are applicable to the data subject type.
Information Objects	Type of information object. ○ Full name ○ Home address ○ Age ○ Date of birth ○ Education History ○ Gender ○ Email address ○ Criminal Record

8. Select **Add**.
   A confirmation message saying that new record has been created appears.

Result
The data subject types appear in a tabular format.

Data subject types



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Classify data subject type as vulnerable

Classify a data subject type as vulnerable. When you mark a data subject type as vulnerable, the criticality score is calculated as High.

Before you begin

Role required: sn_privacy.manager

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. In the Privacy Workspace, select the List icon ( ).
3. Navigate to **Privacy elements** > **Data subject type**.
4. Select and open the data subject type you want to classify as vulnerable.
5. Select **Vulnerable** to mark the data subject type as vulnerable.
6. Select **Save**.

Result

The data subject type that you classified as vulnerable contributes to the criticality score being High.

Add key stakeholders and send privacy assessments

Add key stakeholders to a processing activity to identify the key members who are responsible for processing the personal data within the processing activity. You can then send the respective privacy assessments to the stakeholders based on their responsibilities. For example, an entity owner is a key stakeholder for a processing activity.

Before you begin

Role required: sn_privacy.analyst

About this task

A processing activity can have multiple key stakeholders. While you can add or delete as many key stakeholders as you want, by default, the entity owner is one of the key stakeholders. All the stakeholders can respond to privacy assessments and some stakeholders can also edit the processing activity based on their privileges. Only users with the sn_privacy.assessment_responder and sn_privacy.business_user can be added as stakeholders. You can add key stakeholders only when the processing activity is either in the **Discover** or **Review** states.

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **Processing activities** > **All processing activities**.
2. Open the processing activity to which you want to add key stakeholders.
3. Click the Key stakeholders related list.
4. Click **Add**.
   a. Select the stakeholders to add.
   b. Click **Add**.
   The key stakeholders are added.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. To modify the privileges and responsibilities of a stakeholder, select the name of the stakeholder.
6. In the **Responsibility** field, provide the responsibilities of the stakeholder.
7. In the **Processing activity privileges** field, select one of the following options.

8. Click **Save**.
9. Return to the processing activity using the breadcrumb navigation.
10. To send the privacy assessments to a stakeholder, click **Send privacy assessment**
    a. From the **Classification** field, select the type of assessment.
    b. From the **Assessment template** field, select the template you want to use.
    c. From the **User** field, select the user you want to send the assessment to.
    d. Click **Send**.

Add a regulatory agency

Add a regulatory agency in the Privacy Workspace to identify the relevant regulatory authorities that are responsible for overseeing the industries or sectors within each jurisdiction. The jurisdictions consolidate all the regulatory communications via emails and implement the notification rules for data privacy or security breaches for the reported privacy cases.

Before you begin

Role required: sn_privacy.analyst

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **Lists** > **Regulatory information** > **Agencies**.
2. Select **New**.
3. On the form, fill in the fields.
   For a description of the fields, see Regulatory agency form .

Regulatory agency form

Use the Create Regulatory Agency form in the Privacy Workspace to create a regulatory agency. The regulatory agency is a new record type that handles regulatory changes.

Create Regulatory Agency form

Field	Description
Name	Name of the regulatory agency. For example, `Australian Prudential Regulation Authority`
Summary	Brief summary of the regulatory agency. For example, `The Australian Prudential Regulation Authority (APRA) is a statutory authority of the Australian Government and the prudential regulator of the Australian financial services industry.`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create Regulatory Agency form (continued)

Field	Description
Description	Detailed description of the regulatory agency.
Acronym	Acronym of the regulatory agency, if any. For example, APRA
Logo	Logo of the regulatory agency.
Executive owner	Person who is the head of the agency.
Website link	Link to the official website of the agency
Classification	
Category	Category for classifying the regulatory agency. The choices are as follows. • **Regulatory** • **Legislative** • **Governmental** • **Others**
Scope	Areas in which an agency operates and its specific products or services. For example, **Bill**, **Decisions**, **Circulars**. You can select more than one scope in this field.
Sector	Segment of the economy where different agencies or businesses engage in similar activity or provide similar products or services. For example, **Banking**.
Theme	Subject that is the core idea on which the agency is focused. For example, **Anti-money laundering**.
Key dates	
Establishment date	Date the agency was established. Future dates are not allowed in this field.
Created	Date the agency is created.
Settings	
Functional domain	Functional domain of the regulatory agency. This field is automatically set to **Privacy** when the regulatory agency is created from the Privacy Workspace.

Create a data lineage for a processing activity

Establish a data lineage to visualize data consumption, sharing, and the associated risks for a processing activity. Each processing activity involves multiple information objects classified as personal information. These objects exchange data with various other entities, making it essential to establish a data lineage or hierarchy that tracks where personal data is shared. This understanding helps mitigate privacy-related risks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_privacy.business_user

About this task
Although data lineage can be created from the Hierarchy tab of a processing activity, this procedure shows how to create it from the Data Lineage page, which offers a visual representation of the hierarchy. When creating the hierarchy, make sure not to use the same asset as both the source and the destination.

When you create the hierarchy of relationships, you can view up to five levels of relationships. However, you can configure the number of levels according to your preference in the *sn_privacy.nodemap.maxLevel* property.

Procedure
1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **Processing activities** > **All processing activities**.
2. Open the processing activity to which you want to create data lineage.
3. On the form, select **Data lineage**.
4. Select the record for which you want to create a relationship.
5. Select **Create new relationship**.
6. In the New relationship dialog box, fill in the fields.

Field	Description
Primary Node	Record for which you're creating the relationship. While this field is automatically set to the record that is selected, you can change the node.
Hierarchy	Level at which you want to create the relationship. The choices are as follows. ○ **Data coming from**: If you select this option, the data will flow to the levels above the primary node. ○ **Data sent to**: If you select this option, the data will flow to the levels below the primary node.
Related to	CMDB record with which the personal data is associated. For example, if the primary node is related to a business application, a business process, a business service, and so on. After you make a selection in this field, select the required records. This field provides the following choices. ○ **Business Application** ○ **Business Process** ○ **Business Service** ○ **Company** ○ **Vendor**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **Entity** ○ **Processing Activity**
Relationship Type	Nature of the relationship between the personal data and the selected item. The choices are as follows. ○ **Depends**: Indicates that the personal data is reliant on the specified item. ○ **Contains**: Specifies that the item includes or holds the personal data. ○ **Sends data to**: Shows that the item transmits the personal data to another application or party. ○ **Uses**: Demonstrates that the item utilizes the personal data for its operations or processes. **Note:** You can add more choices to appear in this field in the sn_grc_choice table.
Description	Brief description of the relationship.

7. Select **Create**.
   The relationship node is created.
8. To view the inflow and outflow of data for a particular record, select the icon.
9. To view the details of the processing activity and the entity if a processing activity is associated with the selected record, select the icon.

Create or manage a control on a processing activity

Add new controls or manage the controls that are automatically added to the processing activity from the assessment responses. Adding controls ensures that the appropriate regulations are applied to the processing activity.

Before you begin

Role required: sn_privacy.analyst who owns the processing activity or sn_privacy.manager

About this task

You can add or manage controls to a processing activity in the following ways:

- Selecting control objectives: You can add existing control objectives to a processing activity. When you add a control objective to a processing activity, the controls associated with that particular control objective are added to the processing activity.
- Creating controls: You can create controls and add them to the processing activity.
- Selecting from the recommended controls: This option enables you to choose from a list of recommended controls based on the information object that is mapped to a processing activity. If an information object is mapped to one or more control objectives, and the same information object is mapped to a processing activity, the system recommends the corresponding control objectives.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Managing the automatically added controls: You can manage the controls that are automatically created based on the assessment responses.
- Applying controls from entities: You can apply privacy-related controls on the processing activity from the related entity.
- Adding common controls: You can add common controls to a processing activity so that the privacy teams can be notified of control failures and avoid duplicate common control attestation process. For more information on common controls, refer to Testing common control and implementing results on multiple reliant entities.

Note:

Procedure

1. Navigate to **All** > **Privacy Workspace** > **Processing activities** > **All processing activities**.
2. Select and open the processing activity to which you want to add controls.
3. Click the Controls related list.
4. To add a control to the processing activity, do one of the following.

Result

The mitigating controls are added to the processing activity.

Delete a control from a processing activity

Delete the controls that are no longer required in the processing activity.

Before you begin

Role required: sn_privacy.admin

About this task

You can delete controls if the control objectives associated with those controls have been erroneously added. If you want to add new controls, you may want to delete existing controls.

Note:
If a control is associated with any other entity or entity type, then you cannot delete the control. By deleting a control, you can only remove the association of that control with the processing activity.

Procedure

1. Navigate to **All** > **Privacy Workspace** > **Processing activities** > **All processing activities**.
2. Select and open the processing activity from which you want to delete controls.
3. Click the Controls related list.
4. Select the controls that you want to delete.
5. Click **Delete**.

Result

The selected controls are deleted from the processing activity.

Create or manage risks on a processing activity

Add new risks or manage the risks that are automatically added to the processing activity from the assessment responses. Adding risks helps you manage processing activities using the risk-based approach.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_privacy.analyst who owns the processing activity or sn_privacy.manager

About this task
You can add or manage risks to a processing activity in the following ways:

- Selecting risk statements: You can add existing risk statements to a processing activity. When you add a risk statements to a processing activity, the risks associated with that particular risk statement are added to the processing activity.
- Selecting from the recommended risks: This option enables you to choose from a list of recommended risks based on the information object that is mapped to a processing activity. If an information object is mapped to one or more risk statements, and the same information object is mapped to a processing activity, the system recommends the corresponding risk statements.
- Creating risks: You can create risks and add them to the processing activity.
- Applying risks from entities: You can apply privacy-related risks on the processing activity from the related entity.

Procedure
1. Navigate to **All** > **Privacy Workspace** > **Processing activities** > **All processing activities**.
2. Select and open the processing activity to which you want to add controls.
3. Click the Risks related list.
4. To add a risk to the processing activity, do one of the following.

Result
The mitigating controls are added to the processing activity.

Manage chat collaborations of a processing activity

Initiate quick discussions with key stakeholders while working on a processing activity, privacy case, or a personal data rights request. The chat feature is integrated with Microsoft Teams and a group is automatically created on Microsoft Teams when a discussion is initiated.

Before you begin
Role required: sn_privacy.analyst

About this task
Because privacy cases are time-sensitive, they sometimes need quick collaborations. The Discuss button facilitates these collaborations and the chats are stored making it simpler for the privacy teams to refer to them when working on a task. Apart from processing activities, the Discuss feature is available for privacy cases, and personal data rights requests. For more information, refer to Sidebar and Microsoft Teams.

Procedure
1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **List** > **My items** > **Processing activities**.
2. Open the processing activity that you want to discuss.
3. Select the More actions icon.
4. Select **Discuss**.
   The Start a Sidebar discussion window opens with the key stakeholders added as participants.
5. Type your message and select **Start discussion**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result
The chat gets stored and can be viewed under Activity on the side panel.

Create or add issues on a processing activity

Create issues or add existing issues for a processing activity. Associating issues to a processing activity helps you to identify and prioritize remediation actions. Relating issues reduces the number of issues customers need to manage, thus improving the overall organizational efficiency in management of these issues.

Before you begin
Role required: sn_privacy.analyst (who owns the processing activity) or sn_privacy.manager

About this task
Issues get created when there are control attestation failures. You can also manually add or create multiple issues for a processing activity. You can also map one issue to multiple processing activities. If you create an issue for a processing activity from the Privacy Workspace, the **Issue source** field is set to **Ad-Hoc**.

Procedure
1. Navigate to **All** > **Privacy Workspace** > **Processing activities** > **All processing activities**.
2. Select and open the processing activity to which you want to add issues.
3. Click the More related list.
4. Click Issues.
5. Click **Add**.
   a. Select the issues to add.
   b. Click**Add**.
6. **Optional:** To create an issue, refer to the issue creation form.
7. Click **Save**.

Assign a processing activity to a key stakeholder

Assign a processing activity to the defined key stakeholders for the stakeholders to start working on the processing activity.

Before you begin
Role required: sn_privacy.analyst

About this task
You can assign a processing activity to a key stakeholder when the processing activity is in the **Discover** state. After the key stakeholder updates the processing activity, they can assign the processing activity back to the privacy team.

Procedure
1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **List** > **Processing activities** > **Unassigned processing activities**.
2. Select the processing activity that you want to assign to a key stakeholder.
3. Select **Assign to key stakeholder**.
4. In the Assign to key stakeholder window, select a stakeholder.
5. Select **Assign**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result
The processing activity is assigned to the key stakeholder. The processing activity is available for review and update in the Employee Center under **GRC tasks**.

Related topics

Integrating Employee Center and Risk portal with Privacy Management

Access control through organizational structure

Describes how access to processing activity records can be restricted by using Entity-Based Access (EBA).

User access to processing activity records and related data can be restricted based on an organizational structure. This structure may reflect a legal entity, jurisdiction, business unit, or any segmentation aligned with how your privacy teams operate. This approach enables granular security and supports regulatory compliance for organizations functioning across multiple regions or subsidiaries.

Entity-Based Access (EBA) implements this control by enforcing data segregation according to the defined organizational structure. With EBA, users can only view and manage records for the entities or jurisdictions to which they have been explicitly granted access. Records outside this defined scope remain hidden.

Key characteristics

- Dynamic segmentation: Access can be assigned based on the organizational structure, such as legal entity, jurisdiction, business unit, or any defined grouping. So processing activity records are only visible to the appropriate teams.
- Regulatory alignment: Access controls can be mapped to organizational structures, helping organizations meet local regulatory requirements and maintain clear audit trails.

For information about configuring access control, see Configure access control.

UI impact

- Processing activity details: Hidden for records outside the user's scope.
- Data lineage: Information for inaccessible entities is hidden, and navigation buttons on the side panel are disabled.
- Reports and dashboards: Visibility in reports such as processing activity, risk scan, and compliance is filtered based on entity configuration.

Role capabilities

Role capabilities

Role	Capabilities
Privacy admin	• Create entity configurations • Perform bulk access updates
Privacy manager	View entity configurations
Privacy analyst	Access records for configured entities and their associated downstream entities

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role capabilities (continued)

Role	Capabilities
Privacy business user	Access records for configured entities and their associated downstream entities

Note:
Assigned roles such as assignee, reviewer, and analyst retain access to their assigned records even if those records fall outside the configured entity.

Configure access control

Describes the step-by-step process for configuring Entity-based access control in Privacy Management, including property activation, hierarchy setup, record mapping, user assignment, bulk updates, and activating entity-based record access rules.

The following steps outline how to configure access control in Privacy Management using Entity-based access (EBA). This process enables organizations to restrict user access to processing activity records and related data according to their position in the organizational hierarchy. By following these steps, administrators can ensure that privacy teams and users only access records relevant to their assigned entities, supporting both security and regulatory compliance.

1. Install Entity-based access plugin and enable the entity-based access control property. This activates entity-based access features and allows you to configure access restrictions by legal entity.

   For information, see Configure Entity-based access.

2. Establish the organizational structure (parent-child relationships), where a global entity contains regional entities, and those in turn contain country-level entities.

   For information, see Add hierarchical relationships between entities.

3. If processing activities already exist, map each record to the appropriate entity in the organizational hierarchy, ensuring it is correctly linked as a downstream entity under the relevant legal entity, jurisdiction, or other defined structure. This guarantees that access restrictions are enforced accurately, as each record is tied to the correct part of the organization.
4. In the Entity Configuration module, do the following:
   - Provide access to teams and users based on your organizational structure. You can grant access to individual users, such as entity owners or privacy analysts, or to groups.
   - Specify whether access applies only to the selected entity or also to downstream entities. This step ensures that only the appropriate teams or users can access records for their part of the organization.

   For information, see Create an entity configurations.

5. Run a bulk access update to switch from role-based access to entity-based access for all applicable records. Bulk Access Update enforces entity-based access restrictions across relevant records in Privacy Management.

   When performing a bulk update:
   - Select the entity configuration and associated entities.
   - Choose the tables where restrictions apply (for example, Processing Activity or Privacy Assessment).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Preview the affected records to validate changes.
- Enable the update to apply restrictions.

The system queues a scheduled job that processes the update and applies the new access rules to all selected records.

For information on how to run batch updates, see Set access restrictions using an entity based record access update utility.

6. Use entity-based record access rules to enable continuous monitoring. These rules automatically apply restrictions to new or modified records, ensuring access settings stay enforced without manual updates. When the structure of the entities change, the system updates access controls automatically.

   For information on how to configure entity-based record access rules, see Set Entity based record access rules.

Configure Entity-based access

Configure entity-based access by installing the Entity-based Access Configurations plugin and enabling properties for record types.

Before you begin

Role required: sn_privacy.admin

Procedure

1. Navigate to **All** > **System definition** > **Plugins**.
2. Find the **Entity Based Access Configurations** plugin by using the filter criteria and search bar.
3. Select a version from the list and select **Install**.
   The plugin is installed in your instance.
4. Navigate to **All** > **Entity Based Access Configurations** > **Properties**.
5. Enable the **Entity-based access on record types related to entity** property.
6. Select **Save**.

   Based on your selected settings, the entity-based access properties are configured in your system.

Create an entity configurations

Create an organizational structure by configuring entity-based access for different levels such as headquarters, regional offices, and subsidiaries, and define access rules for users and groups.

Before you begin

Role required: sn_privacy.admin

Procedure

1. Navigate to **All** > **Entity Based Access Configurations** > **Entity Configurations**.
2. Select **New** to open the Entity Access Configuration form.
3. Create entities for each level of your organization, such as global headquarters, regional offices, and country subsidiaries.
   Fill in the following fields:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Configuration type	Type of entity access configuration, such as Entity.
Entity	Name of the entity for which entity-based access is being configured.
Applicability	Option to define whether access applies to the selected entity only, or to the selected entity and downstream entities. Available options are: ○ **Selected entity only** ○ **Selected entity and downstream entities**
Users	Users that the access is configured for.
User groups	User groups that the access is configured for.
Entity user fields	User fields on the Entity table that should be granted access.
Entity group fields	User group fields on the Entity table that the access should be granted to.
Description	Description of the entity configuration.
Active	Option to set the configuration to active to enforce the access rules.

4. Select **Submit**.

Add hierarchical relationships between entities

Define hierarchical relationships between entities (Global → Regional → Country-level) using Upstream and Downstream options. Adding an hierarchy creates a clear organizational structure.

Before you begin

Role required: sn_privacy.admin

Procedure

1. Navigate to **Workspaces** > **Privacy Workspace** > **List**.
2. Under Scoping, select **Entities**.
3. Select the entity you want to configure.
4. In the entity record, navigate to the **Hierarchy** tab.
5. To add a parent entity, select **Add** under Upstream entities.

   An upstream entity represents higher-level entity in the hierarchy. For example, for a Regional entity, the upstream entity is the Global entity.

6. To add a child entity, select **Add** under Downstream entities.

   A downstream entity represents a lower-level entity contained within the current entity.

7. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Set access restrictions using an entity based record access update utility

Set access restrictions for the existing records in bulk by using the Entity based record access update utility guided-experience. Use the workflow to enable or disable access to record types.

Before you begin

Role required: sn_privacy.admin

About this task

By configuring a bulk access update, you can apply the entity-based access restrictions to multiple records in bulk.

The system provides real-time status tracking of update operations, categorized as Completed, Failed, or Update queued. After each update, a comprehensive log is generated, detailing updated records, applied scopes, and execution outcomes.

Procedure

1. Navigate to **All** > **Entity Based Access Configurations** > **Entity based record access update utility**.
2. Select **New**.
3. In the **Scope entities** section, do the following:
   a. Select the entity scope from the **Make entity scope selection based on** drop-down list.
   b. Select the name of the entity (for which you have created the access configuration) in the Select entities option.
   c. Mark **Select downstream entities also** to include the downstream entities in scoping.

      Note:
      You can see this option only when you select one entity.

   d. Select **Mark as complete and proceed**.
4. In the **Scope related records** section, select the related records you want to set access to, and do the following:
   a. Select a record type from the **Add a record type** drop-down list (for example, Processing Activity or Privacy Assessment).
   b. **Optional:** Select another record type from the **Add another record type** drop-down list.
   c. **Optional:** Apply conditions on each record type.
   d. Select **Mark as complete and proceed**.
5. **Optional:** In the **Preview record counts** section, preview how many records for each record type are impacted based on the selected scope of entities and record types.
   a. Select **I want to preview** to preview record counts.
   b. Select **Back to scope related records** to navigate to the previous step where you can select the related records.
   c. From **Set Access**, either **Enable access restrictions** or **Disable access restrictions** for the scoped entities and record types.
   d. Confirm applying access restrictions to the selected records by selecting **Proceed**.
6. In the **View results** section, you can see the status of the update operation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can also view log details for the configuration record, including the update status. The system supports three states: **Update queued**, indicating the update is actively being processed; **Completed**, meaning the update was successfully applied to all selected records; and **Failed**, which occurs when the update cannot be executed due to configuration issues or system errors. In the Failed state, a **Retry** button is available to trigger the update again.

Result

Entity-based restrictions are enabled at the record level for the scoped entity. The system creates a scheduled job that runs at intervals (default: 1 hour) to update records in batches for entity-based access restrictions.

Set Entity based record access rules

Use entity-based record access rules to secure records and enable continuous monitoring. These rules automatically apply restrictions to new or modified records, ensuring access settings stay enforced without manual updates. When entities or processing activities change, the system updates access controls automatically.

Before you begin

Role required: sn_privacy.admin

About this task

This task explains how to activate entity-based record access rules for continuous monitoring in ServiceNow. By enabling these rules for specific record types, you ensure that access restrictions are applied automatically to new or updated records, reducing manual intervention and maintaining compliance.

Procedure

1. Navigate to **All** > **Entity Based Access Configurations** > **Entity based record access rules**.
2. In the Entity based record access rules list, do the following:
   a. Check whether sn_privacy_privacy_task and sn_privacy_processing_activity are active.
   b. If they are not active, select the record type (sn_privacy_privacy_task and sn_privacy_processing_activity).
   c. In the configuration page, select **Apply entity based access restriction on new records** and then select **Update**.

   The sn_privacy_privacy_task and sn_privacy_processing_activity record types turn active.

Result

EBA rules are automatically applied to records whenever changes occur in the entity structure.

Integrating Employee Center and Risk portal with Privacy Management

The integration of Employee Center with Privacy Management provides all employees and users a simplified user experience to perform tasks such as submitting a privacy impact assessment for a new implementation, responding to control attestations, and accessing processing activities and privacy impact assessments.

Employee Center

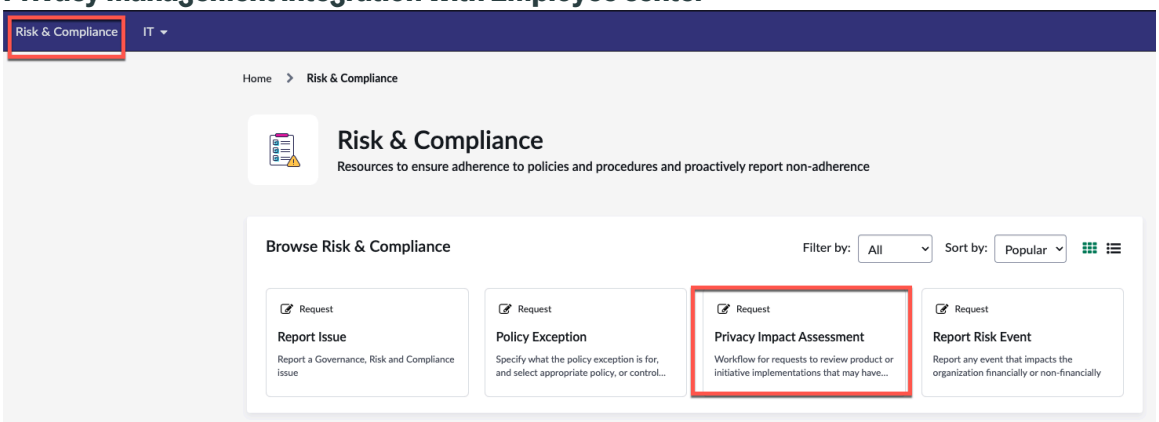
The Employee Center portal is a unified portal that helps connect systems across the enterprise to one destination site that provides a simple and centralized experience for employees with

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

easy to configure options. To learn more about the Employee Center, refer to Exploring Employee Center.

If you integrate Privacy Management with the Employee Center, you can provide all employees an interface to create a privacy impact assessment that would result in the creation of a processing activity. Only users with the roles sn_privacy.assessment_responder and sn_privacy.business_user can view the option to create a privacy impact assessment. The following image shows the page from where you can submit a new implementation request. For example, a team can use the Employee Center if a business plans a new implementation. Before creating a business application record, the team can contact the privacy team by responding to the Privacy Impact Assessment for the new implementation request. This helps to get the privacy team's guidance in the initial or inception phase of the new implementation.

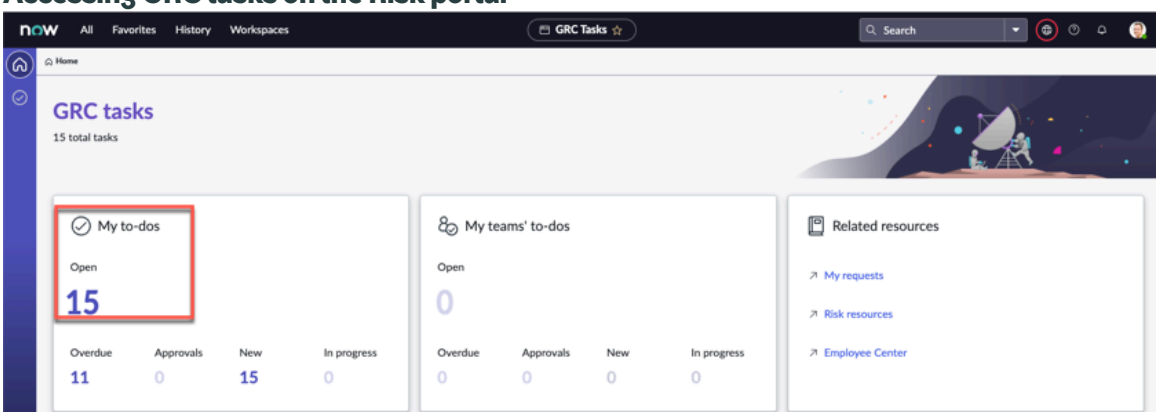
Privacy management integration with Employee center



Risk portal

If a privacy analyst assigns a processing activity to a business user to get more details on the processing activity, the business users can access the assigned processing activity from the risk portal.

Accessing GRC tasks on the Risk portal



Privacy Case Management

The Governance, Risk, and Compliance: Privacy Case Management application enables you to report and manage privacy violations and complaints. The solution allows for the swift and efficient management of privacy breaches and complaints through collaboration with various teams which help in investigating the root cause and key details of the breach reported.

With the ability to integrate with other systems and record impacted areas, the application helps to identify key stakeholders and information objects associated with a case. This helps privacy

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

teams to take appropriate preventive measures and remediation steps to manage the breach and its impact.

Explore  Learn about how privacy managers, privacy users, and privacy administrators use the Privacy Case Management application.	Configure  Configure your Privacy Case Management application.	Use  Work on creating privacy assessments, processing activities and so on.
Reference  Learn about the tables and roles that are installed with the Privacy Case Management application.		

Exploring Privacy Case Management

The Governance, Risk, and Compliance: Privacy Case Management application enables users to report any privacy breaches or complaints, collaborate with key stakeholders, perform breach investigations, and analyse the causes and consequences of breaches.

Some examples of when privacy cases arise are as follows:

- Lost IT assets
- Exposed customer data
- An email delivered to a group of wrong recipients
- Loss of paperwork and documentation

The Privacy Case Management application helps the privacy teams to manage any case that involves a privacy violation or a breach. The privacy cases can be reported by any user using the Employee Center or can also be created by the privacy teams using the Privacy Workspace. The application facilitates APIs to create privacy cases from various sources such as other ServiceNow solutions, for example, Security Incident Response, IT Incidents, HR Cases, and third party integrations.

The Privacy Case Management application offers the following benefits for your organization:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Helps business users to report any privacy breaches or complaints that require the attention of the privacy teams.
- Ensures collaboration with multiple teams to investigate, assess, gather evidence, capture observations, and responses for further review.
- Records the impacted areas and related areas that must be addressed such as policies and regulations, IT assets, impacted business units, and so on.
- Helps to identify key stakeholders and information objects associated with the case.
- Provides the ability to initiate remediation, preventive measures, and conduct root cause analysis to eradicate the cause of the case.
- Helps to identify and manage issues that arise from the privacy cases.

Privacy Case Management home page

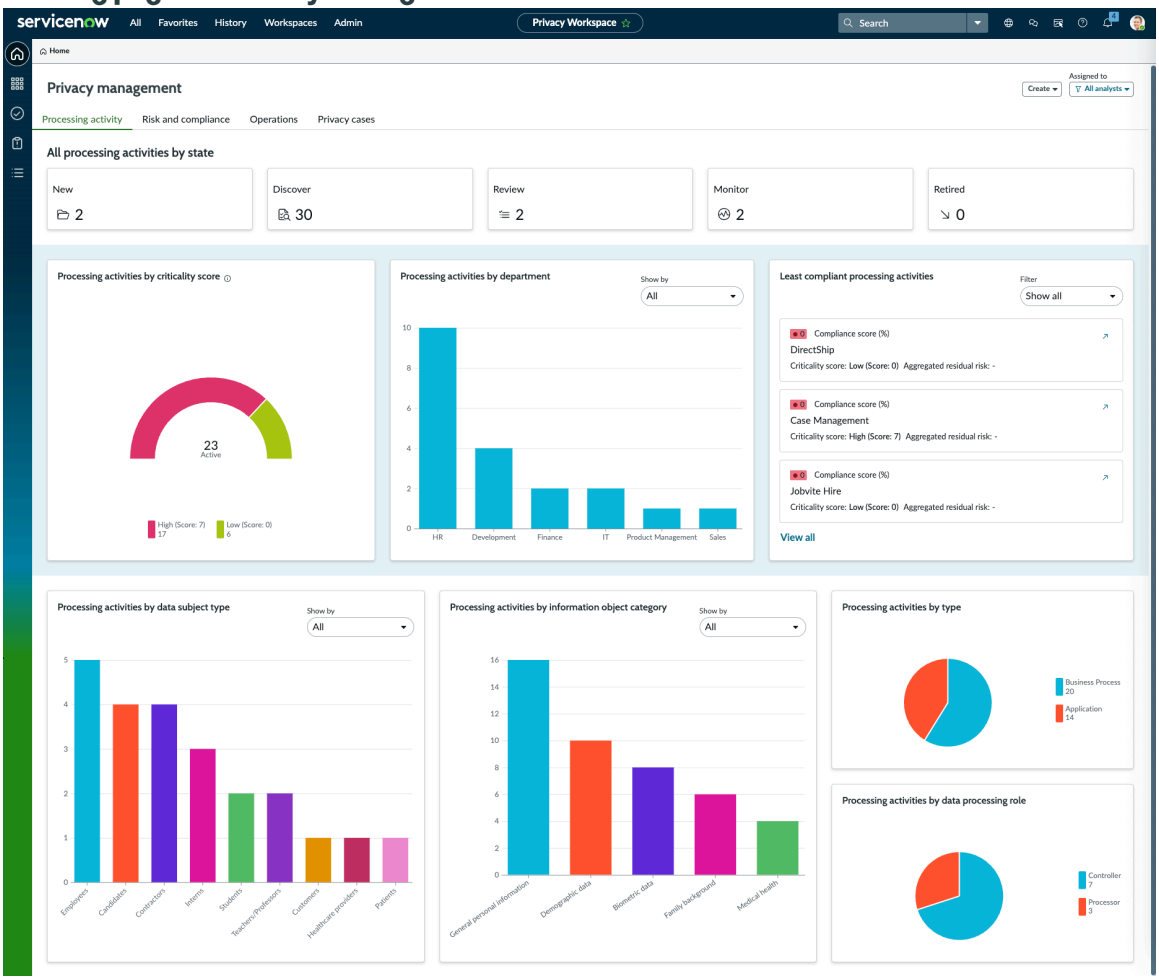
The Privacy Case Management application home page offers the privacy case manager an overview of processing activities, risk and compliance information, operations details, and all your privacy case-related information.

The home page contains the following tabs:

- Processing activity dashboard
- Risk and compliance dashboard
- Operations dashboard
- Privacy cases dashboard

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Landing page for Privacy management



Privacy Case overview page

The Privacy case overview page shows details, such as description, state, schedule and milestones, case tasks, and issues related to the case in the Privacy Case Management application.

The Privacy Case Management overview related list includes the following sections:

- Description
- State
- Case schedules and milestones
- Case tasks overview
- Tracking
- Attachments

Description section

The Description section includes the detailed information that you can fill in when you're creating a privacy case. For example, you can add the purpose, action being taken, time line, applicable rules and regulations, and any relevant evidence or documents. By using this section, you can understand the context of the case and take the necessary steps to resolve it.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

State section

The State section includes the workflow states of a privacy case. For example in this section, you see various stages of the privacy case, such as New, Triage, Investigate, Resolve, Post case review, and Close. These states determine the status of the case. A privacy case administrator can configure these states in the Privacy Case Management application. For more information, see Define the workflow states for a privacy case.

Case schedules and milestones section

The Case schedules and milestones section includes the details on all the milestones or events during the case life cycle in a time-line range. In this section, you can see an outline of the key events, such as the date when the case was reported, occurred, discovered, or closed. You can also filter the events to view the following options on the time-line range after you select the **Show events** option:

Case creation date

Date when the case was created.

Date of discovery

Date when the case was discovered.

Date of occurrence

Date when the case occurred.

Milestone

Dates related to the investigation remediation milestones.

Breach

Dates related to the breach analysis.

Today

Current date on the time line.

Case closure

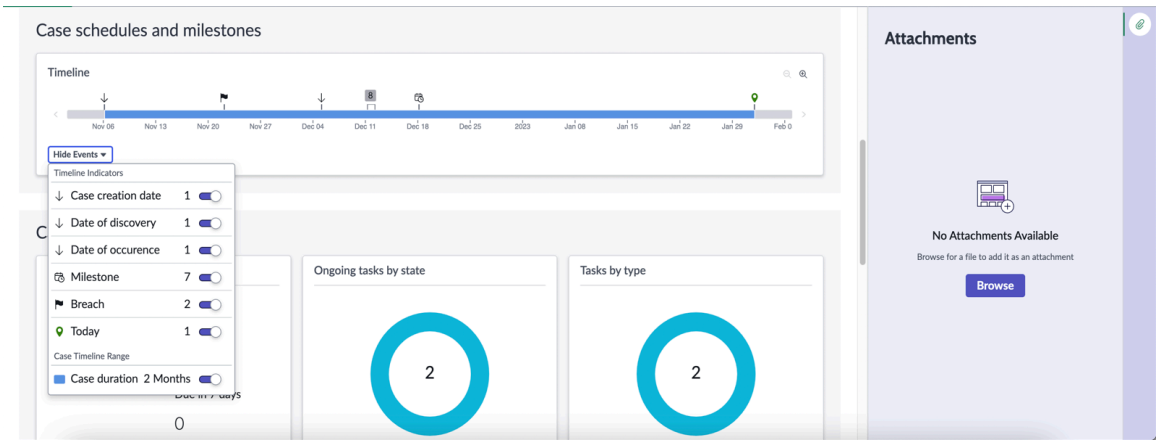
Date when the case was closed or met the case closure service level agreement (SLA).

Case duration

Date when the case was created to the last milestone date.

The following example shows the options available after you select the **Show events** option.

Case schedules milestones



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
The options that are displayed after you select the **Show events** option are limited to the events and milestones that are available for the case.

Case tasks overview section

The case task overview section includes the following subsections:

Tasks

Total number of case tasks, any overdue case tasks, and case tasks that are due in seven days.

Ongoing tasks by state

Number of active case tasks by the states.

Tasks by type

Number of active case tasks by the case type.

Tracking section

The Tracking section displays the following information:

- Number of open issues for a privacy case
- Number of overdue issues
- Number of issues due in the next seven days

Attachments section

The Attachment section enables you to upload a file as an attachment to a case. In this section you can find all the attachments that have been added.

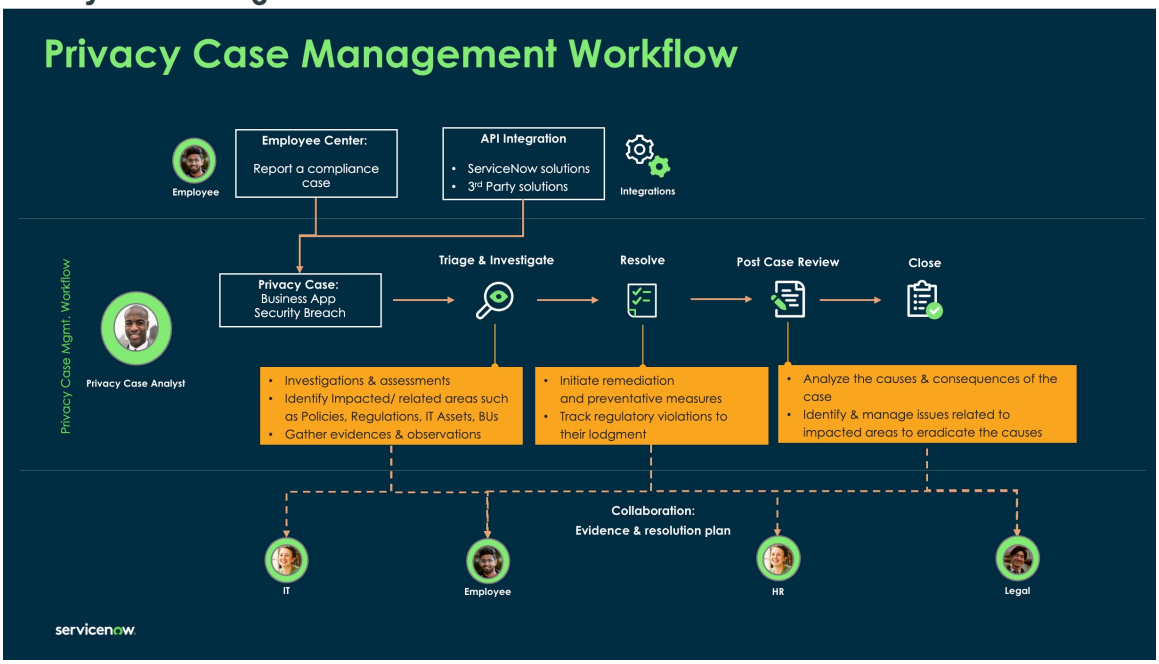
Privacy Case Management workflow

The Privacy Case Management solution provides you a framework to manage any privacy breaches reported by the users. The solution provides an end-to-end workflow for the privacy team to triage the reported breach and perform the required investigation and analysis, gather evidence, record the key stakeholders, impacted areas, and regulatory violations, if any.

The following image shows the workflow of the Privacy Case Management application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Privacy Case Management workflow



The life cycle of a privacy case is explained as follows:

1. A case can be reported by the business users from the Employee Center or users can also reach out to the privacy teams using other modes such as phone call or email, after which the privacy team can create the case on behalf of the user from the Privacy Workspace and attach the related details.
2. The privacy case team assigns a case analyst to the case.
3. The case analyst triages and investigates the case and creates Case task workflow tasks. Each task is assigned to a case task owner.
4. The case task owners add the relevant details to the tasks and submit them for the case analyst to review.
5. The case analyst then does the following tasks:
   a. Reviews the responses submitted by the task owners.
   b. Records [PI] information objects, key stakeholders, impacted areas, and related areas.
   c. Tracks regulatory breaches and their appropriate lodgement.
   d. Initiates preventive measures and tracks the causes and their consequences.
   e. Manages the issues that arise out of the impacted areas.
6. The case analyst reviews all the details and closes the case.

Smart assessments in Privacy Case Management

Utilize the Smart Assessment Engine to perform smart assessments on privacy case action tasks.

Using the abilities of the Smart Assessment Engine, you can empower the privacy teams to initiate privacy case assessments. These assessments assist privacy case analysts in identifying impacted and related areas during a privacy case investigation. They also help determine whether employees in your organization adhere to the required regulations. The analyst can then collect observations and evidence from the stakeholders and arrive at a resolution. The Smart Assessment Engine provides numerous benefits some of which are listed as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Configuring the assessment templates
- Identifying the assessment responders
- Defining the due date for responding to the assessment

In the Assessment Workspace, you can view the templates available for Privacy Case Management. You must ensure that the assessment template category is set to **Privacy Case Assessment** and the assessment targets are set to **Action task** and **Privacy case**. Only the assessment templates that are published are available for performing the assessments.

For more information about Smart Assessment Engine, refer to Exploring Smart Assessment Engine

Pre-requisites to enable smart assessment in Privacy Case Management

Smart assessment scoped applications

The base system ships the GRC smart assessment template to the users when the Privacy Case Management plugin is installed. However, the following scoped applications are required:

1. Smart Assessment core (sn_smart_asmt)
2. Smart assessment Migration tools (sn_smart_asmt_mig). For more information, see Migrate a legacy metric type to an assessment template
3. Smart Assessment Connected (sn_smart_asmt_conn)
4. Smart Assessment Designer (sn_smart_asmt_desg). For more information, see Using the template designer

Enable smart assessments system property

The administrator sets the *sn_grc_case_mgmt.enable_smart_assessments* system property to **true** for the privacy case manager to assess the action tasks using the smart assessment method.

Migrate the template

Create a new template in Smart Assessment Engine. For more information, see Creating an assessment template from legacy assessment metric types.

To get started with smart assessments, the privacy case administrator (sn_comp_case.compliance_case_admin), configures the assessment questionnaire. When an action task moves from the **Draft** state to the **Assigned** state, the assessment is sent. Based on the assessment results, appropriate remediation measures are identified and implemented. To learn more about how to configure a questionnaire in the Exploring Smart Assessment Engine, refer to Configuring Smart Assessment Engine. To learn how to perform smart assessment on action tasks, refer to Perform smart assessment on action tasks.

Privacy breach assessments

Privacy breach assessments play an important role whenever there is an incident that threatens the privacy of individuals. These assessments help to determine if there is a breach and then serve as a measure to gauge the extent and impact of a breach.

There are two pathways to trigger a breach assessment: it can be initiated directly from a privacy case or you can initiate the breach assessment as a standalone assessment. When an assessment is initiated as a standalone assessment, the results are analysed and a privacy case may be created if required. This flexibility ensures that organizations can promptly respond to potential breaches. You can perform only one breach assessment for each privacy case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

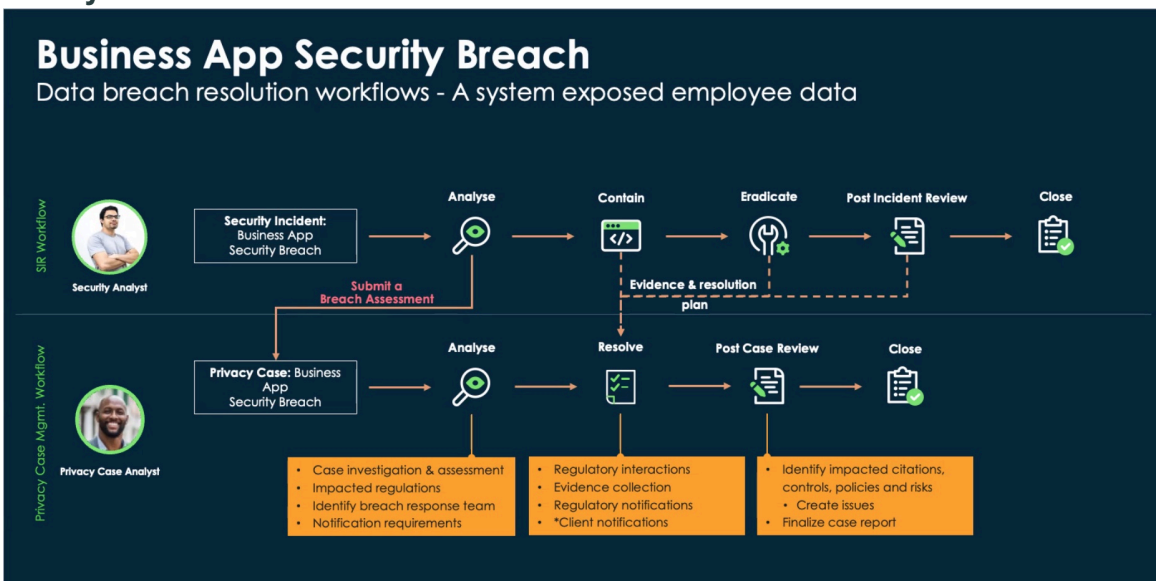
In the event of a breach, any specific criteria, for example, a server being compromised with personal data, may prompt the initiation of a breach assessment before creating a privacy case. The primary objective of this assessment is to quickly determine the nature of the compromised data. For example, if the incident is related to security incident, the security analysts are tasked with filling out the breach assessment, providing details on the incident type, impacted locations, and any existing mitigation measures like encryption. Subsequently, privacy analysts review the assessment, delving into the specifics of the incident. Based on this analysis, a privacy case may be created to prevent future occurrences and manage legal obligations linked to the breach.

Workflow of a privacy breach assessment

While a breach assessment can be initiated from the Employee Center, it can also be initiated from an application. The following image illustrates the breach assessment workflow using the example of a security incident.

Note:
This image uses security incident purely as an example for a better understanding of the workflow.

Privacy breach assessment workflow



Overview page of a breach assessment

After a breach assessment is completed, the overview page of the assessment displays the summary of the relevant and critical information for the privacy analyst to review.

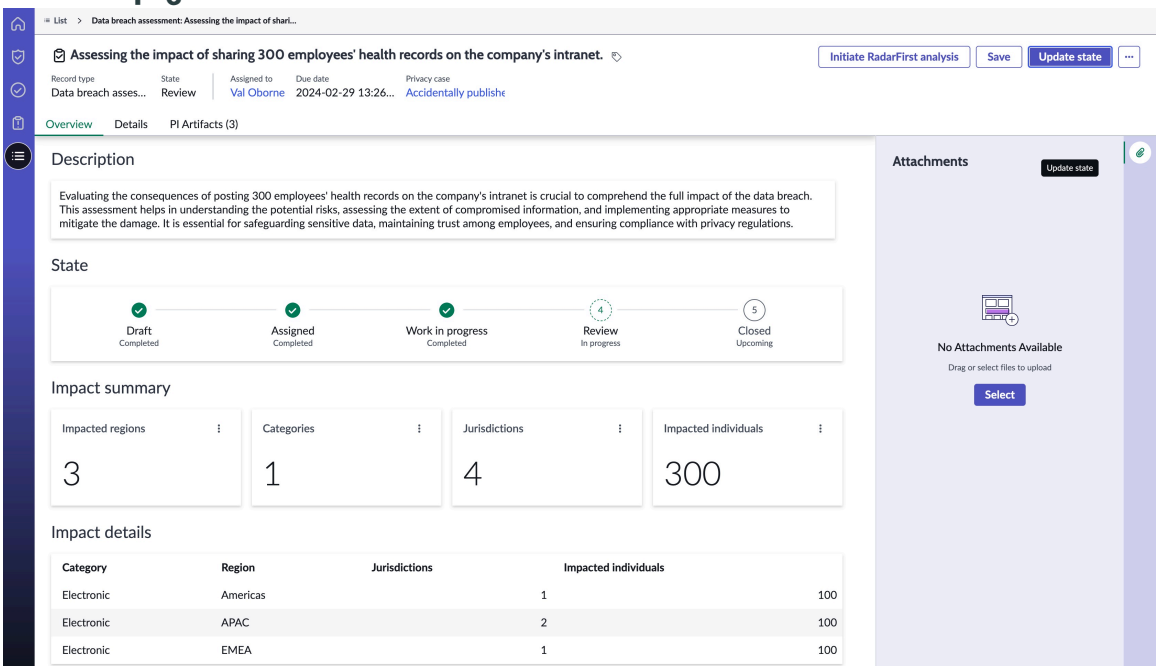
The following sections are displayed in the overview page of a breach assessment.

- Description: Displays a brief description or summary of the breach.
- State: Displays the **Review** state the of the assessment when the privacy analyst must review the assessment.
- Impact summary: Displays key information such as the number of individuals impacted by the breach, the categories of the breach such as visual, verbal, electronic, or paper, and the impacted jurisdictions and regions.
- Impact details: Displays in detail the items captured in the Impact summary widget.

An image of the overview page is displayed as follows.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Overview page of a breach assessment



States of a privacy breach assessment

After a privacy analyst initiates a privacy breach assessment, the assigned reviewer contributes their insights and includes the personally identifiable information (PI) artifacts and relevant jurisdictions before it is completed and closed.

The states of a breach assessment are listed as follows:

1. **Draft**: This is the default state when a breach assessment is initiated.
2. **Assigned**: This is the state when the privacy analyst assigns the assessment to a user.
3. **Work in progress**: This is the state when the reviewer accepts the assignment and adds PI artifacts and jurisdictions to the breach. The reviewer then sends the assessment for a review to the privacy analyst.
4. **Review**: In this state, the privacy analyst reviews the assessment.
5. **Closed**: After the reviewer completes the review, the reviewer completes and closes the assessment.

Elements of a privacy breach assessment

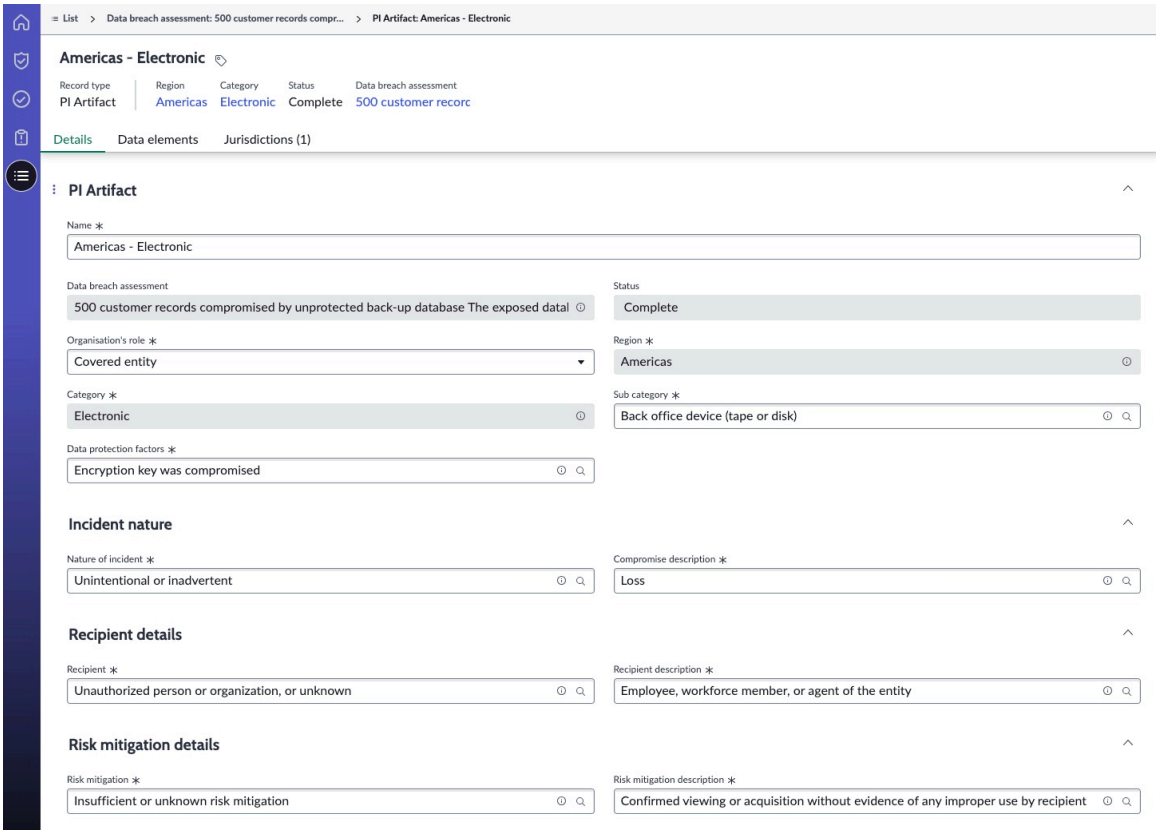
A privacy breach assessment must clearly indicate the jurisdiction in which the breach occurred. This is crucial because each jurisdiction operates under distinct laws and regulations pertaining to privacy and data protection. It must also specify the personally identifiable information (PI) artifacts.

PI Artifact

PI artifacts typically refer to the physical or digital forms of personally identifiable information that may be lost or stolen. These artifacts can include verbal (spoken or recorded), visual (printed or displayed), electronic (stored on devices or systems), or paper-based (documents or records) forms of data that contain personal information. A PI artifact contains details such as the nature of the incident, the description of the compromise, the recipient's details, the risk mitigation plan, and so on. Each PI artifact collects data for a particular region and category. The following image shows the information that is collected using the PI artifact form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

PI artifact form

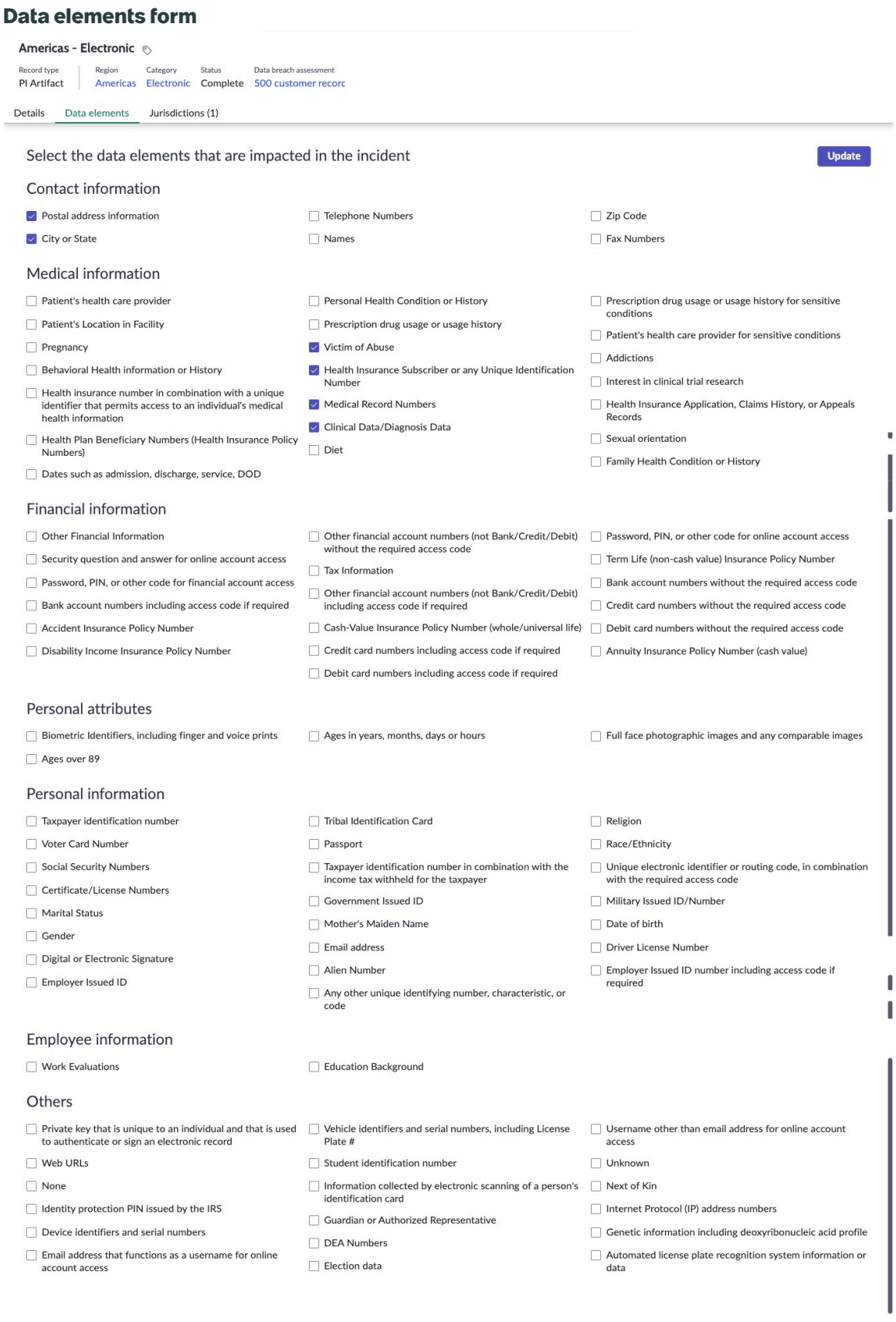


A PI artifact consists of the following.

- **Data elements**: Data elements are specific pieces of information that are part of a larger dataset. In the context of a breach incident, data elements refer to the specific types or categories of data that are impacted or compromised. Examples of data elements can include contact information (such as names, addresses, phone numbers, or email addresses), medical information (such as medical history, diagnoses, or treatment records), financial information (such as credit card numbers, bank account details, or transaction records), and so on.

  When a breach incident occurs, it is important to identify and assess which data elements have been affected or exposed. This helps in understanding the potential risks and impacts of the breach, as well as determining the appropriate response and mitigation measures to protect the affected individuals and their data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



- **Jurisdiction**: To comply with the varying laws and regulations, it is necessary to identify the specific jurisdictions impacted during a breach assessment. Countries are typically divided into multiple states or regions, each governed by its own set of laws. For instance, within the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

United States of America, California is considered a jurisdiction with its own governing laws. Therefore, when a breach occurs in California, the applicable laws and regulations specific to California are applied. Jurisdictions also provide important details, such as the number of individuals impacted within that specific region.

Configuring Privacy Case Management

Follow the order of the tasks given here to configure Privacy Case Management application. These tasks help you to manage the compliance cases effectively.

Install Privacy Case Management

You can install the Privacy Case Management application (sn_privacy_case) if you have the admin role.The application includes demo data and installs related ServiceNow® Store applications and plugins if they are not already installed.

Before you begin

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

Role required: admin

About this task

The following items are installed with Privacy Case Management:

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

Procedure

1. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
2. Find the Privacy Case Management application (sn_privacy_case) using the filter criteria and search bar.

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

   In the list next to the **Install** button, the versions that are available to you are displayed.
3. Select a version from the list and select **Install**.

   In the Review Installation Details dialog box, any dependencies installed with your application are listed.
4. If you're prompted, follow the links to the ServiceNow Store to get any additional entitlements for dependencies.
5. **Optional:** If demo data is available and you want to install it, select the **Load demo data** check box.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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

6. Select **Install**.

Create a view rule

Create view rules to define the form view of the privacy cases in the Privacy Workspace. Specifying the rules helps you to control how the privacy case form appears.

Before you begin

Role required: sn_privacy_case.privacy_case_admin

Procedure

1. Navigate to **All** > **Privacy Case Management** > **Case type**.
2. Select the **View Rules** related list on the case type form.
3. Select **New**.
4. On the View Rule form, fill in the fields.
   For a description of the fields on the View Rule form, see View rule form.
5. Select **Submit**.

View rule form

Learn about the fields on the view rule form. Use this form to define workspace and default view rules in the Privacy Case Management application.

On the view rule form, fill in the fields.

View rule form

Field	Description
Name	Unique name to identify the rule.
Table	Table this view rule applies to. This field is automatically set to **Privacy case [sn_privacy_case_privacy_case]**.
View	View for which you're creating the rule. The choices are as follows: • **Default view**: Select this option to define the form view on the Core UI. • **Workspace**: Select this option to define the form view on the Privacy Workspace.
Experience Restricted	Option to decide if the rule must be restricted to one workspace or to multiple workspaces.
Application	Name of the application this view rule applies to. This field is automatically set to **GRC: Advanced Risk**.
Execution Order	Order in which this view rule executes if there are multiple rules.
Active	Option to activate the view rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create an assignment rule

Specify the conditions for assigning a privacy case to a particular user or group by creating assignment rules.

Before you begin

Role required: sn_privacy_case.privacy_case_admin

About this task

To determine the appropriate person or group to handle a privacy case, establish assignment rules that outline the necessary criteria. For instance, if the case pertains to data protection and information security, it should be assigned to the appropriate individual or team.

Procedure

1. Navigate to **All** > **Privacy Case Management** > **Case type**.
2. Select the **Assignment Rules** related list on the Assignment Rule form.
3. Select **New**.
4. On the Assignment Rule form, fill in the fields.
   For a description of the field values on the Assignment Rule form, see Assignment rule form.
5. Select **Submit**.

Assignment rule form

Learn about the fields on the assignment rule form. Use this form to define case assignment rules in the Privacy Case Management application.

Assignment rule form

For a description of the field values, see the following table:

Assignment rule form

Field	Description
Name	Name of the assignment rule.
Application	Name of the application this assignment rule applies to. This field is automatically set to **GRC: Privacy Case Management**.
Active	Option to enable the assignment rule.
Applies To	
Table	Table this assignment rule applies to. This field is automatically set to **Privacy case [sn_privacy_case_privacy_case]**.
Conditions	Conditions to be defined for the case type's assignment rule.
Assign to	
User	User the case is assigned to.
Group	Group the case is assigned to.
Script	
Script	Script to define advanced assignment rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create state model transition

Create state models to control the workflow of a privacy case by defining the states and transition conditions.

Before you begin

Ensure that you are in the GRC: Privacy Case Management application.

Role required: sn_privacy_case.privacy_case_admin

Procedure

1. Navigate to **All** > **Privacy Case Management** > **State Models**.
2. Select **New**.
3. On the form, fill in the fields.

State model form

Field	Description
Name	Name of the state model. For example, `Breach case`.
Application	Scope of the application. This field is automatically set to **GRC: Privacy Case Management**.
Active	Option to indicate that the state model is active or inactive.
Table name	Table this state model applies to.
State model field	Fields that contain the state model value in the table that this state model applies to.
State field	Fields that contain the state value in the table that this state model applies to. This field is automatically set to **State [state]**.

4. Select **Submit**.

Define the workflow states for a privacy case

Define the workflow states for a privacy case that govern the lifecycle of the case.

Before you begin

Role required: sn_privacy_case.privacy_case_admin

About this task

A privacy case typically goes through the following workflow states that can be configured in the Privacy Case Management application:

- New: The case has been opened and is in the initial stage of review.
- Triage: The case is being evaluated to determine the appropriate course of action.
- Investigate: The case is being actively investigated to gather information and evidence.
- Resolve: The case is being worked on to find a resolution.
- Post case review: A review of the case is being done after it is resolved.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Close: The case is closed and is no longer active.
- Cancel:The case is cancelled and it is no longer being pursued.

These states can vary depending on the organization's privacy case management process.

Procedure

1. Navigate to **All** > **Privacy Case Management** > **State Models**.
2. Open the state model that you created and want to add the workflow for.
3. On the GRC workflow states context menu, select **New**.
4. On the form, fill in the fields.

Workflow state form

Field	Description
State	Name of the workflow state. Choices are the following: ○ **New** ○ **Triage** ○ **Investigate** ○ **Resolve** ○ **Post case review** ○ **Close** ○ **Canceled**
Model	State model that uses this workflow state. This field is automatically set to the state model name.
Application	Name of the application this state model applies to. This field is automatically set to **GRC: Privacy Case Management**.
Display type	Display type of the workflow state. Choices are the following: ○ **As node**: Display as a parent state. ○ **As sub-level**: Display as a sub-state of the parent state.
Stepper label	Label to be displayed on the stepper component for the state.
Parent model state	Parent state for the sub-level state. This field appears only when **As sub-level** is selected from **Display type**.
Is optional	Option to select the state as optional. This field appears only when **As node** is selected from the **Display type** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Create the other states similarly.
6. Select **Submit**.

Define the model state transitions for a privacy case

Define the transition conditions to control how a compliance case traverses through the different workflow states by using the Privacy Case Management application.

Before you begin

Role required: sn_privacy_case.privacy_case_admin

About this task

The state transitions are a list of conditions for entering or exiting each state that is defined for a table. In the State Transitions table, use the condition builder to build a list of required conditions for entering or exiting each state.

Procedure

1. Navigate to **All** > **Privacy Case Management** > **State Models**.
2. Open the state model that you want to define the model state transition for.
3. To define the model state transition, select the required workflow state.
4. On the Model State Transitions context menu, select **New**.
5. Select the state that you want to move to from the selected state.
6. **Optional:** To enable the automatic transition of the workflow state, select the **Automatic transition** option.
7. Open the form context menu and select **Save**.
   The GRC model state transition conditions related list appears.
8. On the GRC model state transition conditions context menu, select **New**.
9. On the form, fill in the fields.

   For a description of the field values on the GRC model state transition form, see GRC model state transition condition form.
10. Select **Submit**.

GRC model state transition condition form

Use the GRC Model State Transition Condition form to define the transition conditions to control how a compliance case traverses through the different workflow states by using the Privacy Case Management application.

See the following table for a description of the field values.

GRC Model State Transition Condition

Field	Description
Name	Name of the condition.
State transition	Transition of states. This field is automatically set to the model state transition value.
Active	Option to enable the model state transition condition.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC Model State Transition Condition (continued)

Field	Description
Description	Description of this state transition. For example, in the **Description** field for the New state, you could enter `New state can move only to Analyze state`.
Error message	Error message to be displayed when the conditions aren't met.
Requires	Transition conditions: • **Task has been through Approval**: Condition passes if the related task has an approval that is either accepted or rejected. • **Task is Approved**: Condition passes when the task is approved. • **Task is Rejected**: Condition passes when the task is rejected. • **Transition Condition**: Conditions for this state transition. • **Transition Script**: Advanced conditions for this state transition.
Condition	Conditions to be defined for this state transition. This field appears only when **Transition Condition** is selected from **Requires**.
Script	Script to be defined for this state transition. This field appears only when **Transition Script** is selected from **Requires**.

Create a privacy case assessment template

Create an assessment and send those assessments to the privacy case task owners to collect their responses. The responses help the privacy case analysts to determine the breaches that have occurred due to the privacy case.

Before you begin

Role required: sn_privacy_case.privacy_case_admin

About this task

Instead of using the default template, you can create a questionnaire template for assessing privacy cases. After you set up the assessment template, it's available in the case task section for the **Assessment** case type.

Procedure

1. Navigate to **All** > **Privacy Case Management** > **Assessment Templates**.
2. Select **New**.
3. On the Assessment Metric Type form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For a description of the field values on the Assessment Metric Type form, see Assessment metric type form.

4. Select **Submit**.

Assessment metric type form

Use the Assessment Metric Type form to create an assessment questionnaire template instead of using the default template.

Assessment metric type form

For a description of the fields, see the following table:

Assessment metric type form

Field	Description
Name	Name of the assessment template.
Assessment duration	Length of time allowed for completing the assessment from the time the assessment is generated.
Table	Table this assessment template applies to.
State	Status of the assessment. This field is automatically set to **Draft**.
Roles	Roles that have read access to the template.
Description	Purpose of the assessment template and the reason for its creation.
Introduction	Guidance text for business users who respond to the assessment.

Configure inbound email to enable privacy case creation

This configuration allows administrators to set up a designated email address that employees can use to report privacy cases through email.

Before you begin

Role required: Privacy admin

Procedure

1. Configure inbound email configuration:
   a. Navigate to **All** > **System Properties** > **Email Properties**.
   b. In Inbound Email Configuration section, do the following:
   - Set **Email receiving enabled** to **Yes**.

     This enables the instance to process incoming emails.
   - Set **Automatically create users for incoming emails** from trusted domains to **Yes**.

     This enables the application to create user records for senders from trusted domains.
2. Add the group email address for privacy case creation:
   a. Navigate to **All** > **Privacy Case Management** > **Case Configuration** > **Case Type**.
   b. Select the Inbound Email Configuration tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

c. Add the group email address (for example, create-<case/inquiry>@emaildomain.com). This email address is used by requesters to send privacy requests that automatically generate as cases.

Configure Record Type Area

The Record Type Area Configuration feature allows privacy case managers or analysts to add additional relevant business area types in impacted and related areas.

Before you begin

Role required: Privacy admin

Procedure

1. Navigate to **All** > **Privacy Case Management** > **Case Configuration** > **Case Type**.
2. Select Record Type Area Configuration tab and click **New**.
3. Select the Area Type, such as Impacted Area or Related Area.
4. Select the appropriate area type from the configuration options.
5. Select the Active box to make the area available for use.
6. Set the Order to define the sequence in which this area appears.
7. Select **Submit** to save the configuration.

Result

The configured options are available for the user to add during case creation, ensuring that each case accurately reflects its business context.

Configuring privacy breach assessment

Follow the order of the steps such as creating breach factor types, breach factors, PI data element types, and PI data elements to configure privacy breach assessment.

Create a breach factor type

Create categories to help responders to identify breach factors within specific categories. For example, incident nature is a breach factor type which has factors under it as Intentional and Malicious, or Intentional and not malicious, and Unintentional or inadvertent.

Before you begin

Role required: sn_privacy_case.privacy_case_admin

Procedure

1. Navigate to **All** > **Privacy Case Management** > **Breach Assessment Configuration** > **Breach Factor Types**.
2. Select **New**.
3. On the form, fill in the fields.

Breach factor type form

Field	Description
Label	Category to which the factor type belongs. For example, Incident nature, Recipient and so on.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Name	Element of the breach factor.
Active	Option to activate the factor.
Application	Name of the application this factor applies to. This field is automatically set to **GRC: Privacy Case Management**.
Description	Brief description of the breach factor type.

4. Select **Submit**.

Create breach factors

Create breach factors to help privacy teams understand the characteristics of a breach and evaluate the related risks. Exercise your flexibility to either use the default breach factors or generate new ones. Additionally, link breach factors to specific regions or implement them universally across multiple regions or selected ones.

Before you begin

Role required: sn_privacy_case.privacy_case_admin

Procedure

1. Navigate to **All** > **Privacy Case Management** > **Breach Assessment Configuration** > **Breach factor**.
2. On the form, fill in the fields.

Breach factor form

Field	Description
Label	Category to which the factor belongs. For example, Electronic, Paper, and so on.
Name	Unique name to identify the factor.
Type	Type of preconfigured breach factors with which the factor must be associated.
Application	Name of the application this factor applies to. This field is automatically set to **GRC: Privacy Case Management**.
Active	Option to activate the factor.
Applied to	Location of where the factor is applicable. The options are as follows: ○ **All regions** ○ **Specific to a region**
Description	Brief description of the factor.

3. Select **Submit**.

Create a PI data element type

Create categories to help responders to identify personal data elements within specific categories. For example, for a PI data element type such as Personal information, the PI data elements can be Name, Age, Employer ID, Marital Status, Email, and so on.

Before you begin

Role required: sn_privacy_case.privacy_case_admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Privacy Case Management** > **Breach Assessment Configuration** > **PI Data Element Types**.
2. Select **New**.
3. On the form, fill in the fields.

PI data elements type form

Field	Description
Label	Category to which the PI data element type belongs. For example, for type `Financial Information`, the data elements can be bank account numbers, credit card numbers, and so on.
Name	Name of the PI data element type. This name is usually the same as the label.
Order	Order of the element type as it should appear on the assessment form.
Application	Name of the application this element type applies to. This field is automatically set to **GRC: Privacy Case Management**.
Active	Option to activate the data element type.
Description	Brief description of the PI data element type.

4. Select **Submit**.

Create PI data elements

Create PI data elements based on residents' personal information collected during the business process, such as phone numbers and email IDs. Use pre-configured elements or create new ones. Customize for data elements for specific regions or map a single PI data element to multiple regions.

Before you begin

Role required: sn_privacy_case.privacy_case_admin

Procedure

1. Navigate to **All** > **Privacy Case Management** > **Breach Assessment Configuration** > **PI Data Elements**.
2. On the form, fill in the fields.

PI data element form

Field	Description
Label	Category to which the data element belongs. For example, phone number, email address, and so on.
Name	Unique name to identify the data element.
Type	Type of preconfigured PI data element type with which the data element must be associated.
Application	Name of the application this data element applies to. This field is automatically set to **GRC: Privacy Case Management**.
Active	Option to activate the PI data element.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Applied to	Location of where the data element is applicable. The options are as follows: ○ **All regions** ○ **Specific to a region**
Description	Brief description of the data element.

3. Select **Submit**.

Create a region

Create geographic regions based on the data of the residents that is collected as a part of your business operations. Examples of regions are America, Europe, Asia Pacific, and so on.

Before you begin
Role required: sn_privacy_case.privacy_case_admin. This role must contain the user_admin role.

About this task
When you create a region, it is necessary to set the **Parent** field as empty.

Procedure
1. Navigate to **All** > **Privacy Case Management** > **Breach Assessment Configuration** > **Regions**.
2. Select **New**.
3. On the form, fill in the fields.
4. Select **Submit**.

Create a jurisdiction for a region

Create jurisdictions for regions for data breach notification obligations as each obligation is broken down by jurisdiction. Jurisdiction can be created two levels below a region.

Before you begin
Role required: sn_privacy_case.privacy_case_admin. This role must contain the user_admin role.

Procedure
1. Navigate to **All** > **Privacy Case Management** > **Breach Assessment Configuration** > **Regions**.
2. Open the region for which you want to add jurisdictions.
3. Select the Locations related list.
4. Select **New**.
5. On the form, fill in the fields.
6. Select **Submit**.

Using Privacy Case Management

You can use the Privacy Case Management application to report privacy cases and manage the lifecycle of a privacy case.

Reporting a privacy case

Any user can report a privacy case or an event that needs the attention of the privacy team.

As a business user, you can report a case using one the following options:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Employee Center
- Privacy Workspace

Report a privacy case from the Employee Center

Use the Employee Center to report any privacy breaches and complaints directly to the privacy teams. Reporting these cases helps to reduce and avert losses.

Before you begin

Role required: sn_privacy.business_user

Procedure

1. Navigate to **All** > **Self-Service** > **Employee Center**.
2. Select the **Risk & Compliance** tab.
3. Select **Report a privacy case**.
4. On the form, fill in the fields.
   See the Employee Center privacy case creation form for an explanation of each field.
5. To provide supporting material or evidence, select **Add attachments**.
6. Select **Submit**.

Employee Center privacy case creation form

On the new privacy case form in the Employee Center, fill in the fields as appropriate.

Report a privacy case form

Field	Description
Title	Name of the case. For example, `Customer records compromised by unprotected back-up database`.
Description	Brief description of the case.
Case type	Nature or type of the case. This field is automatically set to **Privacy case**.
Case subtype	Subtype of the case. For example, **Documentation Loss**.
Date of occurrence	Date the case occurred. For example, the case may have occurred on 18-02-2022.
Date of discovery	Date the case was discovered by you. For example, the case may have occurred on 18-02-2022, but was discovered only on 12-03-2022.
Personal information	
Categories of data subjects/individuals impacted	People impacted by the case. The choices are: • **Customers** • **Employees**
Number of impacted individuals	Number of people impacted by the case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Report a privacy case form (continued)

Field	Description
Select the personal information attributes involved	Attributes of personal information that have been compromised in the case.
Provide additional personal information	Details of other personal information that is impacted by the breach.
Select the key stakeholders who own this application	Key stakeholders of the application.
Case origin	
Impacted business unit	Business unit that is impacted by the breach.
Impacted department	Department impacted by the breach.
Where the case occurred (location)?	Location of the case occurrence. For example, the location is **Japan**.
Where the case occurred (Sub-location)?	Sub location of the case occurrence. For example, the sub location is **Tokyo**.

Create a privacy case in the Privacy Workspace

Report any privacy breaches and complaints to help reduce and avert losses.

Before you begin

Role required: sn_privacy.analyst

About this task

At times, users can also report a case to the privacy teams using offline modes such as phone calls or emails. The privacy teams then create these cases in the Privacy Workspace and then attach the relevant details to the case.

Procedure

1. Navigate to **All** > **Privacy Workspace**.
2. Select the Privacy Case Management icon ( ).
3. Select **Create**.
4. Select **Case**.
5. On the form, fill in the fields.
   See the privacy new case form for an explanation of each field.
6. Select **Save**.

Privacy new case form

On the new privacy case form, fill in the fields.

New Privacy case form

Field	Description
Number	Number of the case. This field is automatically set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New Privacy case form (continued)

Field	Description
Title	Name of the case. For example, `Customer records compromised by unprotected back-up database`.
Type	Nature or type of case. This field is automatically set to **Privacy case**.
State	Workflow state of the case. This field is automatically set to **New**.
Requester	Person who reported the case.
Primary entity	Entity impacted by the case. Only the entities identified in the impacted areas are available for selection as the primary entity.
Sub-type	Sub type of case. For example, **Documentation Loss**.
Priority	Priority of the case. The choices are as follows: • **1 - Critical** • **2- High** • **3 - Moderate** • **4 - Low** • **5 - Planning** **Note:** The default value in this field is set to **Planning**.
Requested on behalf of	Name of the person on whose behalf you've created the case.
Entity owner	User who is the owner of the entity. This field is automatically set based on the entity selected in the Impacted areas related list.
Description	Brief description of the case.
Personal information	
Contains personal information	Field to decide if the breach contains personal information. The choices are as follows: • **To be decided**: Select this option if you're not sure if the breach has personal information. • **Yes**: Select this option if the breach has personal information. • **No**: Select this option if the breach doesn't have personal information.
Number of impacted individuals	Number of people impacted by the case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New Privacy case form (continued)

Field	Description
Categories of data subjects/individuals impacted	Define who is impacted by the case. The choices are as follows: • **Customers** • **Employees**
Assignment	
Assignment group	Group assigned to the case. **Note:** The assignment group is preconfigured to the case type during configuration setup.
Case analyst	Analyst who will analyze and work on the case. The case analyst is a part of the Assignment group.
Watch list	People who must be aware of the case.
Accountable executive	Executive who is accountable for the case.
Primary origin	
Location	Location where the case occurred. For example, the location is **Japan**.
Impacted business unit	Business unit that is impacted by the breach.
Source	Source of the case creation. This field is automatically set to **Manual** when the case is manually created. If the case is reported from the Employee Center, the field displays the source as **Employee Center**.
Additional source	Mode of how the case is reported when the case is created manually. This field is available only when **Manual** is selected from the **Source** field and the record is saved. The choices are as follows: • **Email** • **Phone**
Sub-location	Sub location of the case occurrence. For example, the sub location is **Tokyo**.
Impacted department	Department impacted by the case. The choices are as follows: • **Finance** • **HR** • **IT**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New Privacy case form (continued)

Field	Description
	• **Marketing** • **Sales**
Source record	Source record of source object from where the case is created. For example, if the case is reported from risk events, then this field displays the name of the risk event from which the case is reported.
Schedule	
Date of occurrence	Date the case occurred. For example, the case may have occurred on 18-02-2022.
Date of discovery	Date the case is discovered by you. For example, the case may have occurred on 18-02-2022, but is discovered by the user only on 12-03-2022.
Reported date	Date the case is reported.
Case closure SLA	Expected date of case closure.
Investigation planned start	Planned start date to investigate the case.
Investigation actual start	Actual start date of case investigation.
Remediation planned start	Planned start date to remediate the case.
Remediation actual start	Actual start date of case remediation.
Investigation planned end	Planned end date to investigate the case.
Investigation actual end	Actual end date of case investigation.
Remediation planned end	Planned end date of case remediation.
Remediation actual end	Actual end date of case remediation.
Breach analysis	
Breach status	Status to indicate if a breach has occurred or not. The choices are as follows: • **To be determined**: This is the default value. • **Breach detected**: If the breach is confirmed. • **Future potential**: If the breach has not occurred but may occur in the future. • **Not a breach**: When there is no breach detected.
Breach start	Date the breach started. This field only appears when **Breach detected** or **Future potential** is selected from the **Breach status** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New Privacy case form (continued)

Field	Description
Reporting status	Status of the case being reported to the regulators. This field is automatically set based on the reporting status of the regulations associated with the case. If a case has many regulations and even if one regulation is identified as reportable, then the reporting status of the case is set to **Reportable**. The default value of this field is **To be determined**.
Breach end	Date the breach ended. This field only appears when **Breach detected** or **Future potential** is selected from the **Breach status** field.
Breach significance identified	Date when the user identifies that the breach is significant. This field only appears when **Breach detected** or **Future potential** is selected from the **Breach status** field.
Root cause analysis	
Primary cause	Primary cause of the case occurrence. This field is automatically set to the primary cause that is selected in the Cause and consequences related list.
Related consequence	Consequences of the primary cause for the case.
Overall observations	Observations made regarding the case.
Remediation taken	Field to indicate if remediation measures have been taken to address the case. The choices are as follows: • **Yes** • **No**
Overall preventive measures	Preventive measures taken toward the case.
Activity	
Work notes (Private)	Notes or information regarding the case.
Additional comments (Customer visible)	Additional information regarding the case for the customers.

Report a privacy case through email

Identify and manage issues related to the impacted areas for the reported privacy case. You can also create issues from the Privacy Case Management landing page.

Before you begin
Role required: N/A

You must know:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The email address designated for reporting privacy incident (for example privacy@company.com).
- The instance email ID for your ServiceNow environment (for example, <instancename>@service-now.com).

Procedure

1. Compose the email in Outlook.
   a. In the To field, enter the designated privacy request email address and the instance email ID. The instance name should be in the format: <instancename>@service-now.com
   b. **Optional:** Add recipients in CC if you want them added to the case watchlist.
2. Use Outlook's Importance setting to mark the priority (for example, High or Low). This priority will map to the Priority field in the created case.
3. Add email Content
   a. In the Subject, provide a clear subject line that will help classify the case easily.
   b. In the Body, include the information about the privacy incident.
4. Add any relevant attachments. Attachments are stored in the case record for reference.
5. Select **Send**.

Result

The email triggers an inbound email action in the Privacy Management application and creates a privacy case.

Field mapping after email submission:

- Subject → Title field

  The subject in the email is automatically captured in the Title field of the privacy case.

- Body Content → Description field in the case

  The text in the email body is automatically captured in the Description field of the privacy case.

- Importance → Priority field

  The importance level set in the email (for example, High) is mapped to the Priority field in the case.

- Source → Email

  The source of the case is recorded as Email, indicating that the case was created from an inbound email.

- Sender → Requester field

  The email sender's name is added as the Requester in the case.

- CC Recipients → Watchlist

  Any recipients included in the CC field of the email are added to the case Watchlist, allowing them to receive updates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For privacy admin, the case will be visible in **Workspaces** > **Privacy Workspace** > **List** > **Cases** > **Unassigned cases**.

Any reply sent by the admin appears in the Email tab of the privacy case.

Initiate a breach assessment from a case

Initiate a breach assessment from a privacy case to capture the details of breach, the type of data that is impacted, and so on. These details help the privacy analyst to identify if the breach must be notified to a regulator.

Before you begin

Role required: sn_privacy_case.privacy_case_analyst

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. Select the list  icon.
3. Select **All Cases**.
4. Open the case that from which you want to initiate the breach assessment.
5. Select **Initiate breach assessment**.
6. On the new breach assessment form, fill in the fields.

New data breach assessment form

Field	Description
Priority	Urgency of the breach.
Reviewers	Reviewer who would review the details of the breach.
Name	Name of the breach. For example, `500 customer records compromised by unprotected back-up database The exposed database contained 50 gigabytes.`
Description	Brief description of the breach. For example, `500 customer records compromised by unprotected back-up database The exposed database contained 50 gigabytes. This assessment helps in understanding the potential risks, assessing the extent of compromised information, and implementing appropriate measures to mitigate the damage. It is essential for safeguarding sensitive data, maintaining trust among employees, and ensuring compliance with privacy regulations.`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Observations	Observations made by the creator of the assessment.
Due date	Due date of the assessment.
Date of discovery	Date when the assessment was discovered.
Assignment group	Group that must review the assessment.
Assigned to	User who must review the assessment.
Additional comments	Additional information or comments for the reviewer.

7. Select **Save**.

Work on a privacy breach assessment

Accept the work of assessing a privacy breach assessment and work on the assessment.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **Self Service** > **Employee Center** > **GRC tasks** > **My To-dos** > **Data breach assessments**.
2. Select and open the assessment that you want to work on.
3. Select **Accept work**.
4. In the Confirmation dialog box, provide any notes as necessary.
5. Select **Accept work**.
6. To add personal information artifacts, select **PI Artifacts**.
7. In the Create PI Artifact dialog box, select the region and category.
   a. Select **Create**.
   b. Select **Save**.
8. Select the PI artifact and fill in the details as required.
   a. Select the Data elements related list and add the data elements to add.
   b. Select **Update**.
   c. Select the Jurisdictions related list and add the jurisdictions.
9. To send the assessment for review, select **Request review**.
10. To confirm, select **Request**.

Case task workflow

Case tasks help you to collaborate with multiple teams to investigate, perform impact assessment to establish case criticality, and gather evidence to capture the details and responses for further review.

After a privacy case is reported, the privacy analyst can create case tasks and assign each of those tasks to various case task owners. The case task owners then work on the tasks and submit them for the case analyst to review. There are three types of case tasks:

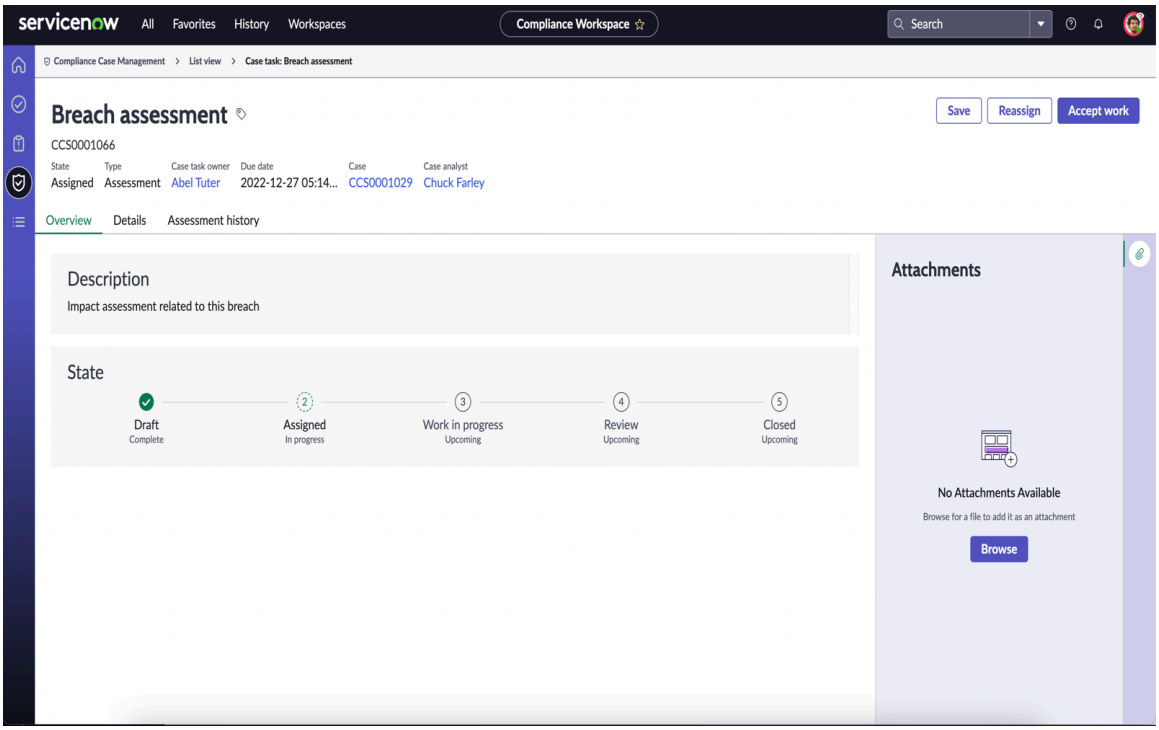
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **Assessment**: This type of case task requires the case task owner to take an assessment and provide their responses. Case tasks that belong to this type can only be reassigned.
- **Investigation**: This type of case task requires the case task owner to provide their observations.
- **Others**: Like Investigation, this type of case task also requires the case task owner to provide their observations.

After case task owners work on a task, they submit the task for the case analyst to review.

The following image displays the life cycle of a case task.

Case task workflow



Create a case task

Create case tasks to work on the various tasks such as investigations, assessments, inquiries, gathering evidence, and so on required to analyze and work on the case that has been reported. Each case can have multiple case tasks that can be assigned to different owners from various teams.

Before you begin

Role required: sn_privacy_case.privacy_case_analyst

About this task

After a case is reported to the privacy teams, a privacy case analyst can create case tasks and assign those tasks to the relevant owners to work on and provide the required inputs and responses.

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace** > **Lists** > **Cases** > **All cases**.
2. Open the case for which you want to create a case task.
3. Select the Case task related list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. On the form, fill in the fields.
   See the privacy new case task form for an explanation of each field.
5. Select **Save**.
6. To assign the task to the case task owner, select **Assign task**.
7. **Optional:** In the confirmation dialog box, provide your notes.
8. Select **Move to assigned**.
   The state of the record changes to **Assigned** and is assigned to a case task owner.
9. **Optional:** To reassign the case task to another user before the case task is accepted by the case task owner specified by you, select **Reassign**.
   You can only reassign case tasks that are of type **Assessment**.
   a. In the Assignment group field, select the relevant group.
   b. In the **Case task owner** field, select a new owner.
   c. Select **Reassign**.

Case task form

On the new case task form, fill in the fields.

Case task form

Field	Description
Number	Number of the case task. This field is automatically set.
Title	Name of the task being created for the case. For example, `Investigation for loss of data`.
Type	Type of task. The choices are as follows: • **Assessment**: Use this option if you want to perform an assessment to collect responses from users regarding the case. **Note:** Only case tasks with type Assessment type can be reassigned to a different task owner if required. • **Investigation**: Use this option if you want to create a case task to perform any investigation for the case reported. For example, you may want to determine the type of data lost. • **Others**: Use this option for any other type of task that you configure.
Assessment template	Assessment template to assess the case. This field appears only when **Assessment** is selected from the **Type** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Case task form (continued)

Field	Description
	Note: Each case type can be mapped to specific assessment templates during configuration. Only the templates mapped to the case are available for selection. For example, if the case type is **Financial**, then the assessment templates specific to the Financial type will be available for selection. You cannot select the same assessment template if there is already an open assessment with the assessment template that you have selected is being worked upon.
State	Workflow state of the case task. This field is automatically set to **Draft**.
Description	Brief description of the task. This description is useful for the user who works on the task.
Assignment	
Assignment group	Group that will work on the case task. Any user who belongs to the selected group can work on the case task if a case task owner is not specified.
Case task owner	Person who owns the case task. The user selected in this field must be a member from the assignment group.
Watch list	Users who must have the access to view the case task.
Schedule	
Due date	Date within which the case task must be completed. The due date must be before the date specified in the **Case closure SLA** field on the case form.
Accepted date	Date the case is accepted.
Created	Date the case is created and assigned to the case task owner.
Task closure date	Date of the task closure.
Summary	
Observations	Observations you make about the case while working on the case task.
Activity	
Work notes (Private)	Worknotes for the case task.
Additional comments (Customer visible)	Comments related to the case task, if any.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Work on a case task

As a case task owner, accept the task, provide the details requested by the case analyst, and submit it for a review. If a case task is assigned to an assignment group, and not to a specific user, then any user who is a part of the assignment group can accept the task and work on it.

Before you begin
Role required: sn_privacy_case.privacy_case_business_user

About this task
If a case task is of type **Assessment**, a case requires the case task owner to take an assessment to determine losses incurred from a case. In this case, the task owner can accept the work and then take the assessment. If the case task is of type **Investigation** or **Others**, the case task owner can accept the task, provide their observations, and submit the case for review to the case analyst.

Procedure

1. Navigate to **Self Service** > **Employee Center**.
2. Access your task from the **My tasks** module.
3. Open the task assigned to you.
4. Select **Accept work** .
5. In the confirmation dialog box, select **Accept work**.
6. Depending on your case task type, perform the following steps.

What to do next

1. Create or manage an information object within a processing activity.
2. Add key stakeholders and send privacy assessments.
3. Add impacted areas to a case.
4. Add related areas to a case.
5. Add causes and consequences to a case.
6. Add regulations to a case.
7. Add issues to a case.

Reassign an assessment type case task

Reassign an **Assessment type** case task to another user. A case analyst or a case task owner can reassign a task to another case task owner, if required.

Before you begin
Role required: sn_privacy_case.privacy_case_analyst, sn_privacy_case.privacy_case_business_user

About this task
There are three types of case tasks and they are described as follows.

- **Assessment**: This type of case task requires the case task owner to take an assessment and provide their responses.
- **Investigation**: This type of case task requires the case task owner to provide their observations.
- **Others**: Like Investigation, this type of case task also requires the case task owner to provide their observations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

As a case analyst, after a task is assigned to a case task owner, you can reassign the task to another privacy business user. Possible reasons for reassignment can be that a case task is wrongly assigned or is not accepted by the case task owner and so on. You can reassign a task to privacy business users.

As a case task owner, you can also accept the task, start working on it, and then reassign the partially completed task to another user. When you reassign the partially completed case task to another user, the data that you have provided also gets copied over and is available when the new case task owner takes the assessment. This data can be modified by the new task owner.

Note:
You can only reassign those case tasks that have the **Type** field set to **Assessment**.

Procedure

1. Navigate to **Self Service** > **Employee Center**.
2. Access your task from the **My tasks** module.
3. Open the task that you want to work on.
4. Select **Reassign**.
   The Reassign case task dialog box appears.
5. In the **Assignment group** field, select the assignment group.
6. In the **Case task owner** field, select the owner.
7. Select **Reassign**.

Review and close a case task

Review a case task after a case task owner provides their responses and observations for the case.

Before you begin
Role required: sn_privacy_case.privacy_case_analyst

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. From the **Tasks** module, open the task to review.
3. Review the case task and then do one of the following.

Add an impacted area to a privacy case

Add the impacted areas or objects that are affected by the privacy case or event in the Privacy Case Management application.

Before you begin
Role required: sn_privacy_case.privacy_case_analyst

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. Select the list  icon.
3. Select **All Cases**.
4. Open the case for which you want to add an impacted area.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Select **New**.
6. On the **Impacted area** form, fill in the fields.

Impacted area form

Field	Description
Case	Case for which you're adding the impacted areas. This field is automatically set to the case name.
Impacted area type	Type of the impacted area. For example, the location of the event or case. The choices are as follows: ○ **Control** ○ **Entity** ○ **Location** ○ **User** ○ **Company** ○ **Processing activity** **Note:** You can also configure your own impacted area type.
Impacted area	Areas or objects that are affected by the case or event. This field is available only when a value is selected from **Impacted area type**. For example, **10065 East Harvard Avenue, Denver,CO**.
Title	Title of the impacted area.
Description	Brief description of the impacted areas or objects.

7. Select **Save**.

Add PI information objects to a privacy case

Add information objects to the privacy case after a privacy case is created. Adding information objects helps you understand the types of personal information that is being compromised during a breach.

Before you begin

Role required: sn_privacy_case.privacy_case_analyst

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. Select the list icon.
3. Select **All Cases**.
4. Open the case for which you want to add [PI] information objects.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Click the [PI] Information objects related list.
6. Click **Add**.
7. Select the information objects you want to add.
8. Click **Add**.

Add key stakeholders to a privacy case

Add key stakeholders to a privacy case to identify the key members who are responsible for the data that is lost during the breach. You can then send the respective breach assessments to the stakeholders based on their responsibilities.

Before you begin

Role required: sn_privacy_case.privacy_case_analyst

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. Select the list icon.
3. Select **All Cases**.
4. Open the case for which you want to add a key stakeholders.
5. Click the Key stakeholders related list.
6. Click **Add**.
   a. Select the stakeholders to add.
   b. Click **Add**.
      The key stakeholders are added.

Add a related area to a privacy case

Add the related areas that are related to a privacy case or event reported in the Privacy Case Management application.

Before you begin

Role required: sn_privacy_case.privacy_case_analyst

About this task

You can specify the related areas, such as policies, citations, control objectives, and risk events related to the privacy case or event reported. A privacy administrator can also configure the options for the related areas in the application setup.

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. Select the list icon.
3. Select **All Cases**.
4. Open the case for which you want to add a related area.
5. Select **New**.
6. On the **Related area** form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related area form

Field	Description
Case	Case for which you're adding the related areas. This field is automatically set to the case name.
Related area type	Type of the impacted area. For example, any related risk event. The choices are as follows: ○ **Citation** ○ **Policy** ○ **Control objective** ○ **Risk event**
Related area	Areas that are related to the privacy case or event reported. This field is available only when a value is selected from **Related area type**. For example, **Employees education data loss**.
Title	Title of the related area.
Description	Brief description of the related areas.

7. Select **Save**.

Add causes and consequences to a privacy case

Define the root cause for the reported privacy case or event and its consequences on the organization using the Privacy Case Management application.

Before you begin

Role required: sn_privacy_case.privacy_case_analyst

About this task

You can add multiple causes to a privacy case and define a primary cause. Any privacy case can only have one primary cause. You can also add a cause that is suspected but not confirmed. Apart from specifying the primary the cause, you can specify the consequence and any remediation measures taken to address the case.

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. Select the list icon.
3. Select **All Cases**.
4. Open the case for which you want to add a cause and consequence.
5. Select **New**.
6. On the **Cause and consequence** form, fill in the fields.
   For a description of the field values on the **Cause and consequence** form, see Cause and consequence form.
7. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cause and consequence form

Learn about the fields on the cause and consequence form. Use this form to define cause and consequence in the Privacy Case Management application.

On the view rule form, fill in the fields as appropriate.

Cause and consequence form

Field	Description
Cause	Cause for the case or event.
Cause status	Status of the cause. The choices are as follows: • **Suspected**: Select this option, if the cause isn't yet confirmed. • **Confirmed**: Select this option, if the cause is confirmed.
Primary cause	Option to select the cause as primary.
Cause description	Brief description of the cause.
Consequences and actions	
Consequences	Consequences of the case or event. You can select multiple consequences for a reported case.
Actions taken	Any action or measures taken to address the case.
Summary	
Observations	Overall observations, if any.

Add a privacy regulation related to a case

Add the necessary regulations that are or can be impacted by the case that has been reported. In the ServiceNow platform, regulations are captured as authority documents. Adding the regulations to the case enables you to identify which regulations are breached or violated and prevents penalties and fines.

Before you begin

Role required: sn_privacy_case.privacy_case_analyst

About this task

After you add the regulations, you can analyse the case to determine which regulations are violated. You can then mark the reporting status of the regulations as reportable, non-reportable, or potentially reportable. By default, all the regulations present in the system are displayed and the status of the regulations is set to **To be determined**.

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. Select the Tasks icon ( ).
3. Select **Cases**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Open the case for which you want to add the regulations.
5. Select the Regulations related list.
   a. Select **Add**.
   b. Select the regulations to add.
   c. Select **Add**.
6. To set the reporting status of a regulation, select and open the regulation.
7. On the form, fill in the fields.

Regulation form

Field	Description
Case	Case for which you're adding the regulation. This field is automatically set to the case name.
Reporting status	Status to determine if the regulation must be reported immediately, or in the future or does not require to be reported at all. The choices are as follows: ○ **To be determined**: Select this option if the you're not sure if the violation must be reported. ○ **Reportable**: Select this option if the violation must be reported. ○ **Non-reportable**: Select this option if the violation does not need to be reported. ○ **Potentially reportable**: Select this option if you think that the violation can be reported in the future based on the case investigation.
Authority document	Authority document which forms the regulation.
Lodgement date	Date the regulation is reported to the regulators.
Description	Brief description of the regulation violation based on your analysis.

8. Select **Save**.

Add or create an issue for a privacy case

Identify and manage issues related to the impacted areas for the reported privacy case. You can also create issues from the Privacy Case Management landing page.

Before you begin
Role required: sn_privacy_case.privacy_case_analyst

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. Select the list icon.
3. Select **All Cases**.
4. Open the case for which you want to add an issue.
5. Select the Issues related list and do one of the following.

6. Select **Save**.

Export a privacy case as a PDF

Export a privacy case as a PDF to easily share it with various stakeholders.

Before you begin

Role required: sn_privacy_case.privacy_case_analyst

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. Select the list icon.
3. Select **All Cases**.
4. Open the case that you want to export as a PDF.
5. Select the More actions icon on the top right corner.
6. Select **Export PDF**.
7. Select the appropriate PDF template.
8. Select **Export**.

Perform smart assessment on privacy action task

Use the **Tasks** page on the Employee Center for a consolidated view of all your privacy tasks, including all assessments, enabling you to access and complete them efficiently.

Before you begin

Ensure that following:

- the *sn_grc_case_mgmt.enable_smart_assessments* system property is enabled.
- the assessment templates are configured and published.

Role required: sn_comp_case.privacy_case_business_user

About this task

About this task

When a privacy case action task moves from **Draft** to **Assigned** state, an assessment is initiated. When you perform smart assessment on an action task that is of type **Assessment**, and the smart assessment property is enabled, the smart assessment appears on the unified tasks page which is present on the Privacy Case Management. The tasks that appear in the Compliance Workspace are unique to the logged in user and therefore can complete all assigned tasks. If you're not the rightful responder of the assessment, you can reassign the assessment to the correct responder.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Employee Center** > **GRC Tasks** > **My to-dos** > **Open** > **My pending tasks** > **Action tasks**.
2. Select the action task you want to assess.
3. Select **Start**.
4. Respond to the questionnaire.
   You can view detailed guidance for each question on the right hand side of the screen. The guidance helps you in responding to the questions.
5. Select **Submit**.
6. On the success dialog box, select **OK**.
7. After you submit the assessment, to view the assessment, select **View**.

Result

After the assessment is submitted, the state of the assessment gets updated to **Review** and the status of the assessment is set to **Completed**. A compliance case analyst reviews the assessment and updates the state of the assessment to **Close Complete**.

Send an email from a privacy case

Send emails from a privacy case to seamlessly communicate with various stakeholders and regulators and gather more information about the case. All the emails sent and received are stored in the Privacy Case Management application.

Before you begin

Role required: sn_privacy_case.privacy_case_analyst

Procedure

1. Navigate to **All** > **Privacy Management** > **Privacy Workspace**.
2. Select the list  icon.
3. Select **All Cases**.
4. Open the case that from which you want to send an email.
5. Select the More actions icon on the top right corner.
6. Select **Compose Email**.
7. Draft the email.
8. Select **Send Email**.

Privacy Case Management integration for RadarFirst

RadarFirst specializes in privacy and incident response solutions, particularly in the context of data breach incidents. RadarFirst helps organizations manage and respond to data breaches and privacy incidents effectively.

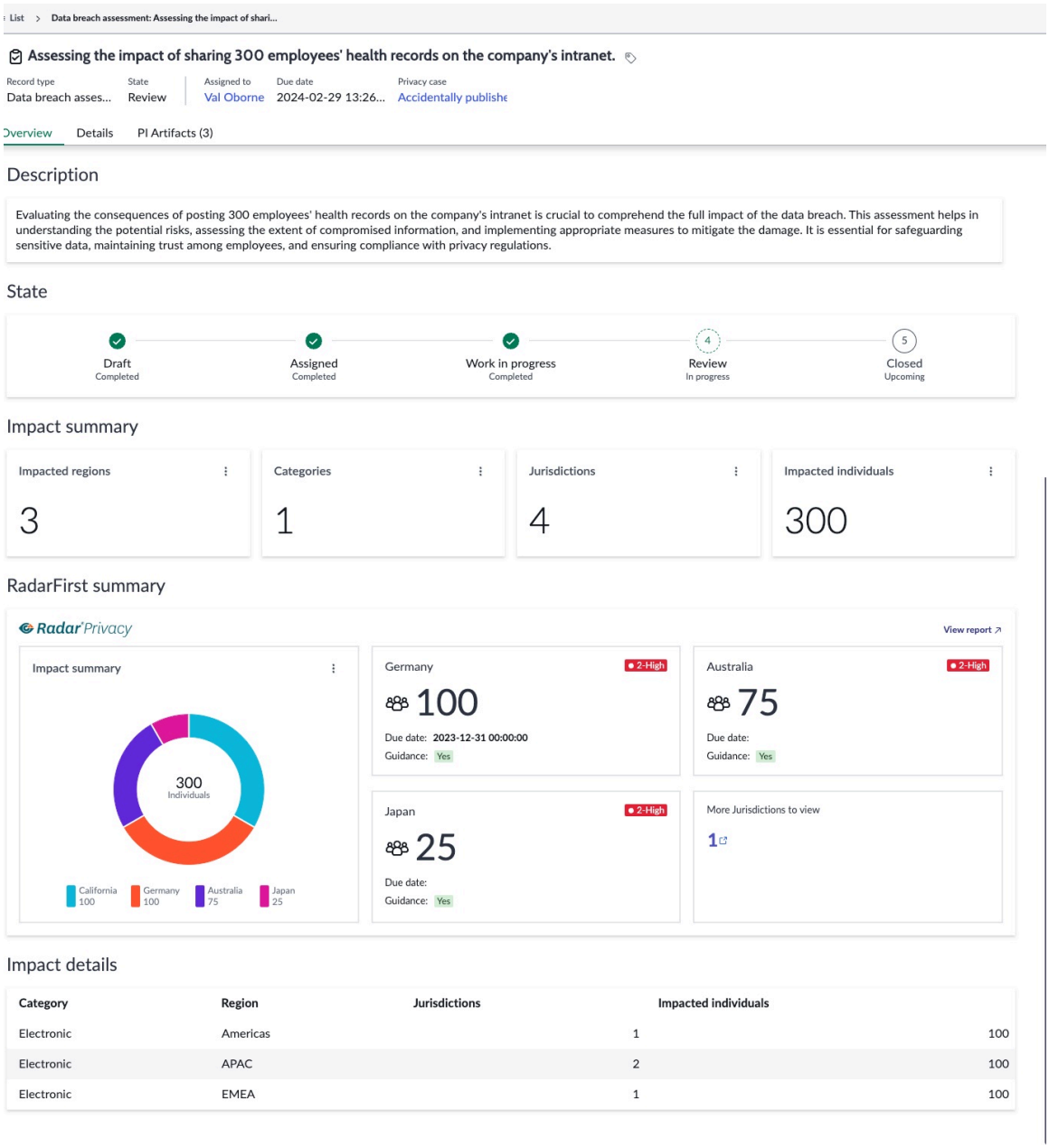
RadarFirst provides tools for incident response planning, risk assessment, and compliance with data breach notification laws.

In the event of a privacy breach, if you have integrated with RadarFirst by activating the sn_privacy_rf plugin and have an account can submit the breach details. RadarFirst then analyzes the breach in accordance with all relevant privacy regulations for all the locations involved, determining whether it is necessary to notify a regulator about the breach. This notification helps the privacy teams to get their actionable items and act as necessary.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To configure the Privacy Case Management integration for RadarFirst, follow the Guided set up steps and navigate to **Privacy Case Management** > **RadarFirst Integration** > **RadarFirst Integration Guided Setup**.

When you integrate with RadarFirst the overview page displays the RadarFirst summary widget. This widget displays the impact of a breach jurisdictions and the number of individuals impacted in the form of a pie chart. To view the detailed reports of the breaches, select **View report**. The following image shows the RadarFirst widget on the breach assessment overview page.



Privacy Case Management reference information

Reference topics provide additional information about the Privacy Case Management application including tables.

Components installed with Privacy Case Management

Several types of components are installed with installation of the Privacy Case Management application, including tables, user roles.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed

Privacy Case Management roles.

Role	Description	Contains roles
Privacy case business user [sn_privacy_case.privacy_case_business_user]	To create a Privacy case from Employee center.	sn_grc_case_mgmt.grc_case_business_user
Privacy case analyst [sn_privacy_case.privacy_case_analyst]	Work on the privacy case assigned to them. As part of investigating privacy cases, they can review the breach assessment and associate the Information objects, key stakeholders Impacted areas, related areas, Causes and Consequences, Regulations and Issues which are assigned to them.	sn_privacy_case.privacy_case_analyst, sn_grc_case_mgmt.grc_case_manager
Privacy case manager [sn_privacy_case.privacy_case_manager]	Privacy cases can be classified into multiple groups and for every group there can be a manager. A privacy case manager can assign or reassign privacy cases to privacy analysts who are part of the same group. Privacy case manager has the same access as that of the privacy analyst.	sn_privacy_case.privacy_case_analyst, sn_grc_case_mgmt.grc_case_manager
Privacy case admin [sn_privacy_case.privacy_case_admin]	Configure the privacy case application that has configurations such as privacy workflow configurations, assignment rules, sub types, assessment templates. They can also configure breach assessment configurations.	sn_grc_case_mgmt.grc_case_admin, sn_privacy_case.privacy_case_manager

Tables installed

Privacy Case Management application tables

Table	Description	Application
GRC case (sn_grc_case_mgmt_case)	Stores all the case details.	GRC: Core Case Management
Case classification (sn_grc_case_mgmt_case_classification)	Stores the case classifications.	GRC: Core Case Management

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Privacy Case Management application tables (continued)

Table	Description	Application
Case task (sn_grc_case_mgmt_case_task)	Stores all the case tasks created on for the Privacy cases.	GRC: Core Case Management
Case type (sn_grc_case_mgmt_case_type)	Stores the case type and case subtype details.	GRC: Core Case Management
Cause sn_grc_case_mgmt_cause	Stores the causes added to the library and mapped at the case level.	GRC: Core Case Management
Cause and consequence sn_grc_case_mgmt_cause_consequence	Stores the causes and consequences mapped at the case level.	GRC: Core Case Management
Consequence sn_grc_case_mgmt_consequence	Stores the Consequences added to the library and mapped at the Case level.	GRC: Core Case Management
GRC core case sn_grc_case_mgmt_core_case	Stores the details of core functionality of the Case.	GRC: Core Case Management
Impacted area sn_grc_case_mgmt_impacted_area	Stores the impacted areas mapped at the Case level.	GRC: Core Case Management
Case Task to Assessment Instance sn_grc_case_mgmt_m2m_case_task_assessment_instance	Stores Assessment details on Case tasks of type task assessment instance	GRC: Core Case Management
Issue to Case sn_grc_case_mgmt_m2m_issue_case	Stores the issues mapped to the Case record.	GRC: Core Case Management
Regulation sn_grc_case_mgmt_regulation	Stores the regulations mapped at the Case level.	GRC: Core Case Management
Related area sn_grc_case_mgmt_related_area	Stores the related areas associated with the Case.	GRC: Core Case Management
Privacy case sn_privacy_case_privacy_case	Stores Privacy case records.	Privacy Case Management
Information object to privacy case sn_privacy_case_m2m_information_object_to_case	Stores the Information object records mapped at Case level.	Privacy Case Management
Key stakeholders to case sn_privacy_case_m2m_key_stakeholders_to_case	Stores the Key stakeholders mapped at Case level.	Privacy Case Management

Personal Data Rights (PDR)

The GRC: Personal Data Rights application enables you to exercise control over your personal data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Explore	Configure	Use
 Learn about how privacy managers, privacy users, and privacy administrators use the Personal data rights application.	 Configure the Personal data rights application.	 Work on creating new data requests and the corresponding action tasks.
Reference		
 Get information about the roles, tables, and properties of Personal Data Rights		

Exploring Personal Data Rights

Personal data rights (PDR) refer to the legal rights individuals have regarding the collection, use, storage, and protection of their personal data.

The Personal Data Rights application enables you to efficiently manage and fulfill Data Subject Access Requests (DSARs), consumer rights requests, and so on, ensuring compliance with privacy regulations. The application helps organizations to handle requests related to the personal data rights of their consumers while ensuring that employees can maintain data protection standards globally.

Some common personal data rights include:

Right to Access

Individuals have the right to access the personal data that organizations hold about them and to request copies of this data.

Right to Erasure

Individuals have the right to request the deletion or removal of their personal data when there is no compelling reason for its continued processing.

Right to Data Portability:

Individuals can request that their personal data be provided to them or transferred to another organization in a commonly used, machine-readable format.

Right to Restrict Processing

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Individuals can request that the processing of their personal data be restricted under certain conditions, such as when the accuracy of the data is contested or when the processing is unlawful.

Right to Information

Individuals have the right to be informed about how their personal data is being processed, including the purposes of processing, the categories of data being processed, and any recipients of the data.

These rights are designed to empower individuals to have greater control over their personal data and to ensure that organizations handle personal data responsibly and transparently. Organizations that collect and process personal data are generally required to uphold these rights and comply with applicable data protection laws.

Workflow of Personal Data Rights

A personal data rights request is initiated by a requester and directed to the Personal data rights (PDR) agent. The agent then processes the request, assigns it to the appropriate task owners, the task owners work on their tasks, and then request is closed.

The detailed workflow is explained as follows:

1. A requester requests for information on personal data using one of the following methods.
   - Email
   - Phone
   - Other applications using API integrations
2. A designated user validates if the user is authentic and genuine and the request is sent to the PDR agent.
3. The agent then identifies the action task owners to handle the data request.
4. The action task owners work on the request and notify the agent.
5. The agent reviews the tasks and then closes the request and notifies the requester.

Related topics

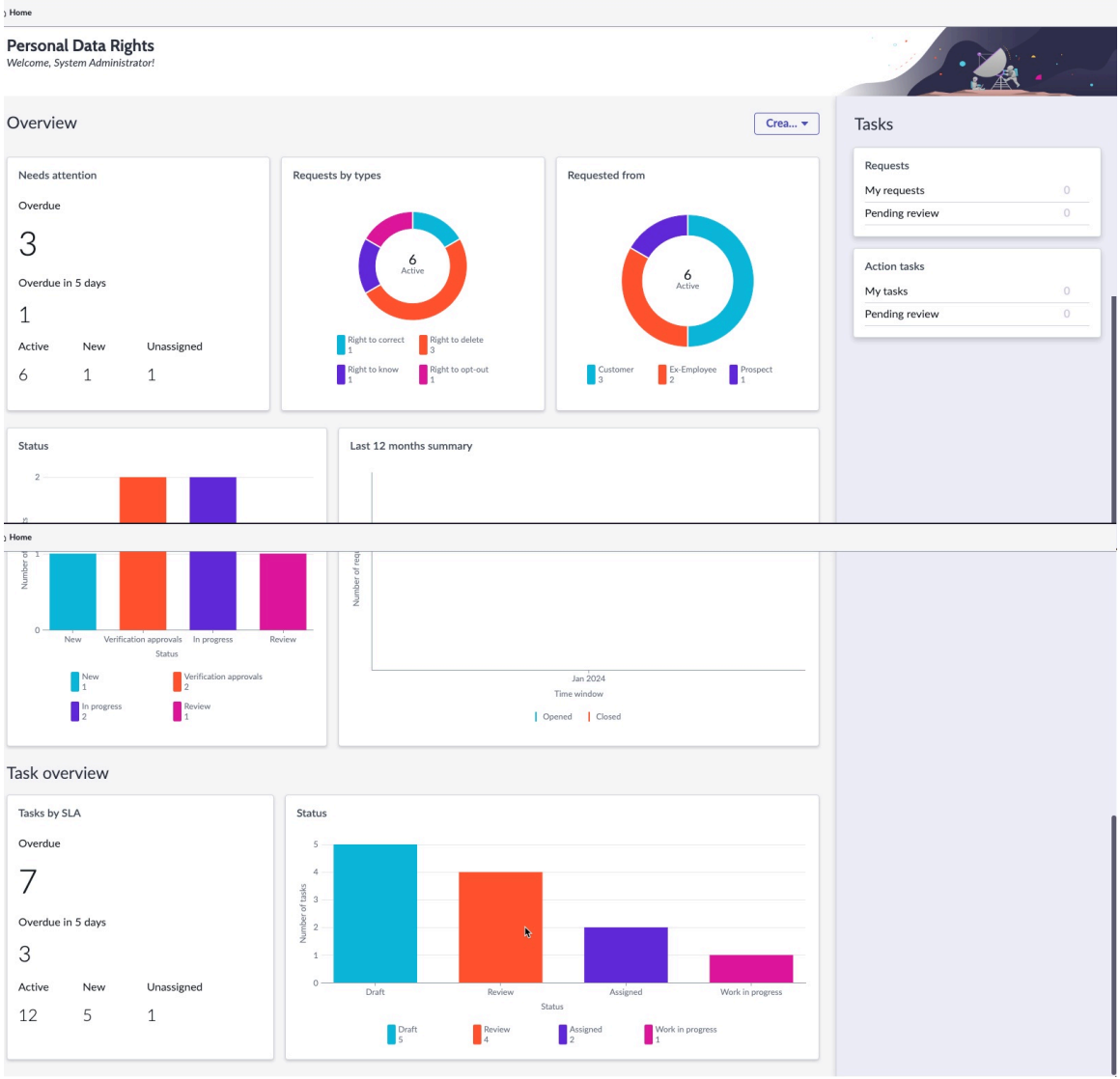
Using Personal Data Rights

Personal Data Rights workspace

The Personal Data Rights Workspace offers you the ability to create new personal data rights request and view the requests by their type, due date, and status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following image shows the Personal Data Rights workspace homepage.



From the homepage you can create a new PDR request. The following are the sections on the home page.

Overview section

The overview section displays the tasks that need attention and are either overdue or are about to be overdue. It also shows the requests by type and by requester. You can also view the tasks by status and the summary of the previous 12 months.

Task overview

In the task overview section, you can view the tasks by their SLA and by their status. You can click on each item on the charts to obtain more details.

Configuring Personal Data Rights

Set up the Personal Data Rights to address various types of data rights request.

The following are the configuration tasks that must be performed before using the Personal Data Rights application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configuring Personal Data Rights request type

Create a request type in the Personal Data Rights application to categorize and manage the personal data rights requests. After you create a request type, the personal data rights agents and the task owners can select the required request type on the request form while working on a personal data rights request.

Before you begin

Role required: sn_grc_pdr.pdr_admin

Procedure

1. Navigate to **All** > **Personal Data Rights** > **Request Configuration** > **Request type**.
   The default personal data rights request record type opens.
2. On the form, fill in the fields.

   For a description of the field values on the request type form, see Personal Data Rights request type form.
3. Open the form context menu and select **Save**.
   The Subtypes related list appears.
4. On the Subtypes related list, select **New** to define a request subtype.
5. On the form, fill in the fields.

Subtype form

Field	Description
Label	Label to be displayed for the subtype. For example, `Right to delete`.
Name	Name of the subtype. For example, `right_to_delete`.
Parent	Parent request type. This field is automatically set to the **Personal data rights request**.
Active	Option to select the subtype as active or inactive.
Category	Category of the subtype. This field is automatically set to **Personal data rights request [sn_grc_pdr_request]**.
Description	Description of the purpose of the subtype. This description is for the administrator to understand the request subtype.

6. Select **Submit**.
7. To add Jurisdictions that are affected by the record type, select **New** and fill in the form as required.

Personal Data Rights request type form

Use the Request Type form in the Personal Data Rights application to categorize the personal data rights requests by their type.

The following table lists the descriptions of the field values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request Type form

Field	Description
Label	Label to be displayed for the request type. This field is automatically set to **Personal data rights request**.
Name	Name of the request type. This field is automatically set.
Category	Category of the request type. This field is automatically set to **Personal data rights request [sn_grc_pdr_request]**.
Active	Option to select the request type as active or inactive.
Description	Description about this request type. This description is for the administrator to understand the request type.
State Model	
State Model	Workflow states for the request type.
Action task state model	State model transition defined at Action task state model. The states change for the action task workflow according to the state model.
Inbound Email Configuration	
Group email	Email address that automatically generates a request upon receiving an email.

Create an action task template

Create action task templates accessible to personal data rights administrators to align with various request types, such as the right to correct, delete, know, or opt-out. Using these templates for auto-generated action tasks ensures that each task meets the specific requirements of the request type. This alignment guarantees consistency, compliance, and efficiency in handling personal data rights requests.

Before you begin

Role required: system administrator

Procedure

1. Navigate to **All** > **Personal Data Rights** > **Request Configuration** > **Action Task Templates**.
2. Select **New**.
3. On the form, fill in the fields.

Template form

Field	Description
Name	Name of the template. For example, `Right to correct personal data`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Table	Table to use for the template. This field is automatically set to **Action task [sn_grc_case_mgmt_case_task]**
Active	Option to denote if the template is active. Only active templates are available to use.
Application	Name of the application for which the template is created. This field is automatically set to **GRC Personal Data Rights**.
Domain	Domain of the template. This field is automatically set to **global**.
User	This field is automatically set to **System Administrator**.
Groups	Groups that can view and use the template.
Global	Option to denote that the template is available for all the users of an organization.
Template	Fields to use to build the template

4. Build the conditions as required.
5. Select **Submit**.

Create a data registry

Create a repository of the users and specify the owners of various applications. This repository helps to identify which user must be assigned the personal data rights (PDR) request tasks.

Before you begin
Role required: sn_grc_pdr.pdr_admin, sn_grc_pdr.pdr_manager

About this task
A data registry provides information about the business application or business process, its owner, and the type of data it stores, such as customer data, employee data, prospect data, or ex-employee data. When a privacy data rights request is created, based on this registry or repository, the action tasks are created for the right owners.

Procedure
1. Navigate to **All** > **Personal Data Rights** > **Personal Data Rights Workspace** > **Lists** > **Data registries**.
2. Select **New**.
3. On the form, fill in the fields.

Create new data owner registry form

Field	Description
Data owner registry	
Requester type	Type of personal data stored. The choices are:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **Customer** ○ **Employee** ○ **Ex-Employee** ○ **Prospect**
Asset type	Type of asset that contains the data.
Select asset	Specific asset that belongs to the asset type.
Description	Description of the registry.
Assignment	
User assignment method	Assignment rule. The choices are as follows: ○ **Manually assign the user and group**: Select this option if you must manually assign a user and a group. ○ **Choose user from selected asset record**: Select this option if you must use the user specified in the selected asset record.
Group	Group to which the asset belongs.
User	User responsible for the PDR request.

4. Select **Save**.

Result
When the PDR agents generate tasks, based on the registry, the action tasks will be created for the various task owners.

Generate action tasks for a personal data rights request

Automatically create action tasks for a personal data rights request. These action tasks are generated based on the data registry that is created by the personal data rights admin and are assigned to the right data owners.

Before you begin
Role required: sn_grc_pdr.pdr_agent

About this task
Creating a data registry helps identify which user should be assigned personal data rights (PDR) request tasks. When you generate action tasks based on the data registry details, they are created and assigned to the appropriate data owners. Once these tasks are created, they must be moved to the assigned state for the data owners to begin working on them. The action tasks use provided task templates, which are applied to the auto-generated tasks, to ensure they meet the specific requirements of the request type.

Procedure

1. Navigate to **All** > **Personal Data Rights Workspace** > **Lists** > **Personal data rights** > **All requests**.
2. Open the request for which you want to generate tasks.
3. Select the **Details** tab.
4. Select **Generate tasks**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Select the generated tasks and select **Move to the Assign state**.
6. **Optional:** Select the More actions icon on the top-right and select **Compose Email** to inform the right users that the request is being worked upon.

Using Personal Data Rights

Use the Personal Data Rights application to create new requests to manage your personal data.

Create a Personal Data Rights request

Create a request regarding your personal data to request access to, correction of, or deletion of personal information held by an organization or entity.

Before you begin

Role required: sn_grc_pdr.pdr_requester

Procedure

1. Navigate to **All** > **Personal Data Rights Workspace**.
2. Select **Create**.
3. Select **Request**.
4. On the form, fill in the fields.

   For a description of the field values on the personal data rights request form, see Personal data rights request form.
5. Select **Save**.
6. On the Details tab, select **Update state**.
7. Provide additional comments.
8. Select **Submit**.
   The state of the task moves from **Draft** to **Assigned**.

Personal data rights request form

Use the Personal data rights request form in the Personal Data Rights application to initiate a process to access, correct, or delete personal data.

The following table lists the descriptions of the field values.

New personal form

Field	Description
Number	Request number. This field is automatically set.
Source	Source from which the request is initiated. The choices are as follows. • **Email** • **Phone** • **Employee Center** • **Chat bot** • **Public API**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New personal form (continued)

Field	Description
Priority	Priority of the request. • **1 - Critical** • **2- High** • **3 - Moderate** • **4 - Low** • **5 - Planning**
State	Workflow state of the request. This field is automatically set to **New**.
Name	Name of the request. For example, `Rectification of data`.
Description	Brief description of the request. For example, `An employee discovered that their address is incorrectly recorded in our accounts. The employee called requesting access to their personal data and specifically ask for the correction of the address. As per the process, respective Data Admin should call the employee and get the new address address details to correct in the HR systems.`
Regulation	Regulation that governs the request.
Requester details	
Requester name	Name of the person who requests the data.
Location	Requester's geographical location.
Email	Email ID of the requester.
User validation	Method used to validate and confirm the user. The choices are as follows. • **IVR (Interactive voice response)** • **To be validated** • **Security questions (Manual verification)** • **SSO (Single sign on)**
Requester type	Category of the requester. The choices are as follows. • **Prospect** • **Customer**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New personal form (continued)

Field	Description
	• **Employee** • **Ex-Employee**
Request type	Type of request made by the requester. The choices are as follows: • **Right to correct** • **Right to delete** • **Right to know** • **Right to opt-out**
Phone number	Phone number of the requester.
Business unit	Business unit of the requester.
Validation comments	Additional comments to validate the user.
Schedule	
Creation date	Date the request is created.
Due date	Due date for the completion of the request.
Actual start	Start date of request processing.
Assignment	
Assignment group	Group assigned to the request.
Assigned to	User assigned to the request.
Verification approvers	Users who approve the verification.
Watch list	Users who must be aware of the request and must track it.
Summary	
Overall observations	Additional observations.
Activity	
Work notes (Private)	Notes or information about the case.
Additional comments (Customer visible)	Additional information about the case that you want to share with the customers.

Add action tasks to a Personal Data Rights request

Create action tasks for a Personal Data Rights request and assign them to the appropriate task owners. Action tasks are tasks that are created to facilitate and complete a valid personal data rights request

Before you begin

Role required: sn_grc_pdr.pdr_admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Personal Data Rights Workspace**.
2. Open the request for which you want to add action tasks.
3. Select the Action tasks related list.
4. Select **New**.
5. On the form, fill in the fields.
   For information on the form fields, see New action task form.
6. Select **Save**.

New action task form

Use the new action task form to create action tasks for the appropriate owners.

The following table lists the descriptions of the field values.

New Action task form

Field	Description
Name	Name of the action task. For example, `Verification of Requester's Data and Disclosure of Usage`.
Description	Brief description of the action task. For example, `Verification of Requester's Data and Disclosure of Usage: Specify Locations and Purposes of Personal Information Utilization`.
Priority	Priority of the task.
IT asset	IT asset that is used in the request.
Assignment group	
Assignment	
Assignment group	Group responsible for working on the task.
Task owner	User who owns the task.
Watch list	Users who must be notified of the task and its progress.
Schedule	
Due date	Date for completion of the task.
Summary	
Observations	Any observations of importance for the task owners.
Activity	
Additional comments	Additional comments or information for the task owners.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Accept and work on a Personal Data Rights task

Accept Personal Data Rights (PDR) tasks that are assigned to you. Unless you accept the work, you will not be able to work towards closing the task.

Before you begin

Role required: sn_grc_pdr.pdr_agent

Procedure

1. Navigate to **All** > **Personal Data Rights Workspace** > **Lists** > **Personal data rights** > **All requests**.
2. Open the required request.
3. On the Action tasks related list, select the action task that you want to accept.
4. Select **Accept work**.
5. Provide your notes and select **Accept work**.
6. On the Details tab, provide the details for the task.
7. After you complete the task, select one of the following.

Personal Data Rights (PDR) external-facing form

The Personal Data Rights (PDR) external-facing form enables secure submission of Data Subject Requests (DSRs) from a public website, without logging in. The form is customizable, supports jurisdiction-based privacy rights, and verifies requester identity via email before creating a case.

The Personal Data Rights (PDR) external-facing form enables customers, ex-employees, or third party individuals to securely initiate Data Subject Requests (DSRs), without logging into internal portals. Organizations can embed a dedicated PDR form URL into their public website or privacy page, allowing a requester to submit a privacy request end-to-end while the system verifies identity through email-based verification before a case is created. The PDR form is customizable and can be easily embedded on external sites.

Audience

- Requester (customer, ex-employee, or third-party individual).
- Privacy administrators and developers configuring the form, jurisdiction mappings, and email templates.

Key benefits

- Enables requesters to submit PDRs directly from the organization's public site. No Employee Center access is required.
- Ensures that the identity of the requester is verified through an email-based verification code before any request is accepted.
- Supports region-specific jurisdiction-driven request types and privacy-by-design practices.
- Smoothens the intake of PDR requests, triggers acknowledgments with PDR numbers, and hands off to privacy agents for fulfillment.

Configurable privacy rights

Administrators can configure which privacy rights are available per jurisdiction. The country (and state, where applicable) selected by the requester determines which rights appear on the external-facing PDR form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Examples:

- Right to opt-out: Request to be opted out from sales or targeted marketing.
- Right to correct: Request correction of inaccurate or incomplete personal data.
- Right to delete: Request personal data to be erased.
- Right to know: Request details about the personal data collected and its use.

Administrators can add additional rights beyond these defaults as needed to meet organizational or regulatory requirements.

Submit a privacy request using the external facing PDR form

Submit a privacy request using the external-facing Personal Data Rights (PDR) form. After submitting, verify your email address using a six-digit code. On successful verification, your request is processed and you receive an acknowledgment email with your PDR case number.

Before you begin

Role required: N/A.

This form is embedded into an organization's website and is publicly available to customers, ex-employees, and third-party Individuals.

Procedure

1. Navigate to the Personal Data Rights (PDR) request form on your organization’s site.
2. In the Country field, select your country of residence.
3. If applicable, select your State or region.
   The form automatically displays the privacy rights available for your jurisdiction.
4. In the "I am a" field, choose your relationship to the organization (for example, customer or ex-employee).
5. In the Request Type field, select the privacy right you wish to exercise (for example, Right to Opt-Out, Right to Correct, Right to Delete, Right to Know).
6. Provide a detailed Request Description to clarify your request, and select **Next**.
7. In the Requester details page, provide contact information:
   a. Enter your first name.
   b. Enter your last name.
   c. Enter the email address.
   d. **Optional:** Enter phone number.
   e. Select **Next**.
8. Review the information you've provided, and select **Continue**.
   A six-digit verification code is sent to your email address.
9. Enter the six-digit verification code sent to your email address and select **Submit**.
   On successful OTP validation, your privacy request is submitted for processing.You will receive an acknowledgment email containing your PDR case number and confirmation that your

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

request has been received. The privacy team will review your request and respond within the timeframe required by applicable privacy laws.

Note:

- If the verification code is entered incorrectly or not provided, your request will not be processed. For security reasons, you cannot retry the verification code again on the same submission.
- You must start a new request if verification fails. This approach helps protect your data and the organization's systems from unauthorized or repeated attempts.

Privacy data request fulfillment workflow

After a requester successfully submits a privacy request and completes email verification, the request is routed to a Personal Data Rights (PDR) agent. The agent assigns action tasks to internal owners, reviews all completed tasks, closes the request, and notifies the requester by email with relevant details.

After a requester successfully submits a privacy request and completes email verification, the following workflow is initiated:

1. Assignment to PDR agent: The validated privacy request is automatically assigned to a Personal Data Rights (PDR) agent within the organization. The PDR agent reviews the request details and confirms the applicable privacy right and jurisdiction.
2. Identification of action task owners: The PDR agent determines which internal teams or individuals (action task owners) are responsible for fulfilling the specific data request. Action tasks may include data retrieval, correction, deletion, or providing information, depending on the request type.
3. Completion of required actions: The Task owners complete the required actions (for example, updating records, erasing data, compiling information) and notify the PDR agent that their tasks are finished.
4. Review and closure by PDR agent: The PDR agent reviews all completed action tasks. After the agent is satisfied that the request has been fully addresses, the agent closes the privacy request.
5. Notification to the requester: On completion, an email notification is sent to the requester confirming fulfillment of the request and providing all relevant details and supporting documentation.

Configure request types and map jurisdictions

Configure new privacy request types by adding a request type with relevant details, and then map it to a specific jurisdiction.

Before you begin

Role required: sn_grc_pdr.pdr_admin

Procedure

1. Navigate to **All** > **Personal Data Rights** > **Request Configuration** > **Request Types**.
2. Select **New** to create a new request type, and fill in the following fields:
   - Label: Enter the display name for the request type (for example, Right to data portability).
   - Name: Specify a unique system identifier for the request type. It should contain lowercase alphanumeric characters and underscores.
   - Parent: Select an existing parent category or request type if you want to create a subtype or group related rights.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Active: Set to “Active” to make the request type available on forms.
- Category: Assign the request type to a category for organizational or reporting purposes (for example, “Access Rights,” “Correction Rights”).
- Description: Provide a brief summary of the request type’s purpose and scope.

3. Select **Submit** to create the new request type.
4. Select the newly added request type from the list.
5. In the Jurisdictions section, select **New**, and fill in only the following fields:
   - Name: Enter a descriptive name for the mapping.
   - Country: Select the country where this request type should be available.
   - State: For the United States and Canada, select both the country and the specific state or province to enable region-specific rights.

   Note:
   - For most countries, mapping by country is sufficient.
   - For the United States and Canada, privacy rights might vary by state, so always specify both country and state when applicable.
   - Regularly review and update jurisdiction mappings to stay compliant with changing regulations.

6. Select **Submit** to create the new jurisdiction mapping.

Modify email templates

You can modify the email templates to align the messages with your organization’s branding, or to add disclaimers required by regional regulations.

Before you begin
Role required: sn_grc_pdr.pdr_admin

About this task
The following email notifications are sent to the requesters when they use the external facing PDR form:

- Verification email: Sends verification code to validate their identity.
- Acknowledgment email: Notifies requesters that their privacy request has been received and is being processed.

Procedure

1. Navigate to **All** > **System Mailboxes** > **Outbound** > **Outbox**.
2. Select the email template (verification or acknowledgment email) that you want to add.
3. **Optional:** After making the changes, select **Preview email** to review the changes.
4. Select **Update** to save the changes.

Privacy Management reference

Reference topics provide additional information such as tables, and roles that are installed with the Privacy Management application. These topics also provide supporting information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed with Privacy Management

Tables are added with activation of GRC: Privacy Management.

Tables installed

Table	Description
Assessment configuration [sn_privacy_assessment_configuration]	Privacy manager or admin can configure the rules for auto creating the processing activity on an assessment response. This table stores the assessment configuration rules on assessment template.
Control Objective to Processing Activity [sn_privacy_m2m_policy_statement_processing_activity]	Each processing activity can be associated to the applicable control objectives. This table enables tracking the processing activity to CO relationships.
Control to Processing Activity [sn_privacy_m2m_control_processing_activity]	Stores many-to-many relationships between controls and processing activity.
Entity Type to Assessment Instance [sn_privacy_m2m_profile_type_assessment_instance]	Privacy users can send multiple privacy assessments on Entity Type. This table enables the privacy assessments to processing activity relationships.
Information object to processing activity [sn_privacy_m2m_information_object_processing_activity]	Each processing activity can be associated to applicable Information objects. This table enables tracking the processing activity to IO relationships.
Privacy Unique User Usage [sn_privacy_unique_user_usage]	Collects the unique count of users who are using GRC Privacy Management tables.
Processing activity [sn_privacy_processing_activity]	Extends task table [sn_grc_item] and stores processing activities.
Processing activity hierarchy [sn_privacy_m2m_pa_pa]	Personal data can be moved from one processing activity to another processing activity. This table stores the upstream and downstream processing activities information for each processing activity.

Roles installed with Privacy Management

The GRC: Privacy Management application installs the roles for the privacy analyst, the privacy manager, and the privacy administrator to perform their respective tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and their descriptions

Role title [name]	Description	Contains roles
Privacy Analyst [sn_privacy.analyst]	Privacy analysts are responsible for managing the privacy compliance posture of the processing activities owned by them. They perform the following tasks: • Assess the processing activities regularly by sending and reviewing privacy impact assessments . • Work with the management and business users to identify and manage controls related to a processing activity. • Manage and resolve the concerns of business users about compliance-related issues and policy exceptions. • Test and monitor control effectiveness.	• sn_grc_workspace.task_reader • sn_risk_advanced.ara_approver • sn_risk_advanced.ara_assessor • sn_risk.user • sn_compliance.user • sn_privacy_case.privacy_case_analyst
Privacy Manager [sn_privacy.manager]	Privacy managers are responsible for managing the overall organization level privacy compliance posture. They perform the following tasks: • Develop and implement privacy regulations, authority documents, and policies. • Review privacy regulatory requirements and policies. • Design and monitor controls to deal with violations of privacy regulations and internal policies. • Plan privacy programs and scope entities. • Creating privacy impact assessment templates. • Continuously monitor control effectiveness and	• sn_compliance.manager • sn_privacy.analyst • sn_risk.manager • sn_grc_workspace.task_admin • sn_compliance.attestation_creator • sn_grc_reg_change.manager • sn_privacy_case.privacy_case_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and their descriptions (continued)

Role title [name]	Description	Contains roles
	recommend effective improvements. • Supervise the privacy compliance team. • Report to management and the Board of Directors on compliance posture. • Discover who is implementing privacy regulation for the first time in their organization.	
Privacy Admin [sn_privacy.admin]	Privacy administrators administer the privacy policy and compliance management. Users assigned this role are responsible for configuring privacy management solutions as per the privacy team's requirements. They perform the following tasks: • Configure privacy impact assessments and automated flows to trigger assessments • Configure rules to auto-create processing activities out of privacy screening assessments. • Monitor the ServiceNow AI Platform dependencies with other applications and modules. • Can read the scripts under Processing activity script configurations related list.	• sn_privacy.manager • sn_risk_advanced.ara_admin • sn_compliance.admin • sn_privacy_case.privacy_case_admin
Privacy assessment responder [sn_privacy.assessment_responder]	Privacy assessment responders can respond to the privacy assessments as key stakeholders. They can also raise privacy requests from the portal.	• sn_grc_workspace.task_reader • canvas_user
Privacy business user [sn_privacy.business_user]	Privacy business users can edit the assigned processing activities in the Discover	• sn_grc_workspace.task_reader • canvas_user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and their descriptions (continued)

Role title [name]	Description	Contains roles
	state, and also respond to the assessments.	• sn_privacy_case.privacy_case_business_use • sn_grc.business_user
Privacy developer [sn_privacy.developer]	Privacy developers can write custom scripts	sn_privacy.admin
If the Privacy Employee User application is installed, then the following roles are available.		
Privacy employee user [sn_privacy_emp.privacy_employee]	Enables your employees to perform the following operations from the Employee Center: • Proactively request privacy impact assessments (PIAs) for new implementations, applications, and processes from the Employee Center. • Report privacy cases related to data privacy policy and regulatory violations. • Read and acknowledge organizational privacy policies • Create policy exceptions. • Create privacy issues.	• sn_grc.issue_employee_user • sn_compliance.policy_ack_employee_user • sn_compliance.policy_exception_employee_
If the GRC: Privacy Lite User application is installed, then the following roles are considered as lite operators.		
• sn_privacy.assessment_responder • sn_privacy_case.privacy_case_business_user • sn_privacy.business_user • sn_grc_pdr.data_owner_admin	Users with the lite operator role can do the following: • Respond to privacy assessment tasks as business users. • Work on the processing activity as a business user when it's assigned to you to collect the required details. • Respond to the processing activity's criticality risk assessments and object-based assessment. • Respond to the detailed privacy risk assessments	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and their descriptions (continued)

Role title [name]	Description	Contains roles
	on each risk identified on a processing activity. • Work on breach assessments and other privacy case tasks. • Respond to the assessment and investigation tasks assigned by the privacy team. • Work on personal data rights action tasks to handle data according to the requester's requests. • Respond to the assigned control attestations. • View, update, and close assigned issues. • Create, update, and close assigned remediation tasks. • Respond to the assigned manual indicator tasks.	

Personal Data Rights reference

Reference topics provide additional information such as tables, and roles that are installed with the Personal Data Rights application. These topics also provide supporting information.

Roles installed with Personal Data Rights

Roles of the Personal data rights application

Role title	Description	Contains roles
Personal data rights request admin [sn_grc_pdr.pdr_admin]	Users with this role can configure the personal data rights request type	• sn_grc_case_mgmt.grc_case_admin • sn_grc_pdr.pdr_manager
Personal data rights request agent [sn_grc_pdr.pdr_agent]	Users with this role work on the personal data rights request assigned to them.	• sn_grc_pdr.data_owner_admin • sn_grc_case_mgmt.grc_case_analyst
Personal data owner admin [sn_grc_pdr.data_owner_admin]	Users with this role are the asset owners who respond on action tasks when their assets are involved in a request.	• sn_grc_workspace.task_reader • sn_grc_workspace.user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles of the Personal data rights application (continued)

Role title	Description	Contains roles
Personal data request manager [sn_grc_pdr.pdr_manager]	Users with this role oversee all personal data rights request until they are closed.	• sn_grc_case_mgmt.grc_case_manager • sn_grc_pdr.pdr_agent
PDR Requester [sn_grc_pdr.pdr_requester]	Users with this role can submit new PDRs, track the status of their requests, and receive communications or notifications related to their requests.	

Tables installed with Personal Data Rights

Tables of the Personal data rights application

Table name	Description
Data owner registry sn_grc_pdr_data_owner_registry	Maintains a mapping between data assets and their owners.
Personal data rights request sn_grc_pdr_request	Collects information with respect to personal data rights.

For information about feature roles, see GRC Feature roles.

Privacy Management email notifications

Reminders enable relevant users to perform their assessments and complete the tasks associated with them.

By default, the Privacy Management application includes the following types of email notifications.

- Email notifications to the entity owner for privacy screening assessment.
- Email notifications to the entity owner for privacy impact assessment.
- Email notification received for Entity owner for when Privacy Assessment is cancelled when Assessment is in Open state.
- Email notification received for Entity owner for when Privacy Assessment is cancelled when Assessment is in Work-in-progress state.

The following table describes the recipient list of notifications and the associated conditions when a notification is sent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Notifications sent in the Privacy Management application

Notification	Condition	Recipients
Privacy assessment notification: New assessment on Privacy Screening Assessment	When a new privacy screening assessment is initiated.	Entity owner
Email notification sent to the entity owner for Privacy Impact Assessment.	When an entity owner receives a Privacy Impact Assessment.	Privacy manager
Email notification sent to the entity owner when Privacy Assessment is canceled when the assessment is in **Open state**.	When a privacy assessment is canceled and the assessment is in **Ready to take** state.	Entity owner
Email notification sent to the entity owner when Privacy Assessment is canceled when Assessment is in **Work In progress** state.	When a privacy assessment is canceled and the assessment is in **Work in progress** state.	Entity owner
Remainder email notification sent to the entity owner when the Privacy Assessment is in the due date.	Reminder email for when the assessment is due.	Entity owner
Overdue email notification sent to the entity owner when Privacy Assessment is overdue.	Overdue email	Entity owner

Uses of a processing activity in Privacy Management

A processing activity is a record that processes personal data. Examples of such records are a business process or a business application of an organization. Processing activities enable the privacy management teams to understand how personal information is being processed or used.

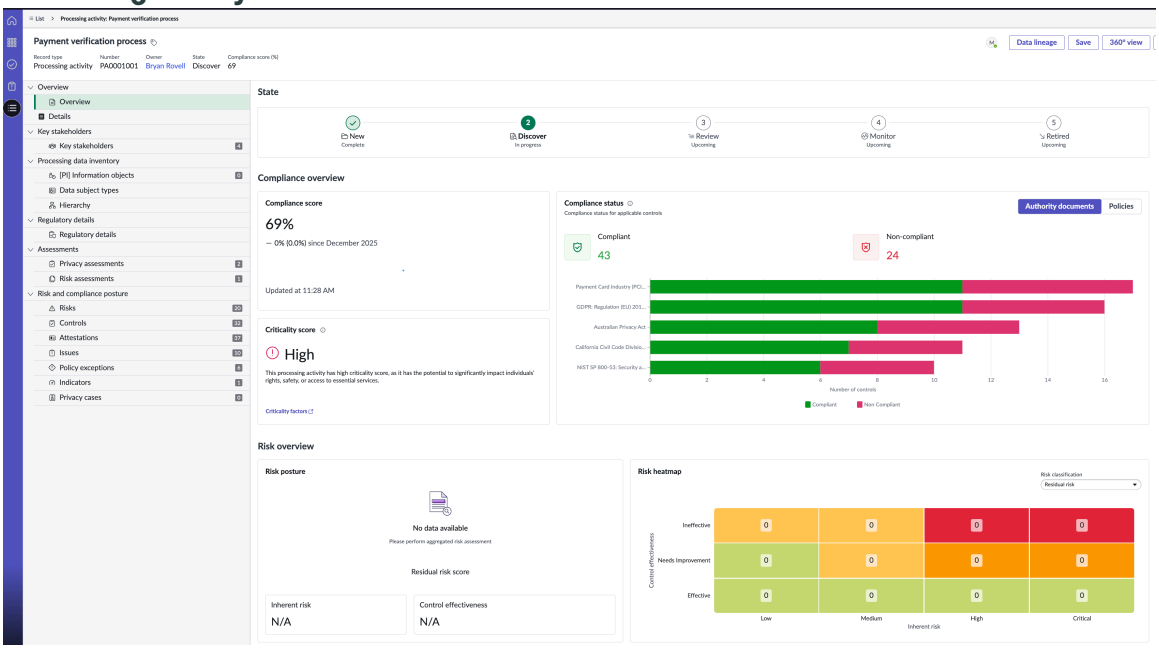
To understand more details about a processing activity, refer to Processing activities. A processing activity helps the privacy teams to record the following details:

- Processing activity details such as the business unit it belongs to, data subject type, data storage location, and so on.
- [PI] Information objects that are being processed as a part of this processing activity.
- Past and ongoing privacy assessments.
- Controls that are applied to the processing activity and the respective control attestation responses.
- Issues and policy exceptions associated with this processing activity.

The following image shows the Overview tab of a processing activity.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Processing activity record



Workflow of a processing activity

A processing activity workflow helps the privacy analysts to manage the life cycle of a processing activity.

The following section explains the different stages of the processing activity workflow.

> **Note:**
> Privacy analysts who do not own the processing activity can only view the processing activity. They cannot edit it.

New

This is a state to confirm if the business application, business process, vendors, or business service must be considered for determining privacy compliance. A processing activity is in this state only when it is created manually. A privacy manager or a privacy analyst can create a processing activity manually and then confirm it as a processing activity based on their analysis. In this stage, the following fields of the processing activity can be modified:

- **Name**
- **Justification**
- **Privacy analyst**
- **Entity**: Only when this field is filled, and the processing activity form is saved. After saving the form, the privacy manager or a privacy analyst can move the processing activity the **Discover** state.

Discover

In this state, the privacy manager or the privacy analyst, who owns the processing activity, can understand further details about the processing activity such as, why and how a processing activity is processing personal information. These details are collected by sending privacy assessments. Based on the responses, they apply the right set of controls. The following is the list of activities that can be performed on the processing activity form in this state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Send privacy assessments.
- Update the processing activity **Details** section based on the assessment responses.
- Assign the processing activity to one of the key stakeholders for the key stakeholders to update the details, the PI-tagged information objects, and the key stakeholders.

> **Note:**
> You can assign the processing activity to those users who have the sn_privacy.business_user role.

- Review the controls applied based on the privacy assessment responses.
- Add or remove additional controls as necessary.

The processing activity then moves to the **Review** state.

Review

In this state, the privacy manager or the privacy analyst, who owns the processing activity, sends control attestations and reviews the compliance posture based on the attestation responses and issues that are created due to non-compliant controls. The following is the list of activities performed on the processing activity form by a privacy manager or the privacy analyst who owns the processing activity.

- Update the processing activity Details section based on the assessment responses.
- Associate information objects and capture additional details related to the information objects based on the assessment responses.
- Review the controls applied automatically based on the privacy assessment responses, and add or remove additional controls as necessary.
- Send control attestations and track issues and policy exceptions.

Monitor

This is a state to track the processing activity for continuous monitoring. The indicator functionality is used for continuous monitoring. When the processing activity is in this state, the privacy analyst can move the processing activity back to **Discover** or **Review** state based on the processing activity updates that must be assessed by the privacy analyst or the privacy manager. The following is the list of activities that can be performed on the processing activity form by a privacy manager or the privacy analyst who owns the processing activity.

- Auto execution of indicator functionality to continuously monitor controls associated with processing activity.
- Create, manage issues, and track issues.

> **Note:**
> When a new privacy assessment is sent for a processing activity while it is in the **Monitor** state, the system automatically moves the processing activity to the **Discover** state.

Retire

This is a state to retire the processing activity when the respective business application or business process is no longer used in the organization. When moved to this state, all the controls associated with the processing activity are retired. The privacy team cannot make any updates to a processing activity in the retired state. When an entity gets inactivated, the related processing activity is also automatically moved to the Retired state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Domain separation in Privacy Management

This is an overview of domain separation and the Governance, Risk, and Compliance application Privacy Management. Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Support level: Basic

- Business logic: Ensure that data goes into the proper domain for the application's service provider use cases.
- The application supports domain separation at run time. The domain separation includes separation from the user interface, cache keys, reporting, rollups, and aggregations.
- The owner of the instance must set up the application to function across multiple tenants.

Sample use case: When a service provider (SP) uses chat to respond to a tenant-customer's message, the customer must be able to see the SP's response.

For more information on support levels, see Application support for domain separation.

Overview of domain separation

Domain separation is best for those customers who:

- Need to enforce absolute data segregation between business entities (data separation).
- Customize business process definitions and user interfaces for each domain (delegated administration).
- Maintain some global processes and global reporting in a single instance.

These users can choose to expand or collapse the domain scope to show or hide data from other domains.

Note:
Users always have access to data from domains that have been explicitly granted to them by domain visibility.

How domain separation works in GRC

- While GRC supports separation of data, separation of logic and process is not fully supported.

- Many types of records in GRC are automatically generated through user processes. Entities, controls, risks, indicators, control tests, and processing activities are all fields that can be generated automatically. For records that are automatically generated (and for any GRC record that is manually generated), the domain of the record is the same as the domain of the user responsible for creating or generating the records.

  Automatic generation should be kept in mind when working in a domain-separated GRC implementation. Users should be sure that they are creating or generating records at the right domain level so that they are visible to the right set of users.

  For example, suppose you have a domain hierarchy that has Global at the top level followed by Top domain. Top domain, in turn, has two sub domains: Domain A and domain B.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- If you have an entity that you want to send a privacy assessment that must assessed by users in domains A and B, the entity should be generated or manually created at the global level. If the entity is created in Domain B, you will not be able to recreate the entity in Domain A due to indexing.
- If you have an entity that you want to be assessed by users in Top and Domain A, you can create the entity in Domain A.

Unless the entities are in the Global domain, users should not assign entities in a higher domain to users in a lower domain. In the example above, if you have an entity in the TOP domain, you should not assign it for privacy assessment to users in Domains A or B since those users would not have access to the assessment; thus the assessment questionnaire would not be generated.

Similarly, users should not assign control objectives and risk statements in a higher domain to attestations and assessments in a lower domain. Otherwise the attestation or assessment questionnaire would not be generated.

Use case

GRC data for IT can be separated from the GRC data of other departments. Each business area using the GRC application can have separate data that cannot be shared with other departments. Therefore each department can have its own entities, policies, controls, risks, and so on.

When looking at a control from the IT domain, the user can choose to expand the domain scope to show values from the Finance domain or collapse the domain scope to show only controls that match the IT domain.

By default, domain separation adds a domain field to the Task `[task]` and Configuration Items `[cmdb_ci]` tables and their extensions.

You can extend domain separation to any new tables you create by adding a `sys_domain` field to the table's dictionary definition. By default, the system only domain-separates platform and baseline application tables where appropriate.

Warning:
ServiceNow does not recommend domain separating platform tables (any table with the sys_ prefix such as the Dictionary Entry `[sys_dictionary]` and Dictionary Entry Override `[sys_dictionary_override]` tables) because it can produce unexpected results.

In this use case, client scripts, business rules, workflows, processes, and so on can be domain-separated.

While the behavior offered with domain separation provides multi-tenancy support, multi-tenancy is still contained within a single instance. This means that some global properties, some global data, and some global processes are shared across all domains. For example, the system's "Remember me" option on the login page is global and cannot be specified per domain.

If you need complete and total separation of all system properties and do not require global reporting or global processes, separate instances are the best option.

Reporting for Privacy Management

The Privacy Management reports are available as overview pages in the various records.

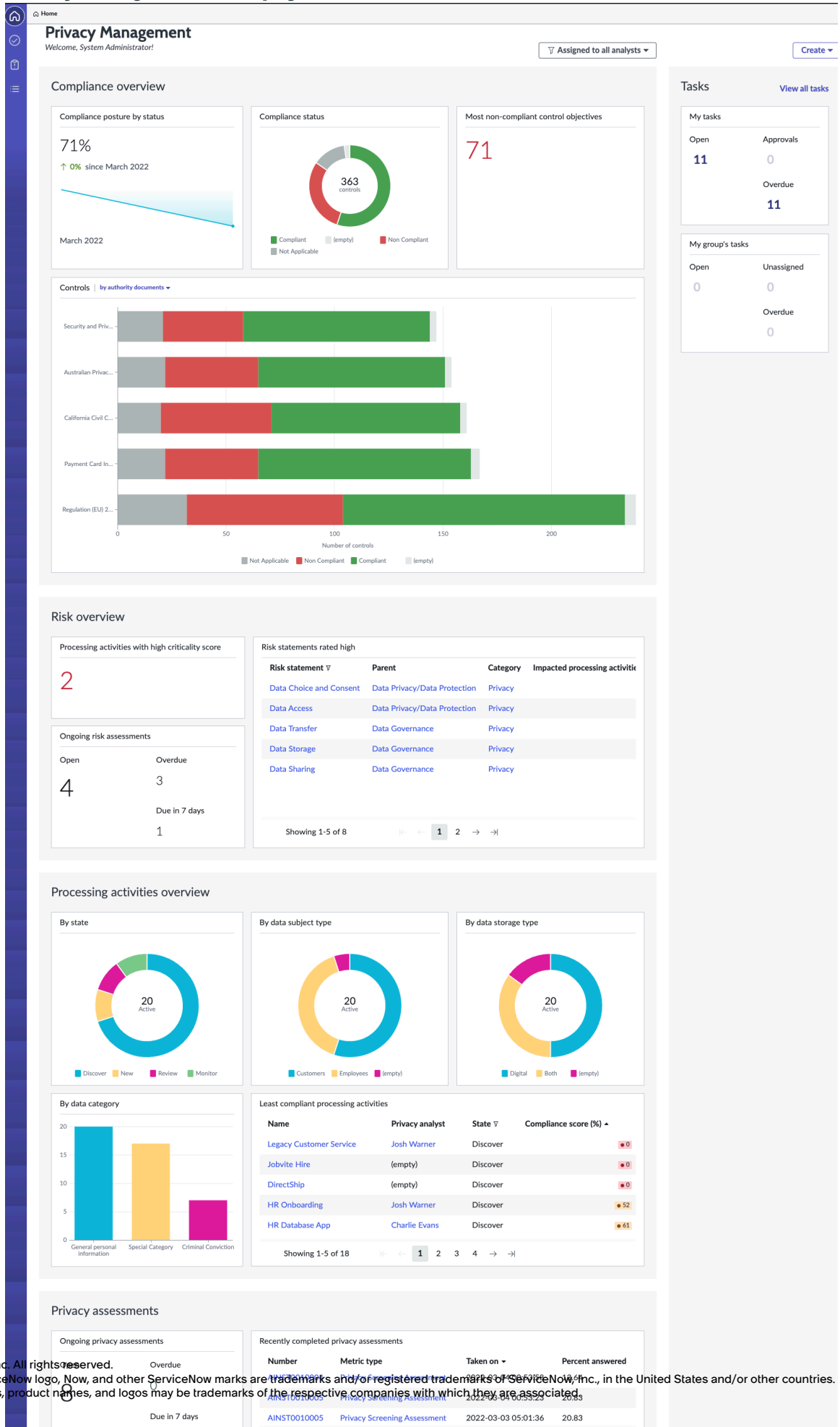
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Privacy Management home page

The Privacy Management home page provides an overview of the complete privacy risk and compliance posture with details such the overall compliance score and trend, privacy risk assessment status, privacy impact assessment status, control attestations, issues-specific status, and privacy-specific regulatory change tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Privacy management home page



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Required roles

To view the home page, you must have sn_privacy.manager and the sn_privacy.analyst roles.

Use cases

For examples of how different people in your organization would use this home page, see the following use cases.

User	Dashboard use
Privacy manager	The privacy manager can view and understand the privacy compliance posture considering all the processing activities and privacy assessments. They can also view the privacy team's tasks.
Privacy analyst	The privacy analyst can view and understand the privacy compliance posture considering only the processing activities assigned to the privacy analyst. They can also access the tasks that need their attention.

Indicators

The processing activity compliance score percentage indicator shows the compliance score percentage of the processing activity.

Breakdowns

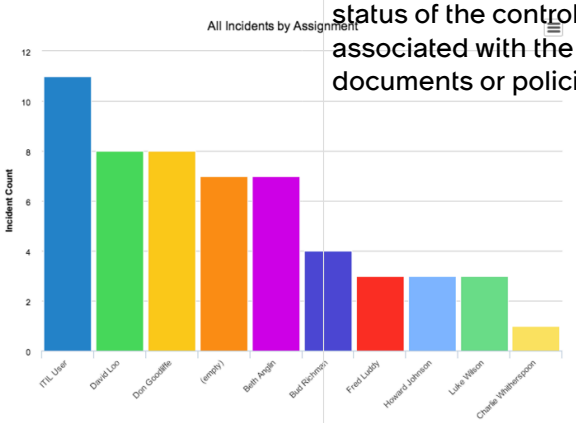
- Processing activity
- Privacy analyst

Reports

This dashboard displays the following reports:

Title	Type	Description
Compliance posture by month	Trend chart 	Compliance posture by month is plotted by referring to the overall compliance score across all the processing activities.
Compliance status	Donut 	Provides the compliance status of all the controls across all the processing activities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Title	Type	Description
Controls (by authority documents or by policies)	Bar  chart	Provides the compliance status of the controls that are associated with the authority documents or policies.
Processing activities by state	Donut	Shows the active processing activities breakup by the following states: • New • Discover • Review • Monitor
Least compliant processing activities	List report	Shows the list of least compliant processing activities.
Privacy assessments status	Single score 42	Shows the number of assessments that are open, overdue, and approaching due date.
Recently completed privacy assessments	List report	Shows the list of recently completed privacy assessments.
Issues	Single score 42	Shows the number of issues that are open, overdue, and approaching due date.
Issues by priority	Donut	Shows the issues by their priority.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Title	Type	Description
Policy exceptions	 Single score	Shows the number of policy exceptions that are active, expiring, and requested.
By risk rating	 Donut	Shows the policy exceptions by their risk ratings.
Indicators	 Single score	Shows the number of open and failed indicators.
Attestations	 Single score	Shows the number of attestations that are open, overdue, and approaching due date.

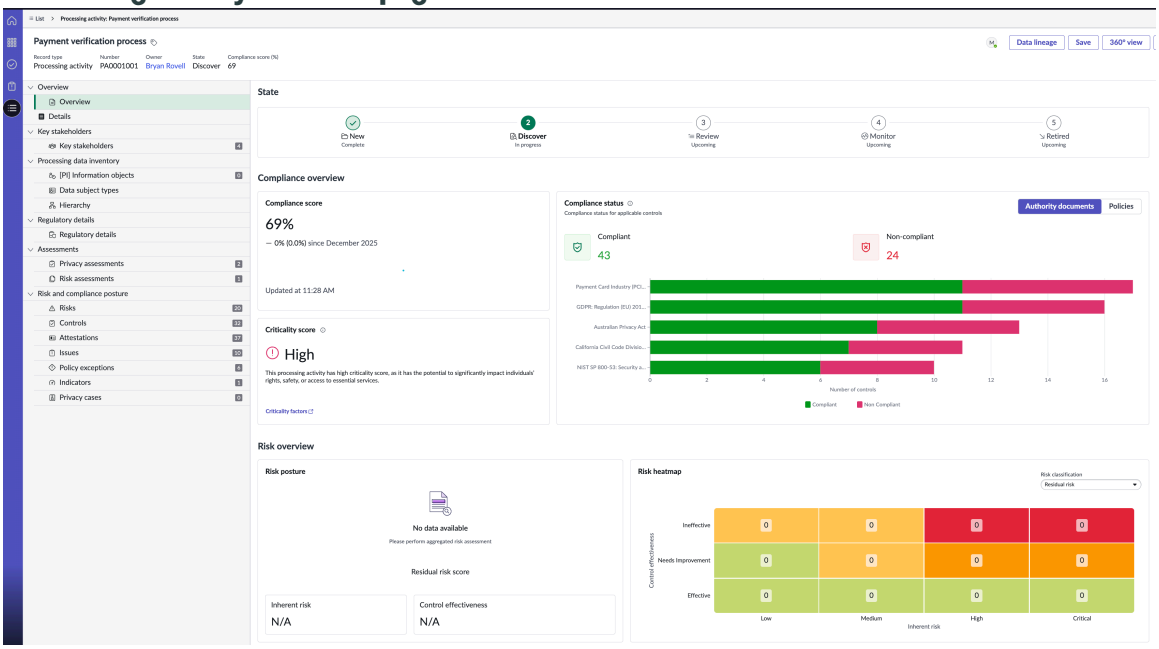
Processing activity overview page

The processing activity overview page provides the privacy risk and compliance posture for a processing activity. This page contains details such the overall compliance score, and trends, privacy criticality assessment scores and risk heatmap based on privacy risk assessments, privacy assessment status, control attestations and issues-specific status.

The vertical layout of a processing activity provides a structured, top-down view that presents information in a clear and sequential manner. This design facilitates an intuitive understanding of the data processing lifecycle by visually representing each step of the workflow in a linear progression. You can easily trace the flow of information from initiation through to completion, enabling better insight into how personal data is collected, used, shared, and retained. This layout supports streamlined navigation and improves the ability to identify key elements and dependencies within the processing activity, enhancing both usability and compliance oversight.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Processing activity overview page



Required roles

To view the home page, you must have sn_privacy.manager and the sn_privacy.analyst roles.

Use cases

For examples of how different people in your organization would use this home page, see the following use cases.

User	Dashboard use
Privacy manager and Privacy analyst	The privacy manager and the privacy analyst can view and understand the privacy compliance posture of the given processing activity.

Indicators

Processing activity compliance score percentage: Compliance score percentage of processing activity.

Breakdowns

- Processing activity
- Privacy analyst

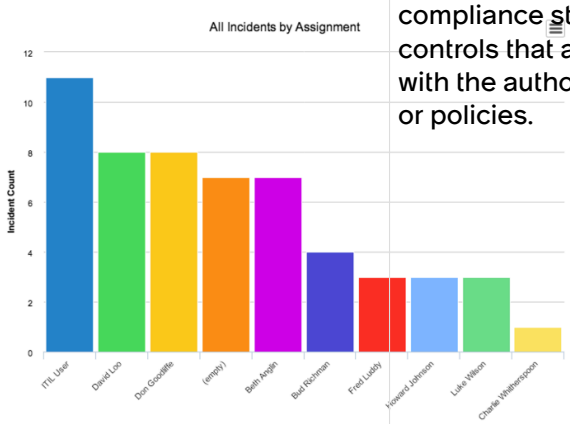
Risk overview

The risk overview section displays the processing activity criticality score, the number of high risks with no controls, the details of the on-going risk assessments, and the risk heatmap.

Reports

This dashboard displays the following reports:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Title	Type	Description
Compliance posture by month	Trend chart 	Compliance posture by month is plotted by referring to the processing activity compliance score.
Compliance status	Donut 	This report provides the compliance status of all the controls for the processing activity.
Controls (by authority documents or by policies)	Bar chart 	This report provides the compliance status of the controls that are associated with the authority documents or policies.
Privacy assessments status	Single score 	Shows the number of assessments that are open, overdue, and approaching due date.
Recently completed privacy assessments	List report 	Shows the list of recently completed privacy assessments.
Issues	Single score 	Shows the number of issues that are open, overdue, and approaching due date.
Issues by priority	Donut 	Shows the issues by their priority.
Policy exceptions	Single score 	Shows the number of policy exceptions that are active, expiring, and requested.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Title	Type	Description
By risk rating	 Donut	Shows the policy exceptions by their risk ratings.

Regulatory Change Management

The ServiceNow® Regulatory Change Management application enables you to check upcoming regulatory changes, assess their impact, and implement risk and compliance-related changes. The application verifies the overall regulatory compliance for your organization.

Get Started

Explore



Explore the key features and benefits of Regulatory Change Management

Configure



Configure the Regulatory Change Management tasks

Use



Use the Regulatory Change Management application in the classic user interface

Manage



Manage the regulatory change tasks in Compliance Workspace

Reference



Components, like tables and roles, installed with Regulatory Change Management

Request apps on the Store

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

Troubleshoot and get help

- Ask or answer questions in the community
- Search the Known Error Portal for known error articles

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Contact Customer Service and Support
- Developer training
- Developer documentation

Exploring Regulatory Change Management

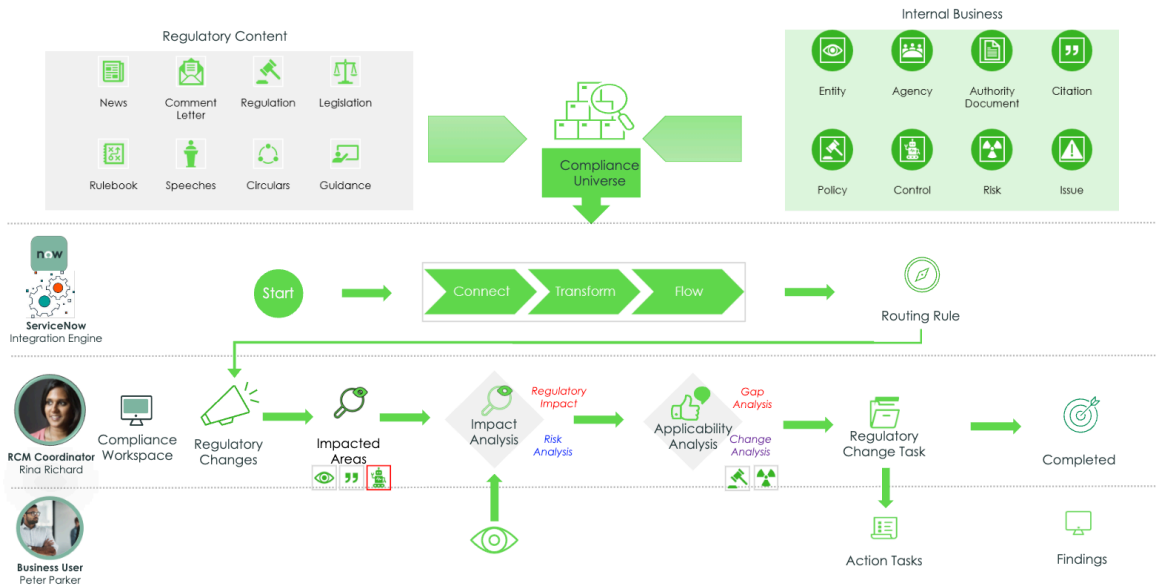
The Regulatory Change Management application provides a framework that your organization can use to integrate with third-party regulatory intelligence providers to keep up with the regulatory changes and external regulations.

Regulatory Change Management overview

The Regulatory Change Management application enables you to manage your upcoming regulatory changes efficiently. The application provides the structured workflows that help your organization to assess the applicability of the regulatory changes, assess their impact, and implement risk and compliance-related changes.

The following infographic shows the process flow of the Regulatory Change Management application.

Process flow of the Regulatory Change Management application



The Regulatory Change Management application works with the following types of components:

- Integration component: The regulatory intelligence partners typically provide the integration component. Through this integration, you can consume regulatory alerts into your instance.
- Application framework component: The Regulatory Change Management application has an application framework component. This component provides the structured workflows that you can use to analyze and process the regulatory alerts that are received in the regulatory alerts table.

The Regulatory Change Management application consists of the following workflow:

1. Manage regulatory taxonomy: Create an internal regulatory taxonomy that is specific to the ServiceNow AI Platform. You can map the taxonomy with the external taxonomies that are provided by the third-party regulatory intelligence providers for standardization. The internal taxonomy contains the following design elements:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Content Type
- Jurisdiction
- Regulatory Body
- Sector
- Theme

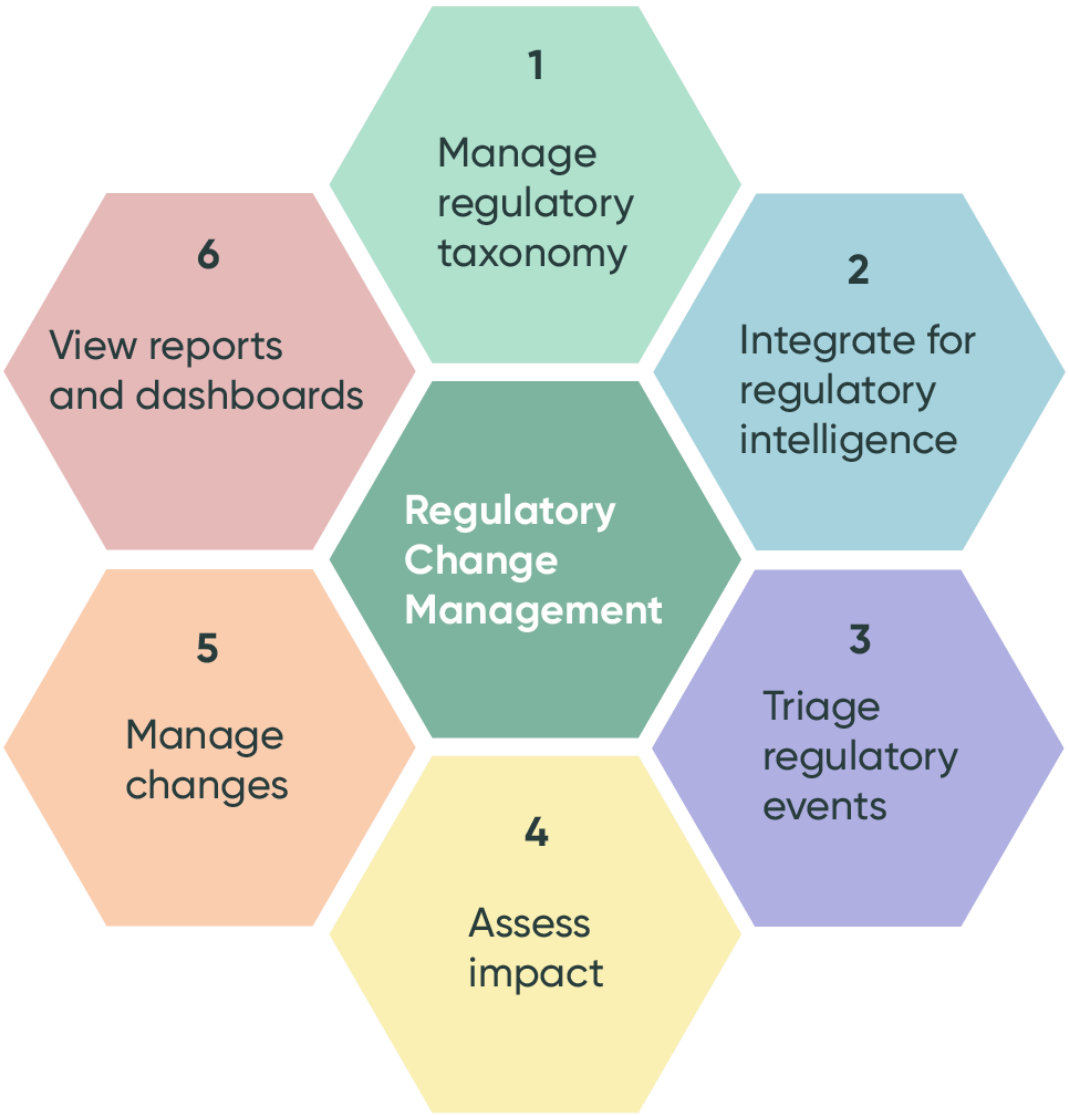
You can create and map these elements with the external taxonomy during the setup process.

2. Integrate for regulatory intelligence: Integrate with the third-party regulatory intelligence providers and consume the alerts into your instance at regular intervals. You can monitor regulatory data in a rapidly changing environment.
3. Triage regulatory events: Analyze the regulatory alerts and identify the regulatory events that are relevant to your organization.
4. Assess impact: Assess the impact of regulatory events by using configurable impact assessment methodologies.
5. Manage changes: Identify changes that should be done. These changes are implemented through the following action tasks:
   - Update the underlying GRC objects, such as the policies, processes, risks, and controls in the regulatory library.
   - Update the existing citations or import the new citations from the providers in the regulatory library.
6. View reports and dashboards: Assess the state of the regulatory compliance by using reports and dashboards. You can maintain an audit trail of the compliance activities.

The following diagram shows the workflow of the Regulatory Change Management application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workflow of the Regulatory Change Management application

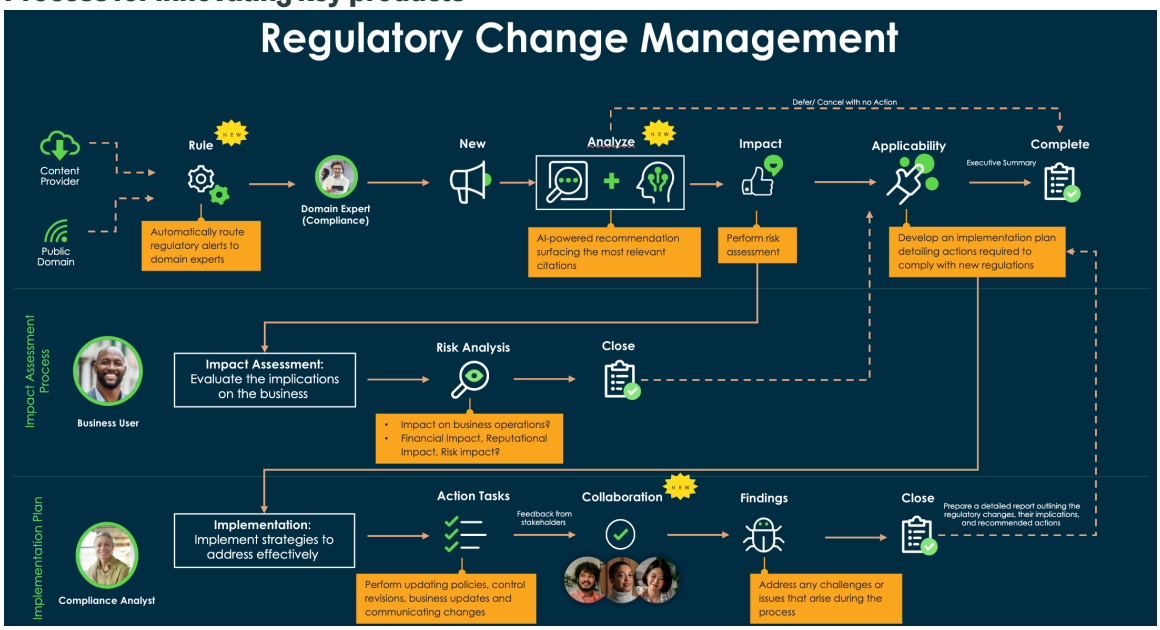


Key product innovations

The following infographic shows the process for making innovations for the key products of the Regulatory Change Management application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Process for innovating key products



The steps to complete the Regulatory Change Management process flow to innovate key products are:

1. Set up the integration. Your customers can subscribe to a public RSS feed for the regulatory bodies or a subscription provider such as Thomson Reuters Regulatory Intelligence (TRRI) that is a curated intelligence provider. A subscription provider can aggregate the regulatory changes from different sources and provide the collective changes as feeds.
2. Set up an internal taxonomy. The taxonomy elements are different classifiers that an organization can apply to its regulatory content to categorize it. You can use the taxonomy elements to create a hierarchical structure of the different classifications for setting up the regulatory content for an organization.
3. Review a regulatory alert. A user with the sn_grc_reg_change.manager role (RCM manager) reviews a regulatory alert and assigns it to a coordinator or a user with the sn_grc_reg_change.user role (RCM user). The user with the sn_grc_reg_change.user role reviews the alert. If the regulatory change requires an impact assessment, the RCM user sends it to a subject matter expert (SME) with a business user role.
4. Assess the impact. The subject matter expert (SME) with a business user role assesses the impact of the regulatory change and sends the score of the impact assessment to the Regulatory Change Management application. If the alert is not applicable to the organization, the RCM user closes the alert. If the alert is applicable to the organization, the RCM user creates a new regulatory change task and assigns it to the same coordinator or to a new coordinator.
5. Devise an action plan. The coordinator identifies the steps to comply with the regulatory change, devises an action plan, and creates the action tasks for the different teams that must complete the identified action items. The coordinator then creates the action tasks that are associated with the regulatory change task. After the action plan is created, it's sent to the RCM manager for an approval. The manager reviews the action plan and confirms if more action tasks must be created or if some of the action tasks aren't necessary.
6. Complete the action tasks and send them for review to a user with the sn_grc_reg_change.manager role (RCM manager). If the action plan is rejected, the coordinator goes through the action plan, updates the actual tasks, and sends the action plan back for an approval. The compliance manager can see all compliance-based action tasks and the risk manager can see all risk-based action tasks. After the tasks are assigned to the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

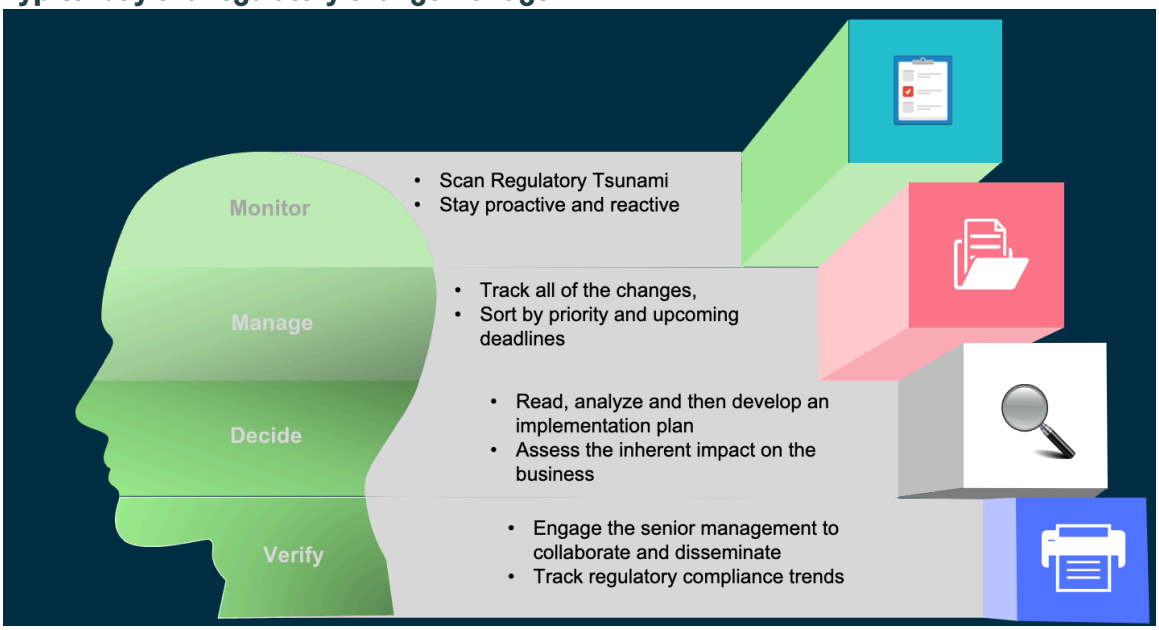
risk and compliance users, the action tasks are tracked until they're completed. A due date is marked and tracked for the action tasks. When the tasks are completed, the regulatory alert and the parent regulatory change tasks are closed and the change process flow is completed.

A day in the life of a regulatory change manager

A user with the sn_grc_reg_change.manager role (RCM manager) monitors, manages, decides, and verifies the regulatory changes on a daily basis.

The following infographic depicts a typical day for a regulatory change management.

Typical day of a regulatory change manager



Regulatory Change Management application landing page

The Regulatory Change Management application landing page view provides the overview of the regulatory activities in your organization. Users with the sn_grc_reg_change.manager roles only can view the Regulatory Change Management landing page in the primary navigation in the Compliance Workspace.

The prerequisites for displaying the Regulatory Change Management landing page in the Compliance Workspace are:

- Download the GRC: Regulatory Change Management application from the ServiceNow Store in your instance.
- Log in as a user with the sn_grc_reg_change.manager role into the Regulatory Change Management application.

Use the regulatory change icon to access the landing page.

The Regulatory Change Management application managers with the sn_grc_reg_change.manager user role assign the regulatory alerts and monitor the associated regulatory change tasks, import document tasks, and action tasks.

The Regulatory Change Management application in the Compliance Workspace is designed for the users with the following roles:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Regulatory Change Management application managers with the sn_grc_reg_change.manager role: Only the users with the sn_grc_reg_change.manager role can view the Home page of the Regulatory Change Management application in the Compliance Workspace.
- Regulatory Change Management application users with the sn_grc_reg_change.user role: Users with the sn_grc_reg_change.user role can view the tasks assigned to them in the Regulatory Change Management application, but they cannot view the Regulatory Change Management application landing page in the Compliance Workspace.

Landing page view

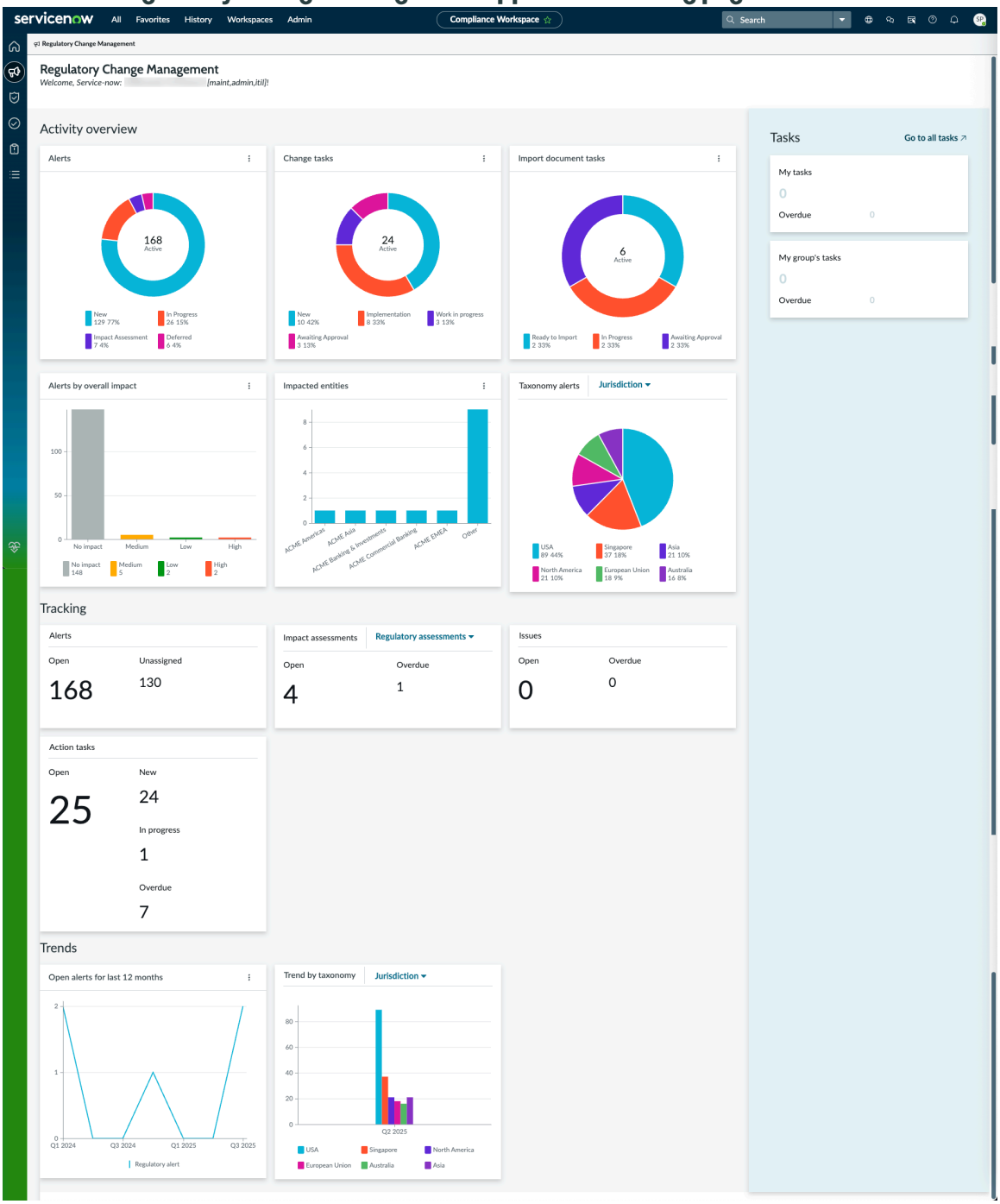
The landing page view consists of the data visualization widgets that display the regulatory activity across your organization. The data visualization widgets are selectable widgets that use color coding to distinguish the states of the alerts and the tasks. You can select each widget to view all the associated regulatory alerts or tasks. The color scheme for each donut chart or bar graph is displayed in each subsection.

The GRC: Regulatory Change Management landing page displays the following sections:

- Activity overview
- Trends
- Tracking

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The GRC: Regulatory Change Management application landing page view



- Activity overview: This section contains an overview of the regulatory alerts and the tasks associated with the regulatory alerts across your organization.

Activity overview

Section	Description
Alerts	Active regulatory alerts that are new, in progress, and deferred in numbers and percentage displayed in a donut chart. Also displays impact assessment tasks associated with the alerts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Section	Description
Change tasks	Active change tasks that are in new, implementation, respond, and awaiting approval state displayed in a donut chart. The tasks are displayed in numbers and the percentage.
Import document tasks	Active import document tasks that are in ready to import, in progress, and awaiting approval state displayed in a donut chart. The tasks are displayed in numbers and the percentage.
Alerts by overall impact	Displays the overall impact of the regulatory alerts such as no impact, low, medium, and high impact alerts displayed in a bar graph.
Impacted entities/ Business lines impacted	Grouping of the impact assessment reports based on the impacted entities in a bar graph. The bar graph displays a maximum of five entities for a better display.
Taxonomy alerts	Taxonomy alerts as per the taxonomy elements such as content type, jurisdiction, regulatory body, sector, and theme.

- Tracking: This section displays the tracking status of the regulatory alerts and the associated regulatory tasks.

Tracking

Section	Description
Alerts	Tracking status of the regulatory alerts such as open and unassigned alerts.
Impact assessments	Status of the impact assessments such as open and unassigned impact assessments.
Issues	Status of the issues such as open and overdue issues.
Action tasks	Active action tasks that are open including the action tasks that are in new, in progress, and overdue states.

- Trends: This section displays the trends for the open alerts or trends by the taxonomy elements.

Trends

Section	Description
Open alerts for last 12 months	Timeline of the incoming regulatory alerts that are active and are not closed over a period of 12 months. For example, if 10 records are received every month, they are grouped by a quarter and a total of 30 records for each quarter are displayed in the line graph. Four plots are displayed on the X-axis and 30 records are displayed in each plot.
Trends by taxonomy	Trends noted by the taxonomy elements such as content type, jurisdiction, regulatory body, sector, and theme.

- Tasks: This section contains an overview of the user's tasks and user group's tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tasks

Section	Description
My tasks	Tasks assigned to the user such as open and overdue tasks.
My group's work	Tasks assigned to the user group such as open and overdue tasks.
View all tasks	Link to the Tasks view in the Home page.

Tasks page in the Compliance Workspace

The Tasks page within the Compliance Workspace provides a centralized, task-centric interface for managing all activities related to regulatory events, source documents, and compliance workflows. It helps you stay organized, ensures timely and accountable action, and promotes overall regulatory readiness.

Each task relates to a step in the regulatory response process, such as impact assessment, policy review, control updates, or evidence collection. Tasks can be created both manually and automatically. Automatic task creation depends on workflow settings linked to regulatory alerts or change requests.

This interface supports individual and team-level accountability, promotes timely completion of tasks, and enables compliance with internal and external regulatory obligations. You can filter, sort, and act on tasks directly within this interface, making it an essential tool for compliance officers, analysts, and business stakeholders.

The key features of the Tasks page are as follows:

- Segment task responsibilities across individual and group levels.
- Filter tasks and view personal contributions or monitored items.
- Manage compliance through a task-centric interface.
- Integrate seamlessly with alerts, change requests, and compliance activities.

The page includes four distinct tabs, each serving a specific purpose to enhance task visibility and management.

My pending tasks

Shows all active or outstanding tasks assigned directly to the logged-in user. This view reinforces individual accountability by clearly identifying required actions.

The pending tasks view:

- Originates from regulatory alerts, change requests, or compliance workflows.
- Provides access to task details, due dates, and related items.
- Enables you to update status, add comments, or complete tasks directly.

My group’s tasks

Shows tasks assigned to groups or teams that the user belongs to, even if the user isn't the direct assignee. This data is useful for teams with shared responsibilities or collaborative workflows.

The group's tasks view:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Promotes visibility across shared or collective responsibilities.
- Supports collaboration and effective task delegation among team members.
- Assists managers and leads to monitor and coordinate group tasks.

My items

Lists all tasks or items created, requested, or owned by me, even if not directly assigned. It ensures ownership continuity throughout the compliance life-cycle.

The item view:

- Includes regulatory change requests, impact assessments, and policy reviews initiated by me.
- Provides full visibility into the user's regulatory contributions.
- Monitors progress and outcomes for user-initiated items.

Watchlist

Shows tasks that the user has manually chosen to monitor. It's ideal for users involved in passive oversight of key compliance activities.

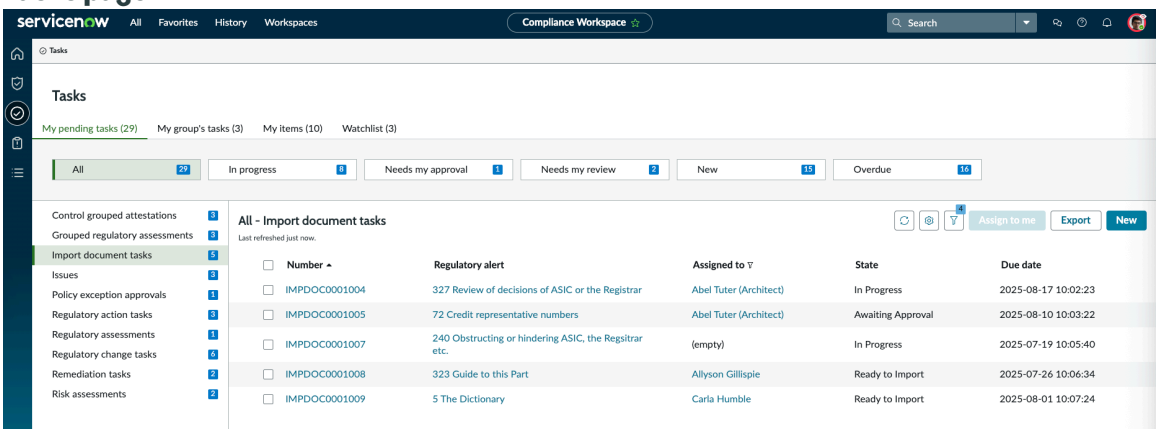
The watchlist view:

- Allows tracking of high-priority or cross-functional tasks without direct ownership.
- Supports monitoring of relevant tasks across multiple workstreams.
- Keeps supervisors, coordinators, and compliance officers informed of relevant updates.

The Tasks page helps you manage duties efficiently, ensuring proactive compliance with regulations within set timelines.

The following image shows the Tasks page in the Compliance Workspace.

Tasks page



Source document import tasks

The Regulatory Change Management application processes external alerts that may include citation titles, citation numbers, and references to legislative or regulatory materials relevant to compliance.

Each alert record contains metadata that supports the import of the document into the regulatory library. The metadata includes citation names and other relevant reference information for proper classification and traceability.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Regulatory alerts of the source document type provide citation titles and citation numbers when received. Source documents may reference legislative or regulatory materials relevant to compliance and governance.

Unassigned source document alert records are assessed to determine applicability. If marked as applicable, a source document import task is created automatically. The import task originates from the regulatory alert record and follows a defined workflow or life-cycle. The source document import life-cycle begins when the alert is marked applicable by a user with the `sn_grc_reg_change.manager` role. The import document task then appears in the Ready to import state for stakeholder review.

Compliance team members evaluate the citation associated with the alert and determine the appropriate action. Each import task facilitates ingestion of a specific source document into the regulatory library. Compliance team members are responsible for importing the document and maintaining consistency within the regulatory library.

You can associate multiple source document import tasks with a single regulatory alert. This configuration simplifies management and improves tracking of regulatory content ingestion processes. Each task adds relevant documents to the regulatory library for comprehensive capture and organization. Grouping tasks under one alert enhances traceability throughout the regulatory change management process.

New workflow of a source document import task

Upgrade the following applications to get the new workflow:

- GRC: Common Workspace Elements (`sn_grc_workspace`)
- GRC: Regulatory Change Management (`sn_grc_reg_change`)

Starting with version 19.0.x, a source document task progresses through the following states:

- Ready to Import- The task has been identified and prepared for import into the system. No work has started yet.
- In Progress- The task is actively being worked on. This includes analyzing the source document and defining necessary regulatory changes.
- Implementation- Identified changes are being executed. This may involve creating related tasks such as policy updates, control modifications, or process changes.
- Awaiting Approval- All implementation activities are complete, and the task is pending review and approval from the appropriate stakeholders or compliance team.
- Closed- The task has been reviewed, approved, and all required actions are completed. No further work is needed.

Regulatory process flow and tasks

The Regulatory Change Management process flow includes the tasks that different users can perform to help your organization manage and comply with regulatory changes.

Regulatory alerts are sourced from the external providers that provide the data as regulatory alerts. The alert may be received as Really Simple Syndication (RSS) feeds or from an external provider such as the Thomson Reuters Regulatory Intelligence (TRRI). The Regulatory Change Management application receives the new regulatory changes that are applicable to an organization.

The Regulatory Change Management application has the following user roles:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

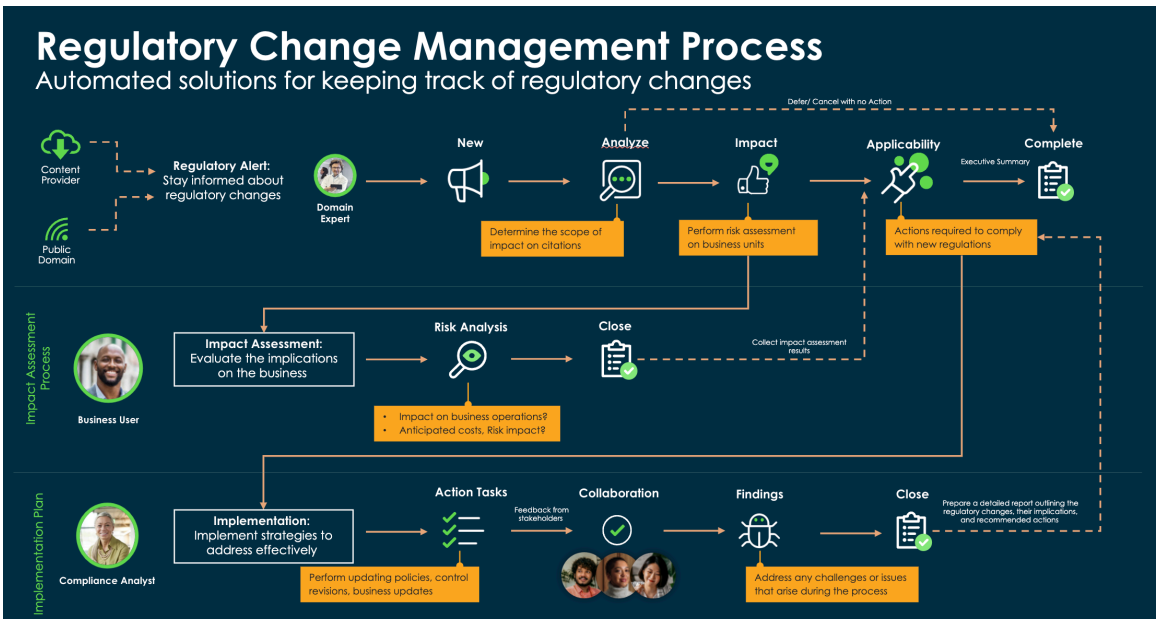
- RCM administrator: A user who has the sn_grc_reg_change.admin role.
- RCM Manager: A user who has the sn_grc_reg_change.manager role.
- RCM User or coordinator: A user who has the sn_grc_reg_change.use role. This user ensures that the regulatory changes are assigned to the correct teams and that the changes are completed in time.
- Business user role: A user who has the sn_grc.business_user role.
- Risk or Compliance manager: A user who has the sn_risk.manager or sn_compliance.manager role. This user would perform the changes as part of the Regulatory Change Management application.

For more information about the roles, see User roles in Regulatory Change Management.

Regulatory Change Management process flow

The following infographic shows the Regulatory Change Management process flow.

Regulatory Change Management process flow and tasks performed by different users



The steps to complete the Regulatory Change Management process flow are:

1. Set up the integration. Your customers can subscribe to a public RSS feed for the regulatory bodies or they can subscribe to a subscription provider such as TRRI that is a curated intelligence provider. A subscription provider can aggregate the regulatory changes from different sources and provide the collective changes as feeds.
2. Set up an internal taxonomy. The taxonomy elements are the different classifiers that an organization can apply to its regulatory content to categorize it. You can use taxonomy elements to create a hierarchical structure of different classifications for setting up the regulatory content for an organization.
3. Review a regulatory alert. A user with the sn_grc_reg_change.manager role (RCM manager) reviews a regulatory alert and assigns it to a coordinator or a user with the sn_grc_reg_change.user role (RCM user). The user with the sn_grc_reg_change.user role reviews the alert. If the regulatory change requires an impact assessment, the RCM user sends it to a subject matter expert (SME) with a business user role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Assess the impact. The subject matter expert (SME) with a business user role assesses the impact of the regulatory change and sends the score of the impact assessment to the Regulatory Change Management application. If the alert is not applicable to the organization, the RCM user closes the alert. If the alert is applicable to the organization, the RCM user creates a new regulatory change task and assigns it to the same or a new coordinator.
5. Devise an action plan. The coordinator identifies the steps to comply with the regulatory change, devises an action plan, and creates the action tasks for the different teams that need to complete the identified action items. The coordinator then creates the action tasks that are associated with the regulatory change task. After the action plan is created, it's sent to the RCM manager for an approval. The manager reviews the action plan and confirms if more action tasks need to be created or if some of the action tasks aren't necessary.
6. Complete the action tasks. The compliance analyst sends the actions for approval to a user with the sn_grc_reg_change.manager role (RCM manager). If the action plan is rejected, the coordinator goes through the action plan, updates the actual tasks, and sends the action plan back for an approval. The compliance manager can see all compliance-based action tasks and the risk manager can see all the risk-based action tasks. After the tasks are assigned to the risk and compliance users, the action tasks are tracked until they are completed. A due date is marked and tracked for the action tasks. When the tasks are completed, the regulatory alert and the parent regulatory change tasks are closed and the change process flow is completed.

RSS feeds overview

A Really simple syndication (RSS) feed in Regulatory Change Management is like a subscription service for updates about new or changed rules and regulations. Instead of visiting multiple websites to check for updates, you can subscribe to feeds from regulatory bodies or industry news.

When a new regulation is published, it automatically appears in your feed, for example, getting notifications from a news app. This ability helps companies stay on top of important changes quickly and easily, ensuring they remain compliant with the latest rules.

Key benefits of RSS feeds

Automated updates

RSS feeds help compliance professionals monitor regulatory changes without manually checking multiple websites or sources.

Centralized information

By aggregating feeds from various regulatory bodies, companies can centralize all updates in one place, making it easier to track changes.

Timely alerts

Subscribing to relevant feeds ensures that stakeholders receive near real-time notifications of new regulations or amendments, which is critical for staying compliant.

Customization

Users can tailor their feeds to focus on specific regions, industries, or types of regulatory changes relevant to their operations.

Example: RSS feed

A financial institution might subscribe to RSS feeds from regulatory bodies like the SEC, FINRA, or the European Central Bank. Updates from these feeds would inform the compliance team of new rules or guidelines affecting their operations. By leveraging RSS feeds, organizations can reduce the risk of missing critical updates and streamline their regulatory compliance processes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workflow to obtain RSS feeds

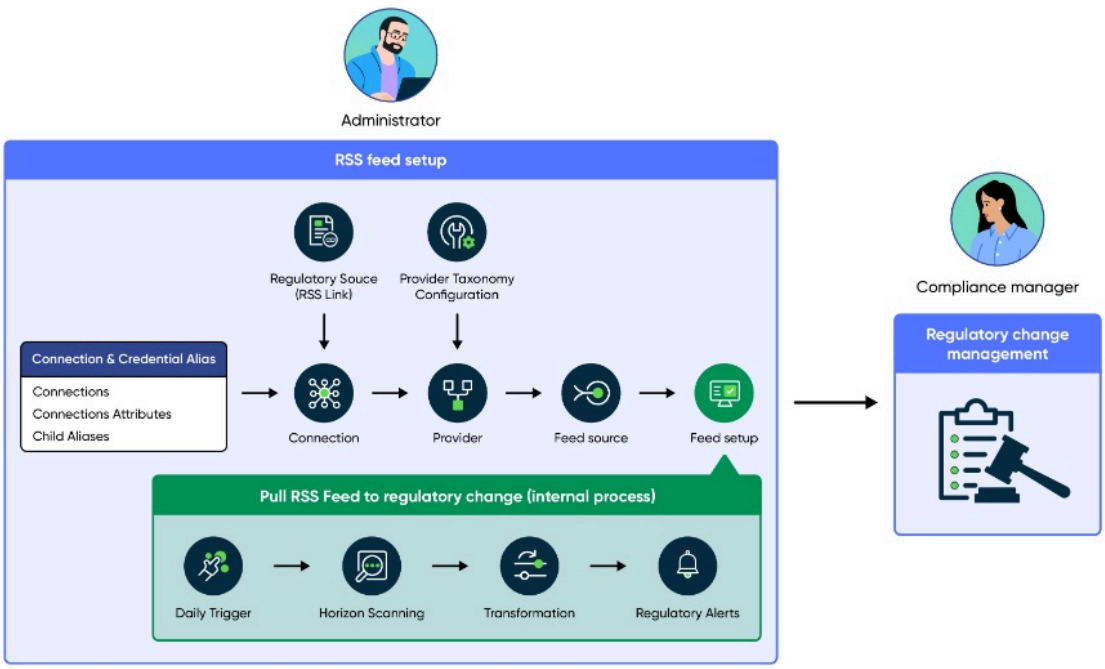
Establishing a robust connection to obtain your feeds requires you to perform the following actions:

1. Establishing the connection and credential aliases with the RSS feed sources.
2. Activating the RSS feed workflow.
3. Setting up feed sources.
4. Configuring the provider taxonomy.
5. Managing feed request responses

Note:
If you encounter issues while trying to obtain your RSS feeds, refer to General guidelines for RSS feeds.

The following image shows the workflow of RSS feeds are set up to ensure they pull the feed responses.

Workflow of setting up and pulling RSS feeds



General guidelines for RSS feeds

When an RSS feed isn't working, common errors or issues often stem from improper formatting, server issues, or misconfiguration. An RCM administrator can remediate some of the common errors that users may encounter.

Overview of common issues in RSS feeds

RSS issues often arise from invalid XML syntax, incorrect URLs, server or authentication problems, caching, incompatible media, outdated standards, size limits, encoding errors, or security and access restrictions. Here's a list of common problems that users may encounter and their general guidelines to help you get started.

Feed syntax errors

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The RSS feed XML isn't properly formatted, leading to parsing errors. To remediate this issue, perform the following checks because as per RSS Standards, all RSS feed files must conform with XML specifications:

- Validate the RSS feed using tools like W3C feed validation service.
- Check for missing or mismatched tags, unescaped characters, or improperly nested elements

Incorrect or outdated feed URL

This issue occurs when the URL for the RSS feed is incorrect or has changed. To resolve this issue, verify the feed URL and update it if necessary.

Server issues

This issue occurs when the server hosting the RSS feed is down or slow to respond. To resolve this issues, check server logs, ensure uptime, and optimize performance

HttpException: Session contains no certificates - Untrusted

This happens when the feed source is pointing to a site for which the certificates are expired. This must be handled by the customer. The customer can validate the source URLs in online validation portals. For example, https://validator.w3.org/feed/ & https://www.sslshopper.com/ssl-checker.html

Response size exceeds limit

This happens when the response from REST step is more than what is allowed. You can try increasing the limit by updating the value of property "glide.pf.rest.response_payload_max_size". Refer to https://www.servicenow.com/docs/bundle/xanadu-build-workflows/page/administer/flow-designer/reference/rest-request-action-designer.html for more information.

Response status is 404

This error occurs when the website doesn't function.

Other issues

Upgrade your instance and debug by looking at the execution logs for the flow titled **Pull RSS feed into regulatory change**.

Regulatory taxonomy overview

Regulatory taxonomy simplifies identifying necessary changes in a customer's regulatory library by enabling algorithms to match incoming regulatory intelligence to existing content using taxonomy terms.

Regulatory change management products can integrate intelligence data from multiple vendors. However, these vendors differ in:

1. Delivery mode: File-based feeds vs. stream-based feeds.
2. Data format: XML, JSON, CSV, and so on
3. Taxonomy information: Contextual metadata added to regulatory intelligence, such as geography, sector, or regulatory body.

Note:
To integrate with any regulatory intelligence provider, you need an active subscription and a connector to ingest the provider's data. You can use connectors from the ServiceNow Store or build your own.

Some examples of taxonomy are as follows.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Geography: Identifies applicable regions, for example, North America, Paris, or New Delhi.
- Sector: Defines relevant industries, for example, Banking, IT, or Logistics.
- Regulatory Body: Lists regulatory organizations, for example, NIST, European Central Bank.

Some vendors include additional categories like regulatory themes or topics.

Note:
Access to external content requires an end-user license to authorize the credentials granted by technology partners.

Benefits of mapping taxonomy

Users of Regulatory Change Management often use their own terms for business reasons, creating mismatches between external and internal taxonomies. For example, the vendor term could be North America while the users may term it as USA and Canada or vendor term could be Singapore and the user term could be Southeast Asia. To ensure accurate mapping, administrators must manually align external taxonomy terms with their internal taxonomy. This process is known as taxonomy mapping. Mapping taxonomies can sometimes be a challenge for many users. Regulatory Change Management provides the ability to integrate taxonomy-mapping capabilities. For more information, refer to Map the taxonomy.

Impact assessments for the regulatory alerts

A regulatory event alert may result in a regulatory change to an organization. You can evaluate the impact of the regulatory change on your organization by performing impact assessments.

Regulatory updates are frequent and come from various sources. These updates often involve a high volume of complex information that the regulatory domain experts must address. The first task for a regulatory change manager is to interpret the update and determine its implications for the business. This involves identifying affected policies, controls, or citations, and specific regulatory references or requirements.

Types of impact assessments

The impact assessment process is used as a reporting tool for evaluating the impact of a proposed regulatory change. For a given regulatory event alert, the assigned user triggers an impact assessment to a subject matter expert who is an expert in a certain regulatory area. The expert then performs an impact assessment on the regulatory event alert. Impact assessments are of the following types.

- Risk assessment: This process traditionally uses a risk-based approach to prioritize and manage the impact of the regulatory updates. This approach helps experts focus on the entities most likely to be affected. The findings and responses generated from this risk assessment process are gathered and documented systematically. This ensures that your organization can track compliance actions, and mitigate risks. Refer to Respond to a regulatory alert risk assessment to understand how to respond to a risk assessment.
- Regulatory assessment: This assessment utilizes the Smart Assessment Engine to perform smart assessments on regulatory alerts. In this assessment you can customize your impact assessment process by creating your own assessment questionnaire templates. For example, if your organization deals with regulations like the Digital Operational Resilience Act (DORA) or the European Union AI Act, you can design assessment templates focused solely on the aspects and obligations of these regulations. To learn more about a regulatory assessment, refer to Regulatory assessment for a regulatory alert. For more information about Smart Assessment Engine, refer to Smart Assessment Engine.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
For more information on how to initiate either of these assessments, refer to Assess the impact of a regulatory alert.

Regulatory assessment for a regulatory alert

Utilize the Smart Assessment Engine to perform smart assessments on regulatory alerts. This ability enhances regulatory decision-making by enabling impact assessments directly at the regulatory alert level, streamlining processes through a unified core assessment framework, and assigning analysis to multiple stakeholders for improved collaboration and efficiency.

When you initiate an assessment to assess the impact of a regulatory alert, you get an option select either to start a regulatory assessment or the classic risk assessment. Regulatory assessment utilizes the Smart Assessment Engine application and when it is initiated, a new related list called **Regulatory assessments** is available on a regulatory alert that displays the list of uniquely generated regulatory assessments. The assessor can access the assessment from the unified **Tasks** page on the Employee Center. The unified **Tasks** page provides you a consolidated view of all your tasks, including all assessments, enabling you to access and complete them efficiently. For more information on how to perform a regulatory assessment, refer to Respond to a regulatory assessment.

To understand the benefits of using the Smart Assessment Engine, refer to Exploring Smart Assessment Engine.

To understand the process of creating assessment templates and questionnaires, refer to Configuring Smart Assessment Engine.

To understand how to initiate assessments, see Assess the impact of a regulatory alert.

Next Experience Discuss and Chat Collaboration

On a regulatory change management case, select **Discuss** from other options. Collaborate with virtual agents by using **Next Experience Chat Collaboration** and Discuss.

- Using Next Experience Chat and Discuss streamline communication and enhance collaboration among distributed risk and compliance teams working on compliance cases/ requests.
- Fill out preliminary information and context for the discussion. Identify subject matter experts to help and collaborate within the discussion. Managers can access multiple discussions at once using the docked windows feature.
- Identify subject matter experts to help and collaborate with the discussion.
- Managers can access multiple discussions at once using the docked windows feature.

Regulatory Change Management application in the Compliance Workspace

Starting with GRC: Regulatory Change Management, version 13.0.1, the Regulatory Change Management application is available in Compliance Workspace. Compliance Workspace provides your users with a single-pane view so that they can check upcoming regulatory changes, assess their impact, and implement risk and compliance-related changes for the organization.

You can access Regulatory Change Management in the Compliance Workspace using the regulatory change icon  icon.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Highlights of the Regulatory Change Management application in Compliance Workspace

The Compliance Workspace using the provides a single-pane view with a personalized experience and simplified user journey for your users.

- The default home page for the Regulatory Change Management manager displays actionable insights and quick links.
- The contextual side panel displays the regulatory taxonomy for each regulatory alert record.
- View the number of overdue or open risk and regulatory assessments.
- The record pages provide a quick summary and insights that are specific to what is being viewed.
- The form layout, field labels, messages, and breadcrumb navigation provide a consistent experience to the users across the ServiceNow AI Platform.
- A 360° view provides an overview of the data relationship for a record across an enterprise.

Regulatory Change Management application views in Compliance Workspace

The Regulatory Change Management application in Compliance Workspace contains the following views for the users.

Home page view

Provides an overview of the compliance posture of your organization.

Regulatory Change Management application landing page view

Provides an overview, trends, and tracking status of the regulatory activity across your organization.

Tasks view

Provides an overview of the tasks that are assigned to the users, user groups, reported items, and watchlist.

Issues overview landing page view

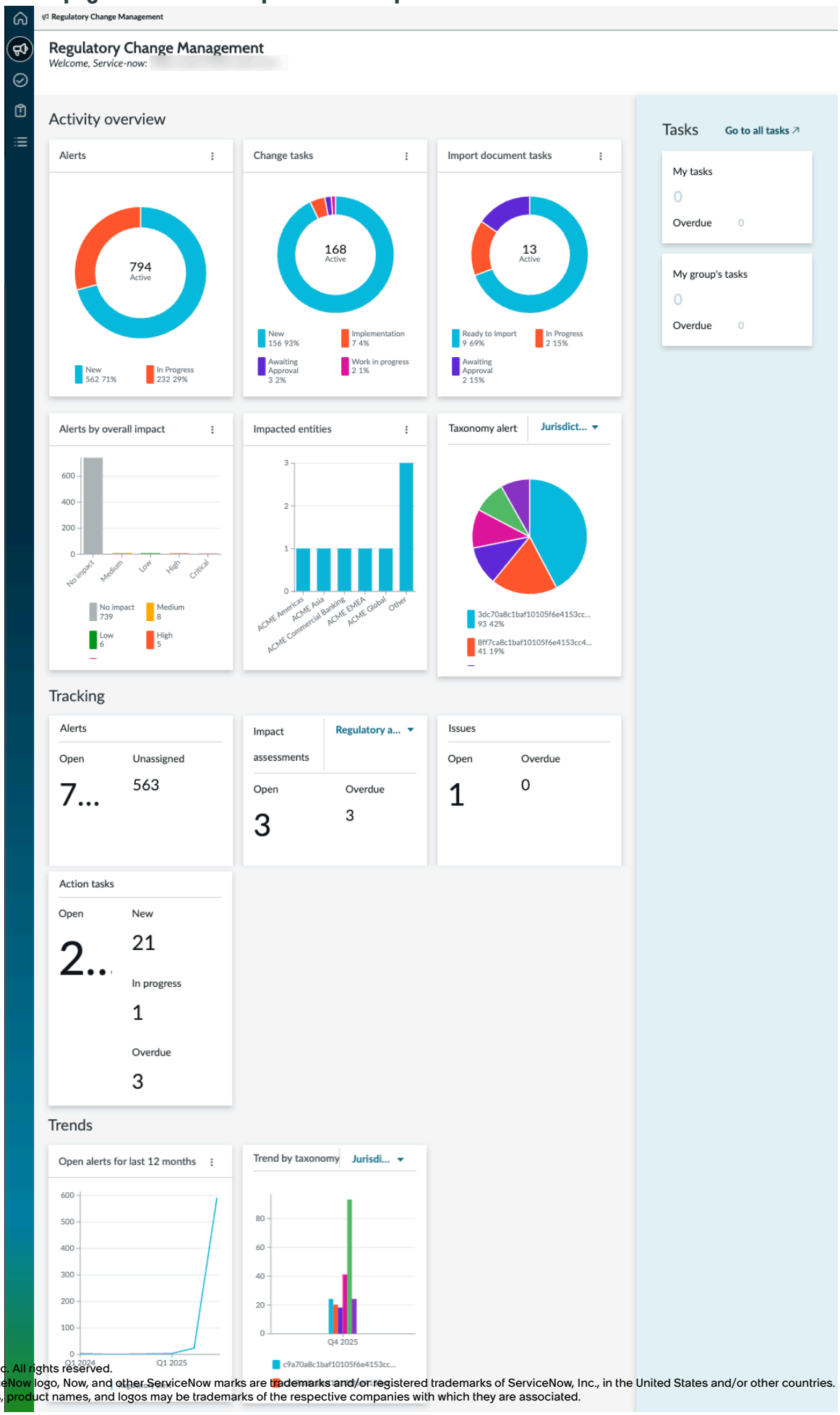
Provides an overview, tracking status, and performance trends of the issues.

List view

Provides the list of the GRC objects in the Compliance Workspace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Home page view in the Compliance Workspace



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
GRC administrators configure the tasks and issues in the Landing Page Configurations module in the classic user interface. These tasks and issues are visible to the end users in the landing pages of various workspaces. For more information, see Landing Page Configurations module.

Configuring your compliance needs and integration with regulatory content providers

Configure the Regulatory Change Management application to manage your compliance needs and integration with regulatory intelligence content providers.

A typical configuration of the Regulatory Change Management application consists of the following steps:

1. Download the Regulatory Change Management application from ServiceNow Store. For more information, see Download Regulatory Change Management application.
2. Do the setup tasks for the Administration module. For more information, see Manage Administration portal.

Download and install GRC: Regulatory Change Management

Download the GRC: Regulatory Change Management application from the ServiceNow Store and run it in your ServiceNow instance.

Before you begin
Role required: sn_grc_reg_change.manager, sn_grc_reg_change.it_admin, or sn_grc_reg_change.admin

Procedure

1. Download the GRC: Regulatory Change Management application from the ServiceNow Store. Follow the instructions for Download a GRC application from the ServiceNow Store for the first time. Downloading the Regulatory Change Management application automatically installs the following required applications:
   - GRC: Policy and Compliance Management
   - GRC: Advanced Risk
2. In your instance, navigate to **All** > **System Applications** > **All Available Applications** > **All**.
3. Locate GRC: Regulatory Change Management.
4. Select an appropriate release in the Details section.
   You can select either the latest release or up to one of the two previous releases.
5. Select **Install**.
   A new Application installation window is displayed.
6. Confirm the details of the application and select **Install**.

Result
The GRC: Regulatory Change Management application is installed on your ServiceNow instance.

Setup checklist for Regulatory Change Management

Complete the tasks that are required to set up the Regulatory Change Management application. When you have completed these tasks, the base system is ready for operation. Optional setup procedures are also included to enhance Regulatory Change Management application functionality.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: sn_grc_reg_change.admin

Ensure that the following applications are installed:

- ServiceNow® GRC: Policy and Compliance Management application
- ServiceNow® Advanced Risk application

Procedure

1. Install the Regulatory Change Management (RCM) application from the Store.
   For details, see Download and install GRC: Regulatory Change Management.
2. Assign RCM roles to the users.
   For details, see User roles in Regulatory Change Management.
3. To set up the feeds, choose one of the following options.

4. Create and validate the connections and credentials.
   For details, see Establish an SFTP or REST API connection.
5. Activate the integration flows.
   For details, see GRC integration with Thomson Reuters Regulatory Intelligence and Setting up the RSS feeds infrastructure.
6. Create an internal regulatory taxonomy and map the taxonomy.
   For details, see Map the taxonomy.
7. Assign regulatory feeds.
   For details, see Manage and assign regulatory event alerts.
8. Assess the impact and assign related regulatory tasks.
   For details, see Manage the regulatory change tasks.
9. Prepare an action plan to identify the changes that must be done.
   For details, see Action tasks in Regulatory Change Management.
10. Create action tasks to implement the identified changes, and complete them.
    For details, see Create an action task.
11. Provide an overview of the regulatory changes via dashboards and reports.
    For details, see Regulatory Change Management dashboard.

Setting up the RSS feeds infrastructure

To ensure you can obtain all the necessary Really simple syndication (RSS) feeds in your ServiceNow instance, you must set up the infrastructure required to seamlessly obtain the feeds.

Properly configured infrastructure allows seamless integration of RSS feeds, enabling you to stay updated without disruptions. As an RCM administrator or IT administrator, ensure all prerequisites are in place for optimal performance. If you encounter issues while trying to obtain your RSS feeds, refer to General guidelines for RSS feeds.

Activate and pull RSS feeds

Use the Workflow Studio to pull RSS feeds from the defined RSS sources after you activate the workflow. Regular pulling of RSS feeds ensures that you to stay on top of all your regulatory compliance needs. By default, the schedule to pull the feeds runs daily.

Before you begin

The workflow to pull RSS feeds is built with ServiceNow® Workflow Studio, so make sure you're familiar with the Flow Designer basics.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role required: admin

About this task

The RCM IT Admin schedules the Pull RSS Feed to Regulatory Change flow to run on a daily, weekly, or monthly basis and sets up the time for the flow.

Procedure

1. Navigate to **All** > **Regulatory Change Management** > **RSS Feeds**.
2. To set up the RSS feed, select **Feed setup**.
3. From the Feed Setup module, complete the following steps.
   a. Select the **Pull RSS Feed to Regulatory Change** in the Flow Designer UI page.
   b. Select **Test** and then **Activate** to activate the flow.

Result

Upon successful activation of the flow, the system starts scanning the Regulatory Horizon to fetch the latest regulatory updates from the regulator websites.

Set up RSS feed sources

Set up RSS feed sources to efficiently aggregate and monitor updates from multiple websites or content providers in one centralized location. This saves time, ensures you stay informed, and enables automated data retrieval.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **Regulatory Change Management** > **RSS Feeds** > **Feed Sources**.
2. Select **New**.
3. On the form, fill in the fields.

Feed source table

Field	Description
Name	Name of the website that generates and provides the RSS feed. For example, `Consumer Financial Protection Bureau Alerts`.
Connection	Connection that has the details from which the feed would be obtained. For more information, refer to Create an HTTP(s) connection.
Active	Option to denote if the source is active. Only active sources are able to fetch the feeds.
Provider	Service or platform that generates and distributes RSS feeds for websites or content creators.

4. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result
The feed source is set up and ready to provide the feed to your instance.

Map the taxonomy

Create an internal taxonomy when you are setting up the Regulatory Change Management application. Map the external taxonomy to the internal taxonomy so that the Regulatory Change Management application refers to only one taxonomy.

Before you begin
Role required: sn_grc_reg_change.admin

About this task
The Regulatory Change Management application stores the taxonomy and it provides a way to map the taxonomies using the UI component.

Procedure

1. Navigate to **Application** > **Regulatory Change Management** > **Taxonomy** > **Taxonomy Classes**.
   The pre-defined taxonomy classes are displayed:
   - Content Types- Content types provide site-specific control of how system data defined by templates is rendered.
   - Jurisdictions- Jurisdictions in regions are used for data breach notification obligations as each obligation is broken down by jurisdiction.
   - Regulatory Bodies- Regulatory bodies that govern the regulations. For example, RBI, SEBI, SEC, TRRI, and so on.
   - Sectors- Sectors businesses that are governed by government rules. For example, FRM, FDIC, SEC.
   - Themes- Themes indicate the ares that organisations should consider in their regulatory change management.
2. Navigate to the following taxonomy tables if you want to view or update the taxonomy class name:
   - **Content Types**
   - **Jurisdictions**
   - **Regulatory Bodies**
   - **Sectors**
   - **Themes**

   As an example, when you select Jurisdiction, the Class name field displays Jurisdiction as the taxonomy class.

   Note:
   Only users with the sn_grc_reg_change.admin roles can update the taxonomy tables.

3. Select **Update** to update the class name.
4. Select **New** under Taxonomy class related list.
   A new Taxonomy class record is displayed on a separate page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Taxonomy class record

Field	Description
Name	Name of the taxonomy class.

The new taxonomy class is displayed on the Taxonomy Class page.

5. Open the Taxonomy Class page to create a new Taxonomy class mapping record.
6. On the form, fill in the fields.
   Depending on what regulatory table was previously selected, the form title is different.

Taxonomy class mapping record

Field	Description
Provider	Provider of the alerts.
External taxonomy class	External taxonomy class that is mapped with the internal taxonomy class.
Taxonomy class	Taxonomy class provided by default such as Jurisdictions or Content type.

7. Select **Submit** to map the external taxonomy class to the internal taxonomy class.
   The external taxonomy class is mapped to the internal taxonomy class.

Configure a provider taxonomy configuration record

Align the provider with the appropriate taxonomy profile to categorize regulatory intelligence data and feeds for informational reporting purposes. This approach is particularly useful when integrating multiple feed sources, as it ensures consistent naming conventions across systems or applications.

Before you begin

Role required: sn_grc_reg_change.admin

Note:
Certain fields on this form are only visible if the *`Default Taxonomy Configuration`* property is set to **true**.

Procedure

1. Navigate to **Application** > **Regulatory Change Management** > **RSS Feeds** > **Provider Taxonomy Configuration**.
2. Select **New** on the page.
3. On the form, fill in the fields.

Provider taxonomy configuration record form

Field	Description
Provider	Provider of the taxonomy configuration record.
Default taxonomy configuration	Option to use the default taxonomy configuration. Clear the default taxonomy

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	configuration option to see the Taxonomy Loader configuration.
Taxonomy	Internal taxonomy to which the external taxonomy is mapped. Unlock the list to add the taxonomy.
Taxonomy Loader	Taxonomy Loader configuration field when the default taxonomy configuration option is unchecked. Select the import mode for importing the taxonomy data: ○ Data source: Use Data source if the taxonomy can be imported via ServiceNow platform data source. ○ Custom script: Use Custom script if the taxonomy import needs custom logic. For Data source: Update the following fields: ○ Data source: Data source to be defined such as Azure AD, Auth0. For more information, refer to, Create a data source. ○ Scheduled data import: The import job that runs the data source frequently. For more information, refer to Schedule a data import. For Custom script: Update the following fields: ○ Taxonomy file required: Select the check box if the data to be imported via the selected mode needs a file to be attached. ○ Variables: Use the variables defined in the script. ○ Script: Script to be populated. This is a required step.

4. Select **Submit**.

Result

The new provider taxonomy configuration record is listed on the Provider taxonomy configuration page.

Managing feed request responses

When the job to pull RSS feeds runs at the scheduled time, the responses are automatically fetched from the configured feed sources.

No manual effort is required to fetch the response from an RSS feed.

Administration module

Use the Administration module to manage third-party providers and the configuration of entity classes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Regulatory Intelligence providers deliver regulatory alerts that include a variety of regulatory changes. Each regulatory alert record contains the taxonomy section for the regulatory taxonomy associated with the alert. This taxonomy helps in classifying and categorizing the alert. The internal taxonomy design contains the following five elements:

- Regulatory Body
- Sector
- Theme
- Content Type
- Jurisdiction

When setting up the Regulatory Change Management application, you have to map the external taxonomy to your own internal taxonomy for standardization. The design elements are created and mapped from the provider's external taxonomy during the setup process.

After you set up the internal taxonomy, the next step is to update the provider configuration record with the name and description of the providers. To maintain a generic provider configuration, a provider record is used. Providers can send the data via multiple combinations, such as via a single file or as an API. To learn more, see Map the taxonomy.

You can use the Administration module to configure various records. You can do the following:

- Update provider configuration record to define and receive the data from the providers.
- Configure the entity classes that may be impacted due to the regulatory changes.

Using Regulatory Change Management

You can use the classic environment to perform all Regulatory Change Management application activities.

As an RCM manager with the sn_grc_reg_change.manager role, you can capture any problems or exceptions that are observed during the workflow by assigning regulatory alerts or creating an action task or issue that is related to the regulatory change tasks and source document tasks. You can also monitor the regulatory change tasks and action tasks.

You can also use a setup checklist that can help you to get your base system ready for operation.

Starting with version 18.1.2, all the new features and enhancements are available only in the Workspace view.

Regulatory Change Management Playbook

Configure a Regulatory Change Management RCM playbook for your organization or business by following this process:

1. Manage your user entitlements, include the customers and providers that read and access the regulatory content, and establish a regulatory team:
   - Designate a team of subject matter experts, legal counsel, or compliance professionals that can track regulatory changes.
   - Include the representatives from legal, audit, compliance, risk management, and operational departments.
   - Include your customers and providers. You include the customers who subscribe to a public RSS feed for the regulatory bodies or a subscription provider, such as Thomson Reuters Regulatory Intelligence (TRRI). You also include the providers, such as Thomson Reuters

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Regulatory Intelligence (TRRI), that aggregate the regulatory changes from different sources and provide the collective changes as feeds.

- Set up an internal taxonomy. The taxonomy elements are different classifiers that an organization can apply to its regulatory content to categorize it. You can use taxonomy elements to create a hierarchical structure of the different classifications for setting up the regulatory content for an organization.

2. Monitor the regulatory changes:
   - Stay informed about the new and updated regulations that could affect your organization or business.
   - Subscribe to industry newsletters, updates for the regulatory bodies, and relevant legal databases that are made publicly available and accessible via RSS.
   - Integrate with regulatory intelligence providers such as Thomson Reuters or LexisNexis, to monitor changes in real time.
3. Assess the impact:
   - Evaluate the implications of regulatory changes on your organization or business.
   - Analyze regulatory changes:
     a. If you have the sn_grc.business_user role (Business User), review the regulatory alerts and assign them to a user with the sn_grc_reg_change.user role (RCM user) for review. If the regulatory change requires an impact assessment, the RCM user sends it to a subject matter expert (SME) with a business user role.
     b. Review the new regulations and draft new requirements, policies, or control measures.
     c. Determine the scope of the impact on your various business units including the functions, departments, and processes.
4. Conduct an impact assessment:
   a. Perform a risk assessment or gap analysis to evaluate the potential impact on the operations, finances, and compliance of your organization or business.
   b. Assess the impact of the regulatory change and send the impact assessment score to the Regulatory Change Management application. If the alert is not applicable, close the alert. If the alert is applicable, create a new regulatory change task and assign it to the same or a new coordinator.
   c. Engage stakeholders from affected departments to gather insights.
5. Perform a gap analysis:
   a. Identify your current state. Assess your existing inventory of policies, citations, and controls in relation to the new regulations.
   b. Identify gaps. Compare the current state with the new regulatory requirements (draft, final rules, or enforcement actions) to identify any discrepancies.
   c. Prioritize gaps. Evaluate the significance (high, medium, or low) of each gap by the potential risk and impact to your organization or business.
   d. Develop a gap remediation plan. Create a plan to address the identified gaps, and specify the actions, timelines, and responsibilities for your organization or business.
6. Document your findings:
   a. Prepare a detailed report that outlines the regulatory changes, their implications, and recommended actions.
   b. Report the regulatory findings, compliance deviations, or non-material outcomes that are due to the regulatory change.
7. Manage the regulatory changes and strategies:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Implement strategies to address the regulatory changes.
- Develop an implementation plan:
  a. Identify the steps to take to comply with the regulatory change, devise an action plan, and create the action tasks for different teams. After the action plan is created, send it to the RCM manager for approval and to confirm that all the action tasks are sufficient or if any aren't necessary.
  b. Create a clear action plan that details the actions required to comply with the new regulations. The action plans could be legal review, business change, policy updates, control revisions, or training.
  c. Define the timelines, resources or watch list teams, and responsibilities.

8. Communicate changes:
   a. Inform all relevant stakeholders about the regulatory changes and the planned actions.
   b. Provide the training and resources to help employees understand and adapt to the new requirements.
9. Update your policies and procedures:
   a. Revise your existing policies, procedures, or controls to align with the new regulations.
   b. Confirm that your documentation reflects the changes and is easily accessible.
10. Monitor your implementation plan:
    a. Track the progress against the implementation plan.
    b. Address any challenges or issues that arise during the process.
11. Review your plan and identify ways to keep improving it:
    - Evaluate how effective the regulatory change management process is and make improvements where needed.
    - Conduct post-implementation reviews:
      a. If the action plan is rejected, assign the same coordinators to go through the action plan, update the actual tasks, and send the action plan for an approval. All compliance-based action tasks are visible to the compliance manager and risk managers can see the Risk-based action tasks. After the tasks are assigned to the risk and compliance users, track the action tasks through completion. Select a due date and track the action tasks. After the actual tasks are completed, close the regulatory alert and the parent regulatory change tasks.
      b. Assess the effectiveness of the implemented changes and compliance status.
      c. Gather feedback from your stakeholders to identify the areas for improvement.
12. Update the playbook:
    a. Revise the playbook based on the lessons learned and evolving usage guidelines.
    b. Incorporate the feedback to enhance the monitoring and management processes.

Create an action task

Create an action task that is related to the regulatory change tasks and source document import tasks so that you can complete the regulatory tasks.

Before you begin

Role required: sn_grc_reg_change.manager, sn_grc_reg_change.user, or sn_grc_reg_change.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Starting with version 21.0.x, you can create action tasks for a regulatory task when the task is in any of the following states:

- New
- Work in Progress
- Implementation

You can now break down a regulatory task into smaller, manageable components so that you can more efficiently track and execute the required activities. You can plan, assign, and monitor tasks now in a structured manner that supports your compliance objectives and regulatory requirements.

The regulatory action tasks are created as a follow-up to complete the changes that have been identified as part of the impact assessment for regulatory change tasks. Once these specific changes are identified, you can create and manage these action tasks as a manager or user.

You can perform common user-actions like **Enter**, **Choose**, **Select**, **Attach**, **View**, **Add**, **Associate**, and **Unlink**.

Procedure

1. Navigate to **Application** > **Regulatory Change Management** > **Action Tasks** > **All action tasks**.
2. Select a task.
3. On the form, fill in the fields.

Regulatory Action Tasks form

Field	Description
Regulatory Task	Number of the regulatory task.
Category	Category type of the action task, such as compliance or risk.
Assignment Group	Group that is assigned the action task.
Priority	Priority of the action task.
Due date	Due date of the action task. Past dates are not allowed.
Compliance action target	Specific GRC record to be selected. For example, Authority Document, Citation from the list menu, and the associated document.
Assigned to	User who is assigned the task.
Short description	Short description of the action task.
Instructions	Instructions for the action task.
Activity Journal	
Watch list	List of users who receive notifications about the updates.
Work notes	Log of the work notes.
Worknotes list	Users who receive notifications about the work notes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can update the following fields:

- **Category**
- **Action target**
- **Short description**
- **Instructions**
- **Work notes**
- **Worknotes list**
- **Watch list**

4. Click **Save**.
   The action task is saved and it is displayed under the Action Tasks tab in the Regulatory Change Tasks page.

Create an issue related to the regulatory tasks

Create an issue as part of the regulatory change tasks and source document tasks workflow to capture any problems or exceptions that are observed during the workflow. You can create and view issues related to regulatory tasks using the issues related list.

Before you begin

Role required: sn_grc_reg_change.manager, sn_grc_reg_change.user

About this task

A new module titled as Issue is introduced in the Regulatory Change Management application.

Procedure

1. Navigate to **Application** > **Regulatory Change Management** > **Issue** to create and view issues related to the regulatory tasks using the issues related list.
2. Use the following modules to get a filtered list of the issues.

Create and view issues related to Regulatory Tasks

Field	Description
My Open Issues	View open issues assigned to a user.
All Open Issues	View all open issues assigned to a user.
All Unassigned Issues	View all unassigned issues assigned to a user.
All Grouped Issues	View all grouped issues assigned to a user.
All Issues	View all issues related to the Regulatory Tasks.

Result

You can view the issues related to the Regulatory tasks in the respective modules.

What to do next

For information about how to enable or disable menu items, see Enable/disable application menu.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Delete an issue

Delete any issue if it's a part of a regulatory change task or a source document task if it's no long required.

Before you begin

Role required: sn_grc_reg_change.manager, sn_grc_reg_change.user

About this task

Delete an issue that is no longer required.

Procedure

1. Navigate to **Application** > **List** > **Issues** > **All issues**.
2. Select the issue that you want to delete.
3. Select **Delete** from the **More Actions** menu.
4. Read the warning message in the Confirmation dialog and select **Delete**.
   The selected issue is deleted.

Result

You can no longer view the deleted issue in the issues list.

Regulatory Change Management Core UI

The ServiceNow® Regulatory Change Management application enables you to check upcoming regulatory changes, assess their impact, and implement risk and compliance-related changes. The application ensures overall regulatory compliance.

Use the features and capabilities of the Regulatory Change Management application user interface such as setting up regulatory alerts, performing impact assessment, creating regulatory change tasks, creating action plan, managing action tasks, and closing of the regulatory change tasks to manage the regulatory changes across your organization.

Regulatory alerts

Regulatory alerts are an aggregation of different regulatory events and documents that are sourced from multiple regulatory intelligence providers. Similar to web feeds, a regulatory alert is a record of these regulatory changes. Such changes are frequently updated, and the alerts help you stay informed about the regulatory landscape.

The Regulatory Change Management application transforms and maps the alerts. The application provides the information in regulatory alert tables.

The Regulatory Change Management life cycle starts with the regulatory alert record. Each regulatory alert record contains metadata that helps stakeholders to translate the changes, create an action plan, and implement actions to comply with the regulatory changes.

With the Regulatory Change Management application, you can use the regulatory alerts to inform the users about regulatory updates.

Types of alerts and associated regulatory tasks

Different types of alerts are displayed under the Regulatory Alerts module in the Regulatory Change Management application.

You can use the following types of regulatory alerts:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Regulatory event alerts: Signify alerts, provide updates to news, and provide insights on regulatory changes. Alerts are by default regulatory event alerts. All RSS feeds result in a regulatory alert record.
- Source document alerts: Signify changes to the citations. Citations are like various sections of an authority document. ServiceNow® GRC offers the Network Frontiers Unified Compliance Framework (UCF) integration. The integration creates authority documents after the import, and it creates corresponding citations under each authority document. When an existing citation is updated or a new citation is inserted, it signifies a change in the source document. Source document alerts are only available when integrating with a third-party regulatory intelligence provider; for example, Thomson Reuters.

The difference between a regulatory event alert and a source document alert is scope. Regulatory event alerts signify general alerts for general changes and for upcoming regulatory changes. In contrast, source document alerts signify changes that are specific to the citations. When an existing citation is updated or a new citation is inserted, it signifies a change in the source document.

The different types of alerts each involve a separate set of regulatory tasks. These tasks are created whenever a user with the sn_grc_reg_change.user or sn_grc_reg_change.admin role takes an alert and then marks it as applicable. These tasks are the following:

- Regulatory change task: This task is created for regulatory event alerts. The task is used to evaluate the changes and to update the GRC objects, such as policies, controls, and risk statements in the library.
- Source document import task: This task is created for source document alerts. The task is used to update an existing citation or to insert a new citation that is received from the provider into the regulatory library.

Alerts and user roles

Alerts can have different states. The main property of an alert is whether it's assigned or unassigned. For assigned alerts, the **Coordinator** field has a value. An alert can be assigned either to a user with the sn_grc_reg_change.manager role or the sn_grc_reg_change.user or sn_grc_reg_change.admin role. In contrast, an unassigned alert isn't assigned to anyone.

You can do various actions on unassigned alerts. These actions are the following:

- Update
- Applicable
- Defer
- Initiate Impact Assessment
- Not Applicable
- Cancel Regulatory Alert
- Delete

When an unassigned regulatory event alert is marked as applicable, a regulatory change task is created. When an unassigned source document alert is marked as applicable, a source document import task is created.

When an unassigned alert is marked as not applicable with due comments, its state is updated as Closed in the regulatory alert form.

Assigned alerts can have different states. These states are the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- New
- Deferred
- Impact Assessment
- In Progress
- Closed

In terms of user roles, all alerts can be accessed by users with either the sn_grc_reg_change.admin role or the sn_grc_reg_change.manager role. Users with the sn_grc_reg_change.user role can view assigned alerts that are assigned to them, but they can't view unassigned alerts or alerts that are assigned to other people.

Table cleaners for regulatory alerts

The alert records that are marked as not applicable must be cleaned at regular intervals. The Regulatory Change Management application provides table cleaners for cleaning the alert records automatically. Users specify the time and frequency for the cleanup activity. Only users with the sn_grc_reg_change.admin role can perform cleanup activities.

Similarly, registry file records that have been processed can be cleaned at specified time intervals.

Perform actions on regulatory alerts

Perform various actions on unassigned and other types of regulatory alerts. For example, you can assign an unassigned alert, initiate impact assessment on an alert, and mark an alert as applicable, among other actions.

Before you begin

Role required: sn_grc_reg_change.manager or sn_grc_reg_change.user

About this task

A regulatory alert can be either a regulatory event alert or a source document alert. Some actions can be done on either type of alert, but some actions can only be done on regulatory event alerts. Users and managers can do many of the same actions, but there are some actions that can only be done by managers.

Managers can assign fields to the appropriate user. The appropriate user can then assess the applicability of the alert, initiate impact assessments, and complete the assigned regulatory tasks.

In the following procedure, steps 3 and after describe the various actions that you can take as a manager or user.

Procedure

1. Navigate to **All** > **Application** > **Regulatory Change Management** > **Regulatory Alerts**.
2. To assign an unassigned alert, select an alert in the Unassigned Alerts module.
   With the sn_grc_reg_change.manager role, you can set the **Coordinator** field to an appropriate user who has the sn_grc_reg_change.user role.
   This action moves the alert to the All Assigned Alerts module.
3. To save and update the changes to the alert record, select **Update**.
4. To defer an alert to a later date, do the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Select **Defer**.

b. Select a future reminder date and add a reason for the deferral.

c. Select **Submit**.
The alert is moved to the **Deferred** state in the application. Assigned users receive an email on the selected deferral date as a reminder to work on the alert. They can also cancel the alert.

5. To initiate an impact assessment on the alert, select **Initiate Impact Assessment**.
This action is available only to managers and users of regulatory event alerts. This action is not available for source document alerts.
6. If the impact of the alert is not applicable to the organization, select **Not Applicable**.
Specify a reason for marking the field as not applicable.
The alert moves to the **Closed** state.
7. To cancel the alert, select **Cancel Regulatory Alert**.
This action is available to managers and users of regulatory event alerts, and to managers of source document alerts; but it is not available to the users of source document alerts.
This action moves the alert to the **Cancelled** state. The alert is moved to the Closed Alerts module.
8. To reassign an assigned alert to another user with the sn_grc_reg_change.user role, select **Reassign**.
9. To delete an alert, select **Delete**.

Add an AI-recommended citation to a regulatory alert

Add an AI-recommended citation to a regulatory alert by using the GRC: Predictive Intelligence application.

Before you begin
Role required: sn_compliance_admin or sn_compliance_manager

About this task
Traditionally, citations were downloaded from a third-party provider but only the users with subscription licenses could download the citations from those third-party-providers or you could create citations from an authority document by using Compliance Workspace.

Procedure
1. Navigate to **All** > **Regulatory Change Management** > **Compliance Workspace**.
2. Select the List icon ( ).
3. Select **Regulatory alerts**.
4. Select a regulatory alert to open it.
Regulatory alerts can be either a regulatory event or a source document.
5. Select **Recommended actions**.

Note:
The **Recommended actions** option is available only for a regulatory-event alert that is categorized as a regulatory-event type.

6. Within each AI-recommended citation, select **Associate** to associate the citation to the regulatory alert.
The recommended citation card displays the following details:
   - A score that indicates the confidence level of the generated citation.
   - Name of the citation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Description of the citation.
- The authority document to which the citation belongs.

7. Repeat the previous step for all the citations that you want to associate with the opened regulatory alert.
   The selected citations are associated with the regulatory alert.

Manage and assign regulatory event alerts

Assign regulatory event alerts that are received from the regulatory intelligence provider to an appropriate user. You can review other properties of the regulatory event alert.

Before you begin

Role required: sn_grc_reg_change.manager

About this task

Regulatory alerts are displayed under the Regulatory Alerts module in the Regulatory Change Management application.

As a manager, you can view and assign the regulatory event alerts to users with the sn_grc_reg_change.user role. The user can then perform actions on the regulatory event alerts.

Procedure

1. Navigate to **All** > **Application** > **Regulatory Change Management** > **Regulatory Alerts** > **Unassigned Alerts**.
   All the regulatory alerts in your instance are displayed. You can view the unassigned alerts and assign them to a specific user. An incoming alert is automatically assigned to the New state.
2. In the regulatory alert list, select a regulatory event alert by using the Type column.
   The alert record for the regulatory event alert is displayed.
3. To assign the alert, set the **Coordinator** field to the appropriate user.
   You can review the other properties of the alert to help you determine the appropriate user to assign to.

Regulatory Alert form

Fields	Description
Title	Title of the alert as received from the provider.
Source	Source of the regulatory alert.
Description	Description and a brief summary of the event.
Provider	Name of the regulatory alert provider.
Provider URL	URL of the alert that is received from the provider.
Regulatory body URL	URL of the regulatory body that is associated with the alert.
Coordinator	List of regulatory managers to whom you can assign the alert.
Overall impact	Overall impact of the field. ○ No impact ○ Low ○ Medium

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Fields	Description
	○ High ○ Critical
Type	Type of regulatory alert. ○ Regulatory event ○ Source document
Dates	
Source publication date	Date when the particular regulatory event is actually published by the regulatory body.
Comments date	Date until when the comments can be provided for the regulatory event.
Effective date	Date when the particular regulatory event will be applicable.
Compliance date	Date by which the regulatory event will be compliant.
Expiration date	Date when the particular regulatory event will expire.
Series data	
Series name	Name of the series related to the regulatory alert.
Sequence number	Sequence number related to the regulatory alert.
Activity Journal	
Additional comments	Additional comments related to the alert.
Related lists	
Regulatory Tasks	Related tasks for the alert. This field is available only when a alert is assigned to a coordinator and it is in In Progress state.
Related Documents	Details of the documents related to the alert, such as a citation, title, or type.
Impact Assessments	Impact assessment details that are associated with the regulatory event alert.

4. Select **Update**.

Result

The regulatory event alert is assigned to the selected user and it is listed under the **All Assigned Alerts** module in the application.

Train and use the similarity solution to recommend citations on regulatory alerts

Train and use the machine learning solution by activating the Governance, Risk, and Compliance Predictive Intelligence plugin. The solution enables the system to automatically recommend correct citations on regulatory alerts to associate.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Make sure that the following plugins are activated.

- GRC Profiles
- Predictive Intelligence

Role required: ml_admin

Procedure
1. Navigate to **Similarity** > **Solution Definitions**.
2. Select the **Recommend citations on regulatory alerts** solution.
3. On the Similarity Definition form, fill in the fields.
   For a description of the fields, see Similarity Definition Form.
4. Select the appropriate button for the solution definition.

Auto-assign configuration for regulatory alerts

Set up an assignment configuration record to enable auto-assignments for regulatory alerts of the type regulatory event.

Before you begin
The GRC: Assignment and Approval Configurations (sn_grc_appr) application for approval and assignment configurations is installed with the GRC: Compliance Case Management application.

Role required: sn_grc_appr.admin, sn_compliance_ws.corporate_compliance_analyst, sn_compliance_ws.corporate_compliance_manager

About this task
You can now route regulatory alerts to domain experts who can promptly address compliance issues within their ares of specialization. This ensures proactive management of regulatory risks and obligations.

Procedure
1. Navigate to **All** > **Assignment and Approval Configurations** > **Assignment Configurations**.
2. Select **New**.

   The Assignment configuration New Record is displayed.
3. On the form, fill in the fields.
   For information on the fields in the form, see Assignment Configuration New Record.

   Note:
   You cannot have more than one approval configuration applying to the table with the same priority.
4. Select **Submit**.

Similarity Definition Form

Use the Similarity Definition Form form in Compliance Workspace to create a similarity definition for regulatory compliance mapping.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Similarity Definition form

For a description of the field values, see the following table.

Similarity Definition form

Field	Description
Label	Unique name for the similarity solution.
Name	Name of the similarity solution. This field is automatically set to the system-assigned name that is the most similar to your value for the **Label** field.
Word Corpus	Existing word corpus that is relevant to your solution. For this use case, select the **Word Corpus for Issue Assignment** word corpus. **Note:** For word corpora in similarity solutions, the number of records according to table is limited to 300,000.
Table	Table that contains the records that you want to train against and to predict for. When you assign a table value, a link appears in the form. The link shows the number of records that match your current conditions. For this use case, the field is automatically set to the [sn_compliance_citation] table. Don't modify this field for this solution definition.
Fields	Field types that are likely to help in recommending the citations. You can select the columns from the table in the **Table** field so that their data helps in predicting the citations more accurately. In this use case, the **Name**, the **Document Name**, **Document Description**, and **Description** fields are selected. These fields are the field types that contain the citation records that you want to recommend. **Note:** You can modify the fields selected here if there are other non-empty important fields on the issue record in your database, such that these fields can help in finding out similar citations for mapping to the regulatory alerts.
Test Table	Table that contains the citations that you want to predict for. For this use case, the field is automatically set to the Issue [sn_grc_reg_change_regulatory_feed] table. **Note:** The number of records which the Similarity window can retrieve is limited to 10. This field must not be modified for this solution definition.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Similarity Definition form (continued)

Field	Description
Test Fields	Fields which are used as input during prediction. In this use case, select **Title** and **Description**. **Note:** You can modify the fields selected here if there are other non-empty important fields on the issue record in your database, such that these fields can help in finding out similar issues for predicting the issue owners.
Filter	Leave this field empty.
Processing Language	Dominant language of the dataset that you are training on the solution definition. If the dataset language is English, choose **English**. By default, English processing is applied to all datasets. For example, if you select **English**, the system processes the data in both English and Italian. **Note:** The term processing indicates some of the language-specific steps that are used as part of training a solution. These steps include tokenizing words, removing stop words, and stemming.
Stopwords	List of stopwords. When you select your processing language, the system automatically adds a Stopwords list that uses the same language. For example, if your processing language is English, the **Default English Stopwords** option appears. The Default English Stopwords list also appears in your selection. You can add your own custom list of stopwords.
Training Frequency	Frequency of training. The retraining option can range is 180 days.
Update Frequency	Frequency of how often you want to refresh the data that you use to retrieve your similarity results. For example, new citations typically occur frequently throughout the day. If you have new citations, you may want to select an update frequency of **Every 15 minutes**. This frequency can increase the likelihood that new citations are included in the refresh.

Manage and assign source document alerts

Assign source document alerts that are received from the regulatory intelligence provider to an appropriate user. You can review other properties of the source document alert.

Before you begin

Role required: sn_grc_reg_change.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

As a manager, you can view and assign the source document alerts to users with the sn_grc_reg_change.user role. The user can then perform actions on the source document alerts.

Procedure

1. Navigate to **All** > **Application** > **Regulatory Change Management** > **Regulatory Alerts** > **Unassigned Alerts**.
   All the regulatory alerts in your instance are displayed. You can view the unassigned alerts and assign them to a specific user. An incoming alert is automatically assigned to the New state.
2. In the regulatory alert list, select a source document alert by using the Type column.
   The alert record for the source document alert is displayed.
3. To assign the alert, set the **Coordinator** field to the appropriate user.
   You can review the other properties of the alert to help you determine the appropriate user to assign to.

Regulatory Alert form

Fields	Description
Title	Title of the source document type of alert as received from the provider.
Citation	Citation number for the source document that is received from the alert provider.
Provider URL	Provider URL for the alert.
Regulatory body URL	URL of the regulatory body that is associated with the alert.
Provider	Name of the alert provider.
Coordinator	User who is assigned the alert.
State	State of the alert.
Type	Type of the regulatory alert. For example, source document.
Taxonomy	
Regulatory body	Organization that exercises a regulatory function, such as a government agency.
Sector	Different business segments for your organizations, such as banking and insurance.
Theme	Broad topics that you can use to classify your regulatory content. Possible themes are Privacy, Operational Resilience, and Regulatory Filings.
Jurisdiction	Location where a regulatory or legal body can extend the legal authority.
Content type	Different categories of content that a regulatory body can issue, such as legislative materials, regulations, and rules.
Dates	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Fields	Description
Source publication date	Date when the particular regulatory event is actually published by the regulatory body.
Effective date	Date when the particular regulatory event will be applicable.
Expiration date	Date when the particular regulatory event will expire.
Comments date	Date until when the comments can be provided for the regulatory event.
Compliance date	Date by which the regulatory event will be compliant.
Activity Journal	
Additional comments	Additional comments related to the alert.
Activities	Log of the activities related to the alert.

4. Select **Update**.

Result

The source document alert is assigned to the selected user and it is listed under the **All Assigned Alerts** module in the application.

Regulatory change tasks

When a manager or user marks an unassigned alert as applicable, a regulatory change task is created. A regulatory change task is used by the stakeholders to analyze and identify the changes that should be performed on the alerts. The stakeholders can then create action tasks.

A regulatory change task serves as the parent for all the action tasks that have been created to complete the identified changes. For example, an action task can involve making updates to the policies, controls, and risk statements in the regulatory library.

A manager with the sn_grc_reg_change.manager role assigns a regulatory change task to an identified user with the sn_grc_reg_change.user role in the system. The regulatory change task displays the details of the task such as the assignment group, the approver, the assignee, and other relevant information.

After a regulatory change task is completed, the associated regulatory alert can be closed.

Users and associated actions for the regulatory change tasks

Managers with the sn_grc_reg_change.manager role and the users with the sn_grc_reg_change.user role can view and perform certain tasks in the Regulatory Change Tasks module.

Views and actions available to managers

Managers with the sn_grc_reg_change.manager role can view the following tasks in the Regulatory Change Tasks module:

- All Assigned Tasks
- Unassigned Tasks
- New Tasks
- Respond Tasks

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Pending Approval Tasks
- Implementation Tasks
- Closed Tasks
- My Approvals

Managers can perform the following actions on a regulatory change task:

- Assign the regulatory change task to a user with the sn_grc_reg_change.user role.
- Add instructions for the assignee on the task.
- Get added to the watchlist.
- Add work notes.
- Add a future due date to complete the work on the regulatory change task.
- Add an approver, typically another manager, to approve the regulatory change task.
- Update the work notes.

Views and actions available to other users

Users with the sn_grc_reg_change.user role can view the following tasks in the Regulatory Change Tasks module:

- New Tasks
- Respond Tasks
- Pending Approval Tasks
- Implementation Tasks
- Closed Tasks

If the user is assigned the regulatory change task, then the user can log in and perform the following actions on the regulatory change task:

- View the regulatory change task under New tasks.
- Update the work notes.
- Select **Respond** to move the task to the Respond state.
- Verify if an action task should be created for the regulatory change task.
- Evaluate if the incoming alert has an impact on the GRC library of the current system.
- View the details of the impact assessment performed by entity owners.
- Create necessary action tasks that are related to the Compliance and Risk areas in the GRC library, and then assign them to an appropriate group.

Manage the regulatory change tasks

Manage the regulatory action tasks in the Regulatory Change Tasks module so that you can use these tasks to identify and comply with the regulatory changes.

Before you begin
Role required: sn_grc_reg_change.manager, sn_grc_reg_change.user, or sn_grc_reg_change.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Regulatory change tasks are automatically created whenever a regulatory event alert is marked as applicable after the applicability assessment. Regulatory Compliance team members craft an action plan to identify the changes that need to be implemented so that your organization complies with the regulatory change.

Procedure

1. Navigate to **All** > **Application** > **Regulatory Change Management** > **Regulatory Change Tasks**.
2. Select a regulatory change task.
3. On the form, fill in the fields.

Regulatory Change Task form

Field	Description
Assignment group	Assignment group of the task. The group is selected from the Group Hierarchy table.
Assigned to	Name of the user who is assigned the task.
Approver type	User or group who approves the task.
Approver	Approver of the regulatory change task. When the approver type is Group, the request is sent to the group members.
Due date	Due date for the regulatory change task.
Approved on	Date when the regulatory change task is approved.
Regulatory alert	Name of the regulatory alert.
Instructions	Instructions for the task.
Watch list	Watch list to add interested users.
Worknotes list	Users interested in the work notes.
Work notes	Log of the work notes.
Activities	Log of the activities.
Related list	
Action Tasks	Regulatory action tasks. Select **New** to create a regulatory action task in response to the regulatory change task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: If there are regulatory action tasks that are in progress when the parent regulatory task is closed manually, all the associated regulatory action tasks are moved to the Cancelled state with the following warning message: `Action tasks for this Regulatory Change Task/ Document Import Task are in-progress. Clicking OK will cancel them. Do you want to proceed?` If there are no regulatory action tasks associated or if the regulatory action tasks are closed, the following message is displayed: `Are you sure you want to close this task? Click OK to close the task.`
Issues	Issues observed during the regulatory change workflow or source document workflow.
Approvers	Approval records that get created when an approval is requested.

4. Click **Update**.
5. If you want to add new action tasks that are related to the regulatory change task, click **New** in the Action Tasks related list.
6. To request an approval on the regulatory change task, log in as an approver and click **Request Approval** to request an approval.
   The state of the regulatory change task is updated to the **Awaiting Approval** state. In the Approvers related list of the regulatory change task, the state of the approval is updated to **Requested**. The manager with the sn_grc_reg_change.manager role, the user with the sn_grc_reg_change.user role, or the admin user with the sn_grc_reg_change.admin role can view the request in **My Approvals** of the regulatory change tasks.
7. Select **Approve** to approve the request.

Result

The request is approved. The regulatory change task moves to the Implementation state. When the action task associated with the regulatory change task is completed, the regulatory change task is closed.

Source document import tasks

The Regulatory Change Management application processes the alerts that are externally sourced. Source document import tasks are automatically created whenever a source document alert record is marked as applicable. The source document can refer to the legislative and regulatory materials.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When a source document type of regulatory alert is received, it provides the citation title and the number of the citation. The citation may already be available in the GRC library or it can be a newly created citation. Each alert record contains metadata about the source document that helps the key stakeholders to import the record into the regulatory library. The metadata includes the citation name and other information.

Source document alerts are used to create source document import tasks. A source document import task is used to ingest a particular source document that is received from the provider into the regulatory library. This task is performed by the Compliance team members. They import a source document into the regulatory library in ServiceNow as a citation object.

A source document import task is created from a regulatory alert record. The task goes through the source document import workflow or life cycle.

1. All the unassigned alert records that are of source document type are assessed for applicability.
2. If a source document alert record is marked as applicable, a source document import task is automatically created.

The source document import life cycle starts from the regulatory alert record. When the manager with the sn_grc_reg_change.manager role marks an unassigned source document alert as applicable, a source document import task gets created.

Users can view the import document task in the Ready to Import state, evaluate the citation associated with the alert, and decide the future course of action for the import document task.

Users, associated actions, and states for the source document import tasks

Managers with the sn_grc_reg_change.manager role and the users with the sn_grc_reg_change.user, or sn_grc_reg_change.admin role can view and perform certain actions on the source document import tasks.

Views and actions available to managers

Managers with the sn_grc_reg_change.manager role can view and sort the following types of source document import tasks:

- All tasks
- Unassigned tasks
- All assigned tasks
- Ready to Import tasks
- In-progress tasks
- Implementation tasks
- Pending approval tasks
- Closed tasks
- My approvals

Managers can view the import document task under the My Approvals module.

Managers can perform the following actions on the source document alert:

- Assign the alert to a user.
- Update the alert with additional details.
- Reassign the alert to another user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Defer the alert to a later date by adding a reason and the comments.
- Mark the alert as applicable or not applicable after performing an initial assessment. This action changes the state of the alert to In Progress.

Views and actions available to other users

Users with the sn_grc_reg_change.user or sn_grc_reg_change.admin role can view the import document task under the Implementation Tasks.

Users can view the new source document alert under the New Alerts module.

Note:
For source document type of alerts, an impact assessment is not needed.

Users can perform the following actions on a new alert:

- Update the details of the alert.
- Mark the alert as applicable.
- Mark the alert as not applicable.

States of the source document import task

The states of the source document import task are the following:

- Ready to Import
- In Progress
- Awaiting Approval
- Implementation
- Deferred
- Closed

If the alert is marked as applicable, and if the source document task created as part of the process moves to the Closed state, then the regulatory alert record is automatically moved to the Closed state.

Manage the source document import tasks

Manage the source document tasks, the associated source document alerts, and other relevant details in the Regulatory Change Tasks module. Use these tasks to identify and comply with the source document changes.

Before you begin

Role required: sn_grc_reg_change.manager, sn_grc_reg_change.user, or sn_grc_reg_change.admin

About this task

A source document import task is used to ingest a particular source document that is received from the provider into the regulatory library.

Procedure

1. Navigate to **All** > **Application** > **Regulatory Change Management** > **Source Document Import Tasks**.
2. Select a source document import task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. On the form, fill in the fields.

Source Document Import Task form

Field	Description
Assignment group	Assignment group for the record. The group is selected from the Group Hierarchy table.
Assigned to	Name of the person who is assigned the task.
Approver type	Approver type for the task. Choices are as follows: ○ **User** ○ **Group**
Approver	Approver of the source document import task. When the **Approver type** field is set to **Group**, the request is sent to the group members.
Due date	Due date for the source document import task.
Approved on	Date when the source document import task is approved.
Regulatory alert	Name of the regulatory alert.
Instructions	Instructions for the task.
Import Task	
Action	Action for the import task. ○ Update- to update an existing citation. ○ Insert- to insert a new citation.
Target citation	Search and look for a citation to update. Select New to insert a citation.
Activity Journal	
Watch list	Users whom you have added as watchers.
Work notes list	List of work notes made by users.
Work notes	Work notes or comments provided.
Related list	
Similar source documents	Records of similar source documents.
Action Tasks	Action tasks related to the import document tasks. Select **New** to add new action tasks.
Issues	Issues observed during the regulatory change workflow or the source document workflow.
Approvers	Approvers of the import document task. This list displays the approval records that get created when an approval is requested.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. To apply your changes, do one of the following:
   - To update the selected source document import task, select **Update**.
   - To save the changes, select **Work in Progress**.
5. To request an approval for the source document import task, select **Request Approval**.

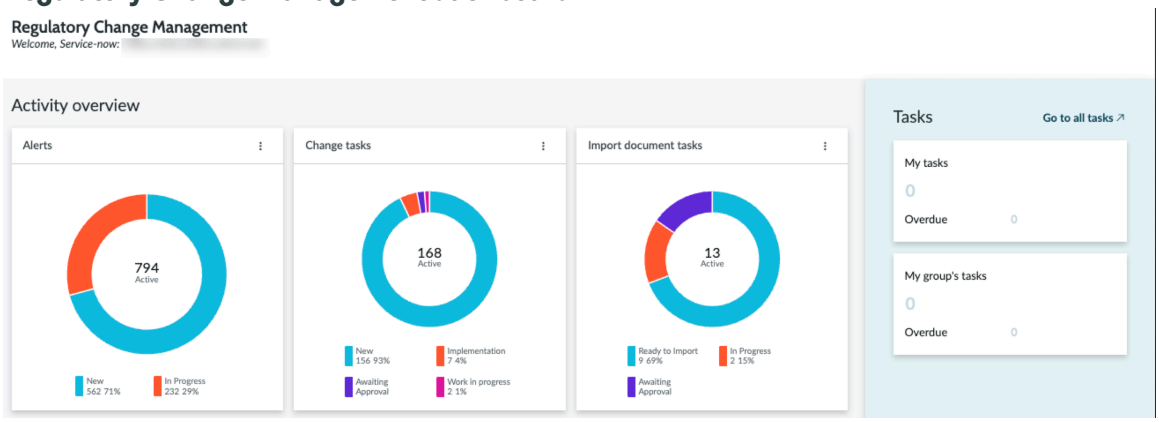
Result
A new citation is inserted or an existing citation is updated.

Regulatory Change Management dashboard

The Regulatory Change Management dashboard provides the current view of the regulatory landscape.

Note:
The Overview Dashboard in the Classic UI is no longer available from the Xanadu release.

Regulatory Change Management dashboard



Overview of regulatory changes

For examples of how different people in your organization would use this dashboard, see these use cases.

Dashboard use cases

User	Dashboard use
sn_grc_reg_change.manager	The RCM Manager can view the new regulatory Alerts and understand the state of the alerts and the different regulatory tasks. It also provides a calendar view of the regulatory tasks with their due dates.

The Overview page provides a summary of the regulatory events and tasks, such as the following:

- New Regulatory Alerts
- New Regulatory Change Tasks
- Overdue Regulatory Change Tasks
- Critical Action Tasks

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Regulatory Alert by State: Displays the alerts that are grouped by state, number, and percentage
- Regulatory Change Tasks by State: Displays the tasks that are grouped by state, number, and percentage
- Import Document Tasks by State: Displays the tasks that are grouped by state, number, and percentage
- Action Tasks: Groups and stacks the action tasks by the State and Priority fields
- Regulatory Change Tasks by Due Date: Displays a report of the regulatory change tasks

Managing regulatory tasks in Compliance Workspace

You can perform various regulatory tasks in the Regulatory Change Management application in Compliance Workspace and receive granular information on the tasks and alerts using the data visualization widgets.

The Regulatory Change Management workflow and the Regulatory Change Management process flow provide information on the regulatory tasks that are performed by the Regulatory Change Management application users to comply with the regulatory changes. See the Regulatory Change Management workflow and Regulatory process flow and tasks for more information.

You can perform the following GRC: Regulatory Change Management configuration tasks in Compliance Workspace:

- Assign the regulatory event alert to a Coordinator. For more information, see Assign a regulatory event alert to a coordinator.
- Assess the impact of the regulatory event alert, complete the assessment, and manage the regulatory change tasks associated with the alert. For more information, see Assess the impact of a regulatory event alert and Manage the regulatory change tasks.
- Assign the source document alert to a Coordinator. For more information, see Assign a source document alert to a coordinator.
- Manage the source document import tasks associated with the source document alert. For more information, see Manage a source document import task.
- Manage the action tasks that are associated with the regulatory event alerts and the source document alerts. For more information, see Create a new action task for the alert and Complete the action task associated with the alert.
- Create an issue related to a regulatory task. For more information, see Create or add an issue related to a regulatory task.
- Map the taxonomy. For more information, see Manage the taxonomy.

Regulatory alerts

The List view in the Regulatory Change Management application in the Compliance Workspace displays all the regulatory alerts received under the **Regulatory alerts** option in the menu. The **Unassigned alerts** list displays all the new and unassigned regulatory alerts. The Type column in the **Unassigned alerts** list displays the type of the regulatory alert.

The regulatory alerts are of two types:

Regulatory event alert

A regulatory event alert is a system notification that informs stakeholders about changes in laws or regulations affecting the organization's operations. These alerts

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

are a critical component of a firm's regulatory compliance framework, designed to ensure timely awareness and response to evolving legal and regulatory obligations.

Regulatory event alerts provide early visibility into developments that may necessitate updates to internal policies, procedures, controls, or risk management strategies. They help organizations maintain compliance, mitigate potential regulatory risks, and align internal practices with current legal requirements.

Regulatory event alerts provide real-time or near-real-time notifications to support proactive compliance management. These alerts help designated users such as compliance officers, legal teams, and business leaders take timely action. You can assess the regulatory change's impact and determine the appropriate next steps for the organization.

Source document alert

A source document refers to an official publication or authoritative record that provides essential information pertaining to laws, regulations, or regulatory guidelines. In Regulatory Change Management, source documents serve as the original and credible reference materials that inform an organization's understanding of legal and regulatory obligations.

These documents are issued by regulatory bodies or authorities and may include statutes, guidance notes, policy statements, consultation papers, regulatory updates, and enforcement notices.

Within Regulatory Change Management, source documents curated by Thomson Reuters Regulatory Intelligence (TRRI) are integrated to ensure users have access to reliable, up-to-date, and jurisdiction-specific regulatory content.

By linking regulatory alerts and compliance activities to the relevant source documents, organizations can ensure traceability, strengthen audit readiness, and maintain alignment with the latest regulatory expectations.

Select the title of a regulatory or source document alert in List view to open a new page displaying the alert's details.

Regulatory event alerts page

The regulatory event alerts page displays the following tabs and related lists by default:

- Overview tab
- Details tab
- Impacted areas
- Risk assessments
- Regulatory assessments
- Regulatory tasks

Source document alerts page

The source document alerts page displays the following tabs by default:

- Overview tab
- Details tab
- Regulatory tasks

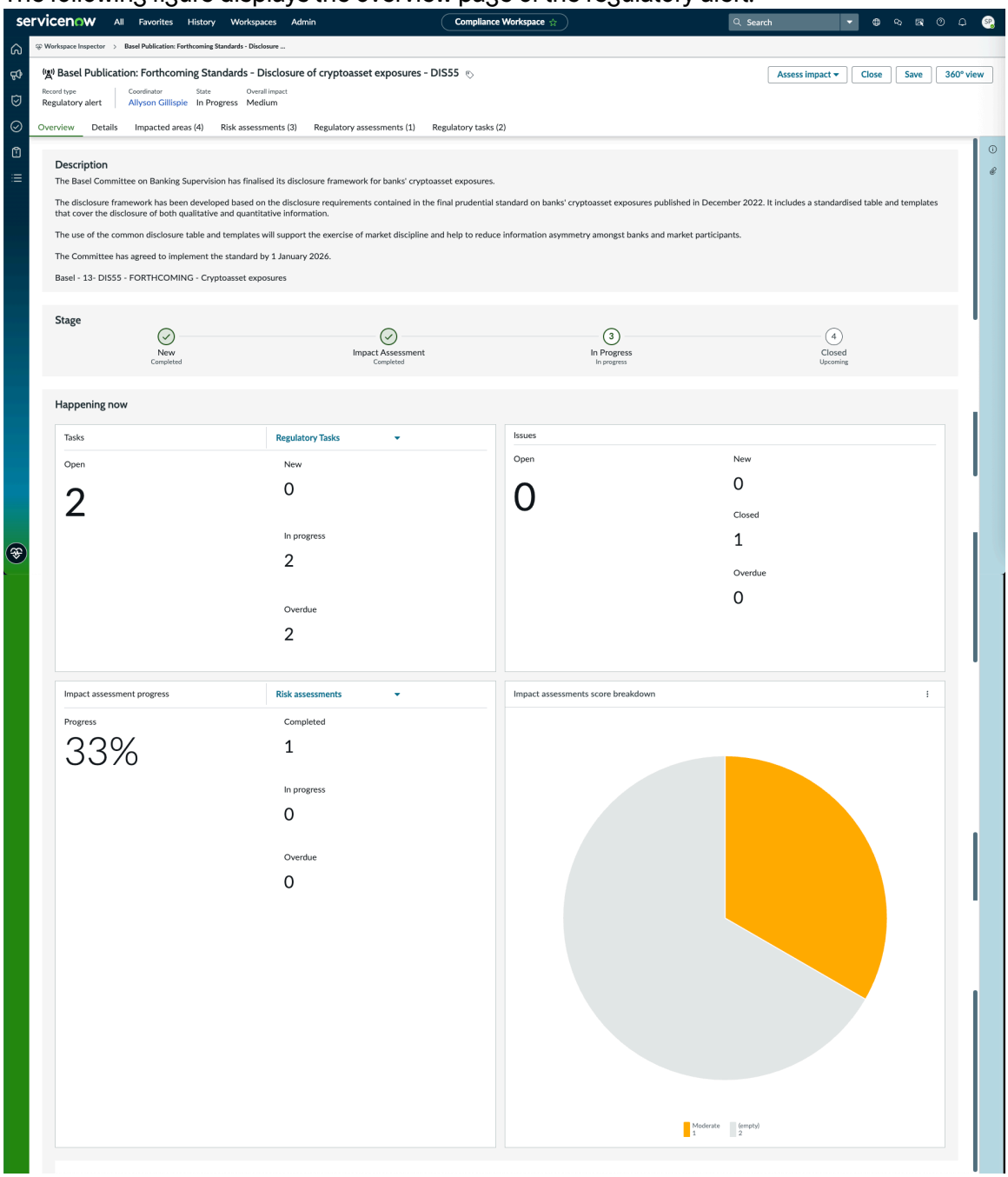
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Overview page of a regulatory alert

The overview page displays the following:

- Description of the regulatory alert
- Stage: Visual component that guides through a sequence of stages of a regulatory event alert
- Action tasks that are open, new, in progress, and overdue
- Issues that are open, new, in progress, closed, and overdue
- Impact assessment progress percentage
- A drop-down list to filter completed, open, and overdue regulatory assessments and risk assessments
- Impact assessments score breakdown

The following figure displays the overview page of the regulatory alert.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Differences between regulatory event alert and source document alert

A regulatory event alert informs you of a regulatory change, while a source document alert signals the release or update of the related official document.

The following table outlines the key differences between a regulatory event alert and a source document alert, highlighting their purpose, content, and usage within the compliance process.

Regulatory event alert vs Source document alert

Aspect	Regulatory event alert	Source document alert
Definition	A notification about changes or developments in laws, regulations, or policies.	A notification about the publication or update of an official regulatory source document.
Purpose	To inform stakeholders of new or amended regulatory requirements that may impact compliance.	To provide access to authoritative documents that support or detail regulatory changes.
Content source	Curated updates based on analysis of regulatory developments (for example, by TRRI).	Derived directly from official documents published by regulators or authoritative bodies.
Nature of information	Summarized and contextual insights about a regulatory event.	Original, unaltered content from official sources such as laws, guidance, or notices.
Use case	Helps assess impact and determine compliance actions or next steps.	Serves as a reference for legal interpretation, policy updates, and audit traceability.
Example	Alert about a change in data privacy regulations in the EU.	Alert linking to the official EU regulation amendment document published by the authority.

Link Change tasks

Link Change tasks directly from the Impacted areas tab of a regulatory alert.

Before you begin

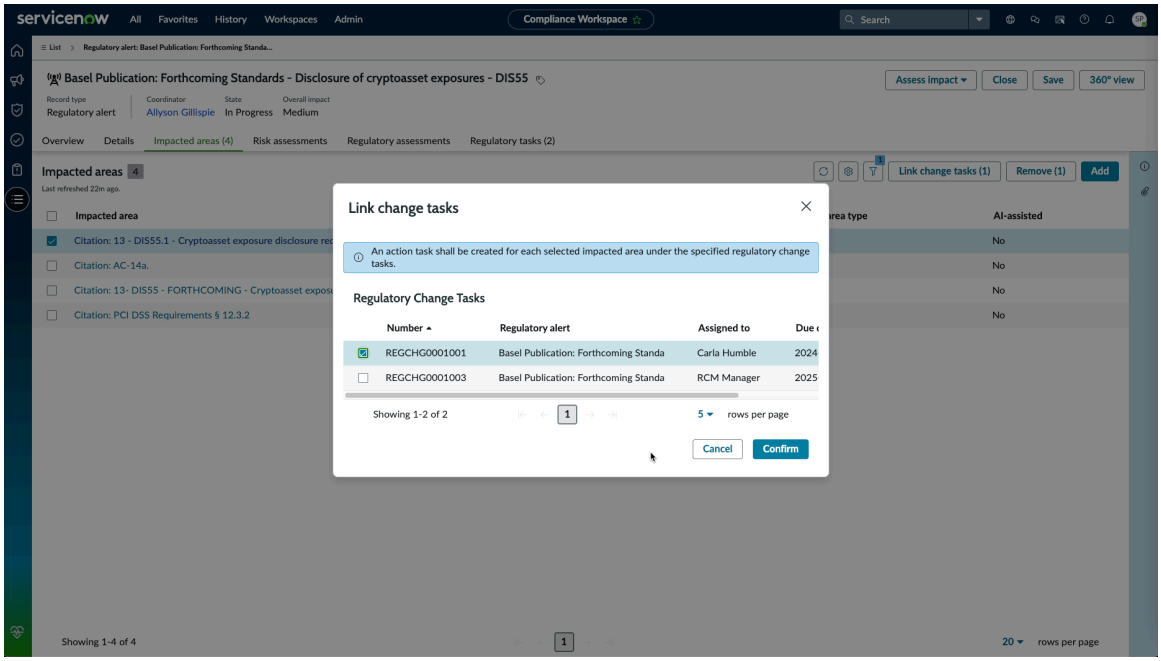
Role required: sn_grc_reg_change.user

Procedure

1. Navigate to **All** > **Regulatory Change Management** > **Compliance Workspace**.
2. Go to **List** > **Regulatory alerts** > **All assigned alerts**.
3. Select and open the required regulatory alert.
4. Navigate to the **Impacted areas** tab on a regulatory alert.
5. Select the impacted areas for which you want to link change tasks.
6. Select **Link change tasks**.
7. Select the regulatory change tasks that you want to link.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. Select **Confirm**.



Result

An action task is created for each selected impacted area and the specific regulatory change task. For example, if you select three impacted areas and two regulatory change tasks, then six action tasks are created.

Linking change tasks enables scalable task automation by generating action tasks for each impacted area and regulatory change task combination, confirming complete coverage and reducing manual effort.

Regulatory change tasks

When a regulatory alert is marked as applicable by the alert coordinator, manager, or administrator, the system initiates the creation of a regulatory change task. This task serves as a central point for stakeholders to determine the necessary modifications to organizational compliance practices.

The regulatory change task provides a structured process for evaluating regulatory updates and initiating corrective actions. Stakeholders use this task to identify what changes are required, which leads to the creation of one or more Action tasks. These action tasks represent the specific activities needed to implement the changes, such as updating relevant policies, controls, or risk statements within the regulatory library.

Each regulatory change task contains related action tasks. The action tasks get created to fulfill the identified requirements. This hierarchical relationship ensures traceability and accountability throughout the change implementation process.

If you have the `sn_grc_reg_change.manager` role, you can assign regulatory change tasks to users with the `sn_grc_reg_change.user` role. The task includes key information such as the assigned group, the designated assignee, the approver, and other essential task details.

You can create multiple regulatory change tasks for a single regulatory alert. Each task can represent a distinct area of regulatory impact or a specific category of required action. This approach enables organizations to break down complex regulatory updates into manageable workstreams.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Organizing work into separate regulatory change tasks enables teams to assign responsibilities more accurately based on specific subject matter expertise. This structure enables clear monitoring of progress on each individual task component. Separate regulatory change tasks help identify and manage dependencies between related activities more effectively.

A structured task distribution improves collaboration across teams and ensures accountability throughout the process. This approach also supports the timely completion of all required compliance actions. Linking multiple regulatory change tasks to a single regulatory alert improves traceability across all related activities. This linking enables stakeholders to view how various aspects of the regulatory alert are being addressed.

A regulatory task gets closed automatically on approval, indicating that all required steps have been successfully completed. Alternatively, you can manually close a regulatory task while it is in the Implementation state when all associated action tasks have been completed and closed.

After completing all regulatory change tasks and their associated action tasks, you can close the related regulatory alert. Closure of the alert confirms that all required compliance obligations have been successfully fulfilled.

Types of regulatory tasks

The following types of regulatory tasks are available in Regulatory Change Management:

- Business Change- for example, implementing a new process to comply with updated anti-money laundering regulations.
- Citation Amendment- for example, updating legal references in internal documentation due to changes in data protection laws like GDPR.
- Control Update- for example, modifying access control procedures to meet new cybersecurity compliance requirements.
- Policy Revision- for example, updating the organization's privacy policy to reflect changes in consent requirements under new regulatory guidance.
- Regulatory Reporting- for example, preparing and submitting revised financial disclosures to a regulatory authority in response to new reporting standards.
- Training Revision- for example, updating employee training modules to include recent changes in workplace harassment laws.
- Others-For example, establishing a new governance framework to manage cross-border data transfers in response to emerging regulatory expectations.
- None- Tasks that don’t fall under any specific predefined category, such as preliminary research or administrative setup tasks.

New workflow of a regulatory task

Upgrade the following applications to get the new workflow:

- GRC: Common Workspace Elements (`sn_grc_workspace`)
- GRC: Regulatory Change Management (`sn_grc_reg_change`)

Starting with version 21.0.x, a regulatory task progresses through the following states:

- New- The action task has been created but hasn’t yet been reviewed or acted upon. This is the initial placeholder for the task. Usually, a compliance analyst or a regulatory coordinator is responsible for reviewing and validating the task.
- Work in Progress- The task is under active assessment. The task owner is analyzing regulatory requirements and identifying impacted areas, business processes, or required changes. The

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

task assignee performs analysis, coordinates with stakeholders, and prepares the task for implementation.

- Implementation- The necessary changes identified (for example, policy updates, control modifications, or training revisions) are being implemented. Action tasks may be created and assigned to specific impacted areas. Usually, the business process owner executes required changes.
- Awaiting Approval (optional)- The implementation is complete and pending review or formal approval by designated stakeholders. This stage may be skipped if approval isn't required. An approver like compliance manager validates that the task was completed correctly and meets regulatory requirements.
- Closed- The task has been reviewed (if applicable), and all necessary actions are completed. The task is formally closed. A compliance analyst confirms that closure criteria are met and updates task status.

While in the Implementation state, requesting approval is optional. If all associated action tasks are completed, the regulatory task can be closed directly from the Implementation state without requiring additional approval.

Note:
After the upgrade:

- The first approval of a regulatory task in the Awaiting Approval state moves the task into the Implementation state.
- The first rejection of a regulatory task in the Awaiting Approval state moves the task into a Work In Progress state.

Create action tasks

Starting with version 21.0.x, you can create action tasks for a regulatory task when the task is in any of the following states:

- New- The regulatory action task has been newly created and is pending initial review or planning. You can create action tasks at this stage, for example, predefine tasks for anticipated impacted areas.
- In Progress- The action task is actively being worked on, and it includes analysis, defining impacted areas, and assigning responsibilities. Action tasks can be created and linked during this stage as findings and required actions are identified.
- Closed- The regulatory task has been completed and formally closed. However, retrospective action tasks can still be added, such as documentation updates or follow-up audits. You can still create action tasks at this stage, useful for tracking late or follow-up actions.

You can break down a regulatory task into smaller, manageable components so that you can more efficiently track and execute the required activities. You can plan, assign, and monitor tasks now in a structured manner that supports your compliance objectives and regulatory requirements.

For example, a new data privacy law requires updates across multiple departments. You break down the regulatory task into smaller components such as updating the privacy policy, revising employee training, and implementing new data access controls. This breakdown of tasks enables each team to track and complete their assigned tasks efficiently.

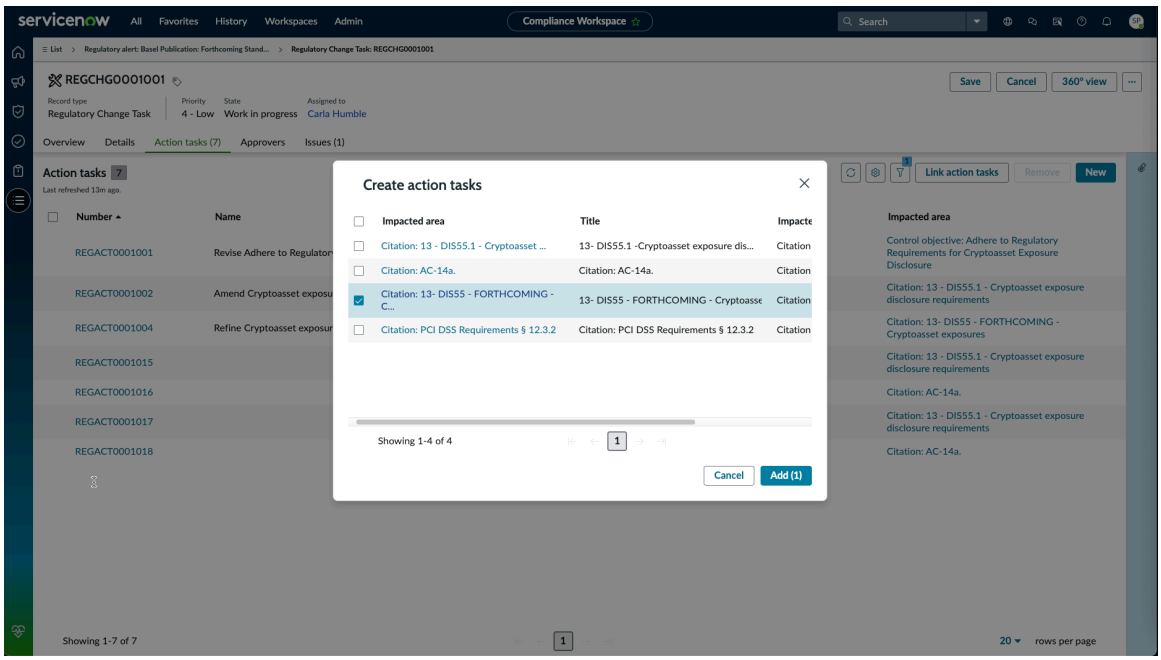
Link Action tasks

Link Action tasks for existing impacted areas from within a regulatory change task or directly through the regulatory alert.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_grc_reg_change.user

Procedure
1. Navigate to **All** > **Regulatory Change Management** > **Compliance Workspace**.
2. Go to **List** > **Regulatory alerts** > **All assigned alerts**.
3. Select and open the required regulatory alert.
4. On the **Regulatory tasks** tab, select and open the required regulatory change task.
5. Navigate to the **Action tasks** tab on a regulatory change task.
6. Select **Link action tasks**.
7. Select the impacted areas for which you want to create action tasks.
8. Select **Add**.



Result
An action task is created for each of the selected impacted areas within the specific regulatory task.

Linking action tasks automates task assignment for each impacted area, ensuring accountability and streamlined execution of regulatory requirements across the organization.

What to do next
After the action tasks are created, the tasks appear in the list for the owners. The owner works on the action tasks and closes them.

Regulatory event alerts view

When you select a regulatory event alert in the List view in the Compliance Workspace, it displays the details of the alert on a new page. The details include the title of the alert, provider of the alert, its state, and other important information in the Overview tab and Details tab.

The regulatory event alerts page also displays the following tabs and related lists associated with the alert:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Overview tab
- Details tab
- Related documents list
- Impact assessments list

The following section provides more information on the tabs and the related lists that are associated with the alert.

Overview tab

Field	Description
Description	Detailed description of the regulatory event alert.
Stage: Visual component that guides through a sequence of stages of a regulatory event alert	Visual component for the regulatory event alert that displays the following stages: • New: When a regulatory event alert is marked as applicable, the state of the alert is updated automatically to **In progress** in the Stepper component and a regulatory change task is automatically created. • Impact Assessment: When an impact assessment is initiated on the regulatory event alert, the stage in the stepper component is updated automatically to **Impact Assessment**. • In progress: When the state of the regulatory event alert is updated to**In progress**, the highlighted stage in the stepper component is displayed as **In progress**. • Closed: When the Regulatory event alert is in **Closed** state, the highlighted stage in the stepper component is displayed as **Closed**.

Details tab

Field	Description
Regulatory alert	Details of the alert such as title of the alert, citation associated with the alert, provider URL, regulatory body URL, name of the provider, type of the alert, and coordinator of the alert.
Dates	Details of the important dates associated with the alert such as source publication date, comments date, effective date, compliance date, and expiration date.
Compose additional comments	Text box for entering additional comments related to the activity.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related Documents list

Field	Description
Related documents	Details of the related documents associated with the alert such as citation, citation reference, title, and type.

Impact assessments related list

Field	Description
Impact assessments	Details about the impact assessment of the alert such as entity, risk assessment, assessor, inherent risk, and state.

Taxonomy side-panel: The taxonomy side-panel displays the following taxonomy classes for the Regulatory event alert:

- Regulatory bodies
- Content types
- Jurisdictions
- Themes
- Sectors

Note:
The taxonomy classes are displayed only if the records have any values associated with them. For example, if the regulatory alert does not have any values for the taxonomy class Jurisdictions, the taxonomy category Jurisdictions is not displayed in the taxonomy side panel.

Impact radius for regulatory alerts of type regulatory event

Adding impacted areas to a regulatory alert of type regulatory event helps to calculate the impact radius of a regulatory alert. Impact radius typically refers to the extent to which a regulatory change affects an organization.

Impacted areas

The regulatory events that could have an impact on the compliance or risk posture of your organization should be assessed. Calculating the impact radius is a method for assessing the impact of the regulatory event on the GRC objects and for suggesting action tasks based on the assessment of the impact. The Regulatory Change Management application supports the impact radius calculation process for a regulatory alert. Calculating the impact radius is a method of automatically creating action tasks for the users.

Regulatory alerts are of two types:

- Regulatory event
- Source document

Prior to the Yokohama release, the Regulatory Change Management users had the option to add only one or more number of citations impacted due to any regulatory change. This led to sole reliance on only citations and omitted taking other business operations such as policies, control objectives, controls, risks, third-parties, and so on, into consideration. To address this problem, a

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

new table called impacted area (sn_grc_reg_change_impacted_area) is created and it captures the following items including the previously captured citations:

- Citation
- Control objective
- Policy
- Authority document
- Control
- Acknowledgment campaign
- Policy category
- Policy exception
- Risk statement
- Risk framework
- Risk

Note:
Impacted areas can be added to regulatory alerts that are of type regulatory event.

Impact radius calculation

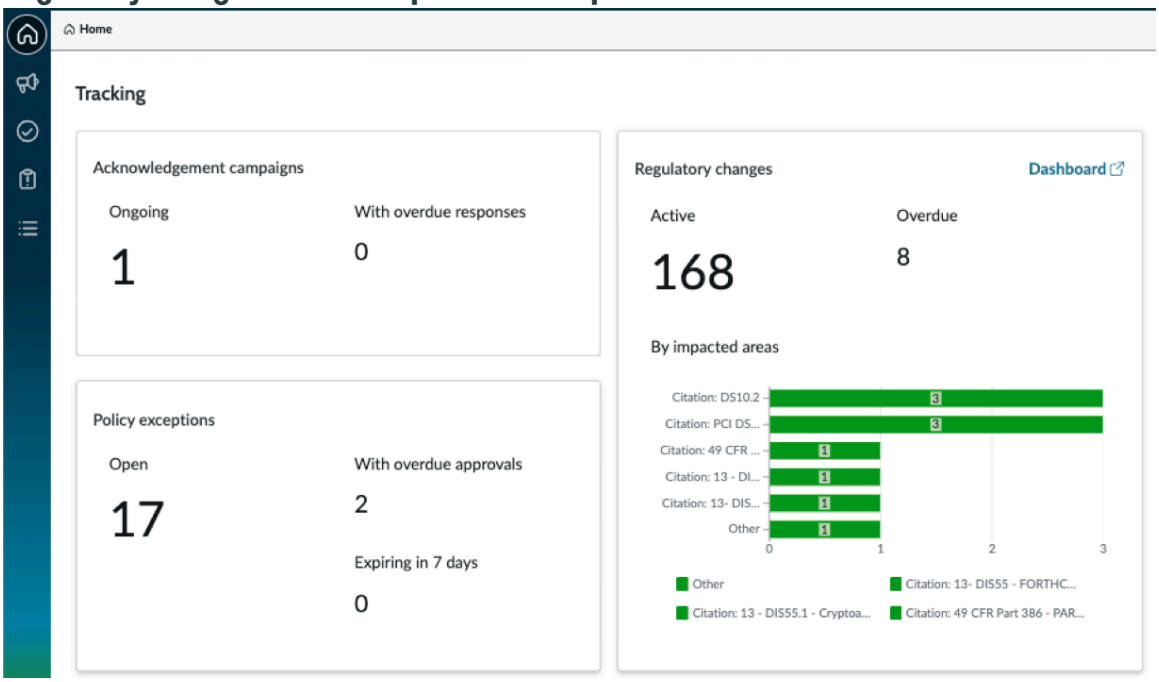
When you add impacted areas to regulatory alerts of type regulatory event, assign it to a user, and the user marks the alert as applicable, regulatory tasks are automatically generated. The regulatory tasks are then assigned to a user. When the assigned user of the tasks chooses to respond to the tasks, action tasks for each impacted areas are generated. However, you can also manually add more action tasks, other than the ones that are automatically created based on the impacted areas.

Representation of regulatory changes in the Compliance Workspace

The Compliance Workspace is updated to display the regulatory changes by impacted areas. The following figure displays the regulatory changes section under the Tracking widget.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Regulatory changes on the Compliance workspace



Source document alerts view

When you select a source document alert in the List view in the Compliance Workspace, it displays the details of the alert on a new page. The details include the title of the alert, provider of the alert, its state, and other important information in the Overview tab and Details tab.

The source document alerts page also displays the following tabs:

- Overview tab
- Details tab

See more information on the tabs.

Overview tab

Field	Description
Citation	Citation associated with the source document alert.
Stepper component	Process flow stepper component for the source document alert that displays the following stages: • New: When the source document type alert is in the **New** state, the highlighted stage in the stepper component is displayed as **New**. • In progress: When the state of the source document type alert is updated to **In progress**, the highlighted stage in the stepper component is displayed as **In progress**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Overview tab (continued)

Field	Description
	• Closed: When the source document type alert is in **Closed** state, the highlighted stage in the stepper component is displayed as **Closed**.

Details tab

Field	Description
Regulatory alert	Details of the alert such as title of the alert, citation associated with the alert, provider URL, regulatory body URL, name of the provider, type of the alert, and coordinator of the alert.
Dates	Details of the important dates associated with the alert such as source publication date, comments date, effective date, compliance date, and expiration date.
Activity journal	Text box for entering additional comments related to the alert.
Compose additional comments	Text box for entering additional comments related to the activity.

Taxonomy side-panel: The Taxonomy side-panel displays the following taxonomy details for the source document type alerts:

- Regulatory bodies
- Content types
- Jurisdictions
- Themes
- Sectors

Note:
The taxonomy classes are displayed only if the records have any values. For example, if the regulatory alert does not have any values for the taxonomy class Jurisdictions, the taxonomy category Jurisdictions is not displayed in the taxonomy side panel.

Respond to a regulatory assessment

Utilize the Smart Assessment Engine to respond to regulatory assessments from the Employee Center.

Before you begin

Role required: sn_grc.business_user

About this task

The tasks that appear on the **Tasks** page are unique to the logged-in user and therefore can help the user complete all tasks assigned to them. If you're not the rightful responder of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

assessment, you can reassign the assessment to the correct responder. While performing regulatory assessments on the Tasks page, you can view the following:

- Guidance for each section of the assessment under the Details section
- The completion progress of the assessment

Procedure

1. Navigate to **All** > **Employee Center** > **GRC Tasks** > **My to-dos** > **Open** > **Regulatory assessments**.
2. Select and open the assigned assessment.
3. Respond to the questionnaire.
4. **Optional:** To reassign the assessment to a different assessor, do the following.
   a. Select More options on the top right.
   b. Select **Reassign**.
5. **Optional:** To cancel the assessment while responding, select **Cancel**.
6. Select **Submit**.
7. On the confirmation dialog box, select **Submit**.
8. On the success dialog box, select **OK**.

Result

The requestor responsible for initiating the assessment can monitor the progress activity by accessing the Regulatory Assessment related list of a regulatory alert.

Respond to a regulatory alert risk assessment

Respond to a classic risk assessment on a regulatory alert to determine which entities are impacted and what actions must be taken to mitigate the risks.

Before you begin

Role required: sn_grc.business_user, sn_risk_advanced.ara_assessor

About this task

When you receive an assessment, if you're not the rightful responder of the assessment, you can reassign the assessment to the correct responder. After you finish the assessment, you can also reassess the assessment.

Procedure

1. Navigate to **All** > **Self Service** > **Employee Center** > **GRC tasks** > **My to-dos** > **Risk assessments**.
2. Select and open the assigned assessment.
3. Select **Start assessment**.
4. Under the **Inherent Assessment** tab, rank the risk assessment factors such as Compliance, Legal, Financial, and so on.
   Based on the answers, the computed inherent risk results are calculated and displayed.
5. In the **Provide comments** field, provide any comments as required.
6. To submit the responses, select **Submit**.
   The Assessment summary tab displays the Inherent risk rating result.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. To send the assessment for approvals, if approvers are defined, or to directly publish the assessment, select **Submit**.
8. Provide your comments as required.
9. Select **OK**.

Result

If approvers are not specified, the assessment moves to the Monitor state. The requestor responsible for initiating the assessment can monitor the progress activity by accessing the Risk Assessment related list of a regulatory alert. If approvers are defined, the assessment moves ahead for review.

Assess the impact of a regulatory alert

Evaluate the risk of a regulatory alert by initiating either a risk assessment or a regulatory assessment.

Before you begin

Role required: sn_grc_reg_change.user

About this task

You can initiate one of the following assessments:

- Regulatory assessment: Uses the Smart Assessment Engine. A regulatory assessment is used to assess the potential effects of new or updated regulations before the regulations are finalized or implemented.
- Risk assessment: Uses the classic risk assessment. A risk-based approach is used to identify and address both direct and indirect impacts.

Procedure

1. Navigate to **All** > **Regulatory Change Management** > **Compliance Workspace** > **Lists** > **Regulatory Alerts**.
2. Select the regulatory alert that you want to assess.
3. Select **Assess impact**.
4. Select either **Regulatory assessment** or **Risk assessment** based on your requirement.
5. If you select, Regulatory assessment, do the following in the Evaluate regulatory impact dialog box.

   a. In the **Assessment template** field, specify the template to use for the assessment.

   b. In the **Select a group** field, select the group responsible to perform the assessment.

   c. In the **Assessors** field, specify individual assessors of the group.
   Ensure that the assessors have the sn_grc_reg_change.user or sn_grc.business_user roles granted.

   d. In the **Due date** field, specify the due date for the assessment completion.

   e. Select **Send**.

   In the Regulatory assessments related list in the regulatory alert record, the new regulatory assessments are listed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. If you select, Risk assessment, from the Entities list, select the entities that require an impact assessment.

   a. Select **Send**.
   Ensure that the entity owners who are the risk assessors have the sn_risk_advanced.ara_assessor role.
   In the Risk assessments related list in the regulatory alert record, the new impact assessments are listed.

Create regulatory event alerts manually

Create a manual entry of the regulatory changes or updates so that they can be routed to the correct subject matter experts for further analysis.

Before you begin

Role required: sn_grc_reg_change.manager

About this task

Users with the sn_grc_reg_change.manager role can create the regulatory alerts manually. Creating the regulatory alerts manually provides the following benefits:

- Recognize and fix human instinctive errors accurately.
- Assign an ad-hoc or the submitted regulatory event alert to the subject matter experts for further review and analysis, thus ensuring accountability.
- Ensure that the data entered manually in the system has high quality and a high level of integrity.

Procedure

1. Navigate to **All** > **Regulatory Change Management** > **Compliance Workspace** > **Regulatory alerts** > **Unassigned Alerts**.

   The Regulatory Change Management application in the Compliance Workspace is displayed.

2. Select **New**.
   The Create New Regulatory alert form is displayed.
3. On the **Details** tab, fill in the form.

Create New Regulatory alert form

Field	Description
Title	A short summary title of the regulatory alert.
Source	Displays the data source type identified for creating a regulatory event record. The default option for the input source type is Manual. **Note:** This field is locked for editing for the purpose of internal reporting and business configuration management.
Type	Type of regulatory alert.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Description	Description and a summary of the event.
Provider	Name of the alert provider. **Note:** This field is locked for editing for the purpose of internal reporting and business configuration management.
Provider URL	URL of the alert that is received from the provider.
Regulatory body URL	URL of the regulatory body that is associated with the alert.
Coordinator	User that the alert is assigned to.
Overall impact	Overall impact of the alert.
Dates	
Source publication date	Date when the regulatory event is published by the regulatory body.
Comments date	Date until when the comments can be provided for the regulatory event.
Effective date	Date when the regulatory event is going to be applicable.
Compliance date	Date by which the regulatory event is going to be compliant.
Expiration date	Expiry date for the regulatory event.
Activity Journal	
Additional comments	Additional comments related to the alert.

Note:
Beginning with the Xanadu release, the taxonomy section in the form is not available for the new installations.

4. In the **Coordinator** field, assign the regulatory event alert to a coordinator with the sn_grc_reg_change.user role and select **Save**.

Result
The regulatory event alert is assigned to the selected coordinator.

What to do next
Import the regulatory event alerts in bulk and Assess the impact of a regulatory event alert.

Assign a regulatory event alert to a coordinator

Log in to the GRC: Regulatory Change Management application, review the regulatory event alert, update the details, and assign it to a coordinator.

Before you begin
Role required: sn_grc_reg_change.manager, sn_grc_reg_change.user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

In the following procedure, step 4 and after describe various actions that users with the sn_grc_reg_change.manager role or sn_grc_reg_change.user role can perform.

Procedure

1. Log in with the sn_grc_reg_change.manager user role.
2. Navigate to **All** > **Regulatory Change Management** > **Compliance Workspace**.
   The Regulatory Change Management application in the Compliance Workspace is displayed.
3. Navigate to **Lists** > **Assigned Regulatory Alerts** view.
4. In the Assigned Alerts list, select a regulatory event alert.
   The detailed view for the selected regulatory event alert is displayed.
5. In the Details tab, fill in the form.

Details tab

Fields	Description
Title	Title of the alert as received from the provider. This field is automatically set to display the title.
Description	Description and a summary of the event. This field is automatically set to display the description.
Provider URL	URL of the alert that is received from the provider. This field is automatically set to display the provider URL.
Regulatory body URL	URL of the regulatory body that is associated with the alert. This field is automatically set to display the regulatory body URL.
Provider	Name of the alert provider. This field is automatically set to display the name of the alert provider.
Type	Type of regulatory alert. This field is automatically set to display the type of the alert.
Coordinator	User that the alert is assigned to.
Overall impact	Overall impact of the alert.
Dates	
Source publication date	Date when the regulatory event is published by the regulatory body. This field is automatically set to display the source publication date.
Comments date	Date until when the comments can be provided for the regulatory event. This field is automatically set to display the comments date.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Fields	Description
Effective date	Date when the regulatory event is going to be applicable. This field is automatically set to display the effective date.
Compliance date	Date by which the regulatory event is going to be compliant. This field is automatically set to display the compliance date.
Expiration date	Expiry date for the regulatory event. This field is automatically set to display the expiration date.
Series data	
Series name	Series name of the alert. This field is automatically set to display the series name from the provider.
Sequence number	Sequence number of the alert. This field is automatically set to display the sequence number from the provider.
Activity Journal	
Additional comments	Additional comments related to the alert.
Compose	
Compose section	Additional comments related to the alert.
Activities	Log of the activities related to the alert.
Highlighted details	
Taxonomy	Taxonomy details associated with the alert. This field is automatically set to display the taxonomy details of the alert.

Note:
Beginning with the ServiceNow® Xanadu release, the taxonomy section in the form is not available to the new installations.

6. In the **Coordinator** field, assign the regulatory event alert to a coordinator with the sn_grc_reg_change.user user role and select **Save**.

Result
The regulatory event alert is assigned to the selected coordinator.

What to do next
Assess the impact of a regulatory event alert

Assess the impact of a regulatory event alert

Assess the impact of a regulatory event alert by creating an assessment on the regulatory event alert. Assign the impact assessment to the owner of the business entity that is affected by the alert.

Before you begin
Role required: sn_grc_reg_change.user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task
As a user with the sn_grc_reg_change.user role, you can review the regulatory event alert and initiate an impact assessment on the alert.

Procedure
1. Log in with the sn_grc_reg_change.user role.
2. Navigate to **All** > **Regulatory Change Management** > **Compliance Workspace**.
   The Regulatory Change Management application in the Compliance Workspace is displayed.
3. Navigate to **Lists** > **Assigned Regulatory Alerts** view.
4. Select the regulatory event type alert that is assigned to you as the coordinator of the alert.
5. Select **Initiate Impact Assessment**.
6. Select any entity from the Entities list for the impact assessment and select **Create Assessments**.

   Note:
   Perform an impact assessment on the regulatory event alert in the classic user interface as the form is not yet migrated to the Workspace. For more information, see Assess the impact of a regulatory alert.

   If no entities are configured, you can configure new entities.

Result
In the Impact assessments related list, the new impact assessment is listed and it is automatically assigned to the entity owner. The entity owner reviews it and sends feedback on the assessment. After completing the assessment, the calculated inherent risk is displayed under the **Assessment Summary** tab. When the entity owner selects **Mark as complete** on the impact assessment, it saves the assessment details and marks it as Complete.

What to do next
See Manage regulatory change tasks for information on marking the alert as applicable and managing the regulatory change tasks.

Manage regulatory change tasks

Manage the regulatory change tasks that are associated with the regulatory event alert. When a business entity owner completes the impact assessment on the regulatory event alert, the user with the sn_grc_reg_change.user role reviews the assessment summary and marks the alert as applicable.

Before you begin
Role required: sn_grc_reg_change.manager, sn_grc_reg_change.user

About this task
The coordinator of the regulatory event alert identifies the steps to comply with the regulatory change and manages the regulatory change task.

Procedure
1. Navigate to **All** > **Regulatory Change Management application** > **Compliance Workspace**.
   The Regulatory Change Management application in the Compliance Workspace is displayed.
2. Navigate to **Lists** > **Regulatory Alerts** view.
3. Select the regulatory event alert for which a business entity owner has completed the assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Review the impact assessment and mark the alert using one of the following options.

5. For the applicable alert, select the **Regulatory Tasks** related list and select the regulatory change task that is created automatically for the alert.
6. In the Details tab, fill in the form.

Regulatory Change Task form

Field	Description
Regulatory Change Task	
Regulatory alert	Title of the regulatory alert associated with the source document import task. This field is automatically set to display the title of the alert.
Instructions	Instructions related to the source document import task.
Assignment	
Assignment group	Assignment group for the record. The group is selected from the **Group Hierarchy** table.
Approver type	Approver type for the task. Choices are as follows: ○ **User** ○ **Group**
Assigned to	User to whom the regulatory change is assigned.
Approver	If the approver type is a group, the **Approver group** field is displayed.
Approver group	If the approver type is a user, the **Approver** field is displayed.
Schedule	
Due date	Due date for the source document or regulatory event alert import task.
Approved on	Date when the source document import task is approved. This field is automatically set to display the approval date.
Activity Journal	
Watchlist	Users whom you want to add as watchers for this task.
Work notes list	Users who have added the work notes for this task.
Work notes (Private)	Work notes related to the task.
Compose	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Worknotes	Worknotes typed in by the users. These work notes can be posted for reference.
Activity	
Activity	Activity and state of the task.
Attachments	
Attachments	Attachments related to the task.

7. Verify that the mandatory fields such as **Approver**, **Assigned to**, and **Due date** are updated.
8. Select **Respond**.
   The **Respond** action triggers the impact radius calculation in the background. For information on impact radius calculation, see Impact radius for regulatory alerts of type regulatory event. The regulatory change task is updated with the **Responded** state.
9. Add an action task if necessary.
   See Create a new action task for the alert for creating an action task.
10. Add issues if necessary.
    See Create or add an issue related to a regulatory task for more information.
11. After creating necessary action tasks and issues, select **Request Approval**.
    Depending on the state of the approval, the action task is activated. When the action task is closed, the associated source document import task is automatically closed.

Result

Verify that the regulatory change task is updated with the **Responded** state and the Action tasks related list is displayed for the regulatory event alert.

What to do next

Create a new action task for the alert

Regulatory Change Task form

Use the Regulatory Change Task form in Compliance Workspace to create a regulatory change task.

Regulatory Change Task form

For a description of the field values, see the following table.

Regulatory Change Task form

Field	Description
General	
Name	Name of the regulatory change task.
Instructions	Instructions related to the regulatory change task.
Regulatory Alert	
Regulatory alert	Title of the regulatory alert associated with the regulatory change task. This field is automatically set to display the title of the alert.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Regulatory Change Task form (continued)

Field	Description
Description	Description of the associated regulatory alert. This field is automatically set to display the description of the alert.
Classification	
Type	Type of the regulatory change task: • None • Business Change • Citation Amendment • Control Update • Policy Revision • Regulatory Reporting • Training Revision • Other
Priority	Priority of the regulatory change task: • None • 1 - Critical • 2 - High • 3 - Moderate • 4 - Low • 5 - Planning
Assignment	
Assignment group	Assignment group for the record. The group is selected from the **Group Hierarchy** table.
Approval by	Choices are as follows: • **User** • **Group**
Assigned to	User to whom the regulatory change is assigned.
Approver	If the approver type is a group, the **Approver group** field is displayed.
Approver group	If the approver type is a user, the **Approver** field is displayed.
Schedule	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Regulatory Change Task form (continued)

Field	Description
Due date	Due date for the source document or regulatory event alert import task.
Approved on	Date when the source document import task is approved. This field is automatically set to display the approval date.
Closed on	Date when the regulatory change task is closed.
Activity Journal	
Watch list	Users whom you want to add as watchers for this task.
Restrict worknotes to	Users to whom you want to restrict the worknotes.
Work notes (Private)	Work notes related to the task.
Response notes	Displays the response notes.
Attachments	
Attachments	Attachments related to the task.

Manage a source document import task

Manage the source document import tasks that are associated with the source document alerts. When a source document alert is marked as applicable, a source import document task is created automatically.

Before you begin

Role required: sn_grc_reg_change.manager, sn_grc_reg_change.user

About this task

A source document import task is used to ingest a particular source document that is received from the provider into the regulatory library.

Procedure

1. Navigate to **All** > **Regulatory Change Management application** > **Compliance Workspace**. The Regulatory Change Management application in the Compliance Workspace is displayed.
2. Navigate to **Lists** > **Regulatory Alerts** view.
3. Select the source document alert that you assessed previously and select the import document task.
4. In the Details tab, fill in the form.

Source document import task form

Field	Description
Import Document Task	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Regulatory alert	Title of the regulatory alert associated with the import document task. This field is automatically set to display the alert title.
Instructions	Instructions related to the import document task.
Assignment	
Assignment group	Assignment group for the record. The group is selected from the **Group Hierarchy** table.
Approver type	Approver type for the task. Choices are as follows: ○ **User** ○ **Group**
Assigned to	User to which the task is assigned.
Approver or Approver group	If the approver type is a group, the **Approver group** field is displayed. If the approver type is a user, the **Approver** field is displayed.
Schedule	
Due date	Due date for the source document import task.
Approved on	Date when the source document import task is approved. This field is automatically set to display the approval date.
Activity Journal	
Watchlist	Users that are in the watchlist for this task.
Work notes list	Users that are in the work notes for this task.
Work notes (Private)	Work notes related to the task.
Compose	
Worknotes	Worknotes typed in by the users. These work notes can be posted for reference.
Activity	
Activity	Shows the activity and state of the task. Auto-populated field.
Attachments	
Attachments	Attachments related to the task.

5. Verify that the **Assigned to**, **Approver**, and **Due date** fields are updated.
6. To save the changes, select **Save**.
7. To update the selected source document import task, select **Work in progress**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. Navigate to the Action tasks related list and add an action task if necessary.
   See Create a new action task for the alert for creating a new action task.
9. Navigate to the Issues related list and add an issue if necessary.
   See Create or add an issue related to a regulatory task for adding an issue.
10. In the Import Task section, insert a new citation or update an existing citation as described in the table.
11. Select **Request Approval**.

Result

The state of the source document import task is updated to **Awaiting Approval**. Depending on the state of the approval, the action task is activated.

What to do next

See Create a new action task for the alert and Complete the action task associated with the alert for information on creating a new action task and completing an action task associated with the alert.

Assign a source document alert to a coordinator

Log in to the GRC: Regulatory Change Management application, review the source document alert, and assign it to a coordinator. The coordinator then assesses the applicability of the alert and completes the associated regulatory tasks.

Before you begin

Roles required: sn_grc_reg_change.manager, sn_grc_reg_change.user

About this task

As a manager, you can view and assign the source document alerts to users with the sn_grc_reg_change.user role. The user can then perform actions on the source document alerts.

Procedure

1. Log in with the sn_grc_reg_change.manager user role.
2. Navigate to **All** > **Regulatory Change Management** > **Compliance Workspace**.
   The Regulatory Change Management application in the Compliance Workspace is displayed.
3. Navigate to **Lists** > **Assigned Regulatory Alerts** view.
4. Select a source document type alert in the list.
5. In the Details tab, fill in the form.

Details tab in the Source Document alert form

Fields	Description
Title	Title of the source document type of alert as received from the provider. This field is automatically set to display the title.
Citation	Citation number for the source document that is received from the provider. This field is automatically set to display the citation.
Provider URL	URL of the alert provider. This field is automatically set to display the provider URL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Fields	Description
Regulatory body URL	URL of the regulatory body that is associated with the alert. This field is automatically set to display the regulatory body URL.
Provider	Name of the alert provider. This field is automatically set to display the name of the provider.
Type	Type of the regulatory alert. For example, source document alert. This field is automatically set to display the type of the alert.
Coordinator	User that the alert is assigned to.
Dates	
Source publication date	Date when an alert is published by the regulatory body. Auto-populated field. This field is automatically set to display the source publication date.
Comments date	Date until when the comments can be provided for the alert. Auto-populated field. This field is automatically set to display the comments date.
Effective date	Date when the alert is going to be applicable. This field is automatically set to display the effective date.
Compliance date	Date by which the alert is going to be compliant. This field is automatically set to display the compliance date.
Expiration date	Expiry date for the alert. This field is automatically set to display the expiration date.
Activity Journal	
Additional comments	Additional comments related to the alert.
Compose	
Additional comments	Additional comments related to the alert that are added in the Compose section.
Log of the activities	Log of the activities related to the alert. Displays the system generated changes and additional comments.
Highlighted details	
Taxonomy	Taxonomy details associated with the alert. This field is automatically set to display the taxonomy details of the alert.

6. In the **Coordinator** field, assign it to a user with the sn_grc_reg_change.user user role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. Log in with the sn_grc_reg_change.manager role, open the selected source document alert, and mark the alert using one of the following options.

Result
After marking the source document alert as **Applicable**, a new source document import task is created under the Import document tasks related list.

Create a new action task for the alert

Create a new action task for the alert so that you can assign the action tasks to the compliance and risk users and mark a due date for the action tasks.

Before you begin
Role required: sn_grc_reg_change.user

About this task
The user with the sn_grc_reg_change.user role assigns the selected action task to the users with the sn_compliance.manager and sn_risk.manager roles depending on the action area of the alert such as compliance or risk. Once the compliance and risk users complete the action tasks associated with the alert, the alert and the parent regulatory change task are closed automatically.

Procedure
1. Navigate to **All** > **Regulatory Change Management** > **Compliance Workspace**.
   The Regulatory Change Management application in the Compliance Workspace is displayed.
2. In the List view, navigate to **Lists** > **Regulatory Alerts** > **Assigned Alerts** view.
3. Complete one of the following tasks depending on the type of the alert.

4. Navigate to the Action Tasks related list and select **New**.

Note:
Only when the regulatory task is in **New**, **Work in Progress**, or **Implementation** states, you can create a new action task.

Action tasks form

Field	Description
General	
Name	Name of the action task.
Instructions	Instructions related to the action task.
Classification	
Type	Type of the action task: ○ None ○ Business Impact ○ Change Policies ○ Executive Briefing ○ Legal Review

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Notification ○ Others
Priority	Priority of the action task: ○ None ○ 1 - Critical ○ 2 - High ○ 3 - Moderate ○ 4 - Low ○ 5 - Planning
Area of Impact	
Impacted regulatory item	Table to obtain the impacted regulatory item from. For example, **Control objective**.
Impacted area	Specific impacted area of the selected table. For example, if you selected control objective in the impacted regulatory item, then you can select the **SOX-GLC-66 Location code/Internal order request interface from SURF to SAP objective** control objective.
Assignment	
Assignment Group	Group that is assigned the action task. This field is automatically set to display the assignment group.
Assigned to	User who is assigned the task. This field is automatically set to display the assignee of the task.
Schedule	
Due date	Date by which the action task must be complete.
Closed on	Date on which the action tasks is closed.
Additional Details	
Title	Title of the regulatory alert
Description	Description of the regulatory alert
Regulatory Task	Unique identification number for the regulatory task. This field is automatically set to display the regulatory task identification number.
Activity Journal	
Watch list	List of users who receive notifications about the updates.
Restrict worknotes to	Users to whom you want to restrict the worknotes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Work notes (Private)	Log of the work notes.
Response notes	Displays the response notes.
Attachments	
Attachments	Attachments related to the task.

5. In the action tasks form, verify that the mandatory fields are updated.
   The action task is marked for the sn_compliance.manager or the sn_risk.manager users.
6. To save the changes, select **Save**.

Result
The action task is marked for the users with the sn_compliance.manager or the sn_risk.manager roles.

What to do next
Complete the action task associated with the alert

Complete the action task associated with the alert

Complete the action tasks that are related to the regulatory event alerts and source document alerts. The compliance and risk users complete the action tasks that are assigned to them. The compliance and risk managers track the progress on the action tasks.

Before you begin
Role required: sn_compliance.manager, sn_risk.manager, sn_compliance.user, sn_risk.user, sn_grc_reg_change.manager

About this task
The action tasks are created as a follow-up to complete the changes that have been identified as part of the regulatory change tasks and source document import tasks.
The actions described in the following steps are performed by the users with the sn_compliance.manager, sn_risk.manager, sn_compliance.user, sn_risk.user, and sn_grc_reg_change.manager roles.

Procedure
1. Log in with the sn_compliance.manager or the sn_risk.manager user role.
2. Navigate to **All** > **Regulatory Change Management** > **Compliance Workspace**.
   The Regulatory Change Management application in the Compliance Workspace is displayed.
3. In the List view, navigate to **Lists** > **Regulatory Alerts** > **Assigned Alerts** view.
4. Navigate to the action task that is marked for you.
5. Assign the action task as described in the table.
6. Complete the action task as described in the table.
7. Verify the status of the action task as described in the table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result

Once the user with the sn_compliance.user or the sn_risk.user role completes the action task, the regulatory event alert and the parent regulatory change task are closed automatically. Similarly, the source document alert and the parent source document import task are closed when the associated action tasks are completed. This is the final step of the regulatory tasks workflow.

Create or add an issue related to a regulatory task

Create or add an issue related to a regulatory task to document the observations, changes in the citation, discrepancies, or to notify about any problems. You can also identify the source of the issue to analyze and classify the issues.

Before you begin

Role required: sn_grc_reg_change.manager, sn_grc_reg_change.user

Procedure

1. Navigate to **All** > **Regulatory Change Management application** > **Compliance Workspace** > **Regulatory alert**.
   The Regulatory Change Management application in Compliance Workspace is displayed.
2. On the regulatory change task form, navigate to the **Issues** tab.

   You can add an existing issue to a regulatory task or create an issue that you can relate to a regulatory task.

3. Select **Save**.

Create New Issue form

Use the Create New Issue form in Compliance Workspace to create an issue or add an existing issue to a regulatory task.

Create New Issue form

For a description of the field values, see the following table.

Create New Issue form

Field	Description
Issue	
Number	Number of the issue. This field is auto-filled.
Name	Name of the issue.
Issue source	Source of the issue, such as Business service or Scenario analysis. This field is auto-filled.
Issue type	Source from where the issue was created. This field is auto-populated with one of the following options based on how the issue is created: • Control design effectiveness failure • Control operative effectiveness failure • Control does not meet requirement • Control does not exist • Non-compliance to a regulation

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Issue form (continued)

Field	Description
	• Non-compliance to a policy • Improvement or suggestion to an existing policy • Recommendation for a new policy • process optimization or improvement • Observation • Data breach • Fraud • Misstatement • Training • Documentation
Classification	Classification of the issue. This field is auto-populated with one of the following options: • Audit • Compliance • Operational Resilience • Risk • Vendor
Location	Location of the issue.
State	State of the issue. Available options are: • New • Analyze • Respond • Review • Closed Complete • Closed Incomplete
Substate	Substate of the issue. This field is auto-filled.
Priority	Priority of the issue. Available options are: • Critical • High • Moderate • Low • Planning
Issue rating	Rating of the issue. Available options are:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Issue form (continued)

Field	Description
	• Very High • High • Moderate • Low • Very Low
Description	Approver of the scenario analysis plan.
Assignment	
Assignment group	Assignment group for the issue. For example, Application Development group.
Assigned to	User that the issue is assigned to.
Issue manager group	Manager group that the issue is assigned to. Available options are: • Compliance Managers • IT Risk Managers • Risk Managers
Issue manager	Manager that the issue is assigned to.
Watchlist	Users who are on the watchlist for the issue.
Schedule	
Due date	Date when the issue is due.
Confirmed date	Confirmation date for the issue. This field is auto-filled.
Planned start date	Planned start date for the issue.
Planned end date	Planned end date for the issue.
Duration	Duration for the issue in days, hours, minutes, and seconds.
Created	Date on which the issue is created. This field is auto-filled.
Closed	Date on which the issue is closed.
Actual start date	Actual start date for the issue.
Actual end date	Actual end date for the issue.
Actual duration	Actual duration for the issue in days, hours, minutes, and seconds.
Issue grouping	
Parent issue	Parent issue that is associated with the issue.
Issue group rule	Group rule for the issue. This field is auto-filled.
Action plan	
Recommendation	Recommendation for the issue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Issue form (continued)

Field	Description
Action plan	Action plan for the issue.
Activity	
Work notes	Work notes for the issue.
Additional comments	Additional comments for the issue.
Settings	
Functional domain	Functional domain for the issue.

Associating an AI-recommended citation to an open regulatory alert

Associate a citation to an open regulatory alert by using the GRC: Predictive Intelligence application and a similarity solution model that uses an AI-recommended citation. Your compliance team can check the incoming regulatory alerts to determine if the citations or requirements apply to your organization.

Overview of associating a citation to a regulatory alert

Traditionally, if you had a subscription license, you could download a citation from a third-party provider or create a citation from an authority document by using Compliance Workspace.

Note:
An authority document is a document that contains the external regulations, such as the laws, regulations, and standards, that your organization must comply with.

A citation is a passage or an expression from an authority document that your business must comply with. It's an individual requirement within an authority document.

Now, you can use AI and machine learning (ML) to train a similarity solution model that automatically suggests which citations to add to the regulatory alerts. The citations are based on a confidence score that indicates the level of confidence that a prediction is correct. A higher score means that the match has a higher probability of being correct.

The Governance, Risk, and Compliance: Predictive Intelligence application uses AI and ML to make the GRC application adding citations smarter. These suggestions are based on a confidence score that is based on the recommended citation.

A user with the sn_compliance_admin role must train the solution definition after they install the GRC: Predictive Intelligence application with its dependencies. A user with the ml_admin role can also customize the solution definition. This modification is based on the data in the [sn_complaince_citation] and the [sn_grc_reg_change_reg_feed] table. If you have the sn_compliance_admin role, you can select how frequently you want to refresh the data that you use to retrieve your similarity results. For more information about solution definitions, see https://servicenow.com/docs/bundle/xanadu-customer-service-management/page/product/customer-service-management/reference/similar-cases-solution-definitions.html.

Key benefits of associating a citation to a regulatory alert

By associating an AI-recommended citation to an open regulatory alert, your organization gets the following key benefits:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Enhanced regulatory compliance mapping for effective reporting.
- Reduced manual effort by your compliance team to identify and discover citations that are mapped to the incoming regulatory alerts.

What you see when associating an AI-recommended citation card to a regulatory alert

When you use AI to associate a recommended citation card to a regulatory alert, you see the following details:

- The confidence score of the recommended citation.
- The citation name and authority document name that links with the citation and authority. You can open the links in separate windows.
- An option to ignore the recommendation.
- An option to associate the recommendation.
- The history icon that enables you to view the history of actions that were taken on the regulatory alert, including the dates when the recommendations were added or ignored by your users.

Action tasks in Regulatory Change Management

The action tasks facilitating the change management process are associated with Regulatory Change. The ownership of these action tasks is managed by the respective business owners affected due to the regulatory change.

Action tasks are related to regulatory change tasks and to source document import tasks. Users with the `sn_grc_reg_change.manager`, `sn_grc_reg_change.user`, or `sn_grc_reg_change.admin` role create regulatory action tasks and source document import tasks. These tasks are related to the Compliance and Risk areas in the GRC library. The Compliance Manager and Risk Manager assign the tasks to the correct Risk or Compliance group.

There are two categories of action tasks in the Regulatory Change Management application:

- Compliance: Contains all compliance-related action tasks. Compliance users can select a specific Compliance record in the GRC library, such as policies and controls.
- Risk: Contains all risk-related action tasks. Risk users can select a specific Risk record in the GRC library, such as risk statements.

Action tasks are created automatically for potentially impacted risk statements and policies.

Managers with the `sn_grc_reg_change.manager` role can view and sort the action tasks using the following tabs:

- **All assigned tasks**
- **Unassigned compliance tasks**
- **Unassigned risk tasks**
- **Ready tasks**
- **In Progress tasks**
- **Closed tasks**

Starting with version 19.0.x, you can initiate and complete the action tasks independently without requiring prior approval from users who are assigned with the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

`sn_grc_reg_change.manager` role. You can execute assigned responsibilities in a timely manner and reduce unnecessary approval bottlenecks. The access to action tasks remains governed by user permissions and role-based access controls to ensure proper accountability and oversight.

Staring with version 21.0.x, you can reopen the action tasks for a regulatory task when it's rejected and transitions back to the Implementation state. You can review and rework the tasks to address the feedback or incorporate the updated requirements. You can also modify and resubmit the reopened action tasks so that the implementation aligns with regulatory expectations before you resubmit the change task.

Types of action tasks

The following types of action tasks are available in Regulatory Change Management:

- Business Impact
- Change Policies
- Executive Briefing
- Legal Review
- Notification
- Others
- None

Import the regulatory event alerts in bulk

Populate the Workspace with your own regulatory event alerts. You can then import multiple alerts in the Regulatory Change Management application.

About this task

Importing the regulatory alerts in bulk offers the following benefits:

- Savings in time and efforts.
- Reduced errors by eliminating the need to manually enter data.
- Improved scalability and data visibility by making the data readily available irrespective of the size.
- Enhanced data analysis and reporting to gain insights.

Before you begin

Role required: sn_grc_reg_change.admin, sn_grc_reg_change.it_admin

About this task

Before importing the data, you must review the following checklist:

- Ensure that you have access and privilege to import the alerts. If you do not have the right permission, the Import data link is hidden in the UI.
- The supported file formats are#xls and .xlsx. All file attachments should be separated from the data. Unexpected errors may occur if the .xls and .xlsx files contain special controls such as combination filters or images embedded in them.
- Any data for the file to be imported should not be enclosed in the <script> </script> tags.
- Each required (mandatory) field must contain a value. Ensure that you do not leave any mandatory fields blank in the import file. For example, when you are importing information, each record must include a name. You cannot proceed to the next step without mapping the mandatory fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- All data values displayed in the drop-down lists must exist in the corresponding fields.
- Ensure that the first row of data (records) in the source file contains the column headings or field names rather than the actual data values. These column headings or field names help you to identify the data when you map new data to the existing fields in the application.

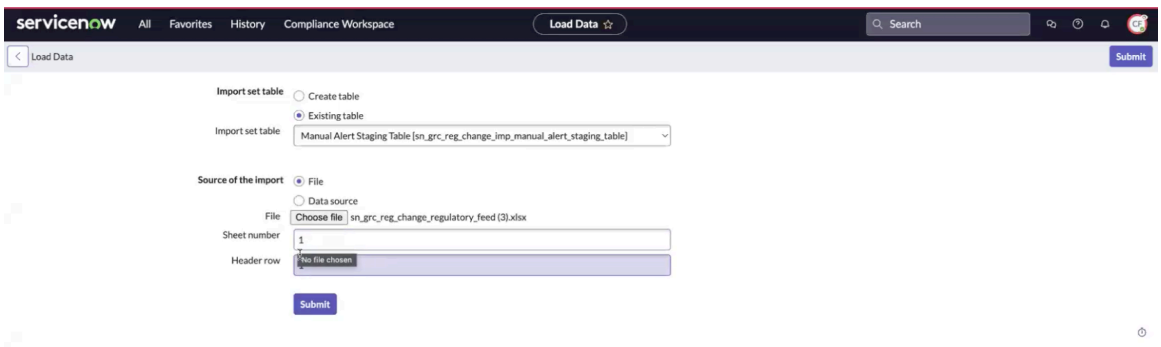
Procedure

1. Log in with the admin role and navigate to the **All** > **Regulatory Change Management** > **Regulatory Alerts** list view.
2. Select **Download Template**.
   It downloads the prebuilt#spreadsheet#or workbook that is already#formatted, organized, and populated with data value. The Data entry sheet of the file shows the mandatory columns to be filled such as Title and Type. The Field description sheet of the template provides detailed information about each of those field attributes. For more information, see Create regulatory event alerts manually.

   Note:
   Before you import your regulatory alerts, you must prepare the downloaded file by filing in mandatory information.

3. Open the downloaded template and enter the title and type in the **Title** and **Type** columns. When you fill in all the data, the file is ready to be imported into the application. After you have #prepared#the external data file for#data import, you can begin the import process.
4. Navigate to the Regulatory Alerts list view and select **Import alerts** to process importing the data.

   The Load Data form is displayed that guides you on how to import the alerts as shown in the example.



5. In the **Import set table** field, select **Existing table**.
   You can select the data file, configure the import options, and map the import data to application fields. You must use the existing table (Manual Alert Staging Table) for data processing and validation.
6. In the **Source of the import** field, select **File**.
   You can select the saved template for importing the data.
7. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The data importing request is processed. You can view the import status as shown in the following example.



Result

The imported regulatory event alerts are assigned to the coordinator.

What to do next

Assess the impact of a regulatory event alert

Manage the taxonomy

Manage the taxonomy when you are setting up the Regulatory Change Management application in the Compliance Workspace. Create an internal taxonomy and map the internal taxonomy to the external taxonomy so that the Regulatory Change Management application refers to only one taxonomy.

Before you begin

Role required: sn_grc_reg_change.admin

Procedure

1. Navigate to **All** > **Regulatory Change Management application** > **Compliance Workspace**.
   A new Compliance Management tab is displayed.
2. In the List view, navigate to **Lists** > **Taxonomy** page.
3. Navigate to one of the following modules:
   - **Regulatory bodies**
   - **Content types**
   - **Jurisdictions**
   - **Themes**
   - **Sectors**

   The name and parent body for the selected taxonomy category are displayed.
4. In the Name list, select a taxonomy element.
   Details of the selected taxonomy element are displayed on a separate page with the Details tab and Internal taxonomy related list.
5. To create a new internal taxonomy for the selected taxonomy class, select **New**.

Create new internal taxonomy form

Field	Description
Name	Name of the internal taxonomy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Taxonomy class	Taxonomy class populated by default for the selected category.
Parent	Parent record for which the new internal taxonomy is created.

6. To save the taxonomy, select **Save**.

Compose an email in Compliance Workspace

Compose and send an email for cases and requests by using the Compliance Workspace. This feature helps you to communicate with different stakeholders within or outside your organization.

Before you begin

Role required: sn_grc_case_mgmt.grc_case_analyst

About this task

You can compose and send emails regarding your cases and requests to multiple stakeholders. For example, you can consult the legal team for any obligatory opinions and suggestions on the recorded compliance case. You can manage the emails from the case or request record page.

Procedure

1. Navigate to **Workspaces** > **Compliance Workspace**.
2. Select the list icon and then complete one of the following.
   - Navigate to **Cases** > **All cases** and select the case you want.
   - Navigate to **Requests** > **All requests** and select the request you want.
3. Select the More actions icon.
4. On the form, fill in the fields.

Email Draft form

Field	Description
To	Email ID of the recipient. You can add multiple email IDs separated by commas in this field to send email to more than one recipient.
Subject	Brief summary or title of your email.
Email message	Body of your message that includes any information, requests, or details you want to convey to the recipient. You can format the text, add attachments, and include links in this section.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: You can send emails to both ServiceNow users and external stakeholders who don't have access to the ServiceNow instance. You must provide the basic record details in the subject line or body of the email to make them aware of the record that you're referring to.

5. **Optional:** To add attachments, select **Attach File**.
6. Select **Send Email**.
   The email has been sent to the recipient. You can view emails associated with the regulatory agency record by navigating to the Emails tab of that record.

Regulatory Change Management reference

Reference topics provide additional information such as tables, roles, and properties that are installed with the Regulatory Change Management application.

User roles in Regulatory Change Management

Stakeholders in the Regulatory Change Management (RCM) application have different roles and responsibilities.

The Regulatory Change Management application roles are installed with the activation of the GRC: Regulatory Change Management application. The customization or extension of configuration is not allowed. Only the users with GRC Admin roles can do the configurations setup. The application involves the following types of roles.

Role titles and names	Description	Available roles
RCM Admin [sn_grc_reg_change.admin]	The RCM Admin has access to all the aspects of the Regulatory Change Management application.	• sn_grc_reg_change.it_admin • sn_grc_reg_change.manager
RCM IT (Information Technology) Admin [sn_grc_reg_change.it_admin]	The RCM IT Admin sets up the integrations with third-party regulatory intelligence providers. The RCM IT Admin troubleshoots issues, if any.	• connection_admin • action_designer • import_admin • credential_admin • flow_designer • oauth_admin • sn_grc.developer

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role titles and names	Description	Available roles
		Note: The GRC User role (sn_grc.user) contains the GRC Business User role (sn_grc.business_user). For more information, see Common roles in Governance, Risk, and Compliance.
RCM Manager [sn_grc_reg_change.manager]	The RCM Manager assigns regulatory alerts and monitors regulatory change tasks and action tasks. **Note:** A group titled as **RCM Managers** is added under **Groups** in the **User Administration** panel under the Regulatory Change Management application. The RCM Managers group reviews the regulatory tasks workflow, ensuring regulatory compliance. The users who belong to this group must have the sn_grc_reg_change.manager role.	sn_grc_reg_change.user
RCM User [sn_grc_reg_change.user]	The RCM User assesses the applicability of the alerts, initiates impact assessments, responds to impact assessment questionnaires, and completes the assigned regulatory change tasks and action tasks.	• sn_compliance.reader • sn_risk.reader

For information about feature roles, see GRC Feature roles.

Types of alerts, user roles, and states of regulatory alerts

Different users perform various actions on the alert records based on the type of the alert.

You can view the following types of alerts under the Regulatory Alerts module:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- All Assigned Alerts: Displays all assigned alerts in the instance where the **Coordinator** field is assigned to an appropriate user.
- Unassigned Alerts: Displays the unassigned alerts in the instance where the **Coordinator** field is empty. Mark the Overall impact as No impact, Low, Medium, High, or Critical.
- New Alerts: Displays new alerts in the instance where the **Coordinator** field is empty.
- Deferred Alerts: Displays the deferred alerts where the **Coordinator** field is assigned to an appropriate user, the state is Deferred, and a reminder date is listed to perform the action post deferral.
- Impact Assessment Alerts: Displays the alerts for regulatory events that are in Impact Assessment state.
- In Progress Alerts: Displays the alerts that are in In Progress state.
- Closed Alerts: Displays the alerts that are in Closed state.

The following table provides information on the user roles, the actions that these users can perform, and the description of these actions.

User roles, actions, and description

User roles	Actions	Description
• sn_grc_reg_change.manager • sn_grc_reg_change.user • sn_grc_reg_change.admin	Update	Updates the details of the alert.
	Reassign	Reassigns the details of the alert.
	Defer	Defers a regulatory alert to a future date.
	Applicable	Marks the alert as applicable.
	Initiate Impact Assessment	Initiates an impact assessment on the alert.
	Not Applicable	Marks the alert as not applicable.
	Cancel	Cancels the alert.

Managers can view all alerts. Users with the sn_grc_reg_change.user role can view assigned alerts that are assigned to them, but they cannot view unassigned alerts or alerts that are assigned to other people.

See the following table for information on the states of regulatory alerts.

States of the alerts and their description

State	Description
New	Each incoming regulatory alert is by default assigned to a new state. Only the sn_grc_reg_change.admin or the sn_grc_reg_change.manager can assign an alert record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States of the alerts and their description (continued)

State	Description
Deferred	Some alerts do not require an immediate action and therefore, they are in the Deferred state and they are assigned to a later date.
Impact Assessment	The alert records that are of type regulatory event are assessed for applicability and are marked for an impact assessment. After an impact assessment, the alerts are marked as applicable or not applicable.
In Progress	Alerts with the In Progress state are being worked on. An sn_grc_reg_change.user is assigned to each alert.
Closed	Alerts that are not relevant to an organization are in the Closed state. Alerts that have associated tasks that have been completed are also in the Closed state.
Cancelled	Alerts that are in Cancelled state.

Note:
The attributes on the alert record are part of the metadata that is given by the third-party regulatory intelligence provider. These attributes help in determining the applicability of the alert to the organization. These records are non-editable in the Regulatory Change Management application.

Tables installed with Governance, Risk, and Compliance

Some tables are added by default with activation of the Governance, Risk, and Compliance plugin.

Tables installed

Table	Description
Control objective to object staging table [sn_grc_pci_control_objective_object_staging]	Stores the staged data of control objective and configuration test mappings.
Control objective mapping import configuration [sn_grc_pci_control_objective_mapping_import_configuration]	Stores the metadata of the configuration information required to ship the records from the staging table to the target table.
Control objective mapping import additional fields configuration [sn_grc_pci_control_objective_mapping_import_additional_fields_configuration]	Stores the metadata of key-value pairs pertaining to any additional columns on the target m2m table.
Content Reference to Authority Document sn_grc_m2m_cont_ref_auth_doc	Many-to-many relationship table that stores the mapped data between the content references and authority documents.
Content Reference to Citation [sn_grc_m2m_cont_ref_citation]	Many-to-many relationship table that stores the mapped data between the content references and citation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed (continued)

Table	Description
Content Reference to Control Objective [sn_grc_m2m_cont_ref_ps]	Many-to-many relationship table that stores the mapped data between the content references and control objectives.
Functional domain [sn_grc_functional_domain]	Stores the metadata of the list of functional domains.
Functional domain configuration [sn_grc_functional_domain_configuration]	Stores the configuration information of all audit and compliance objects that are classified as IT related.
Functional domain configuration m2m relationship registry [sn_grc_functional_domain_config_m2m_relationship_registry]	Stores the m2m mapping of the relationship registries that determine the parent table, child table, and the relationship between the two.
GRC functional domain user action [sn_grc_functional_domain_user_action]	Stores the manually triggered user actions of adding and removing of objects as IT related.
Issue to Content [sn_grc_m2m_issue_content]	Many-to-many relationship table that is used to manage relationships between issue and control objective.
Issue to Document [sn_grc_m2m_issue_document]	Many-to-many relationship table that is used to manage relationships between issue and policy table and between issue and authority document.
Issue to Engagement [sn_grc_m2m_issue_engagement]	Many-to-many relationship table that is used to manage relationships between issue and engagement.
Issue to Item [sn_grc_m2m_issue_item]	Many-to-many relationship table that is used to manage relationships between issue and control.
Item to entity [sn_grc_m2m_item_entity]	Many-to-many relationship table that stores associated reliant entities with common controls.
Item to entity type [sn_grc_m2m_item_entity_type]	Stores entity type ID record for entity type association.
Indicator [sn_grc_indicator]	Stores details of indicators.
Supporting Data [sn_grc_indicator_supporting_data]	Stores the supporting data collected after the indicator job run (GRC indicator nightly run).
Indicator Supporting Data Statistics [sn_grc_indicator_supporting_data_statistics]	Stores statistics of indicators for collecting supporting data, which is leveraged by the supporting data collection job.

Roles and tables installed with Regulatory Agency Library

Several types of components are installed with activation of the Regulatory Agency Library application, including tables and user roles.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed with Regulatory Agency Library

Roles installed

Role title [name]	Description	Contains roles
Regulatory Agency Library Reader [sn_reg_body_mgmt.reader]	Contains the reader role in sn_reg_body_mgmt scopes, and the reader role in Compliance Workspace. In addition to the inherited permissions, the regulatory body library management reader can access and read regulatory agencies, regulatory contacts, and jurisdictions.	• sn_compliance.reader • sn_grc.reader
Regulatory Agency Library Writer [sn_reg_body_mgmt.writer]	Contains the reader, user, and manager roles in sn_reg_body_mgmt scopes, and the reader and user roles in Compliance Workspace. In addition to the inherited permissions, the regulatory body library management writer can update and delete regulatory agencies, regulatory contacts, and jurisdictions.	• sn_reg_body_mgmt.reader • sn_compliance.user • sn_grc_case_mgmt.grc_case_manager • sn_compliance.manager • sn_compliance_ws.corporate_compliance_analyst • sn_grc.manager

Tables installed with Regulatory Agency Library

Tables installed

Table	Description
Regulatory Agency [sn_reg_body_mgmt_regulatory_agency]	Stores regulatory agencies that enforce various types of regulations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed (continued)

Table	Description
Regulatory Contact [sn_reg_body_mgmt_regulatory_contact]	Stores regulatory contacts who will be notified upon changes to compliance case or a regulatory change in Regulatory Agency Library.
Regulatory Agency to jurisdiction [sn_reg_body_mgmt_m2m_reg_agency_jurisdiction]	Stores jurisdiction records for regulatory agency association in Regulatory Agency Library.
Jurisdiction [sn_reg_body_mgmt_jurisdiction]	Stores jurisdiction records in Regulatory Agency Library.
Auto Date Calculation [sn_reg_body_mgmt_auto_date_calculation]	Stores auto date calculations for future dates in Regulatory Agency Library.
Agency Profile [sn_reg_body_mgmt_agency_profile]	Stores regulatory agency profiles in Regulatory Agency Library.

Email notifications in Regulatory Change Management

A number of email notifications are sent by the Regulatory Change Management application.

Email notifications

The following table describes the recipient list of notifications and the associated conditions when a notification is sent.

Notification	Recipients
When a regulatory feed is closed	Coordinator
When a regulatory feed is deferred	Coordinator
When a regulatory feed is assigned	Coordinator
Regulatory action task last day	assigned_to (comp user/risk user)
Regulatory action task assigned	assigned_to (comp user/risk user)
Regulatory change task assigned	assigned_to (reg change user)
Regulatory change task approved	assigned_to (reg change user)
Regulatory change task rejected	assigned_to (reg change user)
Regulatory change task cancelled	assigned_to (reg change user)
Regulatory change task reminder due today	assigned_to (reg change user)
Source document import task assigned	assigned_to (reg change user)
Source import document task approved	assigned_to (reg change user)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Notification	Recipients
Source import document task rejected	assigned_to (reg change user)
Source import document task cancelled	assigned_to (reg change user)
Import document task reminder due today	assigned_to (reg change user)
Review regulatory change task	Approver
Risk assessment- Reassessment completed	Approver
Notify assessor	Assessor
Notify approver/approver changed	Approver
Assessor changed	Assessor
Notify assessor of assessment cancellation when the risk assessment methodolgy retires	Assessor
Notify assessment cancellation by owner	Assessor
Notify about upcoming due date	Assessor
Notify about due date passed	Assessor
Final notification for due date passed	Assessor
Smart assessment overdue	Assessor
Smart assessment is completed	Requester of assessment
Smart assessment created	Assessor
Smart assessment cancelled when alert is closed/cancelled	Assessor
Smart assessment cancelled by RCM admin	Assessor
Smart assessment reassigned	Assessor

Risk Management

Use the Governance, Risk, and Compliance: Risk Management application to continuously monitor to identify high-impact risks, improve your risk-based decision-making, and reduce reaction time effectively. The application also provides structured workflows for the management of risk assessments, risk indicators, and risk issues.

Risk Workspace

Starting with version 13.0.5, the Risk Workspace has been added for Risk Management users. The Risk Workspace offers a simplified user experience for you to perform your daily tasks and activities. For more information on the new workspace, see GRC Risk Workspace.

Benefits of Risk Management

The benefits of Risk Management are:

- Faster risk-based decision-making: Prioritize activities based on automated risk scores to work on the most critical risks first.
- Increased performance: Risk management embedded in automated cross-functional activities eliminates work interruption.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Effectively communicate risk: Real-time insights and role-based dashboards make reporting at all levels easier and faster.
- Stay on top of risks: Mobile interfaces provide the information you need to do your job anytime and anywhere.

Explore  Learn about how risk managers, risk users, and risk administrators use the Risk Management application.	**Configuring Risk Management**  Configure your Risk Management application.	**Integrate Risk Management**  Extend Risk Management capabilities by integrating with other applications.
Using Risk Management  Work on risk assessments, risk events, and so on.	**Analytics and reporting solutions for Risk Management**  Highlight the critical risks with dashboards and reports.	**Risk Management reference**  Get details about components like fields, tables, and properties.

Implement Risk Management

Use the Risk Management implementation to quickly implement the GRC Risk Management and Advanced Risk applications.

Additional resources

- Ask or answer questions in the GRC community
- Search the Known Error Portal for known error articles
- Contact Customer Service and Support
- Developer training
- Developer documentation

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Exploring Risk Management

The Risk Management product provides a centralized process to identify, assess, respond to, and continuously monitor Enterprise and IT risks that may negatively impact business operations. The application also provides structured workflows for the management of risk assessments, risk indicators, and risk issues.

Request apps on the Store

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

Who uses Risk Management

The complete risk process involves all areas of your organization working together.

- Audit committee
- IT steering committee
- Risk officers (conduct risk assessment and identify all that can go wrong in business)
- All levels of management (assist the risk officers with the identification of what can go wrong in their processes)

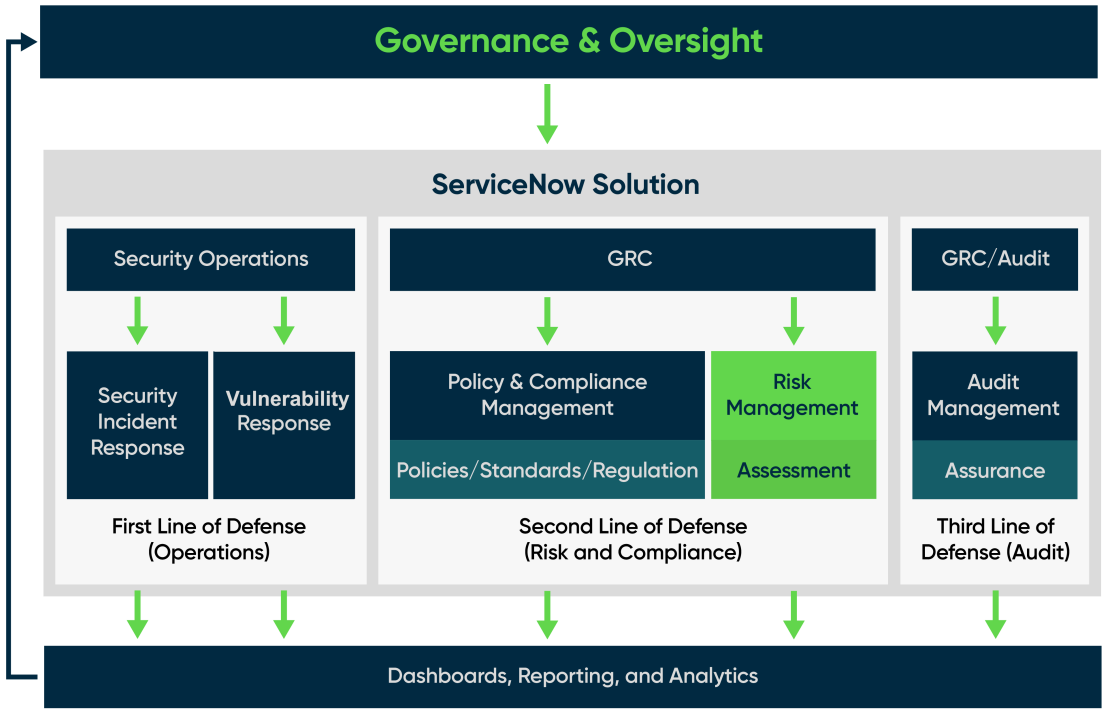
Key activities for Risk Management

Once the key roles are identified, work to identify the following items:

- Determine what level of risk the organization is willing to accept? Get risk data in place and then determine what is acceptable.
- Develop a risk management policy, through risk frameworks and risk statements.
- Develop risk assessment and response procedures.
- Implement controls to reduce your organization's exposure to risk. Repeat on a regular interval.
- Measure your risk exposure and improvements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Management and the ServiceNow AI Platform



The Risk Management and the Advanced Risk applications enable you to do the following.

- Manage risks, risk statements, and risk frameworks: The risk library contains all risk frameworks and risk statements. Risk frameworks are used to group risk statements into manageable categories, while risk statements group the individual risks. The risk register is the central repository for all potential risks that could occur at any time, anywhere in the organization.
- Manage risk events: Risk events are potential or actual financial and non-financial losses, near-misses, and gains that occur within an organization.
- Risk hierarchy and scoring: Starting with New York, risk managers can create hierarchies that include different types of risk (operational risk, IT risk, or strategic risk). Once the underlying risks are assessed, the risk scores are automatically rolled up across the risk statement hierarchy, providing better tactical and strategic decision-making.
- Manage classic risk assessments: Risk assessments are surveys that gather evidence to determine risk. The Risk Assessment Designer provides a single interface that users can use to create, and edit attestations, as well as change scoring parameters. The question bank offers a library of questions for various categories, so you do not have to build each questionnaire from scratch. Risks start in a **Draft** state then move to **Assess**, which sends a notification to the Assessment respondents.
- Manage Advanced Risk Assessments: With Advanced Risk Assessment, create an integrated risk platform. This integrated platform supports various kinds of risk assessment methodologies and enables you to integrate risk assessment as a part of your overall decision-making process.
- Manage policy exceptions and extensions: Policy exceptions and extensions provide temporary relief for a non-compliant control. The policy exception captures the rationale, comments, and evidence to support the acceptance or rejection of a policy exception request. Also, extension to an approved policy exception can be requested before the policy exception validity period. The control owner, the compliance manager, and the risk manager may be involved in the policy exception and extension workflow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Use entity and risk dependencies using the GRC: Workbench: The GRC: Workbench utilizes CMDB information to show the upstream and downstream relationships across all applications. These relationships enable consistent risk mapping and modeling across the enterprise.
- Risk indicators, control indicators, and indicator templates: Continuous monitoring involves activities related to identifying and creating key risk and control indicators. Supporting information can be collected for those indicators through automatic data collection or manual tasks. Indicator results are then used to create issues for controls, update risk scores, and provide supporting information for audit activities and control testings.
- Manage risk issues and remediation: Issues can be created manually to document audit observations, remediations, or to accept any problems. They are automatically generated from indicator results, attestation results, or control test effectiveness.
- Manage continuous monitoring for risks between Risk Management and Vulnerability Response: Continuous monitoring for risks is a feature integration between the GRC: Risk Management and the Security Operations Vulnerability Response products, which uses indicators to quickly identify high impact vulnerabilities based on business impact.
- Analytics and reporting solutions for Risk Management: Performance Analytics Solutions contain preconfigured dashboards. These dashboards contain actionable data visualizations that help you improve your business processes and practices.

GRC Risk Workspace

Starting with version 13.0.5, the GRC Risk Workspace provides a new and simplified user experience with a single-pane view. In the workspace, you can perform the same functions as the classic environment, but with more intuitive functionality. These functions include risk assessments, risk events processing, and so on.

The Risk Workspace is highly configurable and role-driven. Being role-driven means that the Risk Workspace is customized or unique for each user or role in your organization. In the workspace, different users with specific roles can perform different functions and have views that differ from each other. The workspace also reduces the number of apps that the users must install to utilize the Risk Management application. For example, if you want to manage your IT risks, you must install only one application. The workspace makes the management and installations of apps easier. To use the Risk Workspace, you must install and activate the **GRC: Risk Management workspace** (com.sn_risk_workspace) plugin.

The starting point in the Risk Workspace is the Home page  .

The Home pages show you the complete view of the risk status across your organization. Some of the key items that you can see are the key risk indicator (KRI) breaches, the risk heatmaps, the risk classification and breakdown, entities at the highest risk and so on.

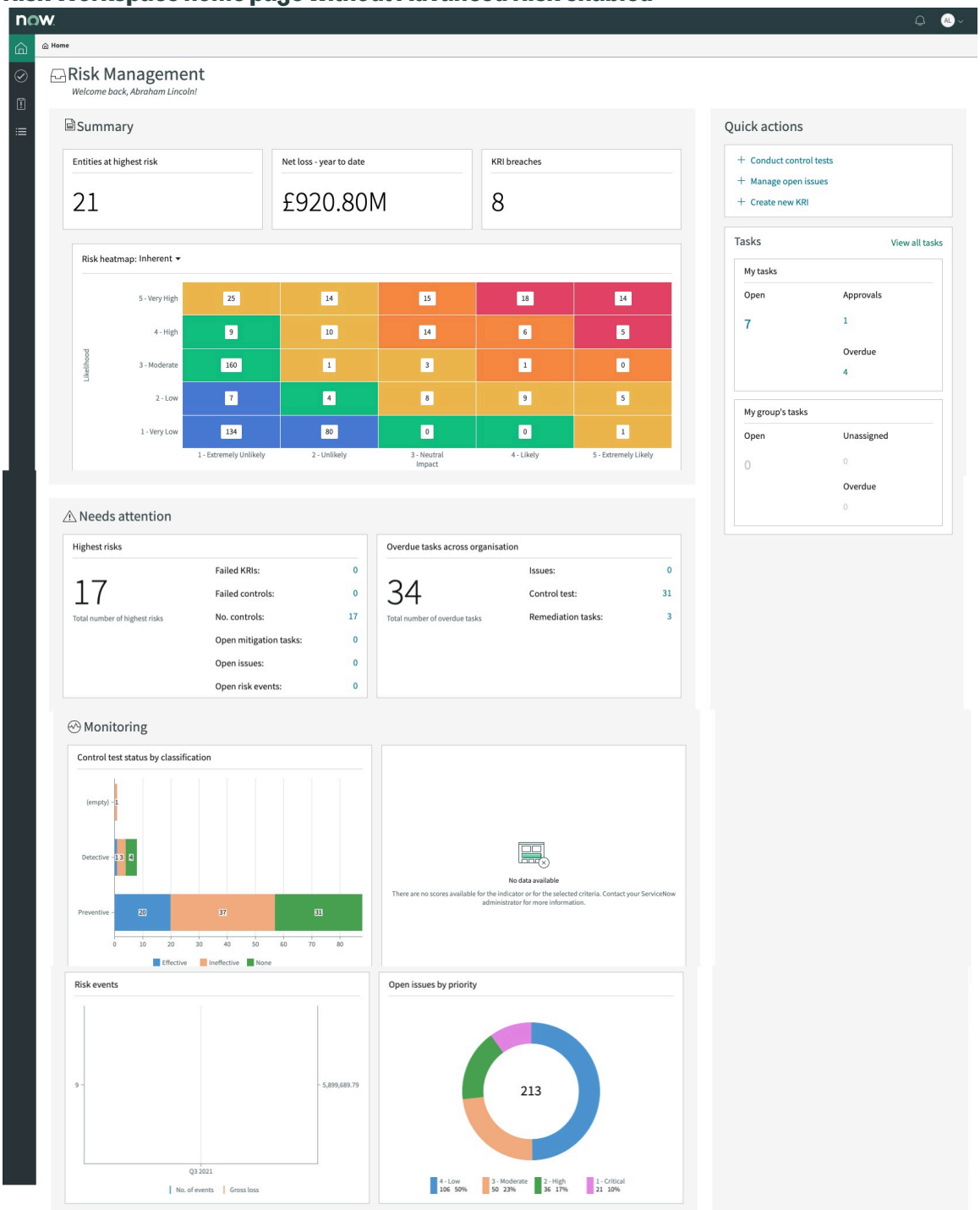
The Home page offers the following benefits:

- Provides a different view for each role.
- Is designed for the specific responsibilities of each role.
- Shows the day-to-day tasks for each role depending on the user. For example, the Home page for an Operational Risk Manager differs from that of the Home page of the IT Risk Manager.
- Displays the key tasks assigned to you and your group. This makes it easier to get a complete view of your actionable tasks. For more information on the new user experience for Advanced Risk Assessments, see Advanced Risk Assessments in the Risk Workspace.
- Shows the risk profile for the top entities. This consolidated view enables easier reporting.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Enables customization to suit your needs. For example, you can configure your own color codes for heatmaps and reports. For more information, see Operational risk heatmap for Advanced Risk Assessment in the Risk Workspace
- Provides quick links for performing key tasks such as scheduling risk assessments, creating new key risk indicators, and so on.
- Provides data in a way that you can click and view the details.
- Shows the classic risk assessment scores if the Advanced Risk application is not enabled.

Risk Workspace home page without Advanced Risk enabled



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and user enhancements in the Risk Workspace

The roles for the Risk Workspace are the Operational Risk Manager and IT Risk Manager. See the following sections for the description of each role, its responsibilities, and its tasks.

Note:
Because the roles in your organization might be different from what is presented here, use these roles as references or models.

Multiple enhancements have also been made to the user experience in the Risk Workspace. Each enhancement is described in detail in the subsequent sections.

Risk Workspace for the operational risk manager

Operational risk managers manage operational risks such as losses due to errors, breaches, or damages that are caused by people, internal processes, systems, or external events. Operational risks range from the small, such as the risk of loss due to minor human errors, to the large, such as the risk of bankruptcy due to serious fraud.

Operational risk manager

Operational risk managers are a part of the operational risk team that manages the risk posture of the organization. Risk posture is the current risk profile for a company. As an operational risk manager, you must perform the following tasks.

Define the operational risk framework

Effectively manage the operational risks of an organization by defining a robust risk management framework. This framework helps to identify risks and to define the control framework to mitigate those risks. A risk management framework consists of the following components:

- Risk identification
- Risk measurement or scoring
- Risk mitigation
- Risk reporting and monitoring

Set up libraries

Set up comprehensive libraries by doing the following:

- Creating risk statements: A risk statement is used to record a risk in a way that everyone can reach a common agreement on its severity or relative priority.
- Creating control objectives: A control objective defines the aim or purpose of risk-mitigating controls. These controls need continuous monitoring.
- Defining entity classes, entity types, and entities: For more information on entities, see Understanding entities.
- Defining the upstream and downstream entities.

The first step is to set up risk statements so that your team has a specific idea of the risk. For example, simply calling a risk as a cybersecurity risk is not specific. Cybersecurity risks could mean different things to different people. Therefore, a common statement to define cybersecurity is created as a risk statement. To create risk statements and their hierarchy, clearly define the risk impact, the assets at risk, and the source of risk. By defining the risk statements and creating their hierarchy, you can ensure that the risk scores are aggregated thus giving the complete risk status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Conduct risk assessments on a periodic basis

Perform the annual risk assessments according to your organization's policies. Also, ensure that the risk register is updated and accurate. Create risk assessment scopes and schedule assessments. To learn more about risk registers, see Risk register in the Risk Workspace.

Record and monitor risk events

Risk events are potential or actual financial and non-financial losses, near misses, and gains that occur within an organization. To effectively manage risks, it is essential to monitor risk events, perform a root-cause analysis, and track the remedial tasks. Organizations use risk events to understand their losses and analyze areas of improvement to reduce further losses. You must maintain the loss event register to capture complete event information and to suggest additional controls to mitigate risks in the future.

Define key risk indicators

Monitor the risk posture of your enterprise on a continuous basis. Continuous monitoring of risks and controls involves identifying and creating key risk and control indicators. Supporting information can be collected for those indicators through automatic data collection or manual tasks. Indicator results are then used to create issues for controls, signal a change in the risk posture, and to provide supporting information for audit activities and control testing. If the indicator thresholds are breached, you must escalate to the respective stakeholders.

Manage issues and incidents

An issue is created when there is a change in the environment, process, or system that poses a threat. An issue requires action to prevent an incident or loss. An incident is a successful outcome or event with a negative impact. As the operational risk manager, you can view, create, and manage issues and incidents. Ensure tracking, proper closure, remediation, and monitoring of issues and incidents.

Communicate the operational risk posture

Define dashboards to report data effectively and accurately. You must create the required reports which can be shared with the executives and the head of the operational risk team. The reports and dashboards ensure that the aggregated assessment results across the organization help to identify the top operational risks for the enterprise.

The following table lists the key tasks that you perform in your role as an operational risk manager.

Tasks of an operational risk manager

Activity	Task
Define the operational risk framework	• Create a risk statement • Create a risk framework in the Risk Workspace • Associate a risk statement with a control objective in the Risk Workspace

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

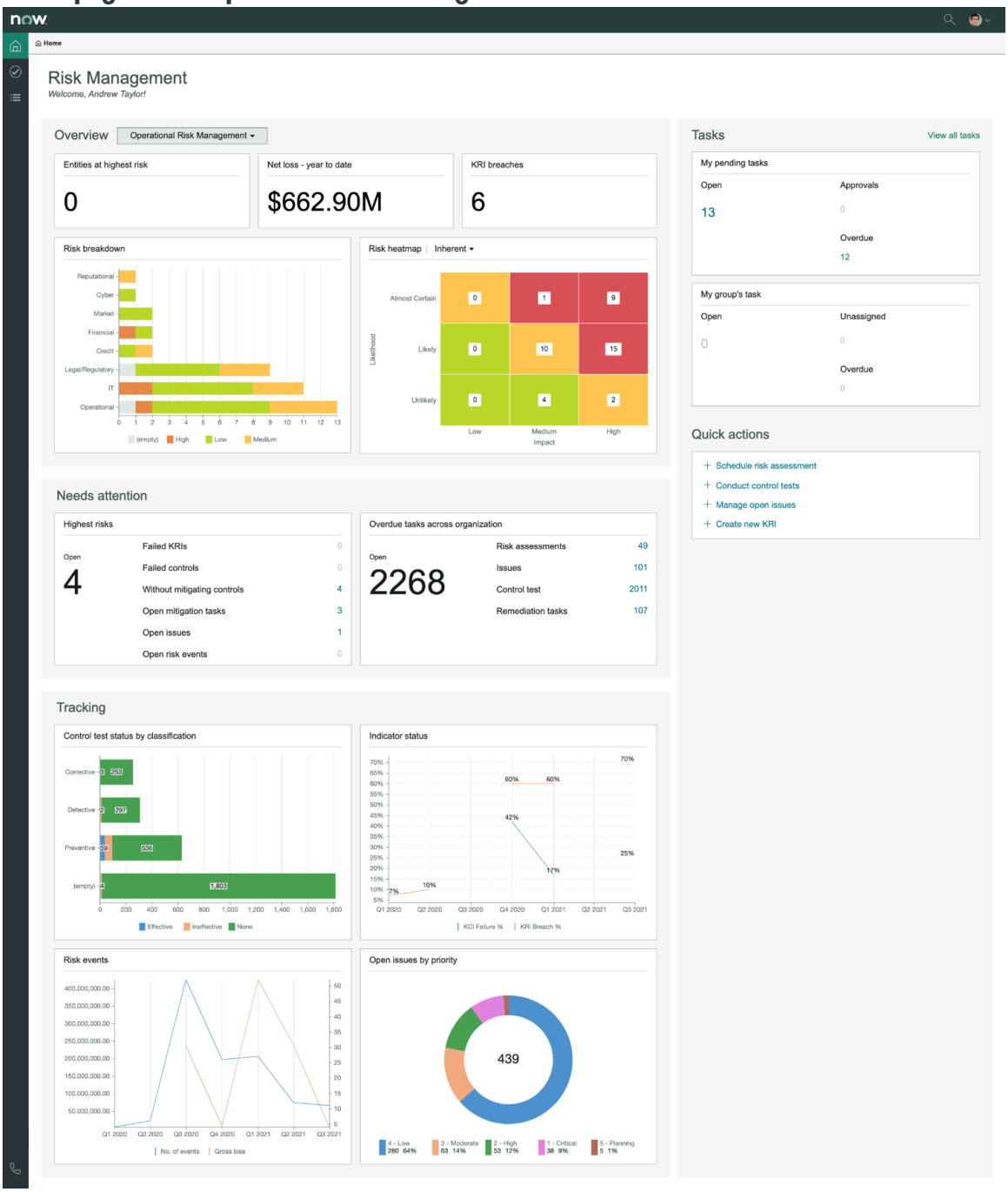
Tasks of an operational risk manager (continued)

Activity	Task
Communicate the operational risk posture	• Operational risk heatmap for Advanced Risk Assessment in the Risk Workspace • Risk heatmap for classic risk assessment
Monitor the critical incidents and issues	View, create, and manage issues
Define the key risk indicators	Risk indicators, control indicators, and indicator templates
Conduct the annual risk assessment process	• Configure a risk assessment methodology • Create factors • Create risk assessment scopes • Schedule risk assessments in the Risk Workspace • Perform advanced risk assessment in the Risk Workspace
Facilitate recording and learning from loss events	• Manage risk events • Create a risk event in the Risk Workspace • Analyze a risk event in the Risk Workspace • Create a risk event entry in the Risk Workspace
Create aggregated risk reports	Reports in the Risk Management application

The following image shows the view for the operational risk manager.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Home page for the operational risk manager



Related topics

Roles installed with the GRC Risk Workspace

Risk Workspace for the business operational risk manager

Business operational risk managers are the first lines of defense for each individual line of business. They are responsible to manage the risk posture of their specific business units.

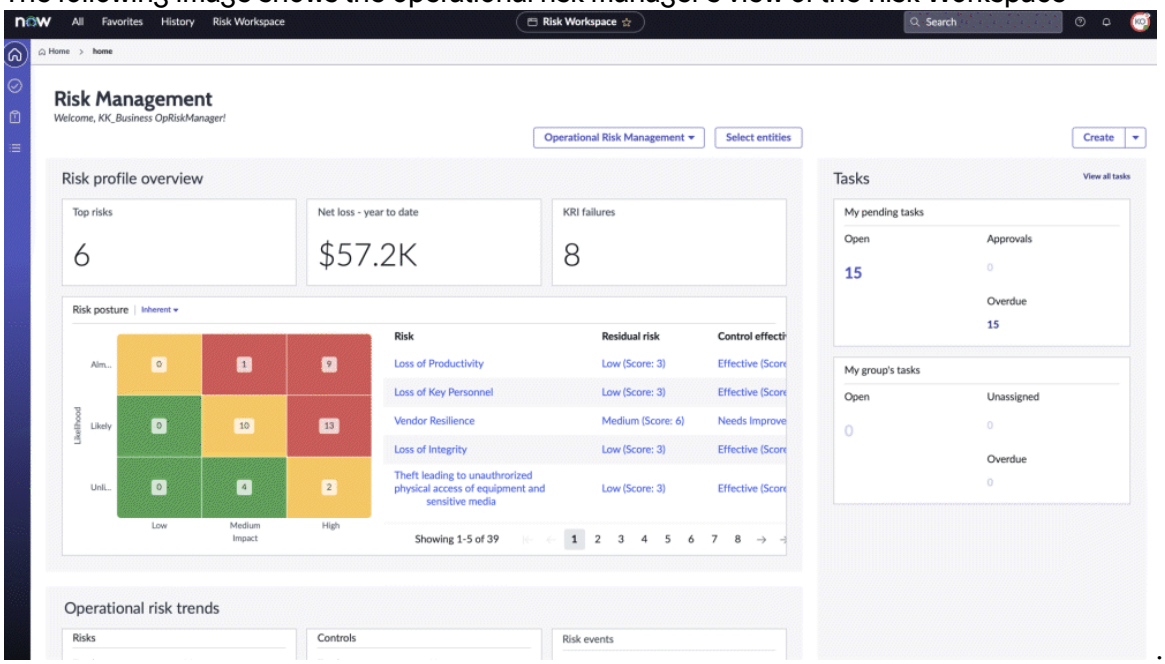
A business operational risk manager has the role sn_risk_workspace.business_op_risk_manager. As a business operational risk manager, you can do the following in your workspace.

- Filter the appropriate risk assessment methodology to view the relevant data.
- View the performance of your entity by viewing the number of top risks.
- View the number of key risk indicators that have failed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The net loss beginning the first day of the current calendar year or fiscal year up to the current date.
- Create risks, risk events, and indicators.
- View the operational risk trends such as the not assessed risks and new risks identified in the last 30 days.
- View the risks by category.
- View the control status, the number of new controls, and the number of controls not attested.
- View the number of overdue issues and the number of new issues.

The following image shows the operational risk manager's view of the Risk Workspace



To view the risk assessments for the top risks for your entities, click the **Top risks** card.

The heatmap on the workspace gives critical insights into the risks when you select each tile of the heatmap. You can use the filter on the heatmap to view either the inherent risk posture or the residual risk posture. For more information, see Risk heatmap workbench.

Risk Workspace for the IT risk manager

Information technology or IT risk is any threat to your business data and critical systems. It is the risk associated with using and operating IT within an organization. An IT risk manager is the primary person responsible for establishing and maintaining the organization-wide IT risk management program.

IT risks vary in nature. It is important to be aware of all the different types of IT risks potentially affecting your business. An IT risk manager works with various stakeholders to ensure that IT risks are managed within the risk appetite of the organization. To facilitate risk assessments for IT risk managers, a preconfigured risk assessment methodology (RAM) is also provided by default. IT risk managers can use this RAM or make modifications to it according to their requirements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

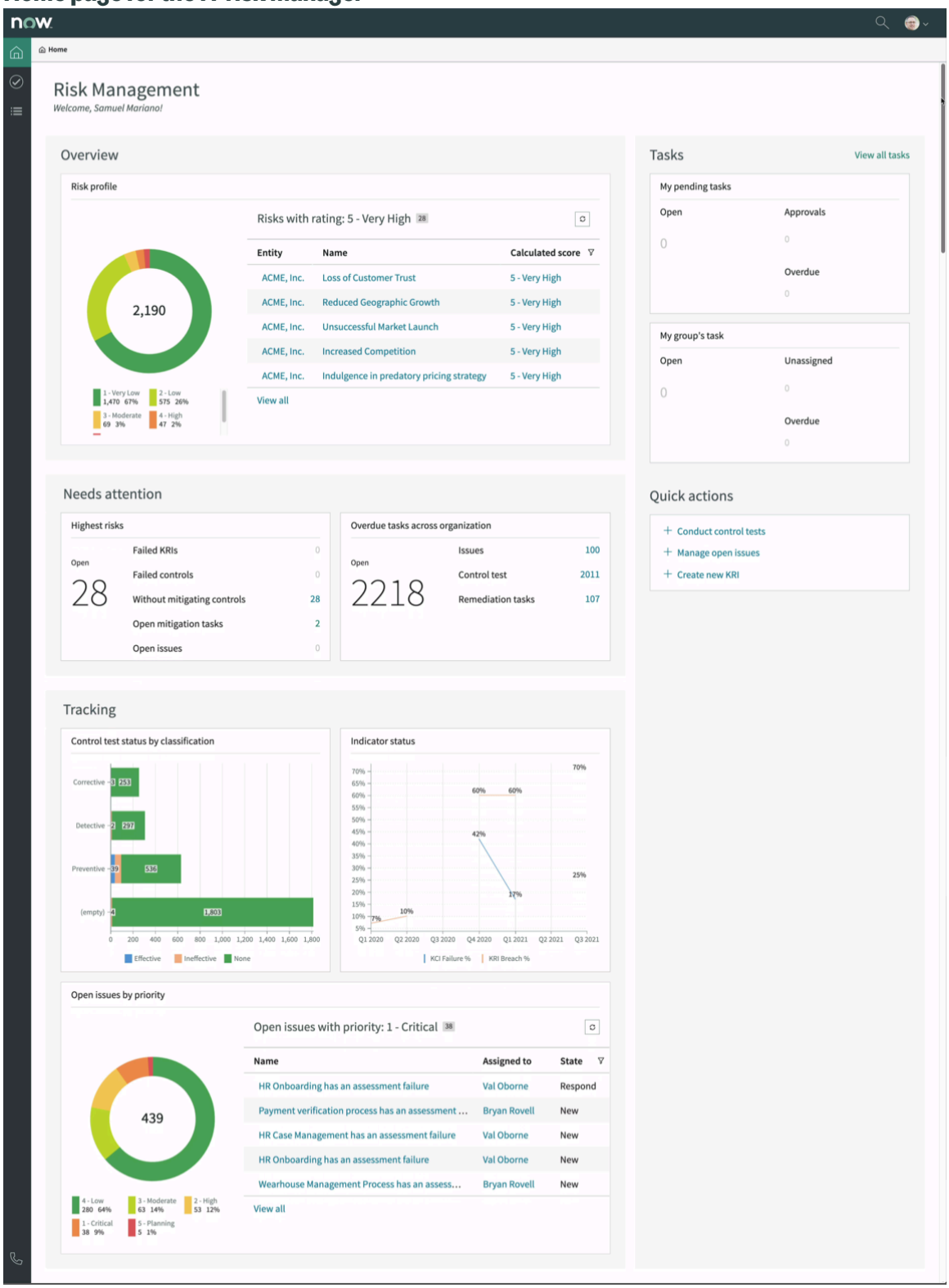
Tasks of an IT risk manager

Activity	Task
Identify risks using a workflow.	Workflow for risk identification in the Risk Workspace.
Identify, assess, mitigate, and monitor all IT risks.	• Create a risk assessment scope in the Risk Workspace. • Schedule risk assessments in the Risk Workspace.
Manage IT risk remediation actions and define the action plan.	Managing risk responses.
Communicate the IT risk posture.	Risk heatmap for classic risk assessment.
Define the key risk and control indicators.	Risk indicators, control indicators, and indicator templates
Create control test plans	Create a test plan in Risk Workspace

The following image shows the view for the IT risk manager.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Home page for the IT risk manager



User experience enhancements in the Risk Workspace

In the new workspace, several enhancements have been made to ease the way you perform your daily tasks. The user experience enhancements are useful for new GRC users or users who do not have the complete experience of GRC.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Views of the Risk Workspace

The new workspace offers the following views for the users.

List view

The list view shows a simplified list of all the modules. You can access the list view by clicking the List icon ().

Record view

The record view provides detailed information about any record. For example, in the risk statement form, you can view the complete hierarchy including the parent and children of the risk statement. This view provides the complete details including important information such as open indicator breaches, open issues, open risk events and so on.

Miscellaneous user experience improvements

Overview pages of records

The Overview tab of each record provides you a summary of all the information you need in a single view. For example, for a risk record you can see KRI breaches, the controls failures, the number of issues open, the open indicator tasks, the number of risks assessed and so on.

Contextual side panel for records

The Contextual side panel of a record provides detailed related information for the records. For example, for a risk, you can see the parent and child hierarchy. You can display and close the Contextual side panel by clicking the reference icon ().

Tasks

Tasks is a centralized task inbox that shows your tasks and your group's tasks. You can access your tasks by clicking the Tasks icon ().

360° relationship view

The 360° view feature enables you to view the relationships between a selected record and related objects, such as controls, risks, and entity types. The 360° view also enables you to interact with all records displayed. For more information, refer to 360° Relationship Visualization.

Breadcrumb navigation

The breadcrumb style navigation provides a browser path to navigate a hierarchy of linked pages with related content. The breadcrumb style navigation provides a digital trail from the user's starting point to the current content, with the ability to navigate to each link. For more information, refer to Breadcrumb navigation

Consolidated issues page

The comprehensive issue management page shows you a detailed status of your issues. For example, you can see overdue issues, issues approaching the overdue date, issues by priority and so on. You can also see the issues assigned to you and your group. This feature makes issue tracking easy. You can access your issues by clicking the Issue landing page icon (). For more information, refer to Issue management in the Risk Workspace.

GRC Risk Portal

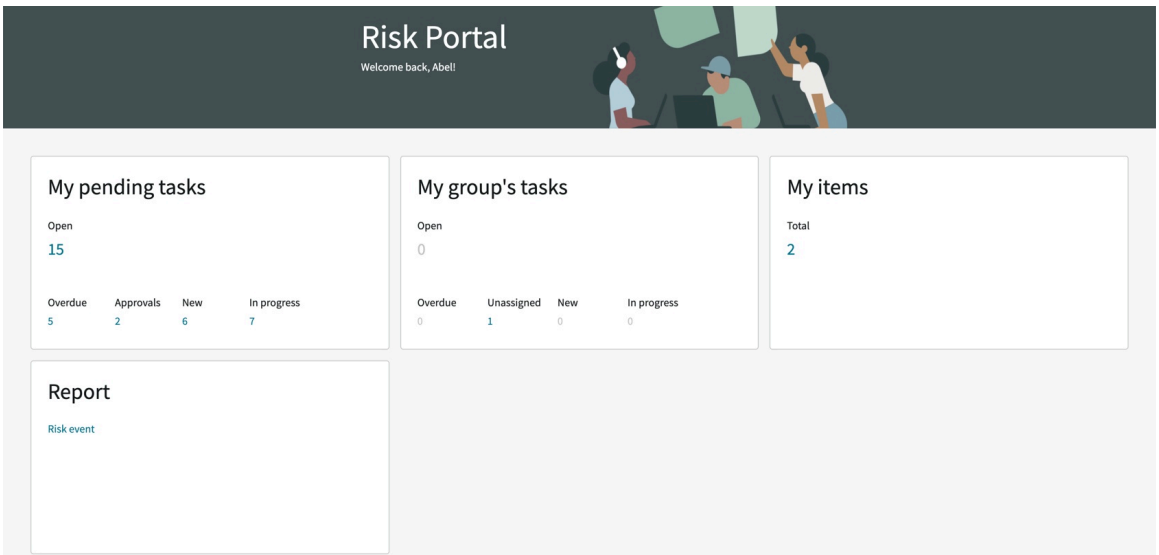
The GRC Risk Portal is a simplified interface that enables the GRC business users to view their tasks and their group's tasks. The Risk Portal also enables users to report risk events.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To access the Risk Portal, navigate to **Risk** > **Risk Portal**. To use this portal, you must have the sn_grc.business_user role. On the Risk Portal you can do the following:

- **My pending tasks**: View the tasks that are pending and are assigned to you. For example, if you have a risk assessment assigned to you, you can launch it from the Risk Portal.
- **My group's tasks**: View the tasks assigned to your group.
- **My items**: View the requests you have raised. For example, issues, policy exceptions, remediation tasks and so on.
- **Report**: Report a risk event. To see how you can report a risk event from the Risk Portal see, Report a risk event from the Risk Portal

Risk Portal



Advanced Risk Assessments in the Risk Workspace

The Risk Workspace offers an enhanced and a simplified user experience for users to perform Advanced Risk Assessments. You can quickly access the risk assessments assigned to you or your group from the GRC Risk Portal or the Risk Workspace.

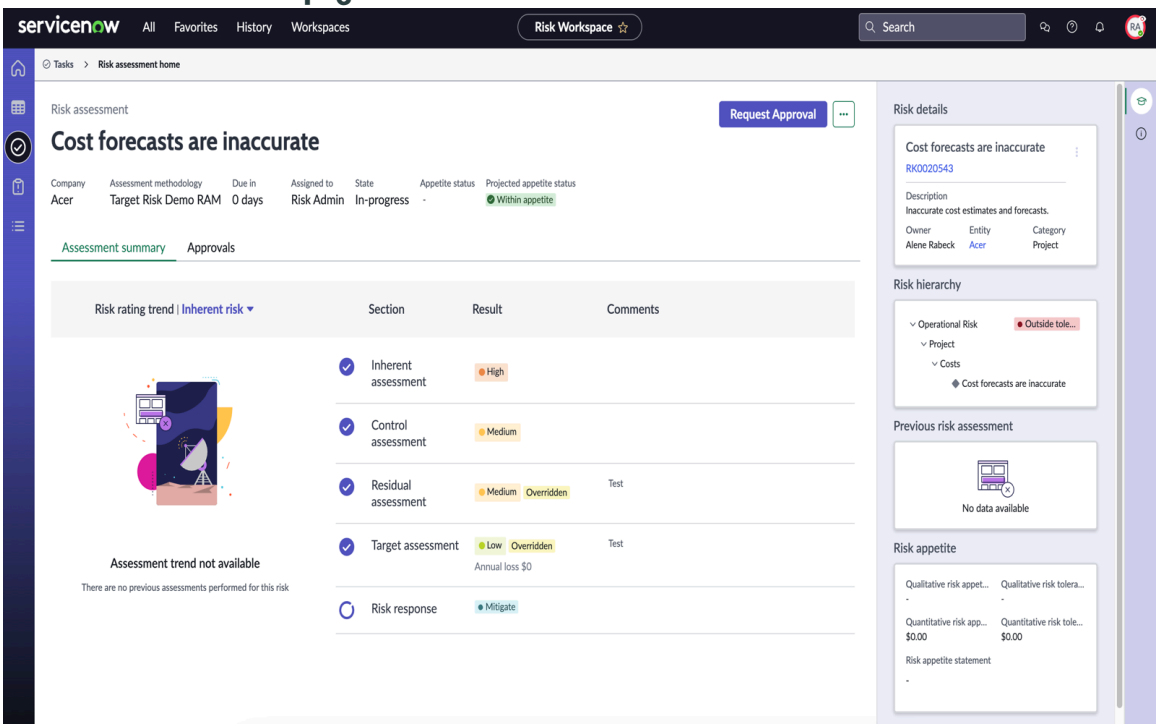
With the new Risk Workspace, your risk assessments are more intuitive with more data readily available for you to refer for every assessment that you perform in the risk assessment instance. As an operational risk manager, when you use Advanced Risk Assessments, on the Home page, in the **Risk Summary** field,you have a filter available to select your risk assessment methodology. For example, you can select the risk assessment methodology that shows you the operational risks assessed. For more information on risk assessment methodologies, see Advanced Risk Assessment.

For a new user to understand risk assessments, a Contextual side panel is provided with an explanation about the assessment sections. While a default explanation and a brief training are provided, you can also configure the system to show your training content related to risk assessments. If you do not want to keep the side panel training information open, you can also close it using the information icon.

At a glance, the risk assessment home page shows you the entity being assessed, the due date for the assessment, the person the assessment is assigned to, the approver, and the risk description. The home page also shows the results of the risk assessment and the selected risk response strategies.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk assessment home page



Some of the major enhancements for Advanced Risk Assessments in the Risk Workspace are as follows:

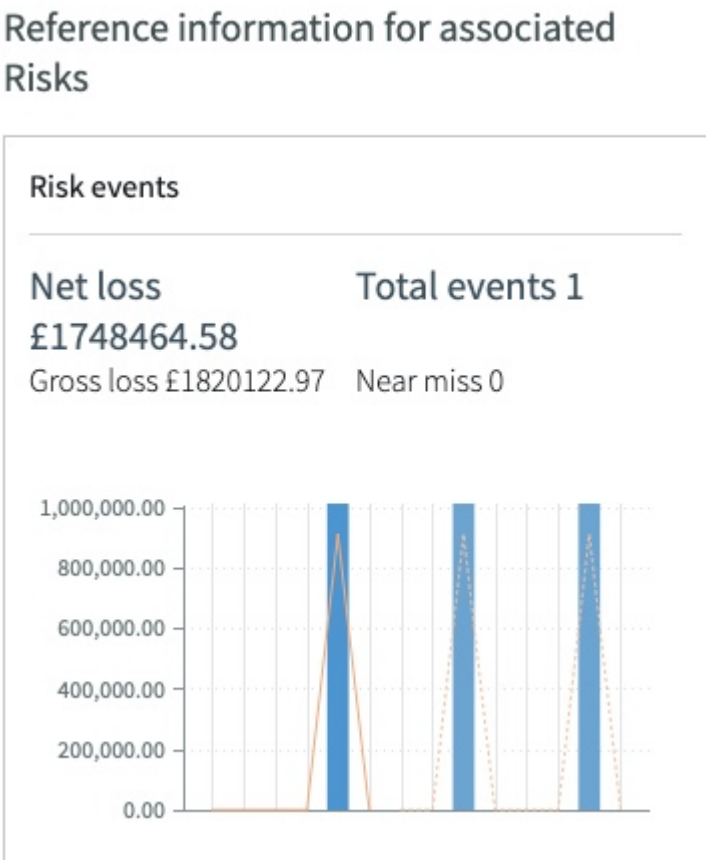
View reference information for associated risks and controls

The Contextual side panel shows the reference information for associated risks and controls. The graphical representations can be clicked to get detailed information about the risk events, issues, indicator breaches and so on. The reference information shows the following:

- Risk events graph that displays the gross loss and the net loss of the aggregated risk events for that particular risk. This graph also displays the forecasts of the losses.
- Percentage of key indicator breaches for every quarter.
- Percentage of control indicator failure graph. When performing a control assessment, you can refer to the control test results, indicator failures, and so on
- Number of open issues with their severity. You can also create issues by clicking the plus icon.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reference information for Advanced Risk Assessment

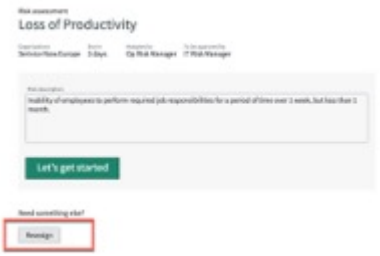


View factor guidance

In the workspace, while responding to factors, you can quickly view the guidance by clicking the Show guidance icon . This ability saves your time as you can view the guidance and understand the factor while responding.

Reassign assessments

If you are assigned a risk assessment that must be assessed by another user, you can reassign the assessment from the risk assessment home page. In case there are two users with the same name, you have the ability to view their email addresses while reassigning the assessment. This ability prevents users from assigning the assessment to the wrong users.



View factor weighting information

As a first line risk assessor, you may need to view the qualitative weight, the qualitative score, and the quantitative score of a factor. You can easily access this information by clicking **Overall rating**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

Perform advanced risk assessment in the Risk Workspace

Advanced Risk Assessment

Use the ServiceNow® Governance, Risk, and Compliance (GRC) Advanced Risk Assessment feature to create an integrated risk platform. This integrated platform supports various kinds of risk assessment methodologies. It enables you to integrate risk assessment as part of your overall decision-making process.

Advanced Risk Assessment offers the following benefits:

- Digitizes the complete risk management life cycle, including risk identification, risk analysis, risk evaluation, risk treatment, and monitoring.
- Customizes the risk assessment process based on the unique needs of your organization. This customization includes configuring the assessment criteria, the context, and the overall risk scoring logic.
- Supports both qualitative and quantitative risk assessment methods.
- Automatically aggregates the bottom-up risk assessment scores across the risk.
- Embeds the risk assessment process in the workspace for first-line users. This embedding helps users make informed decisions based on risks that are associated with actions.

Note:
To know if your current license entitles you to Advanced Risk Assessments, contact ServiceNow.

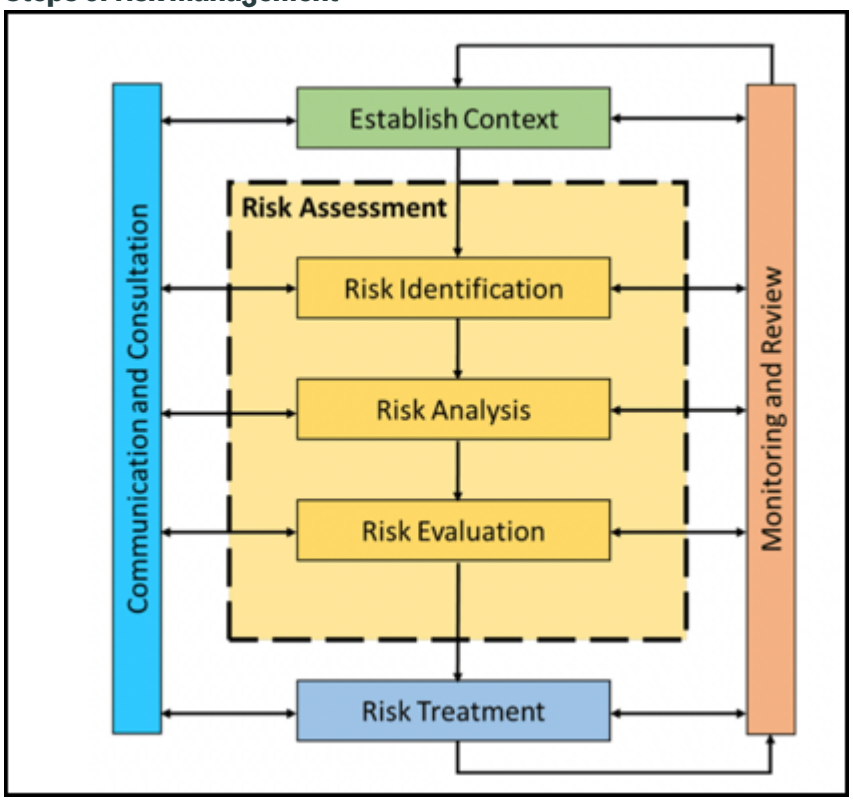
Steps of risk assessment

Before understanding Advanced Risk Assessment in detail, it is important to understand the key steps of risk management:

1. Risk identification: Find an uncertainty or risk that might prevent your organization from achieving its objectives.
2. Risk analysis: Understand the cause and consequence of the risk.
3. Risk evaluation: To determine if additional action is required, compare the results of the risk analysis with the established risk criteria.
4. Risk treatment: Define an action plan to address the risk.
5. Risk monitoring: Track the risk posture of the organization and communicate it to relevant stakeholders.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Steps of risk management



Risk assessment consists of risk identification, risk analysis, and risk evaluation. Advanced risk assessment is performed based on factors or questions and their responses. It can be performed for an entity such as an organization. To use advanced risk assessment, you must enable the **Migrate to Advanced Risk Assessments** property located under the Administration module. The assessor and approver for the risk assessment must have the sn_grc.business_user role. Advanced risk assessment enables you to do a detailed assessment of the risks where the inherent risks, mitigating controls, and residual risks are assessed. If you don't have the complete GRC setup for entities, risk statements, controls, and so on, then you can still assess the risks on any ServiceNow record or object. An example of object assessment is assessing change management. During risk assessment, the following risks are assessed.

- Inherent risks: Inherent risks are risks that don't have controls. For example, driving at a high speed on a highway is inherently more of a risk than driving at a moderate speed. The score of this inherent risk is derived by multiplying the impact of the risk and the likelihood of the risk.
- Control effectiveness: Controls can mitigate the impact or likelihood of a risk. For example, highways have speed limit monitors. If a risk materializes, the controls mitigate the impact. Controls can be preventive, detective, or corrective.
  - Preventive controls are designed to prevent errors, inaccuracies, or fraud before these issues occur.
  - Detective controls are intended to discover the existence of errors, inaccuracies, or fraud.
  - Corrective controls are designed to correct errors or irregularities that have been detected.
- Residual risks: Residual risks are the leftover risks that remain after the implementation of controls. For example, despite the safety measures in place, if there's still an accident, then the damage caused by the accident is a residual risk. A residual risk score can be calculated using any of the following methods:
  - A matrix between inherent and residual effectiveness.
  - A mathematical formula such as the inherent score minus the control score.
  - Answers to factors.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Target risks: Target risks are the desired risk an organization want to achieve in the future. By evaluating the desired level of likelihood and impact of identified risks, organizations can establish target risk levels for each risk. For example, when assessing a risk, you consider various aspects such as inherent risk, the effectiveness of controls, and residual risks. However, it's equally important to capture the desired risk level that will be attained after your risk response is implemented. The target risk represents the optimum level of risk that you aim to achieve after your action plan is successfully executed. It enables you to measure the benefits your organization gets in relation to the cost of implementing those actions.

Workflow of Advanced Risk Assessment

To use Advanced Risk Assessment, you must set up the risk assessment methodology (RAM), define the assessment scope, and perform the assessment.

Before using Advanced Risk Assessment, different users must perform different setup tasks. These steps define the workflow of the assessment.

1. Set up the risk assessment methodology (RAM): A risk administrator with the sn_risk.admin role sets up the system. The administrator does the following:
   - Identification: Identifies if a risk or an object is being assessed.
   - Assessment: Determines how to assess the issue, such as with assessment criteria, risk scoring, or reporting preferences.

   For more information, see Configure a risk assessment methodology.
2. Define the risk assessment scope: After the RAM is defined, the entity owner defines and identifies the following:
   - The relevant risks for the entity.
   - The assessors and approvers for those assessments.
   - Periodicity of those risk assessments.

   For more information, see Create a risk assessment scope and initiate assessments or Create a risk assessment scope in the Risk Workspace.
3. Perform risk assessment: The risk assessor with the sn_grc. business_user role performs the following assessment tasks.
   - Assesses the inherent risks and the effectiveness of mitigating controls.
   - Reviews the residual risk and defines the risk treatment plan.
   - Perform a target risk assessment to define your desired future risk level.
   - Triggers the review and approval workflow.

   For more information, see Perform advanced risk assessment in the Risk Workspace.
4. Monitor the assessments: After the risk assessment is approved, the assessment moves to the Monitor state. The risks assessed in the risk assessment must be monitored especially if it contains automated factors. Automated factors or questions that automatically fetch data from any of the data sources have ever-evolving risk ratings. Therefore, a risk which may currently have a low rating might have a higher rating later. This makes it imperative to monitor a completed assessment to reduce threats to your organization.

Factors in Advanced Risk Assessment

Factors are questions that you can use to analyze risks. Factors appear on a risk assessment instance.

Factors are questions that appear during the risk assessment. To use Advanced Risk Assessment, you must first define these factors and configure a risk assessment methodology

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

(RAM). For more information on RAMs, see Configure a risk assessment methodology. Each factor or question has a response. There are different types of factors:

- Manual factor: A factor that requires human input. The response is a manual response. An example is your name.
- Automated factor: A factor whose response is automatically calculated. An example is the temperature in your city today. The information is fetched from external sources.
- Scripted automated factors: A factor that is used to write scripts.
- Group factor: A set of factors that are grouped logically.

These factor types are explained more in the following sections. After you define the factors and publish them, you can configure a RAM and associate the factors to the assessment types within the RAM. The RAM forms the basis of the risk assessment. Publish each of the selected assessment types, and then publish the RAM. Users with the sn_risk.user role can select the assessment types for which the assessment must be performed.

Your risk assessment instance is then created. Its properties depend on the assessment types and options that you selected for your RAM. The risk assessment instance is where the risk assessor evaluates the risks. As a question, a factor can be used in multiple assessment types. For example, a question such as "What is the probability of a building getting flooded?" can be a part of either an inherent assessment or a residual assessment after the control effectiveness assessment.

Note:
A factor can be used in multiple assessment types, but it can be used in only one RAM. A factor that is created and used in one RAM cannot be reused in other RAMs.

Types of factor contributions

An assessor provides responses to factors. Risk assessors can contribute to factors in the following ways:

- Qualitative: Losses are in the form of subjective terms such as high, medium, and low. The losses can also be in the form of a numerical score that is converted into a rating.
- Quantitative: Losses are in a numerical form. They can be incurred from a risk in monetary terms. They contribute to the inherent Annual Loss Expectancy (ALE).
- Both: Losses have both a qualitative risk rating and a quantitative dollar value. These ratings are also called semi-quantitative.

For more information on understanding qualitative, quantitative, and semi-quantitative ratings, see Types of risk rating methodologies

Manual factors

In a risk assessment, questions that need human responses from the respondents are called manual factors. In manual factors, the response is subjective and difficult to classify. Some questions require human intelligence and assessment. Therefore, a manual factor is a subjective assessment of a person's view. Examples of manual factors are reputational impact, expected speed of onset, and so on. In manual factors, users can provide the following types of responses:

- Text: A descriptive answer. For example, feedback. This choice does not contribute toward the risk score calculation.
- Choice: User-defined choices to the questions in the assessment. For example, users can select risk ratings from low, medium, or high.
- Number: A numeric value. For example, the number of open issues.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Currency: An amount in the local currency of the user. For example, the financial impact of a certain risk.
- Percentage: A percentage value for the questions in the assessment. For example, the percentage of employees satisfied with the organization strategies.

Group factors

When factors are grouped logically, they are called group factors. A group factor's score depends on the responses of the corresponding manual factors. For example, organizations are affected from financial risks and non-financial risks. You can create some factors for financial risks, and other factors for non-financial risks. You can combine these two sets of factors into a single group factor called Overall Impact. Like manual factors, group factors can contribute either to a numerical risk score that is converted to a qualitative contribution, or to the ALE values as a quantitative contribution.

Automated factors

Automated factors automatically fetch the latest data, during an assessment, from any of the data sources such as tables or database views. Automated factors help to automate the risk assessment process. They do not rely on manual inputs, and thus reduce subjectivity. For example, a risk assessor wants to perform an assessment for different locations. One of the automated factors is the political condition of a country, and this information is publicly available on a website. Because this data does not reside within ServiceNow, the assessor can use automated factors to fetch the data. Some other examples of automated factors are the following:

- The number of employees on a project.
- The revenue of a business unit.
- The business criticality of a process.

Scripted automated factors

Automated scripted factors are used to write scripts. The scripts fetch the data from either ServiceNow records or from external sources. Scripted automated factors automatically provide the responses for factors during risk assessment.

The following use cases demonstrate an example of how you can model scripted factors. For example, if you want to use the results from the compliance function to assess the mitigation effectiveness of the controls, there are two ways for assessing the controls:

- Individual assessment of controls
- Control environment assessment.

In the individual assessment of controls, each control is separately assessed. To understand control assessment in the context of scripted factors, consider the example of money laundering as a risk. In this example, the control effectiveness is assessed based on the percentage of the failed controls. The values of the failed controls are then transformed into a rating to calculate the control effectiveness of that control. For example, the risk of money laundering has three mitigating controls:

- Employee training
- Internal audit on employees
- Customer due diligence

Assume that you have defined the control effectiveness criteria in the following manner:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control Design Effectiveness Failure	Control Effectiveness
0%-30%	Effective
30%-60%	Needs improvement
> 60%	Ineffective

Now, assume that out of the three controls, one control passed and two controls failed. The failure of two controls translates into a 66.67% failure rate. Based on the transformation and based on the previous table, the control effectiveness rating is ineffective. You can use this defined script to automate the response to the factor to assess the risk of money laundering.

As for control environment assessment, you can assess the complete control environment instead of assessing each control individually. To understand control environment assessment, consider the following example. Assume that you want to assess the control environment based on two aspects: design effectiveness and operating effectiveness. To calculate the design effectiveness, you can fetch the related controls that are related to the risk of money laundering. You can then look at the test results to understand how many of the controls had failed. Assume that you have defined the control effectiveness criteria in the following manner:

Control Design Effectiveness Failure	Control Effectiveness
0%-30%	Effective
30%-60%	Needs improvement
> 60%	Ineffective

Now, assume that two controls failed and one control passed. Thus, the control design effectiveness failure rate is 33.33%. Based on the previous table, this low value of 33.33% means that the control design needs improvement. This response can be automatically scripted in the automated scripted factor because it does not need any human calculation or intervention.

Types of risk rating methodologies

Risks are scored during an assessment and then a rating is derived. Ratings are of three kinds: qualitative, semi-quantitative, and quantitative.

Qualitative rating

Qualitative risk assessments rely on the assessor's perceptions of the probability and impact of a risk. If the method is purely qualitative, then the ratings are based on the list values such as high, medium, or low. In this case, the risk scores do not roll up. Because this method has minimal mathematical dependency, qualitative risk assessment is easy and quick to perform. This method also enables an organization to take advantage of the assessor's experienced knowledge of the process or asset that is being assessed. Users who are new to risk assessments usually use this kind of rating.

The following figure shows an example of qualitative rating.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Qualitative risk assessment

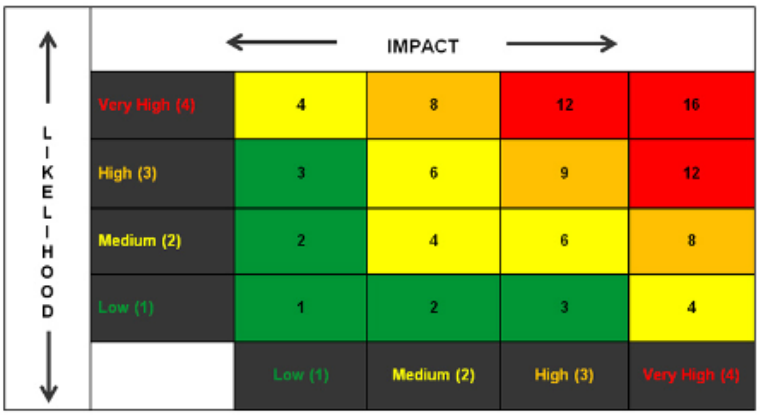
		Impact		
		Low	Medium	High
Probability	Low	Low Risk	Low Risk	Medium Risk
	Medium	Low Risk	Medium Risk	High Risk
	High	Medium Risk	High Risk	High Risk

Semi-quantitative rating

In a semi-quantitative rating, the qualitative ratings also have a corresponding numerical scale. For example, if the quantitative risk score is between 0-10, then the qualitative rating is low. Users who use this type of rating are not new to risk assessments. Most users belong to this category. In this category, the risk scores roll up and the risk appetite is qualitative in nature.

The following figure shows an example of semi-quantitative rating.

Semi-quantitative risk rating



Risk Score	Rating
0 – 3	Low
4 – 6	Medium
6 – 9	High
10 – 16	Very High

Quantitative rating

A quantitative risk assessment focuses on data that is fact-based, measurable, and highly mathematical. In a quantitative risk rating that uses advanced simulation techniques, the risk is quantified in purely numerical terms. In this category, the risk appetite is quantitative in nature.

Transformation criteria

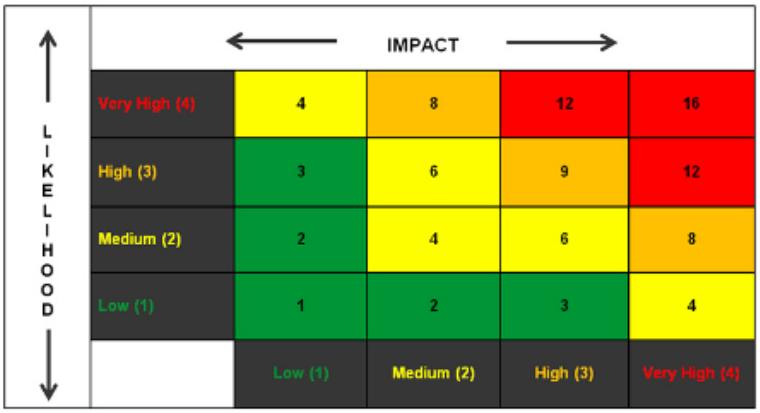
After the risk scores are calculated, you can transform the scores into a rating and then easily report the ratings to senior management and to other stakeholders.

Scores are transformed into a rating because ratings provide clear meaning and interpretation for the scores. The transformation of risk scores is done using transformation criteria. You can define the transformation criteria based on your requirements. For example, you can define that a risk score between 80-100 is a high risk.

The following figure shows an example of the rating transformation criteria.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Rating transformation Criteria



Risk Score	Rating
0 – 3	Low
4 – 6	Medium
6 – 9	High
10 – 16	Very High

Any object assessment using Advanced Risk Assessment

If you don't have the complete GRC setup for entities, risk statements, controls, and so on, even then, you can still assess the risks on any ServiceNow record or object. An example of object assessment is assessing change management or assessing a citation.

Any object assessment is used to perform risk assessment on any ServiceNow record. To perform a risk assessment, a prior knowledge of risk is not necessary. Using the assessment results, risk managers can quickly analyze the risks associated with their project or application.

Any object assessment can be performed in the following ways:

- Ad hoc: In an ad hoc based risk assessment, users can perform the assessment through a UI action.
- Event driven: In an event driven risk assessment, a user can perform the risk assessment based on some event.

To perform any object assessment, you must create a risk assessment methodology with **Object** as the context and then select the relevant table.

Note:
You cannot assess your controls if you perform the risk assessment for an object. The reason for this limitation is that controls are associated to either an entity or a risk. Also, the risk response workflow is not available for the assessment of an object.

After you generate an assessment, you can add a related list in the object in which you can see the list of assessments. For more information on how to configure any object assessment for an object and create the **Assess risk** button, see the Perform any object assessment [KB0826429] article in the Now Support Knowledge Base.

For information on how to configure any object assessment in the Risk Workspace, refer to the Any object integration in workspace [KB0961251] article in the Now Support Knowledge Base.

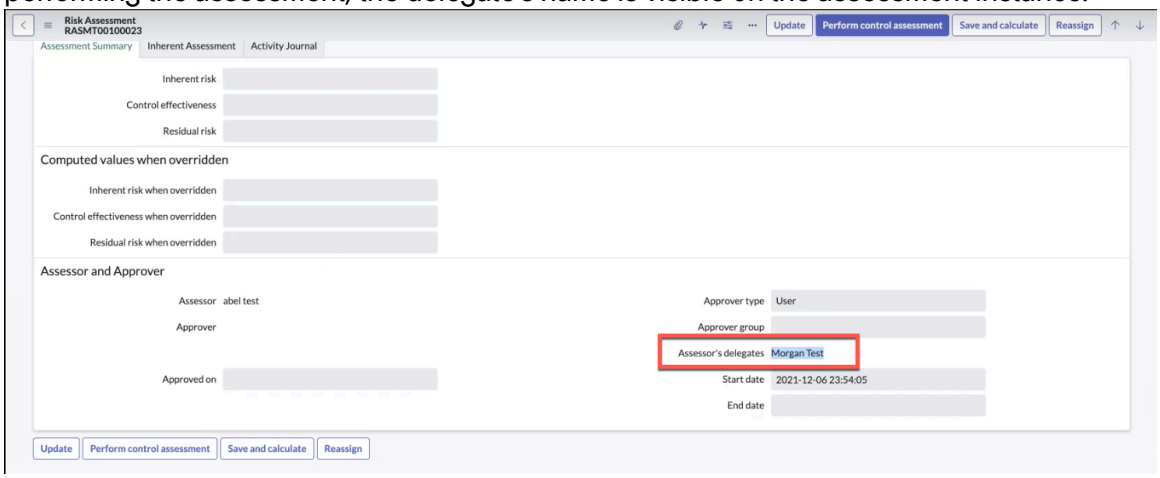
Note:
You must log in to Now Support to view the articles.

Delegation of risk assessment

If a risk assessor is unavailable to perform a risk assessment, the assessor can appoint a delegate to perform the risk assessment for a specified time period. The ServiceNow AI Platform enables you to appoint your delegates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Delegation is the assignment of authority to another person to perform specific activities. It is a process of entrusting work to another person. In the context of risk assessments, at times, it may happen that the assigned assessor for a risk assessment is unavailable to perform their risk assessments. In such a scenario, the assessor can assign another user as a delegate and the delegate can perform the risk assessment on behalf of the original assessor for a specified time period. A delegate can perform the risk assessment from the Risk Workspace and the Risk Portal. A delegate also receives a copy of all the system notifications that are sent to the original assessor. Once the delegate starts performing the assessment, the delegate's name is visible on the assessment instance.



As a risk assessor, to understand how you can assign a delegate, refer to Configure a delegate for your tasks.

To delegate tasks to another user, configure your user profile form to display the Delegates related list. For details, refer to Add the Delegates related list.

It is important to note the following points when you assign a delegate.

- The ability to assign a delegate is only available to perform an assessment. You cannot assign a delegate for approving a risk assessment.
- After a delegate is assigned an assessment, the assessment shows the names of the original assessor as well as the delegate.
- You can only assign an individual user as a delegate and not a group.
- A delegate must have the sn_risk_advanced.ara_assessor role to perform risk-based assessment.
- A delegate must have the sn_risk_advanced.ara_assessor to perform any object assessment.
- All delegates are considered licensed users and are tracked for their GRC usage.
- When the delegate logs in to perform the risk assessment on behalf of the assessor, the original assessor's name remains in the **Assessor** field. The new field **Assessor's delegates** displays the name of the delegate.
- The delegate can reassign the task to another user.
- The delegate can view the on-going assessments for the original assessor under **Tasks** in the Workspace.
- The delegate can create issues.
- The delegate can create risk response tasks and request approval.
- All activity performed by the delegate is captured in the activity stream.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Understanding the risk assessment instance

A risk assessment instance is where a risk assessor can assess risks and objects by responding to questions or factors.

After the risk assessment methodology (RAM) is created and the risk assessment scope is defined, the assessments are initiated by the risk administrator. The assessor receives a notification to assess the risks. To perform the risk assessment, an assessor must have the sn_grc.business_user role. The assessment is used to arrive at a risk score for an entity.

Note:
You must manually assign the advanced risk assessment roles to the sn_grc.business_user role. To understand how you can adjust granting of roles and groups, refer to see the How to adjust granting of roles and groups to use background jobs [KB0963693] article in the Now Support Knowledge Base.

The questions that a risk assessor answers are configured in the RAM. An assessment can contain manual factors and automated factors. Manual factors need human input as responses. For automated factors, the responses are automatically calculated. Automated factors are automatically executed based on the schedule that is defined in their configuration.

After an assessment is completed, then based on the defined reassessment frequency, a reassessment is automatically triggered. A reassessment is triggered only if the existing risk assessment instance is in the Monitor state. If an assessment is in the Monitor state, then whenever automated factors run according to their schedule, the assessment scores will change and the factors will contribute new scores to the rollup.

If the risk assessor determines that an assessment must be reassigned to another relevant assessor, then the assessor can reassign the assessment. The assessor can also modify the responses after responding to the factors.

If an assessment is taken more than once, and if the option to copy the previous assessment responses is enabled in the RAM, then the responses from the previous assessments get automatically copied to the current assessment.

Note:
Automated factor responses and overridden scores aren't copied from previous assessments.

Components of a risk assessment instance

Based on the configurations in the RAM, the risk assessment instance form also displays the following related lists:

- Previous Assessments: The previous five assessments for the risk that is currently being assessed.
- Risk Events: The number of risk events that are associated with the risk.
- Risk Indicators: The number of risk indicators that passed and failed for this risk.
- Open Issues: The number of open issues for the risk and their state and owners.
- Risk Response Tasks: The number of risk response tasks that are created for the assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Related controls: The controls that are related to the risk. This related list appears only when the control environment is being assessed.

Note:
Customers on previous releases might not be able to see the updated count for passed and failed indicators. To resolve this issue, run the *`Update indicator and Controls Count`* fix script.

An assessor has the option to not assess the mitigating controls. The option to opt out of controls is useful in cases where there is a risk but there are no controls to mitigate it. For example, consider a scenario where a pandemic is a risk but there are no vaccines to control it. In such a case, the risk is assessed but the controls can be left out of the assessment. When an assessor decides to opt out of assessing mitigating controls and residual risks, the score is set to **Not applicable**.

If the control assessment is configured to assess individual controls, and the controls are associated with the risk being assessed, then the option to opt out of controls does not appear. This happens because the controls are defaulted.

If the residual assessment is for inherent risks and controls, and if the risk assessor opts out of control assessment, then the residual risks are not applicable. This condition is created because if there are no controls, that automatically means there are only inherent risks and no residual risks.

Stages of risk assessment

The risk assessment life cycle goes through the following states:

1. Ready to assess: A new assessment instance is created.
2. Inherent assessment: The inherent risk assessment is performed.
3. Control assessment: The control assessment is performed.
4. Residual assessment: The residual risk assessment is performed.
5. Target assessment: The target risk assessment is performed.
6. Respond: You respond to the risks.
7. Awaiting approval: The risk assessment is awaiting approval from the approvers if they have been identified.
8. Monitor: The risk assessment is complete and is being monitored.

Managing risk responses

A risk response is the strategy used to deal with risks after the risks are assessed.

After risks are assessed, the assessor determines how to approach those risks. To deal with the risks, the assessor can choose from the following types of risk responses or strategies:

- Accept: Accept the risk as it is.
- Mitigate: Identify and implement additional controls to mitigate the risk.
- Avoid: Change the plan to completely avoid the risk.
- Transfer: Transfer or share the risk with a third party.

After an assessor identifies the appropriate risk response strategy, they can create risk response tasks and assign them to users with any of the following roles:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- sn_grc.business_user
- sn_grc.business_user_lite
- sn_risk.implementation_business_user (feature role)

Each strategy is explained as follows:

Risk acceptance

When risk users accept a risk, they provide a plan for how they want to accept the risk, provide a justification for accepting the risk, and seek additional approval from the risk owner. Closure of the acceptance task implies you are accepting this risk for that time period. The risk then moves to the Monitor state. After the specified time period is over, you can re-initiate the workflow to assess the risk and then you can again respond to the risk. The risk owner can then respond with one of the following options:

- Approve
- Reject
- Cancel
- Request more information
- Decide that it is no longer required

Risk mitigation

When risk users choose to mitigate a risk, a risk mitigation task is created. The risk user must provide a plan for how to mitigate the risk and request a review from the risk manager. When the risk mitigation task is in the Draft or Work In Progress state, you can either create more risk-mitigating controls for the risk or add existing controls from the library. The reviewer with the role sn_risk.manager then reviews the plan and selects one of the following options:

- Close
- Revert to draft state and provide additional comments
- Cancel
- Delete

Risk avoidance

When risk users choose to avoid a risk, they provide a plan for how they want to avoid the risk and request a review from the risk manager. The reviewer then reviews the plan and can select one of the following options:

- Close
- Revert to Draft state and provide additional comments
- Cancel
- Delete

Risk transfer

When risk users choose to transfer a risk, they provide a plan for how they want to transfer the risk and request a review from the risk manager. The reviewer then reviews the plan and can select one of the following options:

- Close
- Revert to Draft state and provide additional comments

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Cancel
- Delete

Note:
The risk response workflow is not available for an object assessment.

Risk score rollup in Advanced Risk Assessment

In Advanced Risk Assessment, risk scores are calculated across risk statement hierarchy, entity hierarchy, or a combination of both. These methods enable stakeholders to monitor their risk posture and provide visibility of the overall aggregated risk score.

Before you understand the rollup feature, consider the following points:

- Each entity might have multiple scores based on the different risk assessment methodologies.
- Only the risk assessments in the **Monitor** state contribute to the risk score.
- Each risk assessment methodology might have a different formula to calculate the rollup qualitative score and the rollup quantitative score. The formula is specified in the **Rollup configurations**section in the risk assessment methodology form.
- Whenever the Advanced Risk plugin is activated the risk scores get rolled up.

Risk statement hierarchy

Based on the assessments, the system automatically rolls up the inherent risk scores, the Annual Loss Expectancy (ALE), control effectiveness score, residual risk score, and ALE across the risk statement hierarchy for the selected methodology. This rollup allows the risk managers to monitor their enterprise risk posture.

Entity hierarchy

Like risk statement hierarchy, the system also automatically rolls up the risk scores and ALE values across the entity hierarchy for a risk assessment methodology. This rollup allows the entity owner to monitor the entity's risk posture. The rollups are done using the following formulae:

- Sum
- Average
- Maximum
- Minimum

Entity hierarchy and risk statement

Using the Manage Aggregated Risk report, customers can define additional reporting dimensions on which they want to monitor the risk posture for an entity. For example, if you want to understand an internal fraud related risk for Retail Banking, you can define that reporting dimension and monitor the risk.

Changes in reports and risk rollup method after migrating to Advanced Risk Assessment

To utilize the new rollup score calculation, the risk administrator, with the role sn_risk.admin, must first enable the *`Migrate to Advanced Risk Assessments`* property by navigating to **Advanced Risk Assessment** > **Administration** > **Properties**. This property is not enabled by default.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
It is crucial to note that when you enable the mentioned property, any customizations in the risk overview dashboard will be hidden. Contact ServiceNow for assistance. Also, the following properties in risk are not hidden when you migrate to advanced risk rollup:

- Compare risk tolerance based on
- Compare calculated risk score with

When customers migrate to Advanced Risk, the following reports are hidden from the user's view:

- Aggregated Risk Report
- Exposure by Entity
- Exposure by Risk Statement

In the Risk Overview dashboard, the following tabs are hidden:

- Entity Tolerance Status
- Risk Tolerance Status
- Aggregated Entity Information
- Aggregated Risk Information

Under the Aggregated Risk Report, the following modules are visible that show the rolled up risk scores:

- Aggregation by Risk Statements
- Aggregation by Entities
- Entity by Risk Statements

When you migrate to advanced risk assessment, individual risk score values do not roll up to give you the risk score. Instead, the values from advanced risk assessment are considered. For example, for an entity, in the Entity form, the Risk Rollup and Tolerance section is not displayed. The same applies to any risk statement. Instead, a related list called Aggregated Risk is displayed. The Aggregated Risk related list contains the following values derived from various risk assessments:

- Risk assessment methodology
- Residual rating
- Inherent rating
- Control effectiveness
- Residual ALE
- Inherent ALE
- Contributing risk assessments
- Risk rollup status

Privacy risk management

As users of Privacy Management, you can perform advanced risk assessments with a limited set of features even if you do not have the complete license for Integrated Risk Management.

To prioritize the areas that need attention, risk assessment is performed by various stakeholders and is embedded as part of different workflows in an organization. For example, within Privacy Management, users must be able to identify the assets that pose the highest risks and ensure appropriate levels of controls are implemented to mitigate those risks. To address this need of

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

risk assessment in other business units, a solution is implemented to enable the users of Privacy Management to use the advanced risk assessment capability, with limited features, without buying the Integrated Risk Management license for their risk management needs.

The following are the key points to consider when users use the limited advanced risk assessment for their risk assessments.

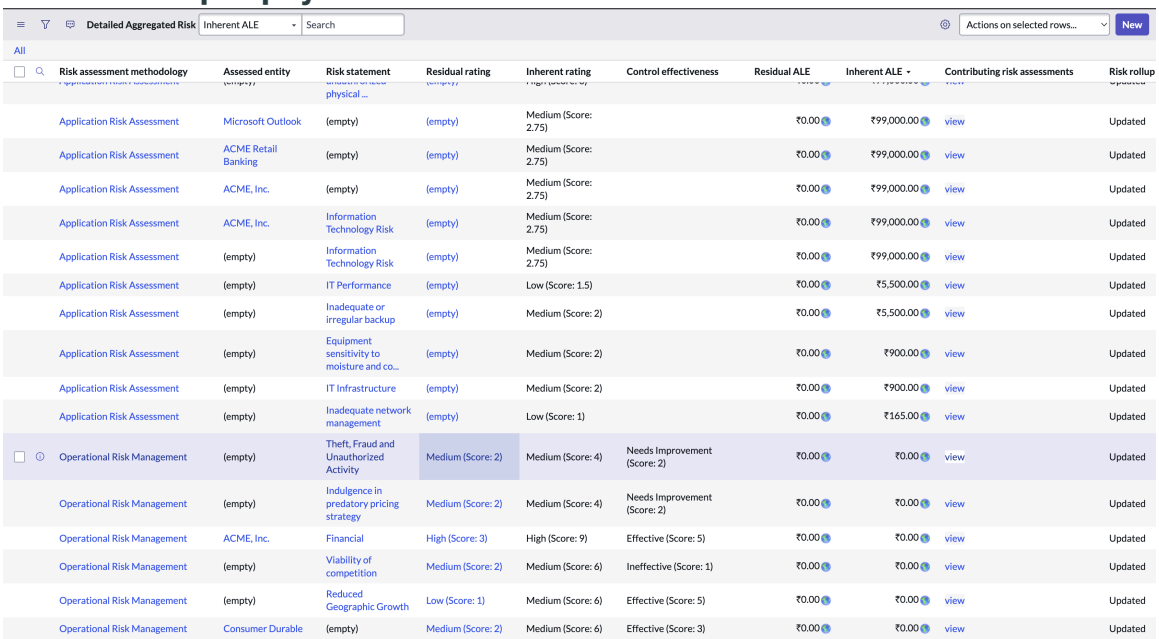
- The lite users of other business units can only have two published risk assessment methodologies.
- Automated factors are available for use.
- Managing risk events and using the risk identification workflow are not available in limited risk assessments.

Risk score rollup in Privacy Management

When users of Privacy Management perform advanced risk assessments, they get the risk scores automatically rolled up.

Starting with version 14.0, users of Privacy Management can perform advanced risk assessments. Risk scores are rolled up when you perform advanced risk assessments. Rolled up scores show the aggregated risk results. The rolled up aggregated scores are displayed on the tables as shown in the following figure.

Risk score rollup display



Risk assessment methodology	Assessed entity	Risk statement	Residual rating	Inherent rating	Control effectiveness	Residual ALE	Inherent ALE	Contributing risk assessments	Risk rollup
Application Risk Assessment	Microsoft Outlook	(empty)	(empty)	Medium (Score: 2.75)		₹0.00	₹99,000.00	view	Updated
Application Risk Assessment	ACME Retail Banking	(empty)	(empty)	Medium (Score: 2.75)		₹0.00	₹99,000.00	view	Updated
Application Risk Assessment	ACME, Inc.	(empty)	(empty)	Medium (Score: 2.75)		₹0.00	₹99,000.00	view	Updated
Application Risk Assessment	ACME, Inc.	Information Technology Risk	(empty)	Medium (Score: 2.75)		₹0.00	₹99,000.00	view	Updated
Application Risk Assessment	(empty)	Information Technology Risk	(empty)	Medium (Score: 2.75)		₹0.00	₹99,000.00	view	Updated
Application Risk Assessment	(empty)	IT Performance	(empty)	Low (Score: 1.5)		₹0.00	₹5,500.00	view	Updated
Application Risk Assessment	(empty)	Inadequate or irregular backup	(empty)	Medium (Score: 2)		₹0.00	₹5,500.00	view	Updated
Application Risk Assessment	(empty)	Equipment sensitivity to moisture and co...	(empty)	Medium (Score: 2)		₹0.00	₹900.00	view	Updated
Application Risk Assessment	(empty)	IT Infrastructure	(empty)	Medium (Score: 2)		₹0.00	₹900.00	view	Updated
Application Risk Assessment	(empty)	Inadequate network management	(empty)	Low (Score: 1)		₹0.00	₹165.00	view	Updated
Operational Risk Management	(empty)	Theft, Fraud and Unauthorized Activity	Medium (Score: 2)	Medium (Score: 4)	Needs Improvement (Score: 2)	₹0.00	₹0.00	view	Updated
Operational Risk Management	(empty)	Indulgence in predatory pricing strategy	Medium (Score: 2)	Medium (Score: 4)	Needs Improvement (Score: 2)	₹0.00	₹0.00	view	Updated
Operational Risk Management	ACME, Inc.	Financial	High (Score: 3)	High (Score: 9)	Effective (Score: 5)	₹0.00	₹0.00	view	Updated
Operational Risk Management	(empty)	Viability of competition	Medium (Score: 2)	Medium (Score: 6)	Ineffective (Score: 1)	₹0.00	₹0.00	view	Updated
Operational Risk Management	(empty)	Reduced Geographic Growth	Low (Score: 1)	Medium (Score: 6)	Effective (Score: 5)	₹0.00	₹0.00	view	Updated
Operational Risk Management	Consumer Durable	(empty)	Medium (Score: 2)	Medium (Score: 6)	Effective (Score: 3)	₹0.00	₹0.00	view	Updated

For more information to understand the rollup of scores, see Risk score rollup in Advanced Risk Assessment.

Manage risk assessment scheduler

Create a risk assessment scheduler and assign it to the risk manager. A risk manager can then identify the entities and the risks within the entities for bulk initiation of risk assessments.

In most organizations, the second line of risk managers coordinates the risk assessments. This second line of risk managers identifies the entities and the risks within those entities for risk assessment. They also identify who must assess the identified risks. This process is like a risk assessment campaign the risk managers must manage until the first line of risk managers reach the level of maturity where this is no longer required and the first line of risk managers can self-assess and report these risks. Because of this cycle of risk assessment, the risk managers

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

are expected to create individual risk assessment scopes and initiate risk assessments. This repetitive activity results in loss of time for risk managers. To address this issue, a new form called Risk Assessment Scheduler has been introduced in the Quebec release. The risk assessment scheduler enables the risk manager to select the:

- Risk assessment methodology
- Entities that must be assessed
- Assessors of the assessment
- Frequency with which the risks must be reassessed.

Based on this information, the system automatically creates the risk assessment scope and initiates the risk assessments for those entities at the defined frequency. All the risks that are mapped to the entity are considered to be in scope for assessment.

The following figure shows the states, the descriptions, and the expected outcomes of each of the actions for the risk scheduler form:

Workflow and actions of the risk assessment scheduler

State	New	Scope Definition	Complete
Description	This is the state of the record when a new risk scheduler record is created.	This is the state when the risk manager defines the scope of the risk assessments which includes the entities, when they should be assessed, and who should assess it.	This is the state when the system bulk initiates the risk assessments for the selected entities to the respective assessors.
Expected Outcome	The user selects the risk assessment methodology for which they need to bulk initiate assessments.	The user selects the entities that must be assessed, the assessor who should assess these risks, and the frequency of reassessment, if applicable.	The system automatically creates the risk assessment scopes for those entities and bulk initiates risk assessment tasks for the respective risks in those entities.
Available Actions	**Define assessment scope –** This is the only action that the user can take in this state. Once this action is taken, the record moves into scope definition state. The entities selected in the next state are filtered based on the risk assessment methodology selected	**Add –** Using this action, the risk manager can add entities that must perform the risk assessment. The list is filtered based on risk assessment methodology. **Change methodology –** This action takes the record back into the new state where the user can change the risk assessment methodology, if required. **Finalize –** After the entities are selected, the assessors are defined. The user can use this action to initiate the risk assessments.	

Related topics

Schedule risk assessments in the Risk Workspace

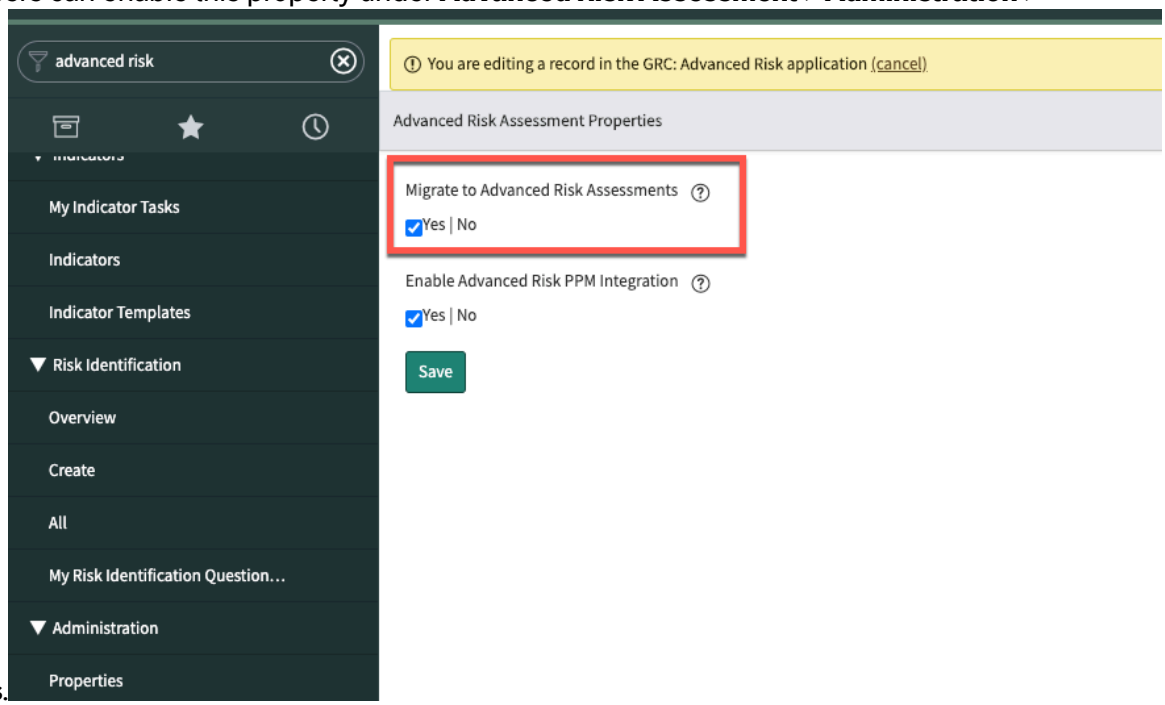
Integration of advanced risk assessments with risks and controls

When customers migrate to advanced risk assessments, the system replaces the legacy risk life cycle and shows a new section called Assessment Summary on the Risk form. This section is useful for the risk managers as it provides the overall visibility of the assessment results.

Migrating to advanced risk assessments is useful for the risk managers as they can view the risks that need immediate attention. To migrate to advanced risk assessment, a new property called *`Migrate to Advanced Risk Assessments`* is introduced in the Quebec

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

release. Users can enable this property under **Advanced Risk Assessment** > **Administration** > **Properties**.

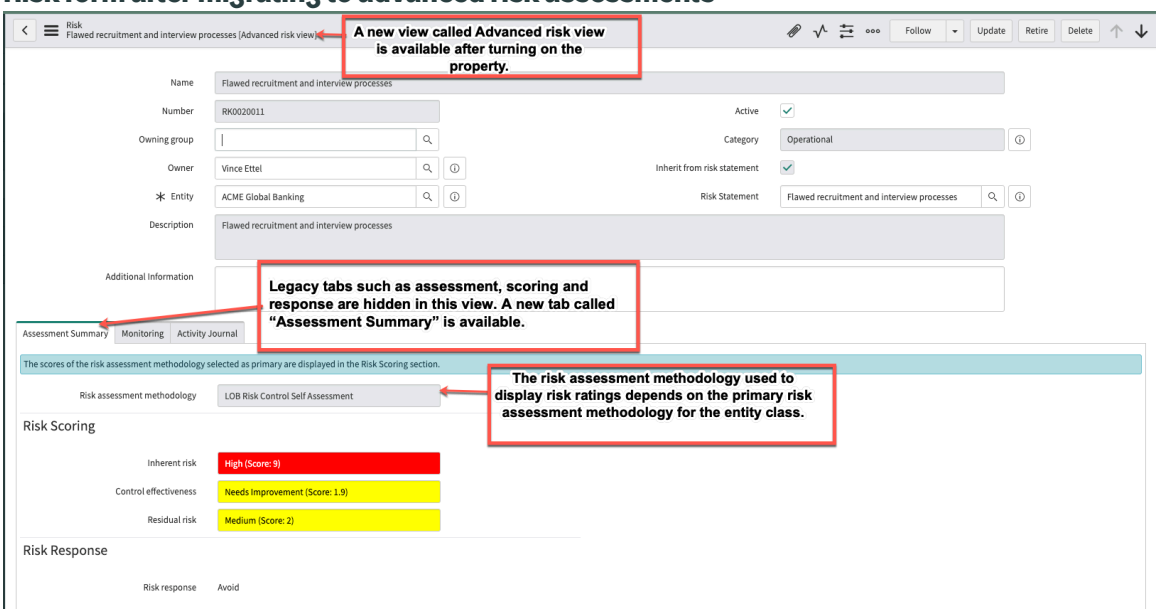


When users enable this property, they completely migrate to the advanced risk assessment and do not use the old risk management. This migration affects the following forms:

- Risk
- Entity
- Risk Statement

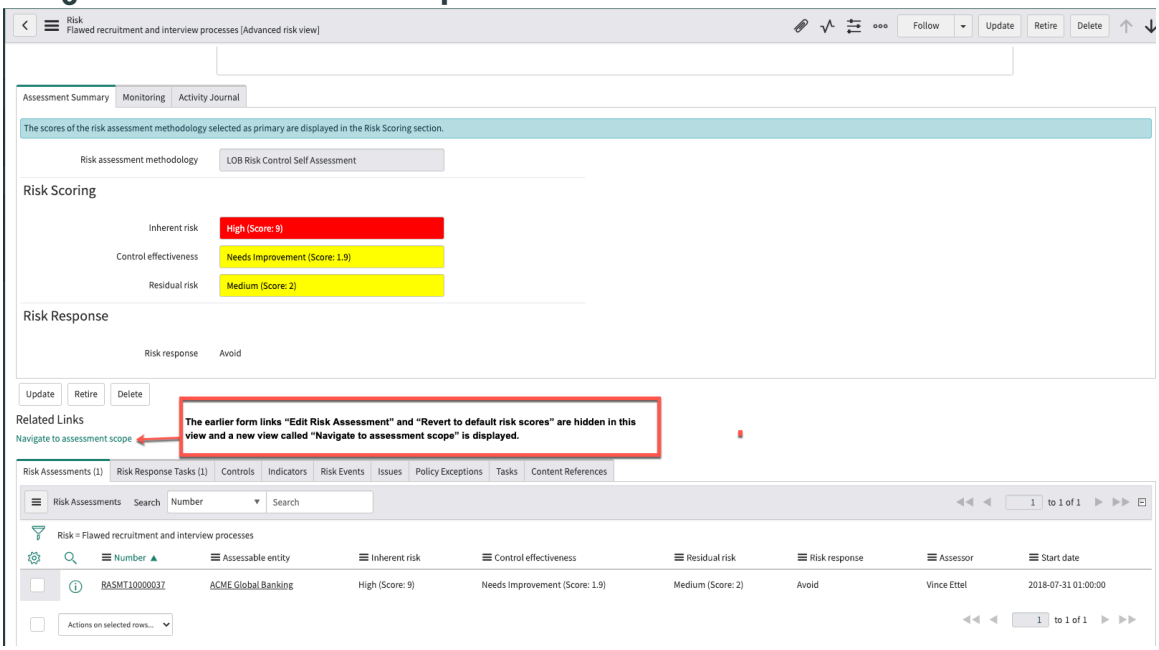
When users migrate, the system then removes the legacy risk life cycle, scoring, assessment, and response sections on the risk form. Instead, a new section called Assessment Summary is available where the risk assessment scores are displayed along with the risk response. If there are multiple methodologies used for risk assessment, the system detects the default methodology for the selected entity class and displays those scores in this field. The primary risk assessment methodology can be defined in the risk assessment methodology form.

Risk form after migrating to advanced risk assessments



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Navigation to risk assessment scope



Similarly, for controls, the control effectiveness values are updated if individual assessment of controls is performed.

On the Entity form, the aggregated risk scores are displayed from the primary risk assessment methodology. The old tabs displaying the legacy risk scores are hidden from the user's view.

On the risk statement form, fields like assessment, framework, and scoring are hidden. The corresponding old links for pushing risk scores and so on are also hidden from the user's view.

Risk appetite and tolerance in Advanced Risk

You can define a risk appetite and tolerance within your organization by using the Advanced Risk application. A risk appetite and tolerance enable your organization to define the boundaries for acceptable and unacceptable risks.

Overview of a risk appetite

A risk appetite is the amount of risk that an organization is willing to take to achieve its strategic objectives.

A risk appetite can be defined in qualitative (numerical scale and ratings) and quantitative (absolute dollar) terms. For example, let's say that a lending institution provides a loan to some small scale industries. The lending institution has defined 5 percent as their target non-performing asset (NPA) for the current fiscal year.

Note:
A non-performing asset (NPA) is a loan or advance for which the principal or interest payment remained overdue.

Therefore, the risk appetite of the institution is 5 percent.

Benefits of using a risk appetite

The benefits of having a risk appetite for your organization are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Provide better guidance to your first line of employees to implement risk management in specific areas of your business.
- Take risks within your organizational expectations and define and manage actions when there's a breach.
- Assess the risk status that is based on the defined risk appetite and prioritize the risks that require attention.
- Assess all possible risks and define the boundaries for acceptable and unacceptable risks.
- Monitor your risk exposure and ensure that it's consistent with your risk appetite. You can also track any unacceptable risks.
- Initiate a risk mitigation plan based on the risk appetite status.

Overview of risk tolerances

A risk tolerance is the standard deviation from the defined risk appetite that an organization can withstand without risking the organization's objectives and goals.

Setting up a risk appetite and tolerance

A risk administrator can configure and set up a risk appetite for your organization in the Advanced Risk application. For more information, see Risk appetite setup.

Target risk assessment in Advanced Risk

You can perform a target risk assessment to define your desired future risk level using the Advanced Risk application. The target risk assessment enables you to assess your target risk posture and monitor progress toward its achievement.

Overview of a target risk assessment

A target risk assessment is an assessment type to define the desired risk level the organization want to achieve in the future. By evaluating the desired level of likelihood and impact of identified risks, organizations can establish target risk levels for each risk.

For example, when assessing a risk, organizations consider various aspects such as inherent risk, the effectiveness of controls, and residual risks. However, it's equally important to capture the desired risk level that will be attained after the risk response is implemented. The target risk represents the optimum level of risk that you aim to achieve after your action plan is successfully executed. It enables you to measure the benefits your organization gets in relation to the cost of implementing those actions.

Setting up a target assessment

A risk administrator can configure and set up a target risk assessment for your organization in the Advanced Risk application. Risk administrator can enable the option for assessing a target risk on the Risk assessment methodology (RAM) form. For more information, see Configure a target assessment.

Important:
You can enable target risk assessment for existing published RAMs. However, after you enabled, it can't be turned off. Additionally, target risk assessment can only be conducted for new assessments and not for assessments that are already in progress.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessing a target risk

Assessors can analyze the future state of the risk based on the defined factors, scoring logic, and rating criteria in the RAM form. Assessing the future state of risk is a structured process that shares similarities with inherent, control, and residual assessment types. Based on the target risk profile, the system also computes the future risk appetite status. It enables assessors to analyze if the target risk profile is in line with the risk appetite or not. Risk approvers can review the target risk rating and the future appetite status and approve them. Target risk assessment can be performed for both risk and object-based assessments. However, if it's object-based, the future appetite status isn't computed and displayed. For more information, see Perform advanced risk assessment in the Risk Workspace.

Important:
If target risk assessment is enabled for a methodology, the risk or object can only be assessed in the next experience.

Reporting a target risk

On the heatmap, you can view the target risk profile, which provides a comprehensive understanding of the inherent, residual, and target states of the risk. When the risk assessment criteria are shared, you can analyze the risk movement from inherent state to residual state and then to its target state. By using the risk trend capability, you can assess risk changes over the past five periods to determine if it's moving in the desired direction. For more information, see Risk heatmap workbench.

Manage risk events

Risk events are potential or actual financial and non-financial losses, near misses, and gains that occur within an organization. Risk events are also known as loss events or loss entries.

To effectively manage risks, it's essential to monitor risk events. You must relate them to existing risks, perform a root-cause analysis, and track the remedial tasks. Organizations use risk events to understand their losses and to manage their risks more efficiently. Risk events do not only lead to losses. At times, risk events also result in gains for an organization. For example, in the banking industry, if there's an error in a trading algorithm, it might result in a gain for an organization.

Any employee can report a risk event. After a risk event is reported, it is analyzed by the risk manager.

Risk events can be of two types:

Internal risk events

Events that occur within your organization.

External risk events

Events that occur in other organizations but are shared with the industry to ensure that other organizations can prevent them.

You can create a risk event using either the Service Portal or your ServiceNow instance. Risk events provide the following:

- Concrete data that enables you to better quantify and validate existing risks.
- Visibility into new risks because risk events often recur.

You can view the risk events dashboards by navigating to **Risk Events** > **Overview**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For information on how to configure risk event integration in the Risk Workspace, see the Risk event integration in workspace [KB0966898] article in the Now Support Knowledge Base.

Related topics

Risk events life cycle

Risk events life cycle

After a risk event is created, the event goes through a life cycle where risk managers analyze it and send it for approval.

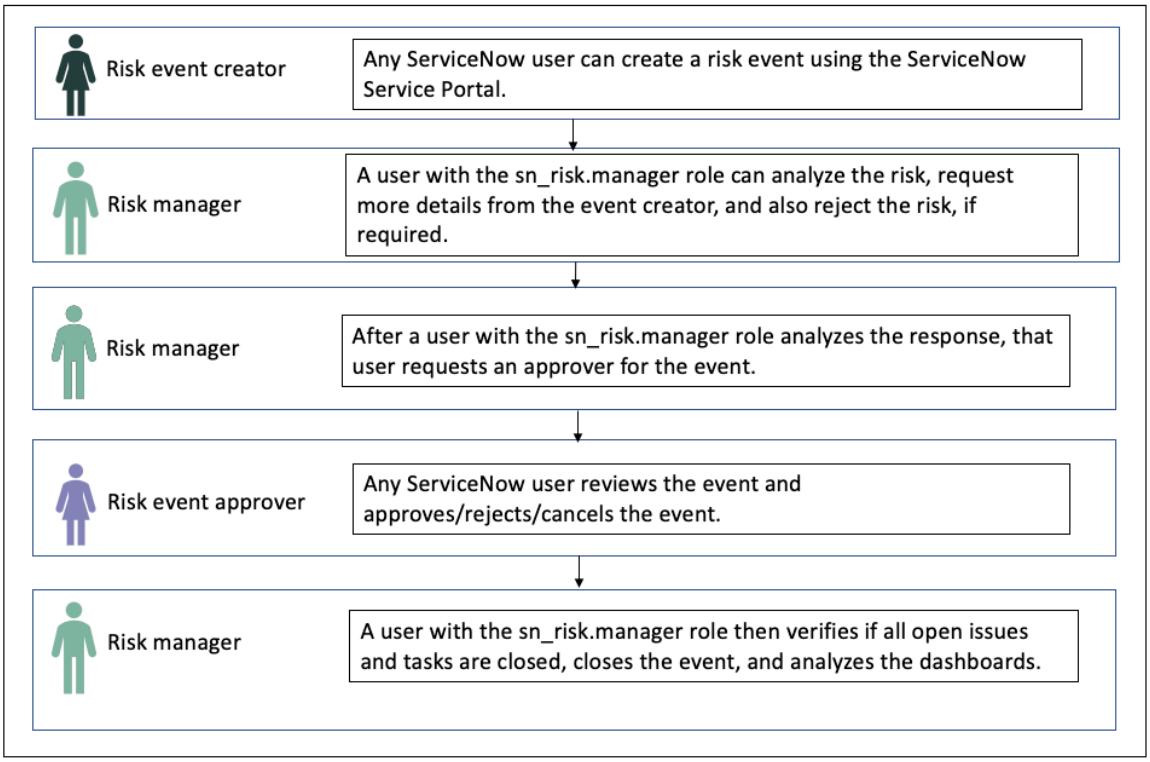
The life cycle for risk events goes through the following stages:

1. Creating a risk event: A new event is reported by a business user. The event is pending validation by the event owner or risk manager who has the sn_risk.manager role.
2. Analyzing the risk event: The risk manager analyses if the event is legitimate and adds all the important information such as the event's loss entries, approvers, the root cause of the event, and the preventative and remedial action for the event. In this state, additional information can be requested from the event creator. You can then create an issue to ensure that similar events do not occur in the future. The issues are assigned to the respective issue owners who can then either accept the issue as is or create a remediation task.
3. Awaiting approval for the risk event: After all the data is entered and validated, the risk manager may request that the event be approved. The need for approval is determined by the loss threshold defined by the organization. For example, your organization may decide that if a risk event leads to a loss of $100000, then it must be approved by the senior risk management teams. Each event might go through several rounds of approval.
4. Approving, rejecting, or canceling a risk event: After the event is approved, the risk manager ensures that the issues created for the risk event are closed and that the root-cause analysis (RCA) is complete before the event is closed. At this stage, the approver can also choose to reject or cancel the event with adequate reasons.
5. Closing a risk event: After a user with the sn_risk.manager role is certain that the event has been captured and that the RCA has been completed, the event coordinator can close the risk event. If a risk event has open issues and tasks, then the risk event cannot be closed until the associated issues and tasks are closed.

The risk events workflow is summarized in the following figure:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk events workflow



Related topics

Create a risk event in the Risk Workspace

Relationship between risks, risk events, and risk statements

Relating risk events to risks and relating a risk statement to a risk is important for all organizations that use the Risk Management application. Properties to enable these relationships are provided under *`Risk Event Properties`* and Risk Management properties.

Relationship of risk events to risk

Consider relating risk events to risks if you use the Risk Management application. This relationship provides data for future risk assessment and is also useful for accurate reporting. For example, if the management of an organization wants to know the total loss incurred due to internal fraud, it can only be reported if all the risks are related to the internal fraud risk event. To relate risks events to risk, set the *`Make risk event to risk relationship mandatory`* property to Yes. By default, this property is not turned on.

Relationship of risk statement to risk

Consider relating each risk statement to a risk. Establishing this relationship prevents the creation of orphan risks. An orphan risk is a risk that does not have a corresponding risk statement associated with it. For example, if all the business units within an organization understand the risk of employee attrition in different terms, it is difficult for the organization to maintain comprehensive data on the risk of attrition. It is easier if the risk statement of Employee Attrition is attributed to all events that relate to this risk. Establishing the relationship between a risk statement and a risk is vital for correct reporting and prevention. To relate risks to risk statements, set *`sn_risk.risk_statement_mandatory`* to True.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Add Basel categories to risk statements

The Basel categorization is specific to the banking industry. This categorization helps customers comply with the Basel regulations by automating their loss event reporting. This particular setting enables the users to view the Basel Dashboards. The Basel Dashboard shows the number of loss events and net loss based on the Basel business lines and categories. Enabling this setting enables the users to view the Basel categorization tab where users can select one of the following Basel categories that apply.

- Internal fraud
- External fraud
- Employment practices and workplace safety
- Clients, products, and business practice
- Damage to physical assets
- Business disruption and system failures
- Execution, delivery, and process management

For more information, see Properties installed with Advanced Risk and Properties installed with Risk Management

To enable Basel categorization, set *`Show Basel attributes and reports`* to **Yes**.

Risk event response template

The risk event response template automates the process of adding approvers, issues, and owners to a risk event. This automation is based on the conditions defined in the template.

The risk event response template provides these primary benefits:

- reduces the need for human handling of risk events during risk event creation.
- automatically defines the risk event life cycle and how users respond to that risk event.
- saves time with a predefined template.

For example, consider that a health and safety risk event has occurred. If the template is defined, the template can be used to assign the event to the person responsible for health and safety. The template facilitates the automatic assignment of risk events by enabling you to choose event types, entities, categories, and so on.

Users can define the threshold amount for risk event approvers. The threshold is defined based on the risk appetite of the customers. For example, an organization decides that a risk event resulting in a loss of $1000, does not need an approver. This threshold of $1000 can be defined in the template. If the organization determines that any amount greater than $1000 dollars needs approval, the template can automatically assign an approver.

You can define the template for any entity. All the child entities of the parent entity inherit the rules defined in the risk event response templates. Defining a template saves the time and effort required to define the rules for each entity separately.

For more information on how to set up risk event ingestion, see KB0780985 article in the Now Support Knowledge Base.

Associate similar risk events

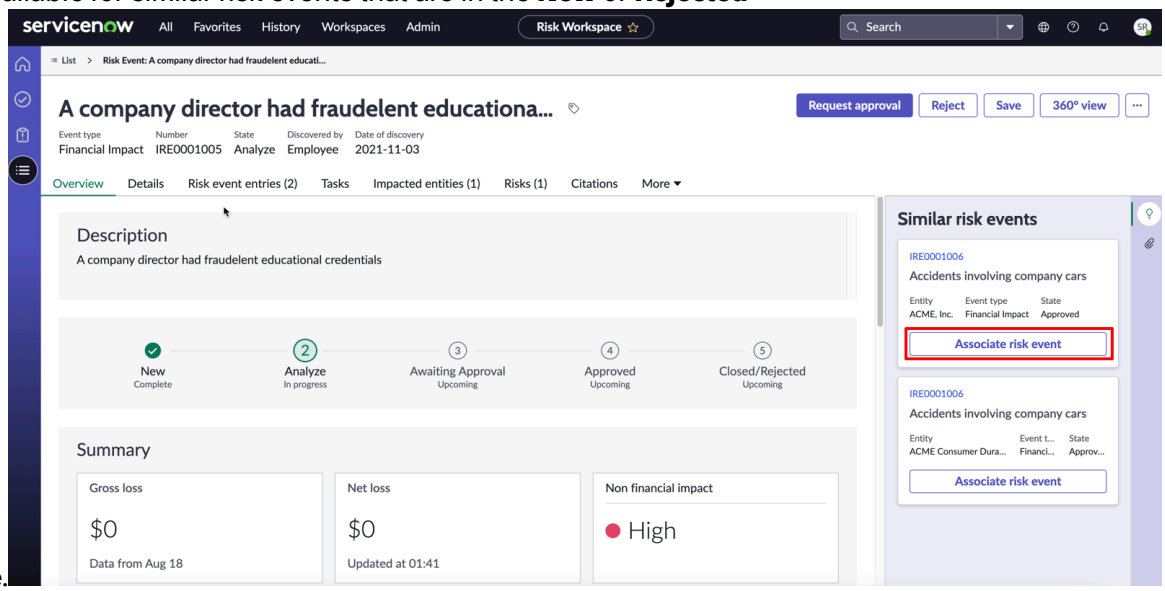
Train a similarity solution definition that uses machine learning by activating the Governance, Risk, and Compliance: Predictive Intelligence plugin. The solution enables the system to display similar risk events automatically.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Governance, Risk, and Compliance: Predictive Intelligence plugin uses Artificial Intelligence (AI) and Machine Learning (ML) to manage the risk events more efficiently. You can identify similar risk events and group them to capture and analyze the actual impact of the risk event.

For example, in an organization with operations in multiple locations, the risk event teams across different locations may be working on similar types of risk events. This challenge results in duplicate efforts to manage the risk events within the organization. This capability reduces the manual effort in managing similar risk events and improves overall organizational efficiency.

You can associate similar risk events only when the main risk event is in the **Analyze** state. Also, the Associate risk event button is unavailable for similar risk events that are in the **New** or **Rejected** state.



The platform machine learning administrator (ml_admin) can create a solution definition and modify an existing one. You can navigate to **Risk Events** > **Administration** > **Properties** to update the risk event property with the new solution definition name.

Business process management

A business process is an activity or a set of activities that can accomplish a specific organizational goal.

A business process is anything that happens within your organization and that has a well-defined start and finish. Examples of business processes in the banking industry are the customer onboarding process and the credit check process. Because each business process is unique, they may have different levels of criticality and impact. Business processes must be managed with a comprehensive life cycle. They may also have different risks and different controls that must be identified. With the Quebec release, the creation of a business process is enhanced. As an enterprise architect or a service owner, you can do the following:

- Define a new business process.
- Manage the life cycle of the process.
- Define the owners of the process.
- Define the relationship of the new process to a specific process, such as if the new process is a parent process or a child process.
- Define the business impact and the criticality of the process.
- Review the process periodically for improving efficiency.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Life cycle of a business process

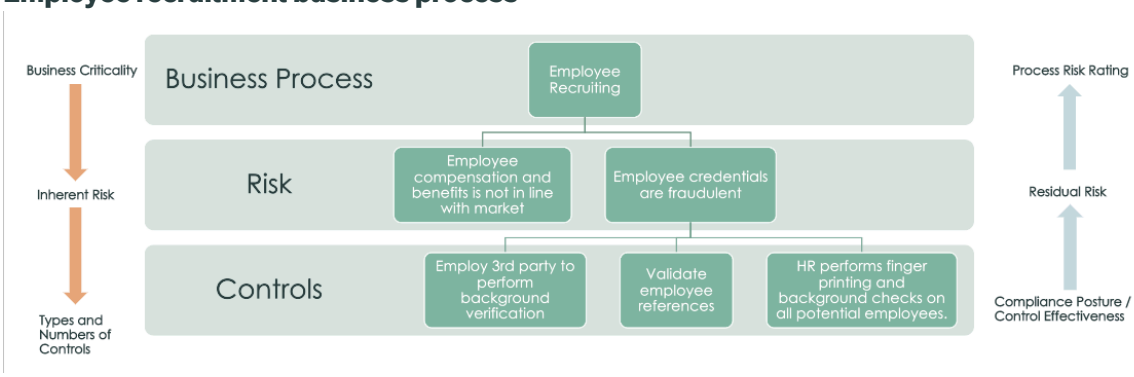
The life cycle states of a business process are as follows:

1. **Draft**: This state is the default state when a business process is created and its relationship to various risks and controls is defined. If no reviewers are selected to review the process, then the process is directly published.
2. **Review**: If reviewers are selected, the process is sent to the reviewers before it is published.
3. **Published**: After the review is complete, the process is published.
4. **Retired**: The process is no longer required.

> **Note:**
> Even when a process is Retired, it stays in the system for audit purposes.

The following image shows an example of how to define a business process, such as employee recruitment. You can define the relationship of the process with the associated risks and controls. You can also determine how associating the risks and controls helps to derive the risk rating of the process.

Employee recruitment business process



Related topics

Create a business process

Exploring the entities

Entities are one of the most fundamental and crucial elements for using Governance, Risk, and Compliance. Entities can be people, processes, departments, applications or objects that are examined for risks.

To effectively maintain the risk universe of your organization, we recommend that you define entity types, entity classes, and entity tiers. A risk universe refers to a list of risks that your organization either faces or might face in the future. The list contains a description of each risk's criticality and frequency. Entities are used within all offerings of GRC such as GRC: Policy and Compliance Management, Audit Management, and GRC: Regulatory Change Management.

Entities in GRC

In Governance, Risk, and Compliance, an entity can be a person, process, department, application, or object, whose exposure must be managed. These entities have controls that are defined to view the status.

To understand entities, consider the following example. Assume that you're a new GRC user and you want to implement a change management process to all your critical financial systems. All the systems can be considered as individual entities. Map all the systems to an entity class

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

called Financial. Have an entity type filter for critical financial systems to determine the systems that are identified as critical.

The primary benefit of creating entities is that you can maintain accountability because each entity has an owner. To understand this benefit, assume that you want to configure all the servers in a new way. After you finish the configuration, you perform an audit and then discover that only one server failed to comply with the new configuration. If you had not defined all the entities, then the entire audit result would have been deemed as failed. But because you have the entities defined, then only the non-compliant server entity and its identified owner are held accountable instead of all the servers.

Having defined entities ensures that the entity owners can be identified and that appropriate controls can be applied to those entities. It also helps in tracking the entities that are non-compliant. Any entity that has child entities can be said to have downstream entities. Any entity that has parent entities can be said to have upstream entities.

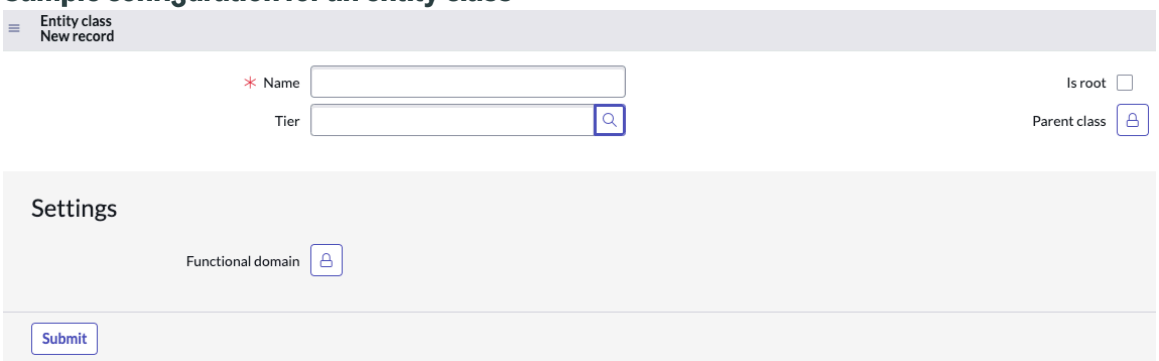
When a source record linked to an entity filter is created, an entity is automatically generated in GRC. If the source record name changes after the entity is created, the entity name updates to match the source record name. This behavior is controlled by the Sync Entity name with source record check box. When selected, the Name field becomes read only and stays in synchronization with the source record. Clearing the check box enables you to manually override the entity name.

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

Entity classes

Entity classes are used to add a conceptual information about the entity or tag the entity. To understand the concept of entity class, consider the following example. A company has office branches in three cities. The office space is considered as an entity and the entity class for these entities would be the location. You can create an entity class by associating it with an entity tier as shown in the following example.

Sample configuration for an entity class



Entity class rules

Entity class rules help to assign classes to the entities at the table level. Any new entity created on the table gets that entity class automatically. Entity classes are used to tag your entities.

When you create an entity over a specific table, the class associated with that table automatically gets assigned to the entity. You can set a new entity class rule for a table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

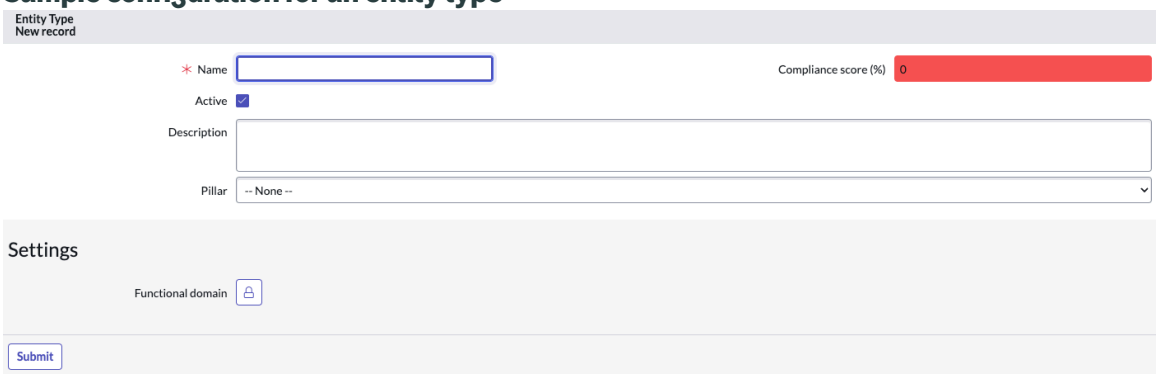
Entity types

An entity type is a grouping of entities that is based on filtering. Entity types enable you to find and create entities that match a set of filter conditions. Hierarchy can be created within the entity classes.

Entity types also enable you to create risks and controls for each entity without spending much time. For example, an organization can have multiple departments, such as finance, HR, or IT. All these departments can be considered as entities and can be grouped under the entity type called Departments.

You can create an entity type by associating it with the core business pillar such as Technologies or Facilities as shown in the following example.

Sample configuration for an entity type



Entity tiers

When you create entity tiers, you apply a level or hierarchy to the entity classes. This level applies to all the entities in those entity classes. Entity tiers enable you to select and view the status of the most critical items in the business as shown in the following example.

List view for an entity tier



Name	Label	Domain	Tier level
application	Application	global	20
business	Business	global	10
it_asset	IT Asset	global	30

Entity types in GRC

Entity types enable you to find and create entities that match a set of filter conditions. Entity types also enable you to create risks and controls for each entity without spending much time.

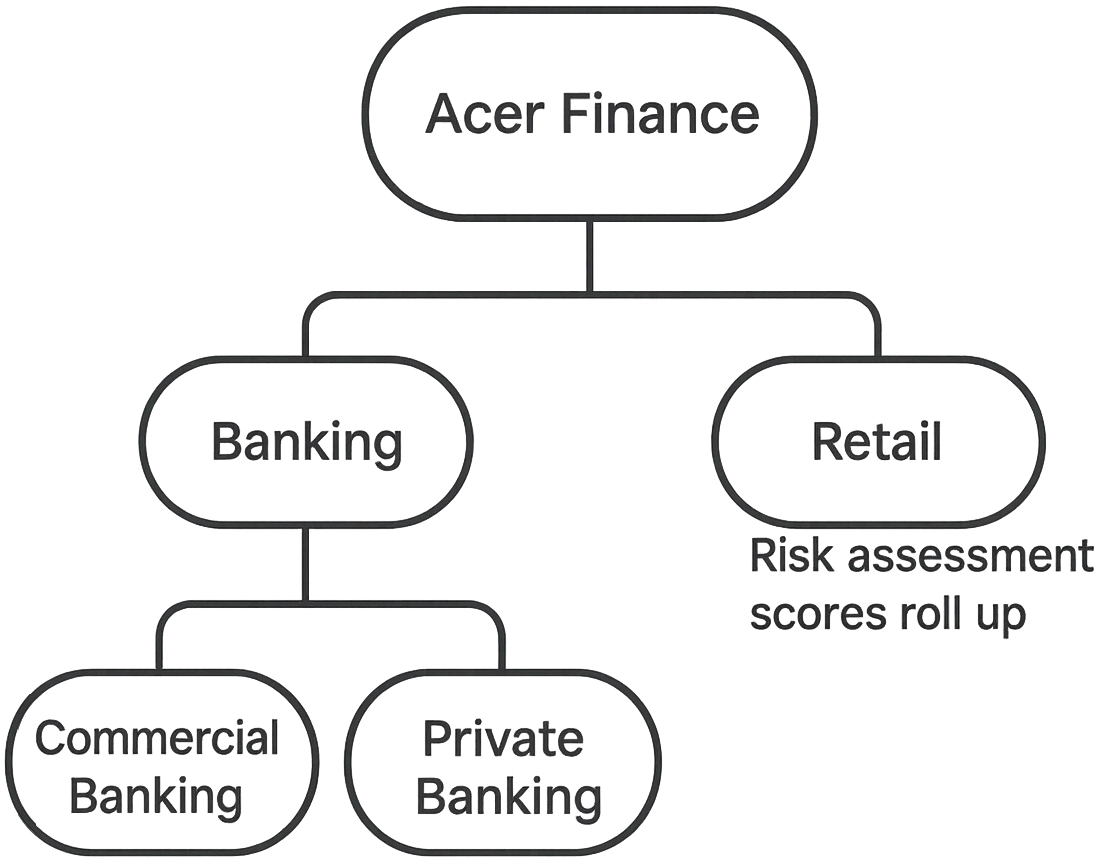
An organization can have multiple entities. Each of those entities can have several risks and controls associated with them. The conventional method for mapping each risk with each entity was by using multiple spreadsheets. This method is not the most accurate or reliable method because the risks and controls exist in silos and a standard risk taxonomy is not created. A risk taxonomy is a comprehensive, common, and stable set of risk categories that are used within an organization. When you create entity types and associate risk statements to them, the risks are automatically created for all the entities. The association is done via your risk taxonomy. The benefit of creating entity types is that it eliminates the need for maintaining multiple spreadsheets with the associated risks and controls for each entity. By applying entity types, you can quickly create entities by using the entity filters that are present within the entity types. Entity types can contain entities associated with different classes.

For example, an organization can have multiple departments, such as finance, HR, or IT. All these departments can be considered as entities and can be grouped under the entity type called Departments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Grouping entities also helps in rolling up and aggregating the risk scores after risk assessments are performed. To understand how grouping entities contribute to rolling up the risk scores, consider the following example. Assume that there's a banking organization called Acer Finance. Acer Finance has two business lines: Banking and Retail. The Banking division has further subdivisions such as Commercial Banking and Private Banking. The risk assessments are generally performed at the bottom-most level. In this example, the assessment is performed at the Commercial Banking and Private Banking levels. The reporting, however, is done at the top-most level. This means that the risk assessment scores of Commercial Banking and Private Banking will roll up and aggregate at the Banking level. Similarly, the scores of the Banking and Investment will roll up to the Acer Finance organization level.

Graphical representation of the example



Related topics

Entity classes in GRC

Entity classes in GRC

Entity classes are used to tag your entities and to provide a complete view of the risk status in your organization.

Entity classes are tags. After tagging the entities, you can gather data based on entity tags. To understand the concept of entity classes, consider the following example. Assume that the Chief Risk Officer (CRO) of your organization wants to see the risk status of all the business applications across all the divisions in the business. As a risk analyst, you can show the CRO the dashboard for the **Business Applications** entity class.

For more information on how to create an entity class, see Create entity class using the GRC: Workbench.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

Entity tiers in GRC

Entity tiers in GRC

By creating entity tiers, you can prioritize the entity classes.

When you create entity tiers, you apply a level or hierarchy to the entity classes. This level applies to all the entities in those entity classes. Entity tiers enable you to select and view the risk status of the most critical items in the business. Consider the following example. Assume that the Chief Risk Officer (CRO) of your organization wants to see the risk status of only the most critical financial business applications. If you have created a hierarchy or set of tiers for the entities, then you can filter the tier 1 entities and present the required data. Each entity class can belong to only one tier.

By creating entity tiers, you can better understand how your lower tier entities affect your higher tier entities. For example, assume that you created the entity hierarchy where Business is tier 1, Application is tier 2, and IT asset is tier 3. Therefore, the risks of the entities of tier 3 affect the entities of tier 2 and that in turn affects tier 1. This roll-up or aggregation provides accurate risk scores.

Manage risks, risk statements, and risk frameworks

The risk library contains all risk frameworks and risk statements. Risk frameworks are used to group risk statements into manageable categories, while risk statements group the individual risks. The risk register is the central repository for all potential risks that could occur at any time, anywhere in the organization.

Assess risks and develop risk statements

Assessing risk means identifying and analyzing the threats and vulnerabilities that could adversely affect your organization's business objectives. Risk is a function of the likelihood of a given threat exercising a particular potential vulnerability, and the resulting impact of that adverse event on the organization. By identifying your risks and the impact and likelihood of those risks occurring, your organization can prioritize control testing and remediation activities. It also helps you understand the true business impact when a control fails.

A good risk statement should answer:

- What could happen?
- How could it happen?
- Why do we care?

Workflow of a risk using Advanced Risk

When you migrate to advanced risk assessment, you can view the various states of the risks take the necessary actions. This ability simplifies your view of the risk form.

When your risk administrator enables the *`Migrate to Advanced Risk Assessments`* property located under **Advanced Risk Assessment** > **Administration** > **Properties**, the life cycle of the classic or legacy risks undergo a change. You can also initiate a risk assessment directly from the risk form.

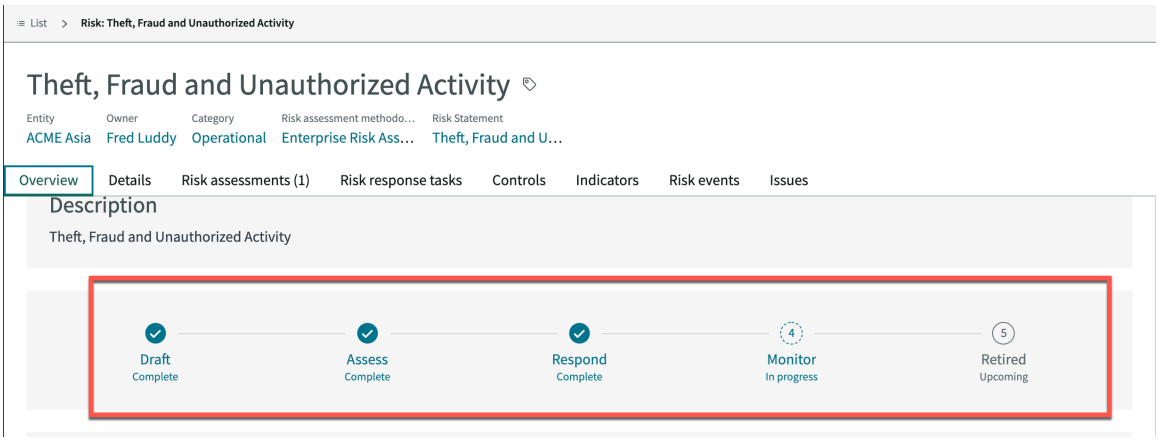
Note:
Once you enable this property, you cannot disable it.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Prior to version 14.0, when the *Migrate to Advanced Risk Assessments* property was enabled, the risks were only classified as either active or inactive. Starting with version 14.0, as a risk owner, when you enable Advanced Risk, you can view the following states of your risks.

1. Draft
2. Assess
3. Respond
4. Monitor
5. Retired

States of a risk with advanced risk assessment



All the states and the actions available for each state are explained in the following table.

State	Description	Actions available
Draft	This is the state of a risk when a risk is created by the second line of defense or identified by the first line of defense. The objective in this state is to map and identify the risk pertaining to your organization. If you modify the entity or the primary risk assessment methodology (RAM) for a risk, the state of the risk gets updated based on the primary RAM's latest assessment.	• **Save** • **Assess**: Pushes the workflow and initiates the risk assessment. • **Monitor**: If you do not want to assess the risk but want to monitor the risk. • **Retire**: The risk is retired along with all underlying risk assessment and risk response. • **Navigate to assessment scope**: Shortcut to risk assessment scope. The primary risk assessment methodology is passed. • **360 degree**: View the complete 360-degree relationships for the risk.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

State	Description	Actions available
Assess	This is the state of a risk when advanced risk assessment is initiated and being performed. If there is a response strategy, then the risk moves to the Respond state otherwise it moves to the Monitor state once the assessment is completed.	• **Save** • **View assessment**: Navigates to the actual risk assessment form. • **Cancel assessment**: If you want to cancel the current assessment. The respective risk assessor is notified about the canceled assessment. • **Return to draft**: Cancels the current assessments and returns the risk to the previous state. • **Retire** • **Navigate to assessment scope** • **360 degree**
Respond	This is the state of the risk when the risk response task is in progress. Once the risk response task is closed, the risk is automatically moved into the Monitor state	• **Save** • **Assess**: Pushes the workflow back in the workflow. The in-progress risk response task would be canceled. • **Retire** • **Navigate to assessment scope** • **360 degree** • **Return to draft**
Monitor	This is the state of the risk when the risk has been assessed and the response task is closed. If KRIs are defined (through Metrics), they are executed to monitor the risk.	• **Save** • **Assess**: Moves the risk back to Assess state and initiates the risk assessment. • **Retire** • **Navigate to assessment scope** • **360 degree** • **Return to draft**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

State	Description	Actions available
Retire	This is the state of the risk when the risk is no longer valid but the organization wants to keep a system of record for audit purposes.	• **360 degree** • **Activate**: Reactivates the risk and moves it back to Draft state. • **Navigate to assessment scope**.

Manage risks linked to the same risk statement

You can create and associate multiple risks to the same risk statement and entity combination. This association benefits the risk managers and the entity owners.

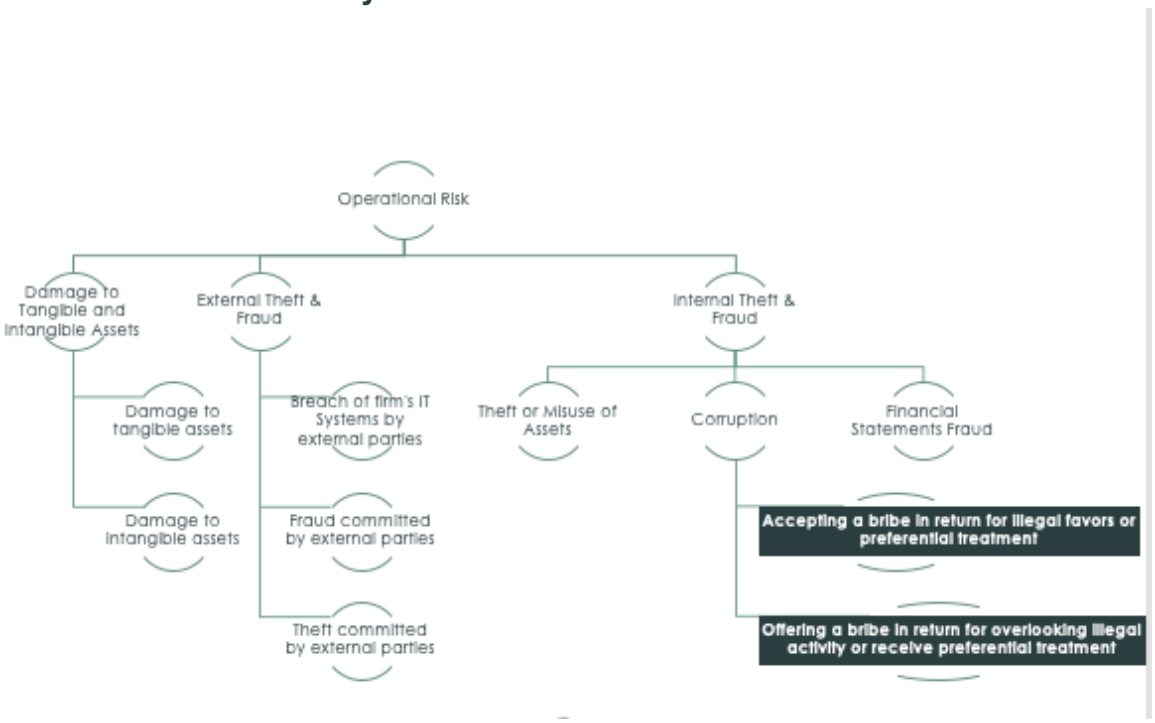
Before the latest release, users could only associate one risk for a single entity and risk statement combination. This ability was useful for customers who have a mature risk program with a well-defined and standardized risk taxonomy. However, it did not meet the requirements of customers who do not have a standardized risk taxonomy. Such customers usually have only two or three levels of risk statement hierarchy while their actual risks are still local for each business unit or lines of business. Also, when the first line identifies new risks, they associate those risks to an enterprise risk hierarchy. This allows the new risk scores to aggregate and impact the overall risk hierarchy. With the current release, a new option called **Inherit from risk statement** is introduced on the Risk form. If this option is selected, the risk creation happens in the previous manner. This means that there can be only one instance of risk statement and entity combination. However, if this option is not selected, the system allows the risk statement hierarchy to be used as categorization and sub-categorization hierarchy and associates multiple risks to the same risk statement and entity combination. This option also enables the first line to associate their newly identified risks to the risk hierarchy at a level they want to. When this new option is not selected, the system assumes that the name and description of the risk is overridden and must not be the same as the risk statement name and description.

This feature benefits the risk manager as it allows the risk managers to define the risk taxonomy according to the needs of their organization. It also benefits the entity owners to identify risks for their entity and link them to enterprise risk taxonomy.

To understand this feature, see the following image and consider the example. Most customers have risk statements defined until Corruption. Anything lower than Corruption such as accepting a bribe is defined as a risk as it is difficult to harmonize these risks across the organization. This feature of linking multiple risks to the same risk statement and entity enables customers to prevent the creation of orphan risks with no one acting on them.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New risk statement hierarchy



Risk hierarchy and scoring

Starting with New York, risk managers can create hierarchies that include different types of risk (operational risk, IT risk, or strategic risk). Once the underlying risks are assessed, the risk scores are automatically rolled up across the risk statement hierarchy, providing better tactical and strategic decision-making.

Risk Hierarchy

Risk managers and administrators create and view hierarchies on the risk statement form:

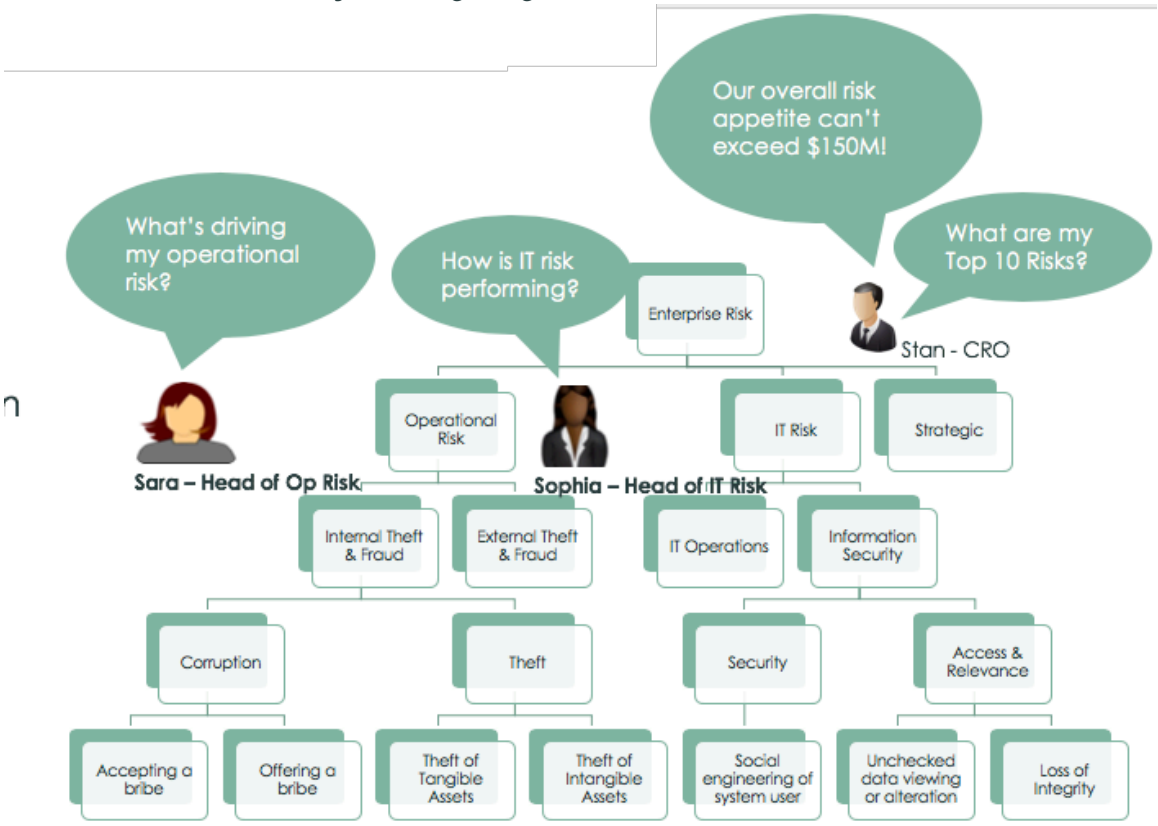
- Define a parent risk statement using the **Parent** field
- Add children risk statements using the **Risk Statements** related list

Note:
Risk users can view the hierarchies established by the managers and administrators.

Depending on the risk areas, different people in the organization own and manage their own risks. However, top-level risk scores take into account the score of all the risks below it. Therefore, managing all the different risk areas in a central location provides an integrated view of your organizations total risk posture.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Hierarchical risk taxonomy showing integrated view of risk



Translate quantitative risk scores to qualitative values

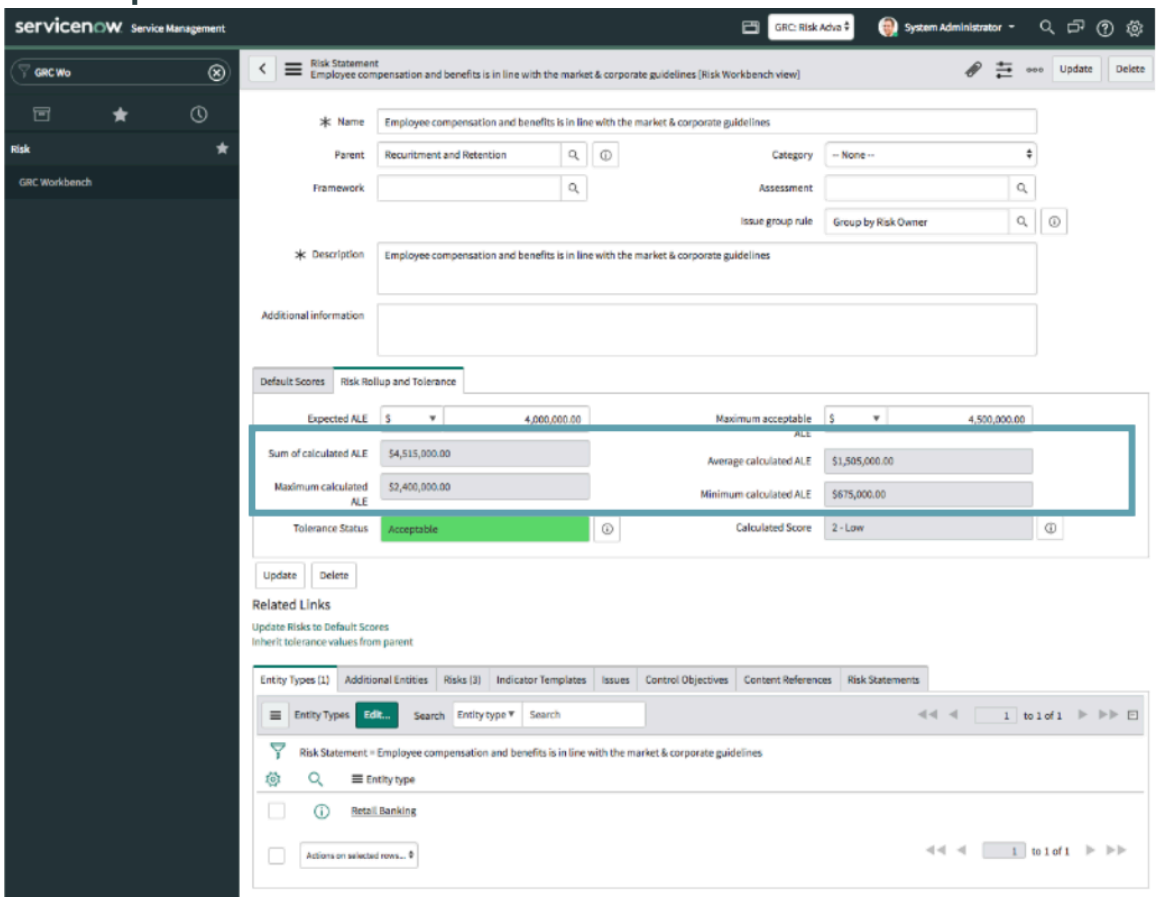
The **Tolerance Status** and the **Calculated Score** are based on the Calculated Annual Loss Expectancy (ALE) of the underlying risks:

- Sum of calculated ALE
- Average calculated ALE
- Maximum calculated ALE
- Minimum calculated ALE

Note:
Only risks in the **Monitor** state can contribute to the risk statement scores.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Rollup and Tolerance tab



Association of entities at any level of a risk statement

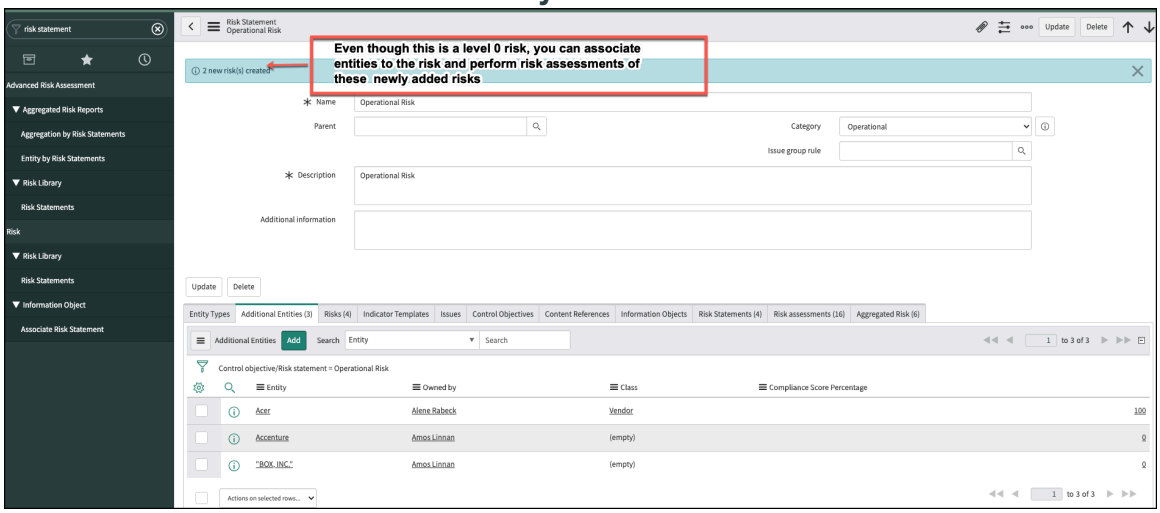
You can associate entities, entity types, and indicator templates, at any level of the risk statement hierarchy. Creating this association is useful for risk managers while assessing risks.

All organizations maintain a standardized risk taxonomy. This taxonomy is organized into hierarchies and sub-hierarchies that enable the right level reporting of risk to the appropriate stakeholders. Also, depending on the user who is assessing the risks, the level at which the risk may be assessed is different. For example, enterprise risks are assessed at the top level while detailed risk and control assessments are done at the bottom-most level of the risk hierarchy. With the latest release, users can now associate entity types or entities along with indicator templates at any level of risk statement hierarchy. Therefore, if a customer wants to perform a top-down risk assessment, they can do so by mapping the company to the top-level risk statement hierarchy. They can also perform the traditional bottom-up risk assessment by applying the lowest risk statement to the business units or lines of business. The bottom-most or lowest level is also known as the leaf level. This flexibility to associate entities to risk at any level is useful for enterprise risk managers as it helps them perform the top-down risk assessments.

The following figure shows the risk statement form where users can associate entities to create risks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Associate entities to risk statements at any level



Manage classic risk assessments

Risk assessments are surveys to determine risk. The Risk Assessment Designer provides a single interface that users can use to create, and edit attestations, as well as change scoring parameters.

The question bank offers a library of questions for various categories, so you do not have to build each questionnaire from scratch. Risks start in a **Draft** state then move to **Assess**, which sends a notification to the Assessment respondents.

My Assessments is contained in the **Risk Register** module and contains active assessments for which you are the respondent. The assessments appear in a list with a single assessments record per risk.

All Assessments is contained in the **Risk Register** module and contains all active assessments. The assessments appear in a list with a single assessments record per risk.

Risk managers can create a new set of questions for each risk statement.

In classic risk assessment, the scores do not automatically roll up. Whenever a risk statement is created, the default scores are manually entered by the risk administrator. All the risks that are created from a risk statement inherit the scores defined in the risk statement.

Risk indicators, control indicators, and indicator templates

Indicators are an important tool used to manage your organization's risks. Indicators collect data to monitor controls and risks, and to collect audit evidence. Indicators monitor a single control or risk. They are used to enhance and facilitate the monitoring, mitigation, and reporting of risks.

Indicators

Indicators are useful when you want to know if your organization is compliant before you do an audit. If certain controls are non-compliant, indicators help you identify them and enable you to correct them. Continuous monitoring involves activities related to identifying and creating key risk and control indicators. Indicators are of the following types:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Manual: Manual indicators are used for data that cannot be retrieved from a ServiceNow instance because it comes from an external system, such as customer data from a third-party sales system.
- Basic: Basic indicators are automated indicators based on an indicator source. The indicator source specifies a table and a frequency at which the scores from this table are saved.
- Scripted: Scripted indicators use a custom script to collect the data.

The *GRC indicator nightly run* job executes the indicators. When an indicator is run, you have the option to collect supporting data. Supporting data refers to the evidence that is collected when an indicator is run. Supporting data or information can be collected for the indicators through automatic data collection or manual tasks.

Indicators yield results when the indicator tasks are closed. Those results are then used to create issues for controls, update risk scores, and provide supporting information for audit activities and control testing. Starting with version 10.1, the system displays the actual historical data for the supporting data records from the indicator results or indicator tasks. For more information on how to create the various types of indicators, see:

- Create and run a manual risk indicator in the Risk Workspace
- Create and run a basic risk indicator in the Risk Workspace
- Create and run a scripted risk indicator in the Risk Workspace

Indicator templates

Indicator templates enable you to create multiple indicators for similar controls or risks. You can either use an indicator template to create indicators or you can create independent indicators. Even if you use an indicator template to create an indicator, you can modify or override the details of the indicators.

Manage risk issues and remediation

Issues can be created manually to document audit observations or remediations, or to accept any problems. They are automatically generated from indicator results, attestation results, or control test effectiveness.

Various types of issues are created under the following conditions:

Issue

Created when an indicator fails

Control issue

Created when a control attestation is completed indicating that the control is **Not implemented**

Control test issue

Created when a control test is closed complete with the control effectiveness set to **Ineffective**

Other issue

Created by the user manually

Remediating an issue marks an intention to fix the underlying issue causing the control failure or risk exposure. Accepting an issue marks an intention to create an exception for a known control failure or risk. Controls that are **Accepted** remain in a non-compliant state until the control is reassessed. In this way, the issue can be used to document observations during audits.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reporting views from Risk Assessment Methodology

The reporting view provides an overview of all completed assessments under a specific Risk Assessment Methodology (RAM). It consolidates assessment data such as factor responses, scores, issues, controls, and associated risks into a single structure.

Overview of the reporting view

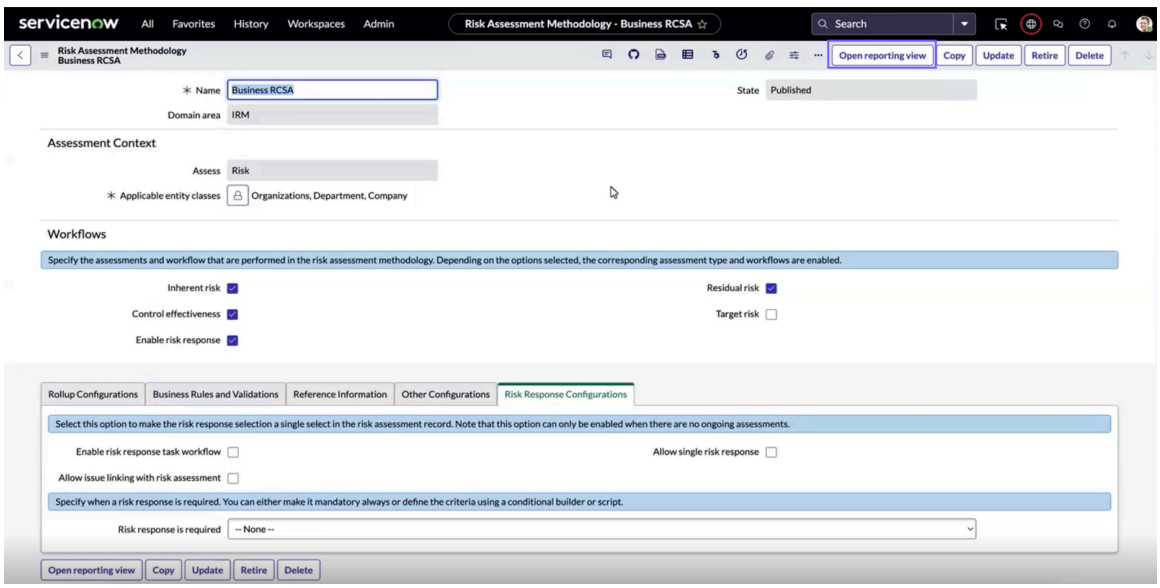
Reporting views provide a comprehensive, bird's-eye view of all the assessments performed under a specific Risk Assessment Methodology (RAM). This feature consolidates assessment data into a single view to simplify reporting and analysis. Reporting views are automatically created when you publish a RAM. The assessment data populates only when the risk assessment reaches the Monitor state.

The reporting view enables you to:

- Monitor risk assessments for a specific RAM.
- Access consolidated assessment data in one location.
- Generate custom reports and dashboards.

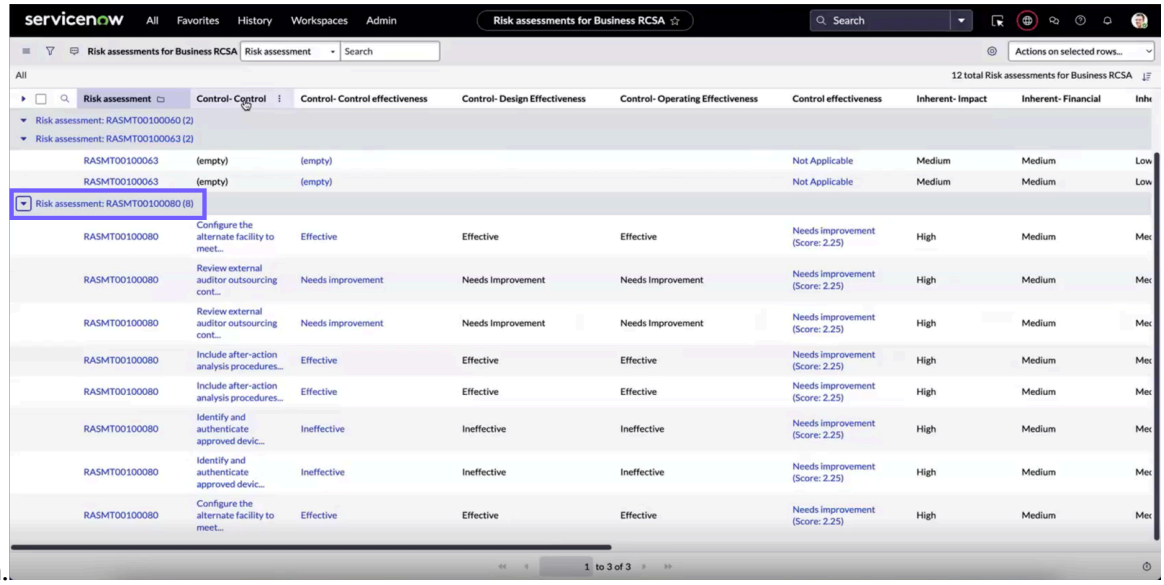
Accessing reporting view

You can navigate to a published RAM and select **Open reporting view** to access the consolidated assessment list, which is grouped by risk assessment.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can expand individual records to review detailed factor responses, scores, and other assessment information.



> **Note:**
> Automatic creation of Reporting views isn't supported on Xanadu. For instructions on creating them manually, refer to KB2547071.

Configuring Risk Management

Configure the Risk Management application to use the features it provides for the complete risk management of your organization.

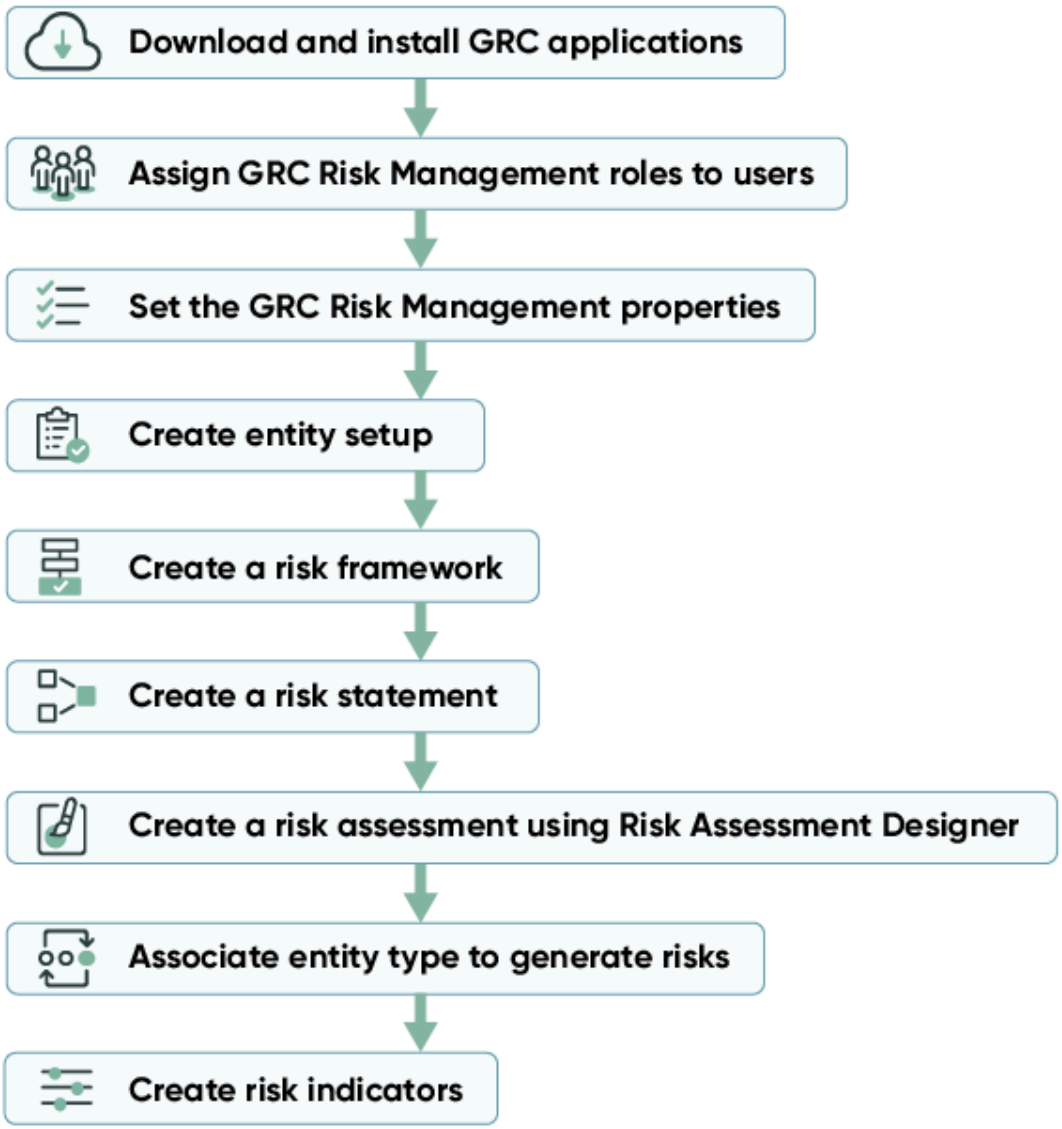
Risk Management implementation

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

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk management implementation checklist



Download Risk Management

Before you run GRC: Risk Management (sn_risk) in your instance, you must download it from the ServiceNow Store.

Before you begin
Role required: admin

Procedure

Follow the instructions for Download a GRC application from the ServiceNow Store for the first time.

Install Risk Management

You can install the Risk Management application (com.sn_risk) if you have the admin role. The application includes demo data and installs related ServiceNow® Store applications and plugins if they are not already installed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

- Ensure that the application and all of its associated ServiceNow Store applications have valid ServiceNow entitlements. For more information, see Get entitlement for a ServiceNow product or application.
- Risk Management requires the following plugins. Ensure that these plugins are activated before you install Risk Management .

  Required ServiceNow plugins

  GRC Risk Management dependencies

  Installs all the dependent plugins required to support the GRC Risk Management application.

- Risk Management requires the following ServiceNow Store applications. Ensure that these applications are installed before you install Risk Management .

  Required ServiceNow Store applications

  GRC Profiles

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

Role required: admin

About this task

The following items are installed with Risk Management:

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

For more information, see Components installed with Risk Management.

Procedure

1. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
2. Find the Risk Management application (com.sn_risk) using the filter criteria and search bar.

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

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

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

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

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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

5. Select **Install**.

Setup checklist for the Risk Management application

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

Before you begin

Role required: sn_risk.admin

Procedure

1. Create and print a PDF of the checklist topic and check off tasks as you complete them.
2. To generate a PDF, select the **Save As PDF** icon and at the top of the topic and select **Selected topic**.

Risk Management application checklist

Item	Checklist
☐	A user with the sn_risk.admin role, can ○ define and modify the risk criteria ○ configure the risk properties ○ create assessments ○ modify the existing assessments ○ assign roles For details, see Risk Management Administration.
☐	A user with the sn_risk.admin role, can also assign roles. For details, see Roles installed with Risk Management
☐	A risk manager, with the sn_risk.manager role, needs to manage numerous risk statements. To achieve this goal, the risk framework must be defined. For details, see Create a risk framework and associate risk statements to it.
☐	A risk manager, with the sn_risk.manager role, must create a risk statement to group risks logically. For details, see Create a risk statement
☐	A risk administrator or a risk manager can create a risk assessments using the Risk Assessment Designer. For details, see Create a risk assessment using the Risk Assessment Designer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Item	Checklist
☐	Risk administrators and risk managers can create risk indicators. Risk indicators monitor changes in the levels of risk exposure and contribute to the early warning signs that enable organizations to report risks, prevent crises and mitigate them in time. For details, see Create a risk indicator.
☐	Risk administrators and risk managers can create entities manually, rather than generating them from the entity types. For details, see Create independent entities
☐	Risk administrators and risk managers must create and edit entity types and map them to existing ServiceNow® tables for which you must track compliance. Entities are assigned to control objectives and risk statements, which generate controls and risks for every entity type. For details, see Generate risks and controls from entity types

Setup checklist for GRC Advanced Risk

Use the following checklist to get a high-level overview of the basic configurations available with the Advanced Risk application.

Before you begin

Role required: sn_risk.admin

Procedure

1. Create and print a PDF of the checklist topic and check off tasks as you complete them.
2. To generate a PDF, select the **Save As PDF** icon and at the top of the topic and select **Selected topic**.

Advanced Risk application checklist

Item	Checklist
☐	Risk managers can create hierarchies that include different types of risk (operational risk, IT risk, or strategic risk). Once the underlying risks are assessed, the risk scores are automatically rolled up across the risk statement hierarchy, providing better tactical and strategic decision-making. For details, Risk hierarchy and scoring.
☐	Risk managers must define the risk statement hierarchy and associate child risk statements to parent to create a risk hierarchy. For details, see Define risk statement hierarchy
☐	Risk rollups are critical to display the accurate risk ratings. Risk administrators can define the rollups and hierarchy. For details,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Item	Checklist
	see Risk score rollup in Advanced Risk Assessment
☐	Risk events are potential or actual financial and non-financial losses, near misses, and gains that occur within an organization. Risk administrators can integrate risk events with other applications to facilitate reporting of risk events. For details, see Manage risk events
☐	With GRC Advanced Risk Assessment, create an integrated risk platform. Risk administrators can configure detailed risk assessment options. For details, see Advanced Risk Assessment

Download Advanced Risk

Before you run Advanced Risk in your instance, you must download it from the ServiceNow Store.

Before you begin
Role required: admin

About this task
GRC Risk Advanced provides access to the following features:

- Manage risk events
- Risk hierarchy and scoring

Procedure

Follow the instructions for Download a GRC application from the ServiceNow Store for the first time.

Risk Management detailed setup

Set up Risk Management so that you can use the features such as risk assessments, risk events, and other capabilities of the GRC Risk Management application.

To setup Risk Management:

1. Download Risk Management: Before you run GRC: Risk Management (com.sn_risk) in your instance, you must download it from the ServiceNow Store.
2. Download Advanced Risk: Before you run Advanced Risk in your instance, you must download it from the ServiceNow Store.
3. Mobile experience for GRC Risk Management: As a risk manager, use your Android or iOS mobile device to manage your work.
4. Quick start tests for Risk Management: Validate that Risk Management still works after you make any configuration change, such as apply an upgrade or develop an application. Copy and customize these quick start tests to pass when using your instance-specific data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Quick start tests for GRC Advanced Risk

Validate that Advanced Risk still works after you make any configuration change, such as apply an upgrade or develop an application. Copy and customize these quick start tests to pass when using your instance-specific data.

GRC Advanced Risk

GRC: Advanced Risk quick start tests require activating the GRC: Advanced Risk plugin (com.sn_risk_advanced) and loading the demo data.

GRC: Advanced Risk test suite

Test	Description	Release version
GRC: Create a Risk Event	Validates the creation of risk events.	New York
GRC: Create Risk Statement Hierarchy	Validates if the risk statement has a parent field so that the hierarchy can be maintained among risk statements	New York
GRC: Reject a Risk Event	Validates the rejection functionality the risk event	New York
GRC: Request more info - Risk Event	Validates the Request more information functionality before approving the risk event	New York
GRC: Create risk assessment scope	Creates different types of factors like manual factors, query factors, and automated scripted factor. It creates a Risk Assessment Methodology and associates the factors to the different assessment types in the Risk Assessment Methodology. It creates the Risk Assessment scope for the Risk Assessment Methodology. that has been set up. **Note:** While running ATF Tests, it is recommended to increase the test runner timeout from 120 seconds to approximately 240 seconds in the Test Runner Properties.	Orlando

To learn more about Advanced Risk, see Download Advanced Risk

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure Risk Management

Administrators in the global domain can set properties to determine how the system defines the Risk Management application.

Before you begin

Role required: sn_risk.admin

Note:
Administrators in domains lower than the global domain can view the Properties screen, but cannot modify the settings.

Procedure

1. Navigate to **All** > **Risk** > **Administration** > **Properties**.
2. Fill in the fields on the Risk Management Properties form.
   See Properties installed with Risk Management for property descriptions.
3. Click **Save**.

Related topics

Properties installed with Risk Management

Risk Management Administration

Using the Risk Management application, administrators can customize risk categories, risk criteria, risk management properties, and risk assessment types.

Risk criteria

Risk criteria are the scoring values attributed to the likelihood that a risk occurs, and the impact to your organization if the risk does occur.

Risk criteria thresholds define a high/likely or low/unlikely score as shown:

Risk criteria thresholds

Likelihood	Impact	Scores
1 = Extremely Unlikely	1 = Very Low	0-5 = Very Low
2 = Unlikely	2 = Low	6-10 = Low
3 = Neutral	3 = Moderate	11-15 = Moderate
4 = Likely	4 = High	16-20 = High
5 = Extremely Likely	5 = Very High	21-25 = Very High

Risk properties

Name	Description
A list of tables that are available in the **Applies to** field on forms	If this field is blank, all tables are available on the various forms for Entity Types, Entities, and Risks. Defines a comma-separated list of tables that are available in the **Applies to** field on the Entity Type, Entity, and Risk form. Add *.extended* after the table name to include all extended tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment types

Risk managers can create a new set of questions for each risk assessment. See Create an assessment type.

Quick start tests for Risk Management

Validate that Risk Management still works after you make any configuration change, such as apply an upgrade or develop an application. Copy and customize these quick start tests to pass when using your instance-specific data.

GRC: Risk Management quick start tests require activating the Risk Management plugin (com.sn_risk) and loading demo data.

GRC: Risk Management Quick Start Tests test suite

Test	Description	Release Version
GRC: Create Profile	Validate profile creation.	Madrid
GRC: Create Risk	Validates risk creation.	Madrid
GRC: Create Control	Validates control creation.	New York
GRC: Create Control Objective and Generate Controls	Validates control objective creation and associates profiles to generate controls.	New York
GRC: Create Issue	Validates issue creation	New York
GRC: Accept an Issue	Validates all the states of an issue till it is closed by accepting the issue.	New York
GRC: Remediate an Issue	Validates issue cannot be closed be with an open remediation task.	New York
GRC: ATF Flow for Indicator (Manual):	Create an indicator template with type manual and associate a control objective to it. Execute one of the indicators thus formed. Mark the state of the indicator task created as closed and result as failed. The associated control will become non-compliant and an issue will be generated.	New York
GRC: ATF flow for Indicator (Basic)	Create an indicator template with type basic and result as failed. Associate a control objective to it and give the supporting data. Execute one of the indicators thus formed. The associated control will become non- compliant and an issue will be generated.	New York
GRC: ATF flow for indicator (Script)	Create an indicator template with type script and enter a	New York

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC: Risk Management Quick Start Tests test suite (continued)

Test	Description	Release Version
	script and set the value of result.passed and result.value. Associate a control objective to it. Execute one of the indicators. The associated control will become non-compliant and an issue will be generated.	

Related topics

Quick start tests

Set up checklist for the GRC Mobile application

The following checklist includes the set up tasks that you are required to complete in your ServiceNow AI Platform® instance and on your mobile device. Complete these set up tasks prior to using the GRC Mobile application to view the Risk Management application on your mobile device.

Before you begin

As an option, print this checklist and use it to guide you through the set up tasks that are required for the GRC Mobile application. Verify that each item on the list is completed so that you can log in to the GRC Mobile application and add a ServiceNow AI Platform instance.

Time to complete this task: 15-20 minutes.

Roles required: admin, sn_risk.manager

GRC Mobile application checklist

Item	Description
☐	As a user with the admin role, verify that you have the GRC core applications installed on a ServiceNow AI Platform instance. This is the ServiceNow AI Platform instance that you view on your mobile device. **Note:** The GRC core applications and the ServiceNow AI Platform instance should be from the same family release. 1. To verify the GRC: GRC Profile Dependencies core application is installed on your instance, navigate to **Plugins** and search for GRC Profile. 2. If the GRC Profile core application is not already installed, click **Install** to install it. 3. After the GRC Profile application is installed, install either the Policy and Compliance Management core application, or the Risk Management core application, or both the Policy and Compliance Management and Risk Management applications. These are the two GRC applications that you can view with the GRC Mobile application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC Mobile application checklist (continued)

Item	Description
	If not visible in your instance, all of the GRC core applications are available from the ServiceNow Store. For more information about getting entitlement, downloading, and installing the GRC core applications, see GRC and the ServiceNow Store. When you install the GRC core applications, the dependency plugins for the GRC Mobile application, (com.glide.sg and com.glide.sg.agent_native_client) are also automatically installed. To verify that these dependency plugins are installed and activated: **1.** Navigate to **Plugins**. **2.** Search for the plugin IDs (com.glide.sg and com.glide.sg.agent_native_client). **3.** If they are not activated, activate these plugins.
☐	As a user with the admin role, verify that you have the GRC mobile app installed on the ServiceNow AI Platform instance that you want to view on your mobile device. **Note:** The GRC mobile app and the ServiceNow AI Platform instance should be from the same family release. For more information about getting entitlement, downloading, and installing the GRC Mobile application, see GRC and the ServiceNow Store.
☐	As a user with the admin role, in your ServiceNow AI Platform instance verify that you have assigned mobile users with the required ServiceNow AI Platform roles. **1.** To view the roles that are assigned to a user, navigate to **Users and Groups** > **Users**. **2.** Select the user name followed by the roles related list. All roles assigned to this user are displayed. **3.** Verify a user is assigned, or assign a user with the IT Infrastructure Library role (itil). Users with the itil role can create, open, and update records. Only users with the itil role can have tasks assigned to them. **4.** Verify a user is assigned, or assign a user with the risk manager role (sn_risk.manager). This role is automatically added when you assign the itil role. **5.** Verify you have created any required assignment groups and assigned mobile users to these groups. **Note:** If you have multiple users for the mobile application, you alternatively can assign the sn_risk.manager role to a group. Each user you add to the group inherits this role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC Mobile application checklist (continued)

Item	Description
	For more information on users and assigning roles to users and groups, see Create a user.
☐	As a mobile user with the sn_risk.manager role, verify that you have installed the most current ServiceNow® Agent application on your mobile device. **Agent mobile app**  The most current Agent app is available on the Apple iOS App Store and the Google Play Store.
☐	As a user with the sn_risk.manager role, verify notifications are enabled on your mobile device and in your ServiceNow AI Platform instance. Notifications inform you when critical pending approval requests are assigned to you or to your assignment group. To assist you with timely remediation, after you enable notifications, click on a notification in the GRC Mobile application and navigate directly to the record. To enable notifications in your ServiceNow AI Platform instance so they are displayed on your mobile device, follow these steps. **1.** Verify you have downloaded and installed the GRC Mobile application on your ServiceNow AI Platform instance. **2.** In System Settings in your ServiceNow AI Platform instance, under Notifications, verify you have enabled the **ServiceNow Mobile Application**. For more information about setting notifications, see "User notification preferences in Core UI" on the Setting notification preferences in Core UI. ServiceNow AI Platform notifications are also displayed on the messages screen on your mobile device. Verify that notifications are also enabled in the settings of your mobile device.

You have successfully set up your mobile device and the ServiceNow AI Platform for the GRC Mobile application. The next step is to log in to your ServiceNow AI Platform instance with the ServiceNow Agent app on your mobile device.

Risk appetite setup

You can configure the risk appetite feature in the Advanced Risk application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Follow the order of the tasks to configure the risk appetite feature in the Advanced Risk application.

Configure a risk appetite and tolerance in Advanced Risk

Set up the advanced risk assessment properties so that you can configure and customize the risk appetite and tolerance in the Advanced Risk application.

Before you begin

Role required: sn_risk.admin

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Properties**.
2. Set the property values that are described in the following table.

Advanced risk assessment properties

Property	Description
Migrate to Advanced Risk Assessments sn_risk_advanced.hide_risk_legacy_lifecycle	Option to migrate to the advanced risk assessments. Select **Yes** to use the risk appetite feature.
Define risk appetite as sn_risk_advanced.risk_appetite_scale	Option to select the risk appetite type: ○ **Risk appetite only (1-point scale)**: Uses only the risk appetite. The risk appetite field is available on the risk statement, risk, and entity form. The risk appetite status is calculated based on this property selection. ○ **Risk appetite and risk tolerance (2-point scale)**:Uses both the risk appetite and tolerance. The risk appetite and risk tolerance fields are available on the risk statement, risk, and entity form. The risk appetite status is calculated based on this property selection. ○ **None**: Don't want to use the risk appetite. **Note:** Only one property between the **Define risk appetite as** and **Express risk appetite in** can be configured at a time. Configure a property first, save it, and then configure the other property.
Express risk appetite limits in sn_risk_advanced.risk_appetite_analysis	Option to select risk appetite scale: ○ **Qualitative terms only**: Defines the risk appetite in qualitative terms only. Your risk appetite is based on the appetite scale such as low, medium, or high. The risk ratings are compared with the qualitative appetite and tolerance to calculate the qualitative appetite status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
	○ **Quantitative terms only**: Defines the risk appetite in quantitative terms only. A quantitative risk appetite can be measured and expressed using numerical values. For example, an organization decides to have $1000 (US dollars) as a target non-performing asset (NPA) for this year. The organization can define $1000 (US dollars) as a quantitative risk appetite. The annual loss expectancy values are compared with the quantitative appetite and tolerance to calculate the quantitative appetite status. ○ **Both**: Defines the risk appetite in both qualitative and quantitative terms. **Note:** Only one property between **Define risk appetite as** and **Express risk appetite in** can be configured at a time. Configure a property first, save it, and then configure the other property.
Number of days before which an email should be sent to review risk appetite sn_risk_advanced.risk_appetite_review_notifcation	Notification email scheduler to send an automated email notification to the risk statement owner before the next review date.

3. Select **Save**.

Set up a risk appetite scale

Set up a risk appetite scale in the Advanced Risk application to define the qualitative risk appetite within your organization.

Before you begin
Role required: sn_risk.admin

About this task
Use a risk appetite scales to define the qualitative risk appetite on the risk statement, entity, and risk records. The risk appetite scales that are shipped by default are as follows:

- **1-Averse**
- **2-Minimalist**
- **3-Cautious**
- **4-Open**
- **5-Hungry**

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Risk Appetite Scales**.
2. Select **New**.
3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Appetite Scale form

Field	Description
Name	Name of the risk appetite scale. For example, Hungry.
Active	Option to enable the appetite scale. You can't delete a risk appetite scale. Instead, you make it as inactive. This option is automatically selected. **Note:** When you make a risk appetite scale active or inactive, it affects multiple records, such as related risk assessments, entities, risk statements, and risks.
Description	Brief description about the appetite scale.
Value	Value of the risk appetite scale. This field defines a numerical value of the risk appetite scales. **Note:** Any change in the risk appetite value affects multiple records, such as related risk assessments, entities, risk statements, and risks.
Display order	Order of the risk appetite scale. This field enables you to set a sequence in which the risk appetite scale appears.

4. Select **Submit**.

Change a risk appetite status

Change the default name, color, and icon that appear for the risk appetite status in the Advanced Risk application.

Before you begin
Role required: sn_risk.admin

About this task
Use the risk appetite status to define the final risk status of the entities, risks, and risk statements that are based on the defined risk appetite. The appetite status helps you to monitor the risk and to define further actions to bring the risk within the appetite.

The risk appetite statuses that are shipped by default are as follows:

- **Outside appetite**
- **Outside tolerance**
- **Within appetite**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
A risk appetite status can't be deleted but can be retired or created. When you create a risk appetite status, customization of the application is required to enable it for status computation.

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Risk Appetite Status**.
2. Open the risk appetite status that you want to change.
3. On the form, fill in the fields.

Risk Appetite Status form

Field	Description
Name	Name of the risk appetite status. For example, Outside appetite.
Color for risk appetite status	Color that appears for the risk appetite status. **Note:** To make this change on the workspace view for the risk, entity, and risk statement, you must perform some additional steps. For more information about these additional steps, see KB0867184. You must log in to the Now Support to view the Knowledge Base articles.
Icon	Icon that appears for the risk appetite status. **Note:** To make this change on the workspace view for the risk, entity, and risk statement, you must perform some additional steps. For more information about these additional steps, see KB0867184. You must log in to the Now Support to view the Knowledge Base articles.

4. Select **Submit**.

Modify Advanced Risk messages

Modify the messages displayed on the risk assessment form using the Advanced Risk application. Modifying system messages enables personalized and consistent messaging for users, aligning with their preferences and specific requirements.

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System UI** > **Messages**.
2. To filter all the advanced risk assessment messages, select the Key column and search for `advanced_risk_assessment_component`.
   Messages related to advanced risk assessment appear.
3. Select the message that you want to modify.
4. **Note:**
   Make sure you are not modifying the **Key** field.

   Modify the message text in the **Message** field.
5. Select **Update**.

Create related list groupings in Advanced Risk

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

Before you begin

Role required: admin or sn_grc_workspace.record_view_admin

About this task

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

- Calculated Metric Definition table
- Metric Definition table

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

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Record View Configuration**.
2. Select **Risk workspace configuration**.
3. In the Table configurations related list, select **Metric Definition**.
4. In the Group configurations related list, select **New**.
5. On the form, fill in the fields.

Group configuration form

Field	Description
Table configuration	Name of the table for which you're configuring the related list. This field is automatically set.
Name	Name of the group that is displayed on the related list of the form. For example, you can provide a name such as `Risk` for grouping

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	risk-related objects, such as risks and risk statements.
Active	Option to indicate if the configuration is active.
Order	Order number of the group on the form. **Note:** If you want to display the order before the Details tab, then the order number must be less than or equal to `100`.
Condition	Conditions that must be met to be displayed on the form. For example, you can specify if a record is active, only then it must be displayed on the form.

6. Select **Submit**.
7. In the Group configurations related list, select the entry you created.
   a. In the Group entries related list, select **New**.
   b. On the form, fill in the fields.

Group entry form

Field	Description
Group configuration	Group for which the related list is created. For example, in this procedure, the group for which you're configuring the entry is **Risks**.
Order	Order of the entry on the UI page.
Application	Application for which the related list is being created. This field is automatically set to **GRC: Risk Management Workspace**.
Active	Option to indicate if the entry is active.
Type	Choice to indicate the type of item the group contains. The choices are as follows: ▪ **UX page** ▪ **Related list**
Related list	Related list that you want must appear under the group. This option appears only when the **Type** field contains **Related list**.
Screen	Specific variation or version of a page. This option appears only when the **Type** field contains **UX page**.

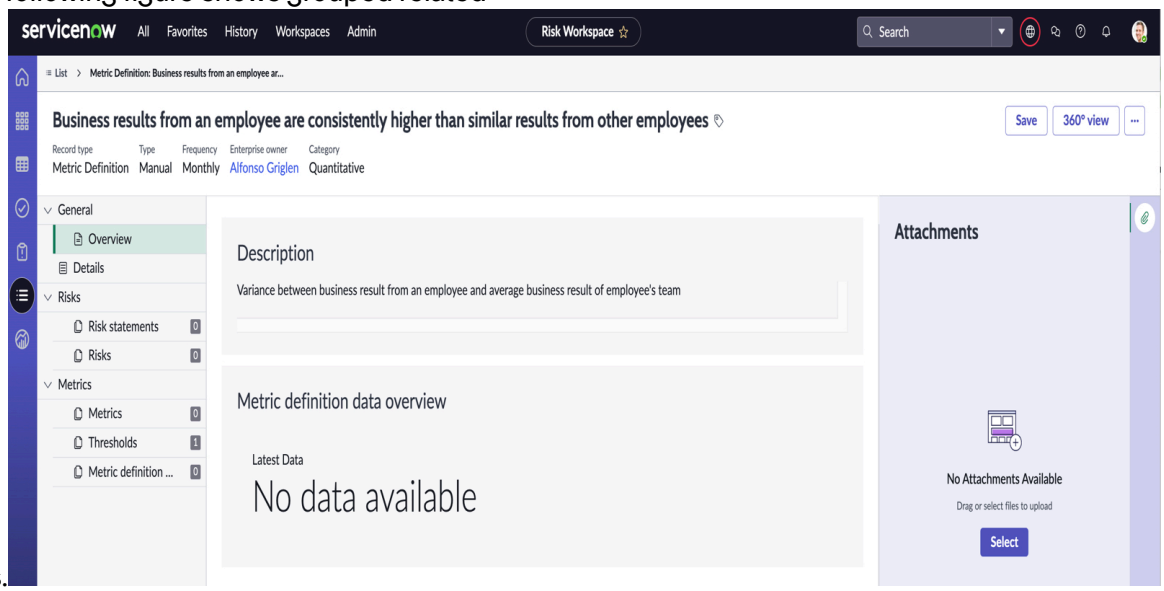
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Route	The path of the UX screen. This option appears only when the **Type** field contains **UX page**.

c. Select **Submit**.

Result

The following figure shows grouped related lists.



Integrating Risk Management with other applications

Extend the capabilities of Risk Management such as Advanced Risk Assessment and help other applications with risk identification and risk assessments.

Advanced Risk Assessment goes outside of Governance, Risk, and Compliance to help other applications such as APM and Project Portfolio Management identify and assess their risks and manage their life cycle.

Manage your project risks by using the project risk assessment capability. This capability enables the risk administrators, projects managers, and risk owners to manage the complete project risk life cycle such as project risk identification, project risk assessment, project risk mitigation, and project risk monitoring. This feature provides efficient visibility and reporting of the project risks posture through mediums such as aggregated project risk ratings and heatmaps. The integration of with also ensures that when a project risk threatens to affect an enterprise, the risk can be easily reported to the enterprise risk team so that the necessary mitigating actions can be defined. To use this feature, ensure that you have the Project Portfolio Management application installed. You must also enable the Enable Advanced Risk PPM Integration property under Advanced Risk Assessment Administration Properties. The default setting for this property is No. Only users with it_pps_admin or risk_admin roles can enable this property.

Manage your digital risks with business applications by using the application risk management capability. This capability allows the management of the complete risk life cycle of a business application including general data collection about the application, application inherent risk assessment, applicability of the appropriate policies, regulations and controls, and implementation and monitoring of controls. The integration of the GRC workflow with the business application reduces the communication barriers and reduces the information silos

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

in the two organizations. This reduction of barriers reduces the overall effort in management of business applications. To use this feature, ensure that you have the Application Portfolio Management (APM) application, Application Portfolio Management integration with Policy and Compliance Management and Application Portfolio Management integration with Risk Management installed.

Project Risk Assessment using Advanced Risk Assessment

Manage your project risks by using the Project Risk Assessment capability. Risk administrators, projects managers, and risk owners can manage the complete project risk life cycle by using the Project Risk Assessment capability.

As your organization grows, it is important to perform risk assessments of your projects. Because each project is unique, it is important to customize the project risk management process according to the unique project requirements. Determining the right level of project risk management process constitutes the risk management plan. The project risk life cycle consists of phases such as project risk identification, project risk assessment, project risk mitigation, and project risk monitoring.

With version 11.0.1, you can use Governance, Risk, and Compliance (GRC) Advanced Risk Assessment to assess your project risks. The feature is integrated with a strong risk assessment engine which you can use with strong project risk management requirements. This feature also provides efficient visibility and reporting of the project risks posture by using tools such as aggregated project risk ratings and heatmaps. The integration also ensures that when a project risk threatens to affect the enterprise, the risk can be easily reported to the enterprise risk team. The enterprise risk team can then define the necessary mitigating actions.

Benefits of the GRC and Project Portfolio Management integration for managers

Using this integration, Project Managers can do the following activities:

- Identify the risks from a standard risk taxonomy.
- View the risks for their projects within the Project form.
- Identify and assess the risks from the Project form itself.
- Assess the inherent and residual risks.
- Elevate a project risk to an enterprise risk if the risk impacts the enterprise.
- Calculate the roll-up risk scores across projects, programs, and portfolios so that the stakeholders can view this information.
- Monitor the risk posture of a project through risk aggregation.

> **Note:**
> Only the project risks that are assessed contribute to the final risk scores.

- View the heatmap of the risks as well as understand the mitigating actions.
- View the Project Risk Overview dashboard to get an overall risk posture.

Enterprise Risk Managers also benefit from the integration. They can do the following activities:

- View the project risks that affect the enterprise and take necessary action.
- Get an overall view of the enterprise-level risks and their nature at all levels.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use case for the GRC and Project Portfolio Management integration

To understand the use case for this integration, consider the following scenario. An organization can have multiple projects. Some projects are complex and some are less complex. Risk management of complex projects may be aligned to ISO 31000 risk assessment standards. Complex projects require various activities such as risk identification, assessment, response, and monitoring. Less complex or simpler projects might require only simple assessments. The integration between Project Portfolio Management and Advanced Risk Assessment supports the risk assessment of project risks.

Related topics

About Project Portfolio Management

Workflow of project risk assessment

To understand the integration of Project Portfolio Management and Governance, Risk, and Compliance risk management capabilities, it is important to understand the workflow of project risk assessment.

Project risk assessment follows a sequence of steps. Sometimes, a risk is elevated to an enterprise risk after the risk is assessed. An enterprise risk is a risk that can cause monetary or reputational losses. It can jeopardize your ability to stay in business.

The workflow of project risk assessment is as follows:

1. A project manager identifies risks and adds those risks to a project. The manager can either create risks or add them from a library. The project manager has the it_project_manager and sn_grc.business_user roles. For more information, see Add risks for a project.
2. The project manager then initiates risk assessment for the newly added risks. In the Project Integration Configuration form, the assessors and approvers are defined for the assessment. They get an email notification to assess the risks.

   Note:
   You can only assess the risks that are in the Pending, Open, or Work in Progress state.

3. If the Project Integration Configuration form has stakeholders selected as assessors, then the project manager must manually assign the risks to the relevant stakeholder.
4. As a risk specialist, the risk assessor is notified about the new risks for assessment.

   The risk assessor can use the link in the email notification to start the assessment. Alternatively, the risk assessor can navigate to **Advanced Risk Assessment** > **Risk Assessment Tasks** > **My Tasks** to perform advanced risk assessment. See Advanced Risk Assessment.

5. In the project risk form, the project manager reviews the Risk Assessment Summary section to view the risk assessment scores.
6. If the project manager determines that the project risk has an impact on the enterprise, then the project manager can elevate the risk to an enterprise risk.

   Note:
   When a project risk is elevated to an enterprise risk, the project risk is copied from the project risk register to the enterprise risk register.

7. If a risk is elevated to an enterprise risk, the enterprise risk manager is requested to assess the risk.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. The project manager views the enterprise inherent risk score and the enterprise residual risk score in the **Risk Assessment Summary**.
9. As part of the Project Portfolio Management workflow, if a risk materializes and an action must be taken for this risk, then the project manager can convert the risk into an issue. For more information, see RIDAC (Risk, Issue, Decision, Action, and Request Changes) record entries for a project.
10. The project manager can also view the project risk posture through the heatmap in the Risk Overview section on the project form. The heatmap displays high impact risks and high likelihood risks. With the heatmap, you can prioritize the risks that need immediate attention. The risks that are assessed contribute to the aggregated risk score. The aggregated risk score is a single score that can be reported to all the stakeholders. For more information, see Create a project.
11. View the Project Risk Overview dashboard to understand the overall risk posture of project risks and of enterprise risks. For more information, see Project Risk Overview dashboard.

Note:
The assessor and the approver must have risk business user role (sn_grc.business_user) to perform the required tasks. If the project risks are reassessed for any reason and the scores change, then the enterprise risk assessor gets an email notification with the option to reassess the enterprise risk.

The key users and the user journey are shown in the following figures.

Key users of Project Portfolio Management and Risk Integration



Project Managers
- Own the overall project risk and need visibility into project risks
- Use the aggregated risk to understand the overall project risk posture as well as visualize their distribution on the heatmap
- Can elevate risks to enterprise risk register if they have materialistic impact to the enterprise



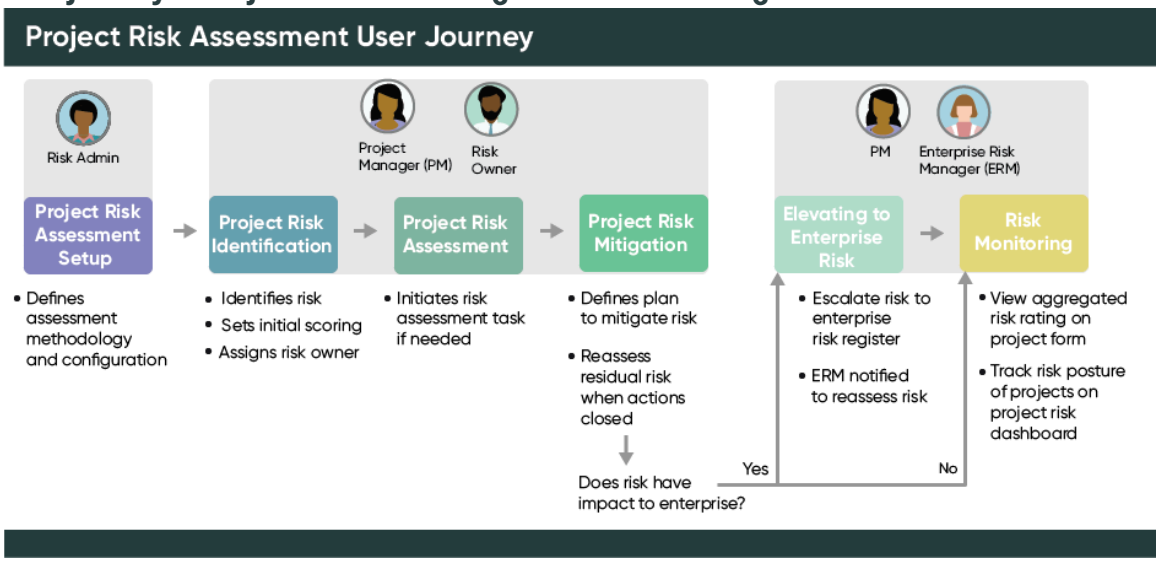
Project Risk Owners
- Own the specific risk and assess and mitigate it to contain it from materializing
- Use the ARA to assess the inherent risk, define actions to mitigate those risks and assess the leftover (risidual) risk to decide if further mitigating actions are required



Enterprise Risk Managers
- Need visibility into risks from the projects and understanding of which risks may impact the overall organization risk posture
- Can reassess project risk which may have an enterprise impact to analyze such risks and take appropriate action on them

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

User journey of Project Portfolio Management and risk integration



Configure Project Portfolio Management and Advanced Risk integration

Use the Project Integration Configuration form to set up the risk assessment. You have to select the risk assessment methodology, the right assessors and approvers, and the formula to roll up the risk scores and show the scores at a project level.

Before you begin

To use Advanced Risk Assessment for Project Management, do the following:

- Activate the Project Portfolio Management plugin.
- Activate the Advanced Risk plugin.
- Enable the *Enable Advanced Risk PPM Integration* property under **Advanced Risk Assessment** > **Administration** > **Properties**. This property is automatically set to **No** by default. Only users with the it_pps_admin or sn_ risk.admin roles can enable this property..

Note:
Currently, in the Project Portfolio Management suite, advanced risk assessments are only supported for the Project Management application.

Role required: sn_risk.admin

About this task

As the risk administrator, you can select the following on the Project Integration Configurations form:

- The risk assessment methodology (RAM).
- The approvers and assessors for both enterprise risk assessment and project risk assessment.

Two predefined RAMs are provided for Enterprise Risk Assessment and Project Risk Assessment. You can modify the default methodology or create methodologies. If you select your own risk assessment methodology, then the entity class for that methodology must be Project. For assessing project risks and enterprise risks, you can add the approvers and assessors of your choice. The risk assessment methodology for project risk is automatically selected as the methodology that is associated to the Project Portfolio Management risk table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Project Integration Configuration**.
2. Click the information icon to view the project risk integration configuration record.
3. Click **Open Record**.
4. On the form, fill in the fields.

Project Risk Integration Configuration form

Field	Description
Project Risk Assessment	
Assessment methodology	The assessment methodology for project risk assessment. This field is automatically set to **Enterprise Assessment for Projects**
Assessor type	Assessor for the project risk assessment. The choices are as follows: ○ Project Manager: The user assigned as the project manager of the project. ○ Risk Owner: The user who is identified in the**Assigned to** field of the risk. ○ Stakeholders: Stakeholders for the project. **Note:** If **Stakeholder** is selected, then when the project manager assigns the assessor, all users who are added to the Stakeholders related list in the project are displayed. The project manager can select the required stakeholder.
Risk rollup formula	The formula used to roll up the project risk scores. The choices are as follows: ○ Average ○ Maximum ○ Minimum **Note:** Only the risks that are assessed using Advanced Risk Assessment are aggregated and have their scores rolled up. If a risk is retired, then the score of the retired risk is not aggregated. For details, see Risk score rollup in Advanced Risk Assessment.
Approver type	Approver of the project risk. The approver has to approve the risk assessment. The choices are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ None: No approver is necessary. ○ Project Manager: The project manager is the approver. ○ Stakeholder: The stakeholders for the project.
Enterprise Risk Assessment	
Assessor type	Assessor for enterprise risk. The choices are as follows: ○ Project Manager: The user assigned as the project manager of the project. ○ Risk Owner: The user who is identified in the**Assigned to** field of the risk. ○ Group: The group to which the risk is assigned. **Note:** This user must have the sn_risk.manager role.
Approver type	Approver for enterprise risk. The choices are as follows: ○ None: When no approver is necessary. ○ Project Manager: The user assigned as the project manager of the project. ○ Group: The group to which the risk is assigned.
Days to overdue	Number of days after which an assessment is considered overdue starting from the date of initiation. The field is automatically set to **5**. **Note:** The assessor gets reminder notifications before the due date approaches. The assessor and the assessor's manager get a notification after the due date passes.
Assessor group	The group which assesses the enterprise risk if the **Assessor type** field has **Group**.

5. Click **Update**.

Result
The assessor and approver details are set.

Assign project risks to stakeholders for assessment

Assign the project risks to the relevant stakeholder for assessment. You must manually assign the risks to the stakeholders.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: it_project_manager

About this task
If the Project Risk integration Configuration form has **Stakeholders** selected as an assessor, then the project manager must manually assign the assessment to one of the stakeholders of the project.

Procedure
1. Navigate to **All** > **Project** > **Projects** > **All**.
2. Select the project for risk assessment.
   Ensure that risks for this project are present. See Add risks for a project.
3. Click the Risks related list.
4. Select the risk you want to assess.
5. Click **Assess Risk**.
   The values are shown based on the integration configuration.
6. In the **Approver** field, select an assessor for the project risk.
7. Click **Submit**.

Result
The risk moves to the risk assessor's workflow.

Related topics
Configure Project Portfolio Management and Advanced Risk integration

Assess project risks using Advanced Risk Assessment
Assess the project risks by responding to predefined factors or questions. Arrive at a risk score for the project.

Before you begin
Role required: it_project_manager and sn_grc.business_user

About this task
A risk is assessed for inherent risks and residual risks. An inherent risk is a risk that has no mitigating controls. A residual risk is a risk that remains after the controls are accounted for.
The workflow of the risk assessment is determined by the risk admin on the risk assessment methodology configurations. If the project manager wants to enable approval of the assessment, then the project manager can configure the approval flow in the Project Integration Configuration form. If an assessment for a risk has been taken before, the results of the previous assessments appear in the Previous Assessments related list.
A risk assessor can do the following:

- Assess the risks that were added for a project.
- Decide if the risks must be elevated to enterprise risks.

To understand how to assess risks on a risk assessment instance and how to respond to the questions, refer to Understanding the risk assessment instance.

Procedure
1. Navigate to **All** > **My Tasks** > **Module**.
2. Select the assessment that you want to assess.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Click **Assess**.
4. In the Inherent Assessment section, respond to the factors as appropriate and click **Save and Calculate**.
5. In the Results section, you can override the computed score.
   a. If you think that the computed risk score is not correct, select the **Override computed score** check box to override the computed risk score.
   b. In the **Override inherent risk** field, select a value to override the computed risk rating. This field appears only when the **Override computed score** option is selected.
   c. In the **Comments** field, enter your justification for overriding the computed risk rating.
6. Click **Perform residual assessment**.
   a. In the Residual Assessment section, respond to the factors as appropriate.
   b. Click **Save and Calculate**.
7. Click **Mark as complete**.
8. Click **Request Approval**.
   The option to request approval appears only when the Project Integration Configurations form has the approvers identified. In that case, the workflow moves to the Awaiting Approval state. But if the option to request approval is not selected, then the workflow moves to the Monitor state.

What to do next
Elevate a project risk to enterprise risk.

Elevate a project risk to enterprise risk

Elevate a project risk to an enterprise risk if the project risk has an impact on the enterprise.

Before you begin
Role required: it_project_manager or sn_grc.business_user

About this task
If you find that a project risk has an impact on the enterprise, then you can elevate the project risk to an enterprise risk. After a risk is elevated, the project risk is automatically copied to the enterprise risk register. An elevated risk needs an assessment on the enterprise impact. The enterprise risk is always connected to the project risk. If a project risk is retired, then the enterprise risk also gets retired.

Procedure
1. Navigate to **All** > **Project** > **Projects** > **All**.
2. Select the project for risk assessment.
3. Select the assessed risk that you want to elevate.
4. In the related links, click **Elevate to Enterprise Risk**.

Note:
The assessor is predefined in the **Assessor** field. The value in this field is obtained from the Project Integration Configuration form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. In the **Approver** field, select an approver.
6. Click **Submit**.

Result

A new risk assessment is generated for enterprise risk assessment. The assessment is sent to the enterprise risk assessor.

What to do next

Based on the assessors identified as the enterprise assessors in the Project Integration Configuration form, the enterprise risk manager gets a notification to assess the risk from an enterprise risk perspective. The steps to perform the risk assessment are the same as given in Assess project risks using Advanced Risk Assessment.

Application risk assessment using Advanced Risk Assessment

Manage digital risks of business applications easily by integrating GRC with business applications. By integrating, you get real-time insights into the digital risk posture of business applications, have improved communication between application owners and IT risk managers, and can reduce workloads.

Enterprises use Application Portfolio Management (APM) to manage their inventory of business applications. Examples of business applications are Zoom, Workday, Jobvite, and so on. Each business application has two owners:

- IT Application owner: Owns the application from the IT team and is the primary point of contact. The IT application owner is also known as the application product owner or application owner.
- Business owner: Owns the application for its business uses. The business owner is the executive sponsor of the business application. The owner is generally from the business who sponsors the application. For example, finance applications are usually sponsored by the head of finance.

When you integrate GRC with APM, you can simplify the work of IT risk managers by identifying the risks and the necessary controls. You can mitigate the digital risks of business applications. You can also ensure that the controls are effective. The benefits of this integration are the following:

- Reduces the time spent by risk managers and by the application owners of digital risks.
- Provides faster and more efficient communication between the application owners and risk managers.
- Provides an overview of the digital risk posture of business applications.
- Enables continuous monitoring of the applications.

The users who benefit from this integration are shown in the following figure:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Beneficiaries of APM and Risk integration

Key Personas



IT Risk Manager
- Primary person responsible for application risk
- Decides the Business Impact Analysis (BIA) rating for the application
- Identifies and implements the necessary controls for the application



IT Application Owner / Product Owner
- Maintains the business application and is primary point of contact
- Provides accurate information about the application for:
  - Risk and control identification
  - Business impact computation
- Assists IT Risk manager in implementation of controls



Application Sponsor / Business Owner
- Business sponsor accountable for the application
- Monitors the application status on a periodic basic



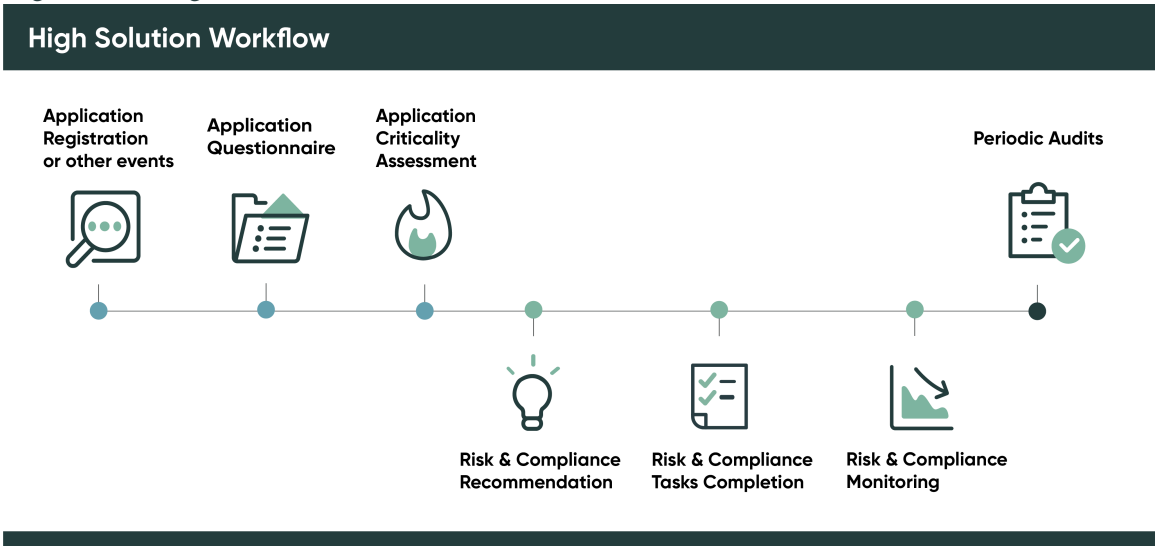
IT Governance Team
- People from compliance and audit team acting as a 2nd and 3rd line of defense
- Conduct audits of the business application to ensure compliance
- Create IT Governance framework that all business applications should comply with

The Application Risk Assessment feature is available when you activate the Advanced Risk plugin. But the default configurations for the APM risk identification record are available only when you have the APM integration with Risk Management plugin (com.snc.apm_risk_assessment) enabled.

The following image shows the high-level workflow of the integration:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

High-level integration of APM and Advanced Risk Assessment



Related topics

Workflow of risk identification for business applications

Workflow of risk identification for business applications

When assessing an application for risks, the application goes through various stages of risk identification and assessment. You can define the identification and assessment workflow based on your requirements.

Before the risks of an application are assessed, the application must be created in the Business application table and brought to GRC. After the application comes to GRC, a risk identification record is created. The application owner provides information about the application to the IT Risk Manager. The IT Risk Manager then maps the recommended risks, citations, and policies.

Consider the following example to understand the workflow of risk identification and assessment for a business application. A new business application is introduced into your organization. This new application is a part of the Business Application table. The new application has two owners:

- IT application owner
- Business owner: This user must have the sn_grc.business_user role.

Note:
Your organization can use different roles.

At this point, the application is not a part of GRC. It must be brought to GRC as an entity before its risks can be assessed. The new application must also have information objects associated with it.

The workflow and approvers of the application risk assessment are determined by the settings in the Risk Identification Configuration form. Refer to Set up risk identification integration to understand the process of defining the workflow. To reinitiate risk identification, a flow designer action is provided.

When assessing a new business application, the workflow of the risk identification is as follows:

1. A business application is created either automatically or by an application owner in the business application table.
2. GRC detects the new business application. A GRC entity is created for the new application. The detection is handled by the GRC Profile Generation scheduled job that runs in the background.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. A new risk identification record is created for the application.

   Note:
   The Risk Manager can modify the configuration record and determine the workflow of the assessment. After a risk identification configuration is published, the risk manager can modify only some fields in the configuration record.

4. A questionnaire is initiated and sent to the application owner to collect details about the application.
5. The application owner responds to the questionnaire.
6. The IT Risk Manager reviews the responses. If the responses are unsatisfactory, the manager sends the questionnaire back to the application owner.

   Note:
   If the questionnaire is sent back, then the new responses are reverted to their original form.

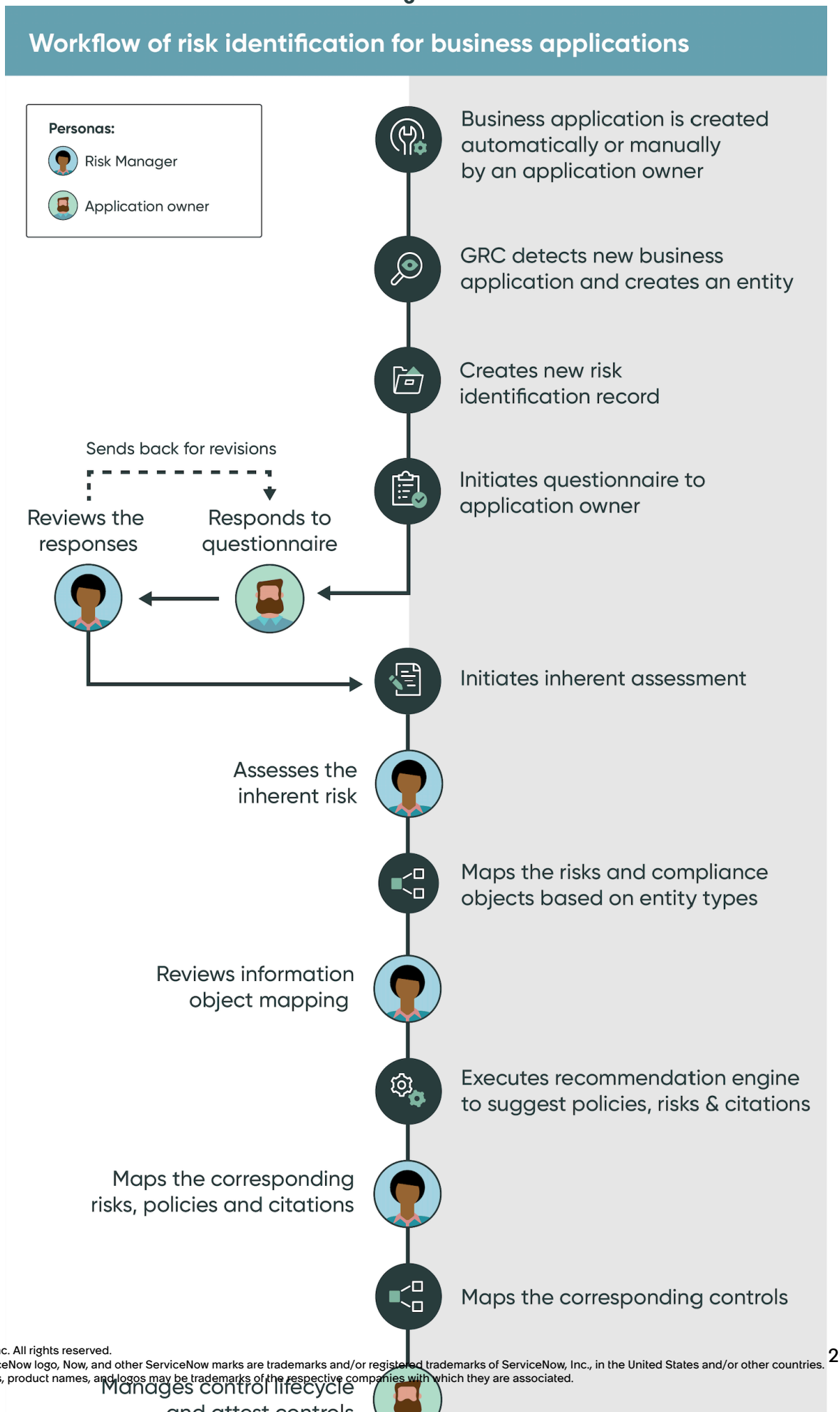
7. Based on the configuration, after the IT Risk Manager is satisfied with the responses, the system initiates the inherent assessment.
8. GRC maps the risks and compliance objects based on the entity types.
9. The IT Risk Manager reviews the information object mapping.
10. The system executes the recommendation engine based on the algorithm selected in the configuration.
11. The IT Risk Manager reviews and maps the recommended risks, policies, and citations based on the associated information objects.
12. The IT Risk Manager maps the recommended controls based on associated citations, policies, and risks.
13. The application owner manages the control life cycle and attests the controls.

The following figure represents the workflow of the solution.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

servicenow

Solution workflow of the GRC and APM integration



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

States of the risk identification record

After the risk identification configuration moves to the Published state, a risk identification record gets created for the related entity.

The risk identification record moves through the following states:

- New: A new record is created
- Information Gathering: The information about the application is collected.
- Review: The Risk Manager reviews the information.
- Inherent Assessment: The Risk Manager performs inherent risk assessment.
- Risk Mapping: The Risk Manager maps the necessary risks, citations, and policies.
- Monitor: The risks are monitored.
- Retired: The risks are retired as necessary.

After the risk identification configuration moves to the Retired state, the configuration becomes invalid and risk identification records are not created for related entities.

In terms of its life cycle, a risk identification record goes through the following states:

1. New
2. Information Gathering
3. Review
4. Inherent Assessment
5. Risk Mapping
6. Monitor
7. Retired

Set up risk identification integration

Before assessing an application, specify the target application where the risk identification must be initiated.

Before you begin

Make sure you have the following applications:

- Application Portfolio Management must be installed if you want the recommendation engine enabled and want to use the integration.
- Application Portfolio Management integration with Risk Management (com.snc.apm_risk_assessment) must be installed. This application is required only if you want to use the integration.
- Smart Assessment Engine and GRC Common Workspace Elements must be installed to use the smart assessment questionnaire during the risk identification. For more information, see Configuring Smart Assessment Engine.

Role required: sn_risk.admin

About this task

The Risk Identification Configuration form contains an entity type and a default identification record for the business application table. As a risk admin, you can either modify the default record or create your own configuration. The steps in this procedure are for creating a record. The Risk Identification Configuration form is used to do the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Gather information about the application by using a questionnaire.
- Determine the criticality of the application.
- Determine if an inherent assessment for the application is required.
- Identify risks and map the relevant controls.
- Choose to receive recommendations for risks and controls.

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Risk Identification Configuration**.
2. Select **New**.
3. On the form, fill in the fields.

Risk Identification Configuration form

Field	Description
Name	Name of the configuration. An example is `Risk Identification for Business Application`.
Configuration level	The level where the configuration is done. The choices are as follows: ○ Entity class ○ Table
Target entity class	Entity class for which the risk identification questionnaire is initiated. For each entity of this entity class, a risk identification record is automatically created. This field appears only when **Entity class** is selected from **Configuration level**.
Target table	Table that contains the application record. For each entity of this table, a risk identification record is automatically created. This field appears only when **Table** is selected from **Configuration level**.
State	State of the configuration. This field is automatically set to **Draft**.
Risk manager group	Group which reviews the risk identification workflow. The users who belong to this group must have the sn_risk.manager and sn_compliance.manager roles.
Identification questionnaire	Option to initiate a questionnaire for gathering information about the application.
Inherent assessment	Option to perform inherent assessment or business impact analysis (BIA) assessment.
Recommendation engine	Option to recommend risks and controls. This option is available only when the **Target table** field has **Business Application**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Identification Questionnaire	
Use smart assessment	Option enables the use of smart assessment templates. You can select a smart assessment template in the **Questionnaire** field. For more information on how to create a smart assessment template, see Create a smart assessment template for risk identification.
Questionnaire	Questionnaire used for information gathering. **Note:** You can see a list of smart assessment templates only when you select the option **Use smart assessment**. Only published assessment templates with a Risk Identification category and the **Assessment target** field selected as `Entity` are available for selection.
Respondent type	Respondent of the questionnaire. The choices are as follows: ○ Entity owner ○ User on target record
Questionnaire review required	Option to require that the questionnaire is reviewed by a reviewer.
Respondent field	Field on the target table that contains the respondent for the questionnaire. This field appears when the **Respondent type** field has **User on target record**.
Inherent Assessment	
Review for inherent assessment required	Option to choose if the inherent assessment must be reviewed.
Risk assessment methodology	Option to select the risk assessment methodology (RAM) to perform inherent assessment. You can see the list of RAMs associated with the selected Target table. **Note:** Only published object-based RAMs with the inherent assessment option enabled are available for selection.
Approver type	Type of approver for the inherent assessment. The choices are as follows: ○ User on target record ○ Group

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: This field appears only when **Review for inherent assessment required** option is selected.
Approver	Approver for the inherent assessment. For a business application, the approver is the business owner of the application. **Note:** This field appears only when **User on target record** is selected from **Approver type**.
Approver group	Approver group for inherent assessment. This field appears only when the **Approver type** field has **Group**. **Note:** This field appears only when **Group** is selected from **Approver type**.
Recommendation Engine	
The Recommendation Engine section appears only when the **Target table** field has **Business Application**.	
Recommendation engine algorithm	Specify the recommendation engine. The choices are as follows: ○ None ○ Based on information object mapping For details on information objects, see Information objects.
Frequency	
Frequency	Frequency of the reinitiation of the workflow. **Note:** The next run date of the reinitiation of the workflow is calculated based on the frequency defined in the risk integration configuration record. This frequency ensures continuous evaluation of the application.
Month	Month when the job must run.
Day of month	Day of the month when the job must run.

4. Select **Submit**.
5. To define the RAM mapping for the risk identification configuration, do the following actions:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. In the Risk Identification Configuration to RAM Mappings section, select **New**.
The Risk Identification Configuration to RAM Mappings section appears only when **Entity class** is selected from **Configuration level**.

b. On the form, fill in the fields.

Risk Identification Configuration to RAM Mapping form

Field	Description
Risk identification configuration	Risk identification configuration for the RAM mapping. This field is automatically set to Risk identification configuration number.
Table	Table on which you want to define the RAM mapping.
Risk assessment methodology	Option to select the RAM to perform inherent assessment. You can see the list of RAMs associated with the selected table. **Note:** Only published object-based RAMs with the inherent assessment option enabled are available for selection.

c. Select **Submit**.

6. Select **Publish** to publish the record.

Related topics

Workflow of risk identification for business applications

Respond to an application questionnaire

Respond to a questionnaire about an application for risk assessment.

Before you begin

Role required: sn_grc.business_user or sn_grc.businesss_user_lite

About this task

The Risk Identification form contains multiple stages for the workflow. When an application is created in GRC as an entity, a questionnaire is sent to the IT application owner. The questionnaire is useful for risk managers to identify threats and mitigating controls.

Procedure

1. Navigate to **All** > **Self-Service** > **My Assessments & Surveys**.
Alternatively, you can also navigate to **Risk identification classic questionnaires** or **Risk identification questionnaires** from the My Tasks page to access the questionnaire. Select **Risk identification questionnaires** for the smart assessment questionnaire.
2. Open the record with the assessment that you must respond to.
3. Enter your responses.
4. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result
The state of the risk identification record moves from the Information Gathering state to the Review state.

What to do next
The IT Risk Manager can review the responses and can either send the questionnaire back or accept the responses.

Create a smart assessment template for risk identification

Create a smart assessment template for risk identification using the Smart Assessment Engine application.

Before you begin
Role required: sn_risk.admin

Procedure
1. Navigate to **All** > **Assessment Workspace**.
2. On the Assessment workspace landing page, select **New template** and then fill in the Template details form.

Create assessment template form

Field	Description
Template name	Unique meaningful name for the template.
Assessment name	Option to include alternative name for generated assessments. The respondent sees this name rather than the template name. **Note:** The **Assessment name** field is available when you select the add text T+ icon.
Description	Text that helps others to understand what the template will be used for.
Assessment template categories	Category that the new assessment template should be a member of. You must select `Risk identification category`. Template categories that enforce the data segregation for templates. A category controls which users can view a template. Each assessment template is associated with one or more template categories. To view a template in a category, you must have a category role that is associated with the category. See Create an assessment template category

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: You can create an assessment only from a published assessment template. You can update a published template only if no active assessment is associated with the template.
Assessment target	The table records selected to be assessed, otherwise known as the assessment scope. Multiple tables can be added as the assessment target making the scope a combination of records from each table. You must select `Entity`.

3. Select **Create**.

Related topics

Using the template designer

Review responses and perform inherent risk assessment

Compute the overall risk score for an application by performing an advanced risk assessment. After the IT application owner responds to the questionnaire, a risk manager reviews the responses and performs the inherent assessment.

Before you begin

Role required: sn_risk.manager

About this task

After the risk assessor returns the assessment questionnaire, you can review the questionnaire as the risk manager. Based on your review, you can initiate a risk assessment for the application. The risk assessment task is initiated to the group responsible for performing the assessment. The task is available in **My Group Tasks**. Any risk manager who is a part of the group can perform the assessment. The assessors usually don't vary.

You can choose to use either the manual factors or the automated factors. By default, there are three manual factors which are associated to a risk assessment methodology. There are also three automated factors which are not associated to any risk assessment methodology. The names of the factors are:

- Confidentiality Impact
- Integrity Impact
- Availability Impact

Some of the factors or questions on the risk assessment instance might already have an answer or a response. These values are derived from the responses of the application owner. You can view how the value was calculated.

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Risk Identification** > **All**.
2. Open the record with the assessment that you must review.
3. In the Questionnaires related list, click **View responses** for the required assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. If you are not satisfied with the responses provided in the questionnaire, click **Reject Questionnaire**.
The respondent receives an email and is asked to resubmit the questionnaire.

b. If you're satisfied with the responses provided by the application owner, then perform the inherent assessment by clicking **Perform Inherent Assessment**.
The risk assessment instance link is created.

To understand the risk assessment process and how to respond to questions, refer to Understanding the risk assessment instance.

4. Click the risk assessment instance link that is generated.
5. Respond to the questions or manual factors.
6. Right-click and save the form.
7. Click **Request Approval**.

Result
The approver selected in the Risk Identification Configuration form can review the inherent assessment. The state on the Risk Identification form is moved to the Risk Mapping state.

What to do next
Associate risks, citations, policies, and controls with a risk identification record.

Associate risks, citations, policies, and controls with a risk identification record

After the inherent assessment is completed, you can associate risks, citations, policies, and controls with the risk identification record. You can identify what methods to use to mitigate the risks.

Before you begin
Role required: sn_risk.manager and sn_compliance.manager

About this task
Risks, citations, and policies can be associated manually or by using the recommendation engine. The recommendation engine provides automatic suggestions for risk, citations, and policies. The choice to enable the recommendation engine is made in the risk identification configuration record. The choice is available only for the business application table. For the recommendations to be enabled, the risks statements, citations, and policies must have information objects.

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Risk Identification** > **All**.
2. Open the record for which you want to associate risks, citations, and policies.
This is the record for which you performed the inherent assessments.
3. Click **Associate Risks**.
The Information Objects Mapping related list and the Risks related list appear. At this stage, you can either manually add risks or allow the recommendation engine to recommend risks.
4. To add risks manually, click **Add from library**.
5. To use the recommendation engine, do the following:
   a. Click **Recommend Risks** to use the recommendation engine.
   b. Select the appropriate risk statement and click **Add Risks**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. To add citations and policies, click **Associate Citations and Policies**.
   The Citations related list and Policies related list appear.
7. Add the required citations and policies either manually from the library or by using the recommended policies and citations.
8. To associate controls, click **Associate Controls**.
9. Add the required controls either manually from the library or by clicking **Recommended Controls**.
   The controls are created based on the control objectives.
10. To move a control to the Attest state, select the control and click **Initiate Attestation**.
11. Click **Monitor** to move the record to Monitor state.

Related topics

Recommendation engine for risk and compliance mapping

Recommendation engine for risk and compliance mapping

A recommendation engine is a system that suggests products, services, and information to users based on data analysis. A recommendation engine boosts revenues and other essential metrics.

Recommendations derive from various factors, such as the history of the user and the behavior of similar users. An example of a recommendation engine is a video-sharing website. Based on your viewing history and preferences, the website recommends videos. Some recommendation engines are rule-based. Risk and compliance mapping in GRC uses a rule-based recommendation engine.

When using the recommendation engine, the risk manager has to map the information objects with their risk statements, citations, and policies. The key features of the recommendation engine are the following:

- Uses the concept of information objects to recommend the risks and compliances.
- Matches the business applications with the risk and compliance libraries by comparing the information objects of the libraries.
- Allows IT risk managers to define and map risk and compliance libraries based on the information that is contained within the application.
- Reduces the time spent on mapping the risk and compliance libraries.
- Improves the overall time it takes to scope the right applications and assets that must be audited for a particular type of audit.

Information objects

Information objects are a part of the information portfolio management capability in the Application Portfolio Management application.

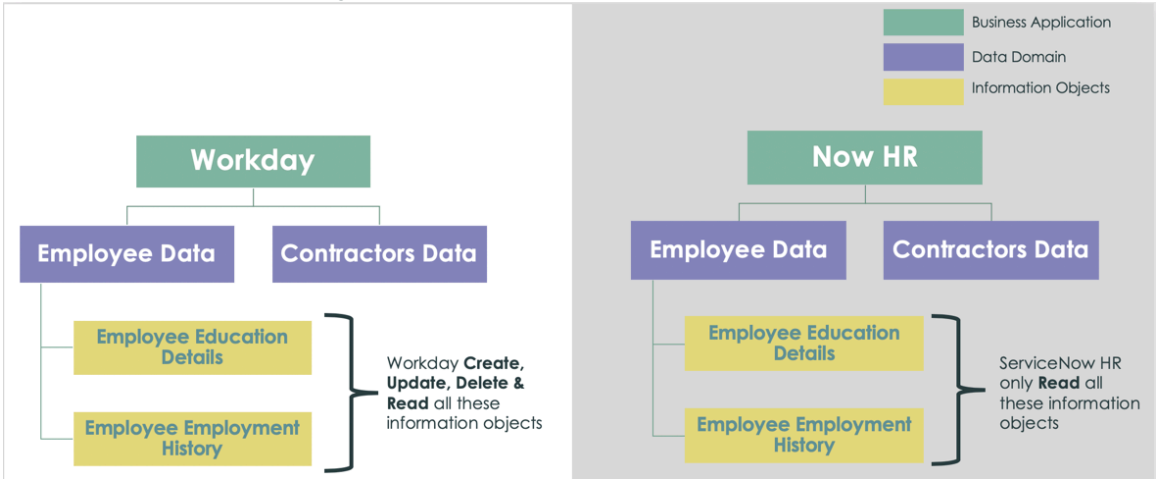
An information object is a configuration item that displays information in an organized form. The purpose of the information object is to logically describe the type of data that is exchanged between the application and the database. After information objects are created, they are mapped to business applications. For a given business application, the information objects determine if information can be created, updated, deleted, or read in that business application. This ability allows application owners to efficiently manage information. From an information security management perspective, this ability enables the risk and compliance function to define the right level of controls that must be applied.

The following figure shows an example of information objects. There are two applications: Workday and Now HR. Both applications store employee information. Employee information is

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

an information object. The Now HR application can only read employee information, while the Workday application has more permissions. The risks and controls that apply to the applications are similar. However, Workday not only reads, but also creates, updates, and deletes the employee information. This means that the risks associated with Workday are higher, and so the controls applied to Workday are more stringent.

Example of information objects

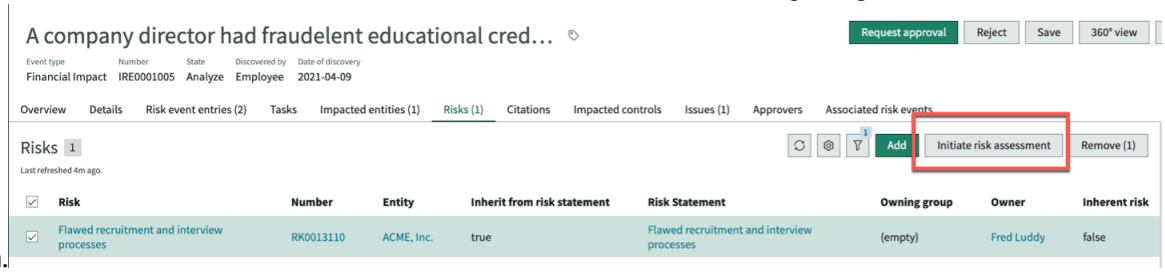


Integration of advanced risk assessment with other applications

As an administrator, you can embed risk assessments within other workflows and define rules for when risk assessments must be initiated. The key benefit of embedding risk assessments is the digitization of the workflow so that assessments are initiated automatically without manual effort.

Prior to the San Diego release, you could perform risk assessments in a cyclic manner. This means that earlier risk assessments were performed only few times in a year and thus your risk posture reporting might not be accurate. To address this issue, you can now perform event-driven risk assessments. Event-driven risk assessments mean that when an event occurs, you can perform a risk assessment. Performing event-driven risk assessments help you to get a quick view of the actual risk posture and take the necessary corrective actions. You can integrate advanced risk assessment with any application and perform risk-based assessments in your workspaces. By default, ServiceNow® provides the integration of advanced risk assessment with risk events in the Risk Workspace.

To integrate risk assessment in an application in your workspace, you must perform the configuration steps given in the Risk assessment integration in workspace [KB0999135] article in the Now Support Knowledge Base. After you perform the configuration steps, you can see the **Initiate risk assessment** button on the user interface. The following image shows the new button.



Although you can integrate the Initiate risk assessment feature on any application in your workspace, this article uses risk events as an example. When you analyze a risk event and identify the relevant risks, you can easily initiate risk assessments for those risks by integrating the advanced risk assessment workflow in your risk events. This integration enables you to perform risk assessments without going through the entire process of creating risk assessment scopes. Prior to the San Diego release, for a risk assessor to perform a risk assessment, the risk

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

user was required to create a risk assessment scope defining the entity, the assessor, and the approver.

When you initiate an assessment for a risk that is created for a risk event, although the risk assessment methodology (RAM) is set to the primary RAM of the entity class, you can select a different relevant risk assessment methodology. Only those risk assessment methodologies that are associated with the entity class of the selected risk are available for selection. You can then specify the assessor and approver for the risk assessment. Only users with the sn_risk_advanced.ara_assessor role can be the assessors and users with the sn_risk_advanced.ara_approver role can be the approvers. For more information on these roles, see Roles for performing advanced risk assessment. Earlier, the approvers were defined when the risk administrators created the risk assessment scopes. However, when you initiate a risk assessment from an application, you can specify the approvers at the time creating the assessment. You cannot change the approvers once you have specified them. If the approver is set as **Same as assessor's manager**, then the approver is automatically set depending on the assessor. You can also define the number of days after which the assessment will be considered overdue.

Even when you initiate a risk assessment from an application using the API, you can add those risks to the risk assessment scope at any time. After the risk is added to the risk assessment scope, the frequency of the assessment is based on the frequency defined in the risk assessment scope.

There could be some scenarios when you maybe unable to initiate a risk assessment from an application. Those scenarios are listed as follows.

- If you select multiple risks and try to initiate the assessments at once. The reason for this is that different risks can have different entities and can have different risk assessment methodologies.
- If an in-progress risk assessment exists.
- If a risk assessment methodology is not defined for the entity for which the risk exists.

Integration of Employee Center and GRC

The integration of GRC tasks with the Employee Center makes it easier for employees to complete the GRC tasks easily and effectively. This integration allows them to report risk events or request policy exceptions and makes GRC more useful in the organization.

The Employee Center portal is a unified portal that helps connect systems across the enterprise to one destination site that provides a simple and centralized experience for employees with easy to configure options. To learn more about the Employee Center, refer to Exploring Employee Center.

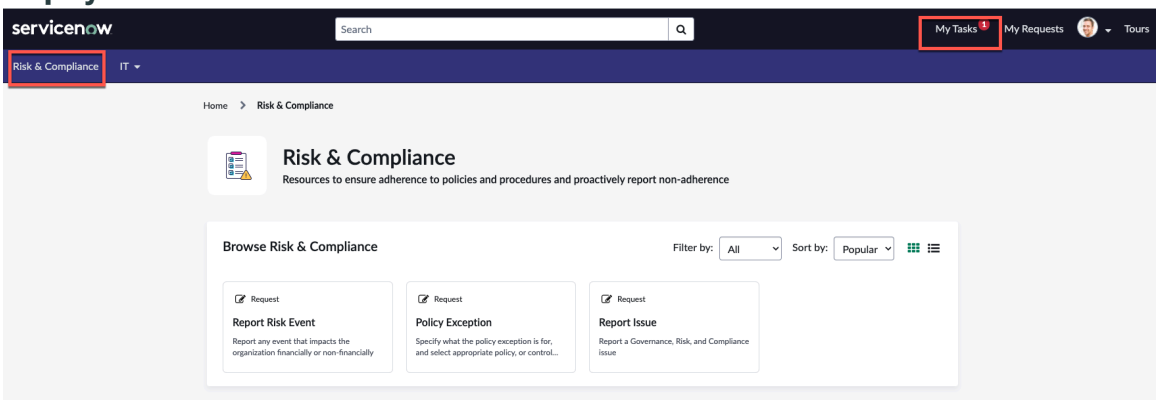
If you integrate GRC with the Employee Center, you can provide all employees an interface to perform the following tasks:

- Quickly report risk events.
- Report an issue.
- Request a policy exception.
- Use **My tasks** to get a consolidated view of all your tasks and perform them immediately.
- Respond to a risk identification questionnaire.
- Complete other GRC tasks such as control attestation questionnaire, classic risk assessments and so on.

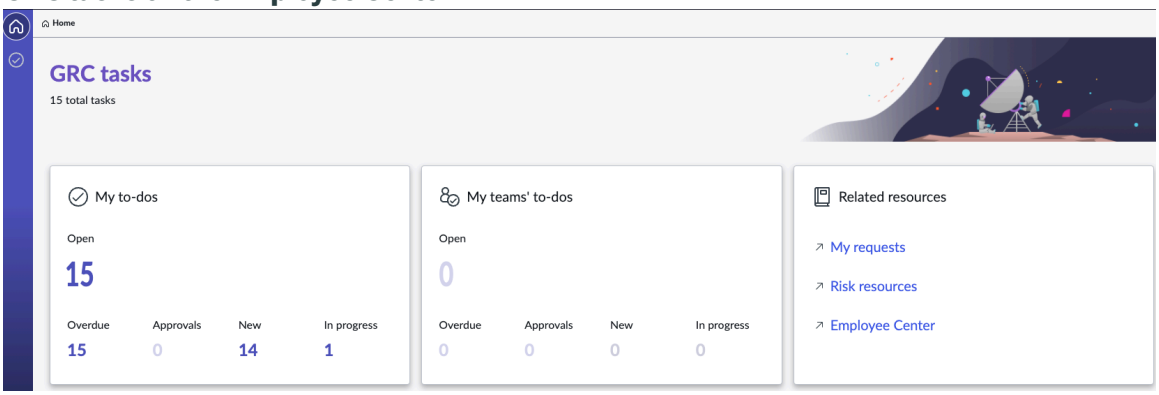
The following images show you the user interface of the Employee Center.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Employee center with GRC



GRC tasks on the Employee Center



Manage continuous monitoring for risks between Risk Management and Vulnerability Response

Continuous monitoring for risks is a feature integration between the GRC: Risk Management and the Security Operations Vulnerability Response products, which uses indicators to quickly identify high impact vulnerabilities based on business impact.

Risk administrators, managers, or users can monitor critical vulnerabilities by viewing the direct effect on risk posture. A new **Business Services** entity type and indicator templates automatically identify impacted services that are critical, represent a loss of availability, and are greater than two weeks old. These high-risk vulnerabilities can result in a breach and possible loss of intellectual property.

Note:
The Entity type called 'Critical Business Services' is set to inactive by default and must be turned on.

Continuous monitoring for risk workflow

1. The system admin activates the Risk Management and Vulnerability Response plugins.
2. The risk administrator creates risk statements and indicator templates.
3. The risk manager associates the **Critical Business Services** entity type to the risk statements and indicator templates.
4. The Vulnerability Response application ingests vulnerability data from scanners related to impacted services.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. As risks are identified, issues are generated and assigned to the appropriate business service owners.
6. Dashboards provide an up-to-date view for business stakeholders as risks are identified and remediated.

Integrating Microsoft 365 with Management Reporting of Risk

The Management Reporting of Risk (sn_grc_mgmt_report) integration provides reporting capabilities to Risk reporting managers to report ServiceNow Risk Management system data, list reports, charts, pivot, and multi-pivot reports using Microsoft Word.

The risk managers prepare reports for board members or senior management periodically to provide updates on the risk profile based on the information available in ServiceNow.

This integration enables the risk reporting managers to view the inventory of the ServiceNow Risk Management data links on the report and refresh the inserted data to be in synchronization with the latest ServiceNow Risk Management data. An audit trail is also established between the data imported and the ServiceNow instance. The audit trail provides any auditor the ability to select the links in the document and access the source of the data in the ServiceNow instance.

Note:
This integration is compatible with the desktop version 16.71 (23031200) and the web version 16.0.16412.41005 of Microsoft Word. However, the charts aren't interactive in the web version. This means that you can't modify the chart colors, formats, and so on. The supported Windows Office version is 2303 (Build 16130.20394).

You can also change the format, style, and colors of the imported data. The following chart styles are supported:

Supported chart styles

Chart type	Styles supported
Pie chart	• Chart color • Display data label • Chart title • Show legend

Bar chart	• Chart color
	• Display data label
	• Chart title
	• X-Axis and Y-Axis
	  ○ Title
	  ○ Title bold
	  ○ Display grid
	  ○ Label bold

Horizontal bar chart	• Chart color • Display data label

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported chart styles (continued)

Chart type	Styles supported

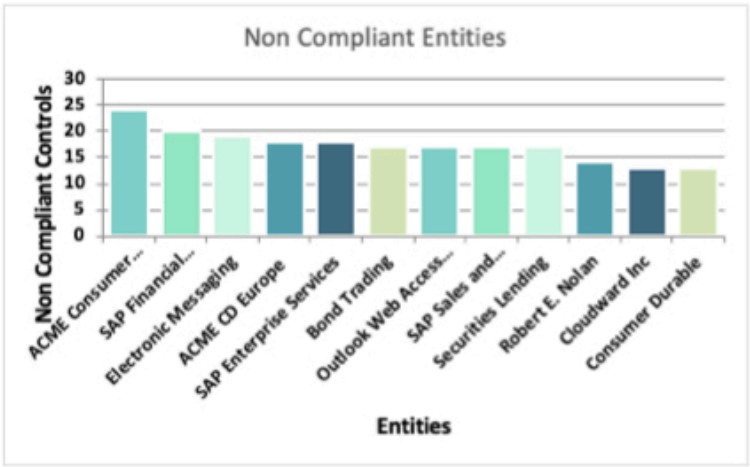
	• Chart title
	• X-Axis
	  ○ Title
	  ○ Title bold
	  ○ Display grid
	  ○ Label bold
	• Y-Axis
	  ○ Display grid
	  ○ Label bold

The following image shows how the imported data appears in a document.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

How various types of imported data appears in a document

The data that is imported from an instance into a Word document.





Control	Classification	Control effectiveness	Design effectiveness	Operating effectiveness	Actual start	Status
Establish and maintain electronic storage media management procedures.	Preventive	Ineffective	Effective	Ineffective	2027-07-02 22:17:48	Green
Manage changes.	Preventive	Ineffective	Ineffective	None	2023-10-23 08:15:01	Green

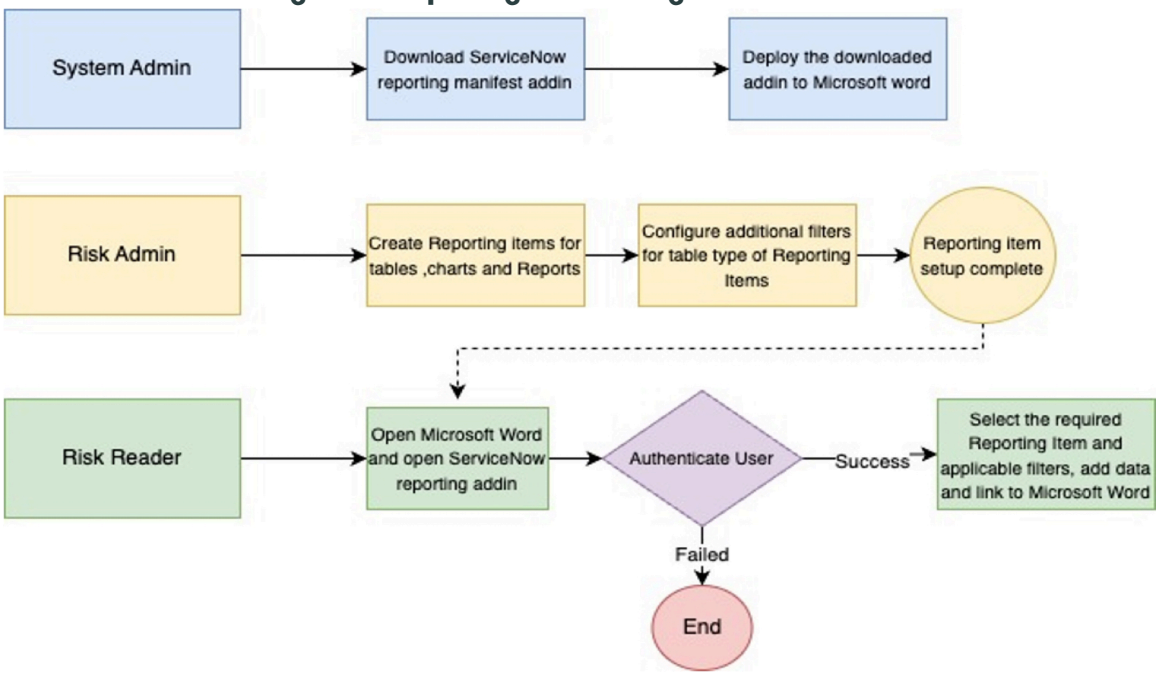
Workflow of Management Reporting of Risk

The Management Reporting of Risk integration utilizes a workflow that requires participation from multiple user roles such as system administrators, Risk administrators, and Risk managers. By defining a clear workflow, individuals and teams can better understand their roles and responsibilities and generate the necessary reports.

The following figure displays the complete workflow of using the Management Reporting of Risk integration to generate reports in a Microsoft Word document.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Process flow for Management Reporting of Risk integration



To generate Microsoft Word reports:

1. Download the ServiceNow Reporting add-in: As a system administrator, download and install the Risk manifest file. A manifest file contains information about the files included in a software application or package. It's used by the software installer to ensure that all the necessary files are installed in the correct locations. At this stage, you must also work with your Microsoft 365 administrator to upload the manifest file to the Microsoft Word application. The Microsoft 365 administrator has the necessary access rights.
2. As a Risk administrator, set up the Microsoft 365 reporting configuration records to specify which tables, reports, and charts from your ServiceNow® instance must be used to import data into your Microsoft Word. You can also specify the columns from a table from which you want to import data.
3. As a Risk administrator, you can configure additional reporting filters. These filters specify at a granular level what data must be imported to the disclosure report from a table.
4. As a Risk manager, go to your Microsoft Word document, authenticate yourself with the ServiceNow® credentials, and import the data from your instance to the document. You can alter the formatting of the data according to your preferences.

Install the ServiceNow Reporting add-in for risk reporting

Install the ServiceNow Reporting add-in to your Microsoft Word document. This add-in is required to import reports and data from your ServiceNow® instance to Microsoft Word documents to create risk reports.

Before you begin

Ensure that the following plugins are activated:

- sn_esg_msoff_intg
- sn_outlook_addin
- sn_grc_mgmt_report

Role required: sys_admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **ServiceNow Add-Ins for Office** > **Office Add-In Manifests**.
2. From the Office Manifests list, select **ServiceNow Reporting**.
3. Select **Download Manifest**.
4. To enable the add-in, contact your Microsoft 365 account manager who can use the manifest file you downloaded in step 3.

What to do next

For detailed instructions on how to deploy the manifest file, see the Deploy add-ins in the Microsoft 365 admin center [KB1307378] article in the Now Support knowledge base.

To configure the HTTP response headers for the add-in for Microsoft Word in the browser, see the Response header resolution [KB1434453] article in the Now Support knowledge base.

Set up Microsoft 365 reporting configuration in risk

Set up the Microsoft 365 reporting configuration records to specify the data points and reports that you want to import in to a Microsoft Word document for risk reporting purposes.

Before you begin

Role required: sn_risk_advanced.ara_admin

About this task

Data is imported into a Microsoft Word document for risk reporting purposes. You must specify which tables and reports from your ServiceNow instance must be used to import data into the Microsoft Word. You can also specify the columns from a table from which you want to import data. Only those reports that are either created by or shared with the Risk administrator are available for selection.

Procedure

1. Navigate to **All** > **Management Reporting of Risk** > **Microsoft 365 Reporting Integration** > **Reporting Configurations**.
2. From the Microsoft 365 reporting configurations list, select **New**.
3. On the Microsoft 365 reporting configuration form, fill in the fields.

Microsoft 365 reporting configuration form

Field	Description
Business domain	Domain from where the configuration is created. This field is automatically set to **Risk**.
Reporting item	Name of the configuration. For example, if you want to get data about your Risk statement in your word document, you can provide a name such as `Risk statement`.
Source type	Source from which you want to fetch the data. The choices are as follows: ○ **Table**: Select this option when you want to import data from a table. ○ **Report**: Select this option if you want to import data from a predefined report or

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	chart. For more information on how to create a report, see Create a report with Analytics Q&A. **Note:** Only list reports, pivot reports, multi-level pivot reports, horizontal and vertical bar charts, and pie charts are available for selection. Stacked bar charts and grouped bar charts aren't supported.
Source table	Source table to fetch data from. This field only appears when **Table** is selected from the **Source type** field.
Filter	Filter conditions to filter the records. This field only appears when **Table** is selected from the **Source type** field.
Columns	Column from the table whose values are to be inserted. This field only appears when **Table** is selected from the **Source type** field.
Source report	Available report to be inserted in the disclosure report. This field only appears when **Report** is selected from the **Source type** field.
Active	Option to indicate if the record is active. Only active records are available for selection in the document.

4. Select **Submit**.

What to do next

Add additional reporting configuration filters to the reporting configuration. These filters help to fetch the data into your Microsoft Word disclosure report. For more information, see Add additional reporting configuration filters for a Microsoft 365 configuration record in risk.

Configure a business domain role in Management Reporting of Risk

Configure the business domain roles so that users of a particular domain can select the domain for which they want to import the data. Only those users who are added during the configuration are able to view the domain on the Microsoft Word document.

Before you begin

Role required: sn_risk_advanced.ara_admin

Procedure

1. Navigate to **All** > **Management Reporting of Risk** > **Microsoft 365 Reporting Integration** > **Business Domains**.
2. Select the default Risk domain name record.
3. Select the **Roles** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Add or remove the roles as required.
5. Select **Update**.

Add additional reporting configuration filters for a Microsoft 365 configuration record in risk

Add additional reporting filters to specify at a granular level what data must be imported to the report from a table using the Management Reporting of Risk application.

Before you begin

Role required: sn_risk_advanced.ara_admin

About this task

When you specify that you want to import data from a particular table, you must also specify from which exact record of the table you need the data. For example, assume that you specify that you want to fetch data from the sn_risk_risk table. This table may have multiple records. Therefore, you must specify the exact record from which you want to fetch the data. You can specify as many filters as you require.

Procedure

1. Navigate to **All** > **Management Reporting of Risk** > **Microsoft 365 Reporting Integration** > **Reporting Configurations**.
2. Open the record for which you want to add the additional reporting configuration filters.
3. On the Microsoft 365 reporting configuration filters related list, select **New**.
4. On the form, fill in the fields.

Microsoft 365 reporting configurations filter form

Field	Description
Reporting configuration	Name of the configuration to which you're adding additional filters. This field is automatically set.
Field name	Name of the field from which data must be fetched. For example, for the risks table, you can specify the **Name** field. If you select a name, then all the names of the risks are available for selection during data import.
Order	Order of the field as it would appear on the add-in pane of the document.
Aggregate on time dimension	Option to aggregate the report configuration source table data based on the chosen time dimension. For more information about this option, see the example in the procedure. This field only appears when the **Field name** has **Time dimension**.
Time dimension	Time dimension for which data must be aggregated. The list of time dimensions are: ○ Year ○ Semi-annual ○ Quarter ○ Month

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Week ○ Date Select the dimensions according to your requirement and move them from the Available list to the Selected list. **Note:** This field only appears when the **Aggregate on time dimension** option is selected.

5. Select **Submit**.

Result
The configuration data is ready to be imported in to your add-in.

Add the ServiceNow Reporting add-in into Microsoft Word

Before you can import data into your Microsoft Word document to create your disclosure reports, you must add the ServiceNow Reporting add-in to your Microsoft Word.

Before you begin
Role required: Any user of the Microsoft Word document.

Procedure
1. Open the Microsoft Word application.
2. On the menu bar, select **Home**.
3. Select **Add-ins**.
4. Select **ADMIN MANAGED**.
5. Select the **ServiceNow Reporting** add-in.
6. Select **Add**.

Result
The Microsoft 365 for ServiceNow Reporting integration is activated and the following buttons are available on the Microsoft Word document in the **ServiceNow Reporting** add-in.

- **Insert Link**
- **Manage Links**
- **Create claim**

Import risk data in to a Microsoft Word

Import and insert data such as Risk data points and reports into a Microsoft Word report document from a ServiceNow instance. You can only import and insert the data that is configured in your reporting configurations.

Before you begin
Role required: sn_risk_advanced.ara_reader

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to the Microsoft Word document in which you want to insert data.
2. On the ribbon, select **Insert Link**.
   On the right side pane, the ServiceNow login screen appears.
3. To log in to your ServiceNow instance, select **Log in**.
   a. A message is displayed that states that ServiceNow Reporting will display in a new window, select **Allow**.
   b. On the ServiceNow login screen, provide your credentials.
   c. Select **Allow**.
4. To insert a Risk data point from a table into the document, move the cursor at the point where you want to insert data.
   a. Select the **Data** tab on the right side pane.
   b. The **Business domain** field is set to **Risk**.
   c. In the **Reporting Item** field, select the reporting configuration you want to insert.
      The additional filters dynamically appear based on the configuration record selected.
   d. In the **Name** field, select the name of the configuration record.
   e. In the **Value to insert** field, select the column from which you want to insert data.
   f. Select **Add**.
5. To insert a table into the report, move the cursor at the point where you want to insert data.
   a. Select the **Table** tab on the right side pane.
   b. The **Business domain** field is set to **Risk**.
   c. In the **Reporting item** field, select the reporting configuration that you want to insert.
   d. Select **Add**.
   The data is inserted in to the report document. The inserted text takes the formatting of the document. You can modify the formatting as required.
6. To insert a chart, move the cursor at the point where you want to insert the chart.
   a. Select the **Chart** tab on the right side pane.
   b. The **Business domain** field is set to **Risk**.
   c. In the **Reporting item** field, select the reporting configuration that you want to insert.
   d. Select **Add**.
   The chart is inserted in to the report document. The inserted chart can be modified according to your preferences. For example, you can change the colors, the type of chart and so on.
7. To view the details of any record that is inserted in the document, select the content control, and then select **Open link**.
   It takes you to the ServiceNow instance, where you can access the data.
8. To view the list of all ServiceNow links that you've inserted in the report and obtain the latest data on the document, select **Manage Links**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Select the check boxes for the links that you want to refresh.

b. Select the refresh icon.
The data is refreshed while displaying the time of refresh and retaining the formatting of the document.

9. To identify and highlight which content control is selected on the report, select the three vertical dots or the more actions icon.
The content control is highlighted in the right pane.

Using Risk Management

You can use the features and capabilities of the Risk Management application perform various activities such as creating issues, reporting risk events, performing risk assessments and so on.

Mobile experience for GRC Risk Management

As a risk manager, use your Android or iOS mobile device to manage your work.

Request apps on the Store

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

Overview of using mobile device to manage risks

As a user with the ServiceNow AI Platform® risk manager (sn_risk.manager) role, manage your tasks, assignments, requests, approvals, and other follow-up actions all from your mobile device. Receive timely notifications for current alerts, as well as risk and compliance status for all your critical assets, vendors, and impacted essential business services.

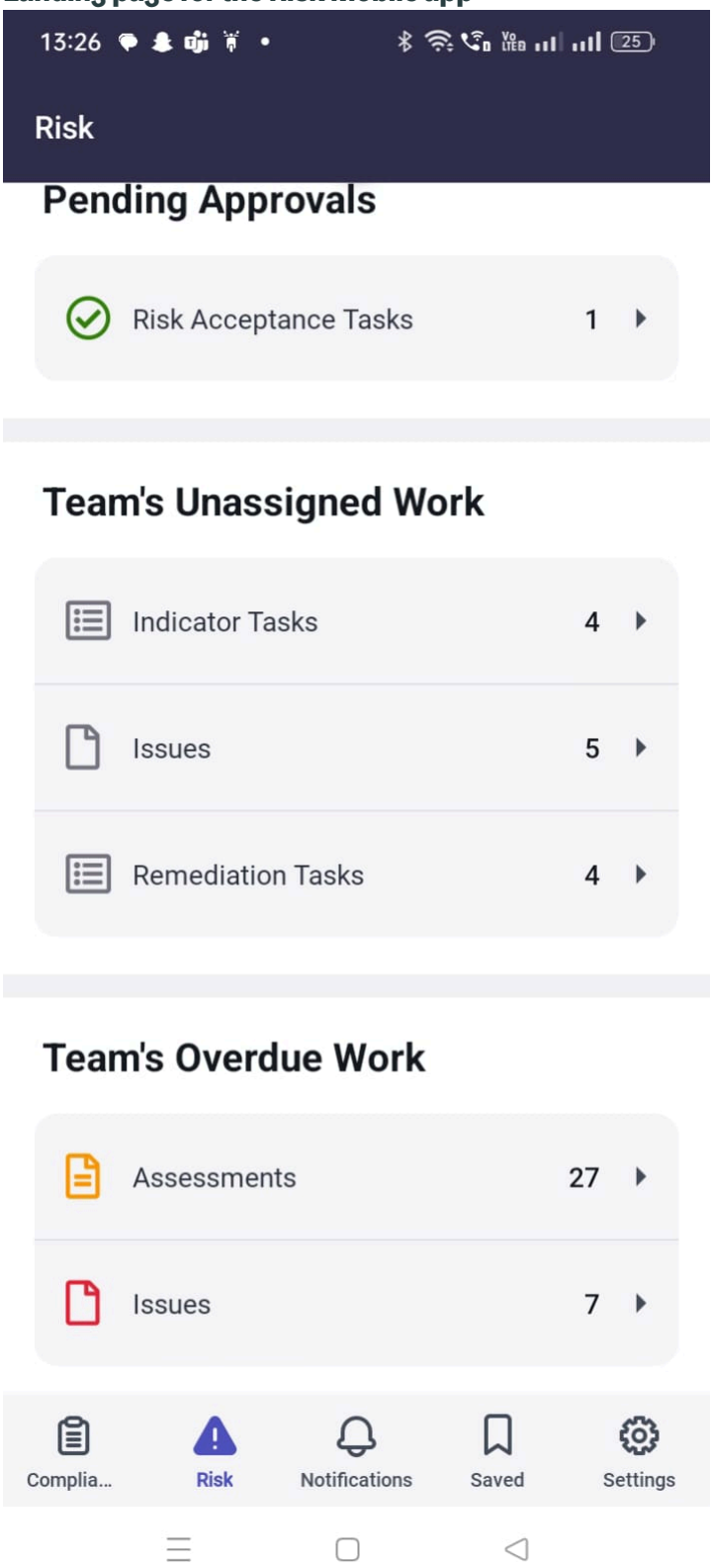
With the GRC Mobile application, you can perform the following Risk Management activities without being tied to the desktop:

- Approve or reject pending tasks that are assigned to you with the Risk Acceptance Tasks applet.
- Assign unassigned tasks to your team with the Indicator Tasks, Issues, and Remediation Tasks applets.
- Manage and reassign your team's overdue tasks with the Assessments and overdue Issues applets.

The following figure illustrates how you log in to your ServiceNow AI Platform instance from your mobile device and the landing screen that is displayed after you log in.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Landing page for the Risk Mobile app



For step-by-step instructions about how to set up your ServiceNow AI Platform instance and install the GRC Mobile application, see Set up checklist for the GRC Mobile application. For instructions about how to log in, see Log in to the GRC Mobile application.

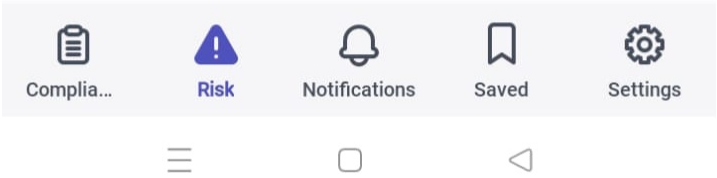
Applications

Applications are the ServiceNow® software components such as Policy and Compliance Management, Risk Management, and Audit Management that

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

provide specific features and functionalities within your ServiceNow AI Platform instance. After you install these core applications and the GRC Mobile app on your ServiceNow AI Platform instance, these applications are displayed as icons on the bottom of your Android or iOS mobile device after you log in.

Icons on the bottom of the device screen



Folders

Each ServiceNow® mobile application contains folders that separate the applets by categories. In the preceding image, Pending Approvals, Team's Unassigned Work, and Team's Overdue Work are the folders of the Risk Mobile app.

Applets

Applets are the different options within the application. In the preceding image, the icons under the Pending Approvals, Team's Unassigned Work, and Team's Overdue Work sections are the available applets for the Risk Mobile app.

Log in to the GRC Mobile application

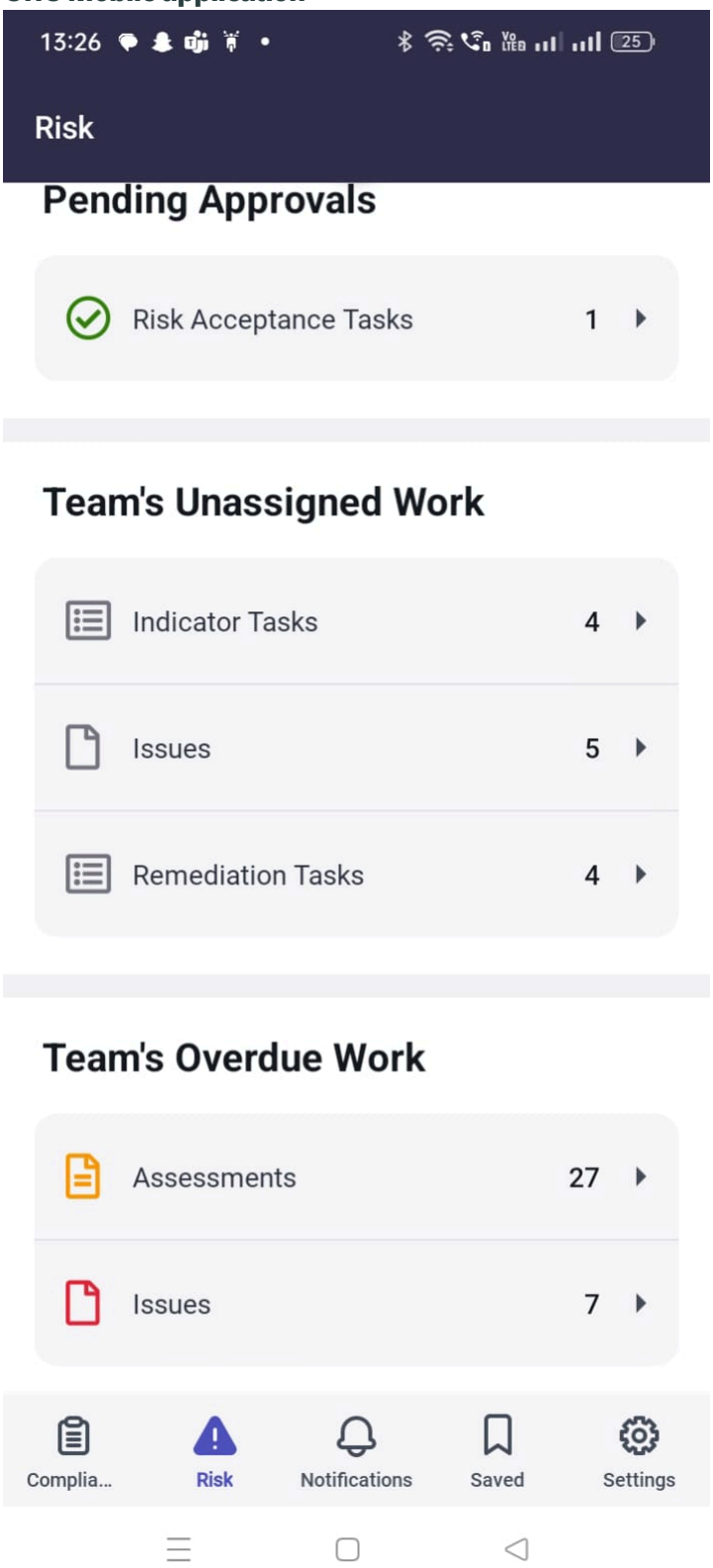
Open the GRC Mobile application and add a ServiceNow AI Platform® instance with Risk Management to your mobile device.

Before you begin

Verify that you have completed the setup steps described in Set up checklist for the GRC Mobile application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC Mobile application



Role required: GRC Risk manager (sn_risk.manager)

About this task

Time to complete this task: 5-7 minutes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. On your mobile device, tap the **ServiceNow Agent** app.

   If you are not already logged in to a ServiceNow AI Platform instance, the Instances screen is displayed.

2. If the ServiceNow AI Platform instance with the Risk Management core application is not already added to your mobile device, follow these steps to add it.

   a. On the Instances screen that is displayed, tap the plus icon ().
   A screen is displayed that prompts you to enter and save an address of a ServiceNow AI Platform instance.

   b. Fill in the fields.

Field	Description
Enter the instance address or scan a QR code.	Choose one to continue: ▪ Before the `.service-now.com`, enter the name of your ServiceNow AI Platform instance, for example, `grcmobile`. ▪ Enter an address in this field. This address is the URL of your ServiceNow AI Platform instance that you want to view on your mobile device, for example, `https://grcprkny.service-now.com`. ▪ Scan a QR code. For more information about the mobile app, see Log in to an instance with a mobile app
(Optional) Enter nickname	Enter a nickname for this instance. If you have multiple instances added to the device, nicknames can help you quickly locate a ServiceNow AI Platform instance.

   c. Tap **Save and Login**.

3. On the ServiceNow login screen that is displayed, enter the User name and Password for the ServiceNow AI Platform instance that you want to add and tap **Login**.
   The Risk landing screen is displayed. You have successfully logged in to the GRC Mobile application.

4. After you log in, verify notifications are enabled in the GRC Mobile application.

   a. On the landing screen on the bottom, tap **More**.

   b. On the More screen, tap **Notification**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

c. On the Notifications screen, tap **Enable Notifications** if not enabled.
Notifications from the ServiceNow AI Platform are displayed on the Notifications screen in the GRC Mobile application.

5. After you login to an instance on your mobile device, it is the default ServiceNow AI Platform instance on the device.
If you want to view another ServiceNow AI Platform instance on the device, you must log out of the default instance. To log out:

a. Tap the **More**.
The More screen is displayed.

b. Tap **Settings**.

c. On the screen that is displayed, tap **Logout**.
The Instances screen is displayed with any ServiceNow AI Platform instances you have added to the mobile device.

d. **Optional:** Tap another instance to log in to it, or, alternatively, follow the preceding steps to add another instance.

Trouble?

If the instances screen for the GRC Mobile application is not displayed after you tap the **ServiceNow Agent** app on your device, verify that the **ServiceNow Agent** is permitted as a trusted app on your device. To permit access as a trusted app, navigate to the settings or general device management area on your mobile device and tap the option (**Trust app**, etc.) to permit access.

If an error message is displayed after you enter your credentials in the log in screen, verify that your User name and password for the ServiceNow AI Platform instance is correct.

If you have problems viewing the landing screen, verify your network connection.

If you cannot view the Instances screen after you tap the **ServiceNow Agent** app, try uninstalling it from your device. Verify you have the most current version of the app from the Apple iOS App Store or the Google Play Store and try reinstalling it.

What to do next
Select one of the following topics for more information about each applet.

Process pending Risk acceptance tasks with the GRC Mobile application

Process pending approval requests for Risk Management acceptance tasks that are submitted to you.

Before you begin
Role required: GRC risk manager (sn_risk.manager)

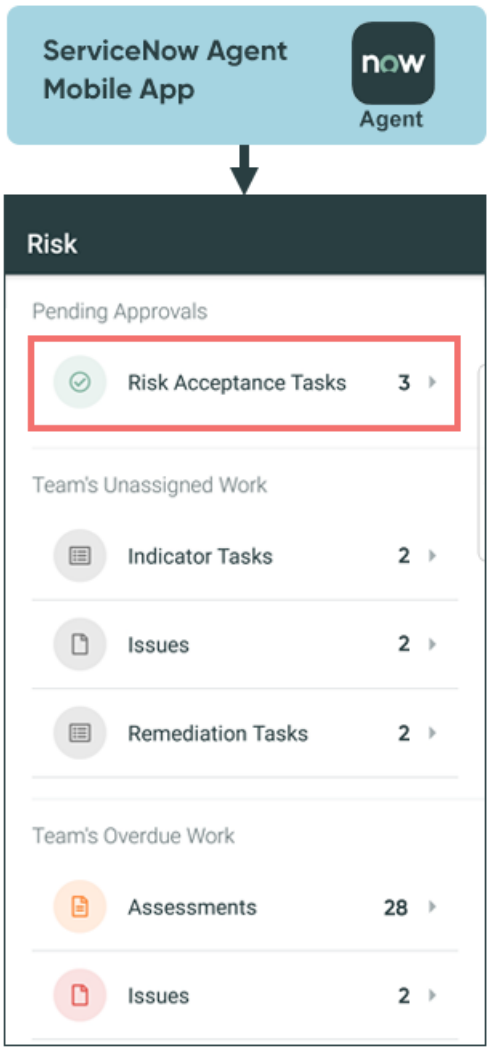
About this task
Approve or reject a pending request from the list of records. Alternatively, view the details of the record or add a work note prior to processing the request. Time to complete this task: 5-10 minutes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

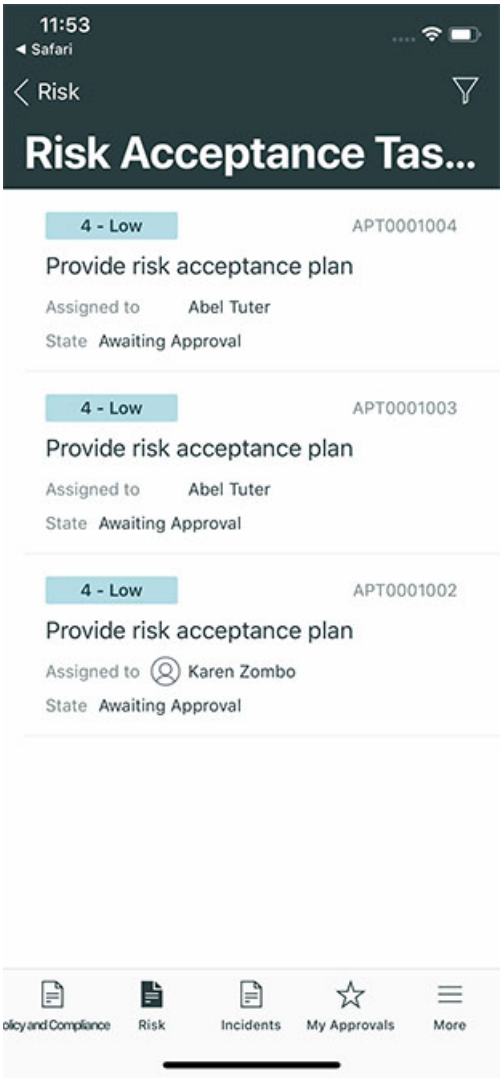
1. If you are not logged in to your ServiceNow AI Platform instance on your mobile device, for more information see Log in to the GRC Mobile application.
2. With the Risk landing screen displayed, tap **Risk Acceptance Tasks**.

   If you navigate away from the GRC Mobile application after you have logged in, tap the Now Agent app at any time to return to the last screen you had displayed.



The Risk Acceptance Tasks screen is displayed with a list of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

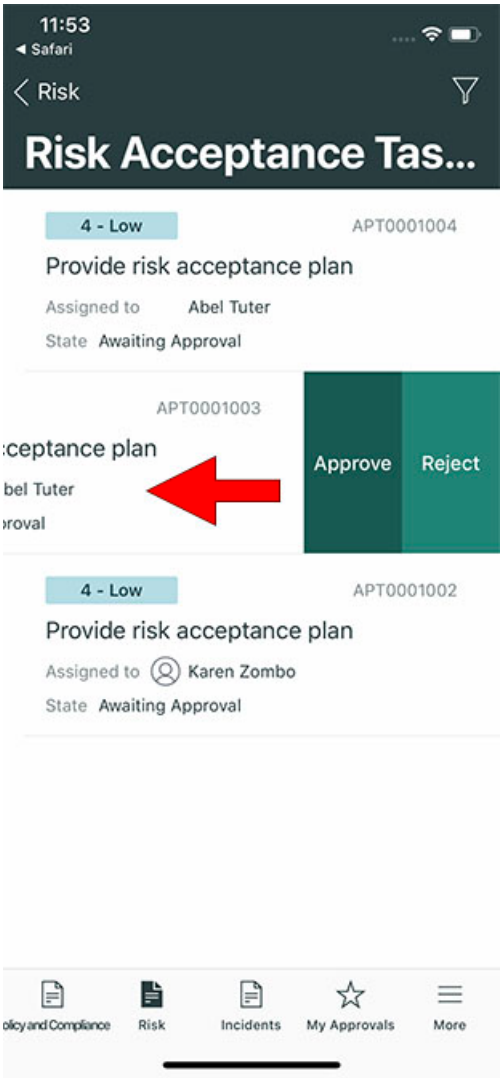


3. **Optional:** If you want to reduce the number of records that are displayed on the screen, see Filter records with the GRC Mobile application to search for records that match specific search criteria.

   (Optional) Filtering records on screens in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform. Setting filters can reduce the number of records that are displayed on screens.

4. To approve or reject a request directly from the list, with the Risk Acceptance Tasks screen displayed, swipe left on a record to open the menu.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

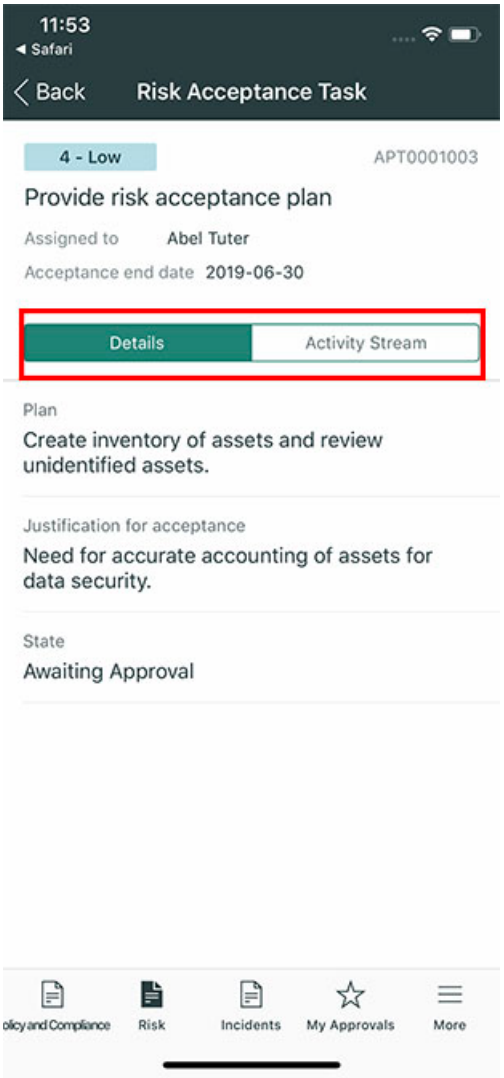


5. On the menu that is displayed, choose one to continue.

6. Alternatively, with the Risk Acceptance Tasks screen displayed, follow these steps to view more details or add a work note to a record on the list.
7. With the Risk Acceptance Task screen displayed, tap the record to open it.
8. To view more details, on the record that is displayed, tap **Approval for** to view the Risk Acceptance Task.
9. Tap the task record that is displayed to open it.

   On the record that is displayed, choose one from the following table to continue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Assign Risk Management indicator tasks with the GRC Mobile application

Assign unassigned indicator tasks to a member of your assignment group. An indicator task is related to a Risk record that is assigned to your compliance group.

Before you begin

Role required: GRC Risk manager (sn_risk.manager)

About this task

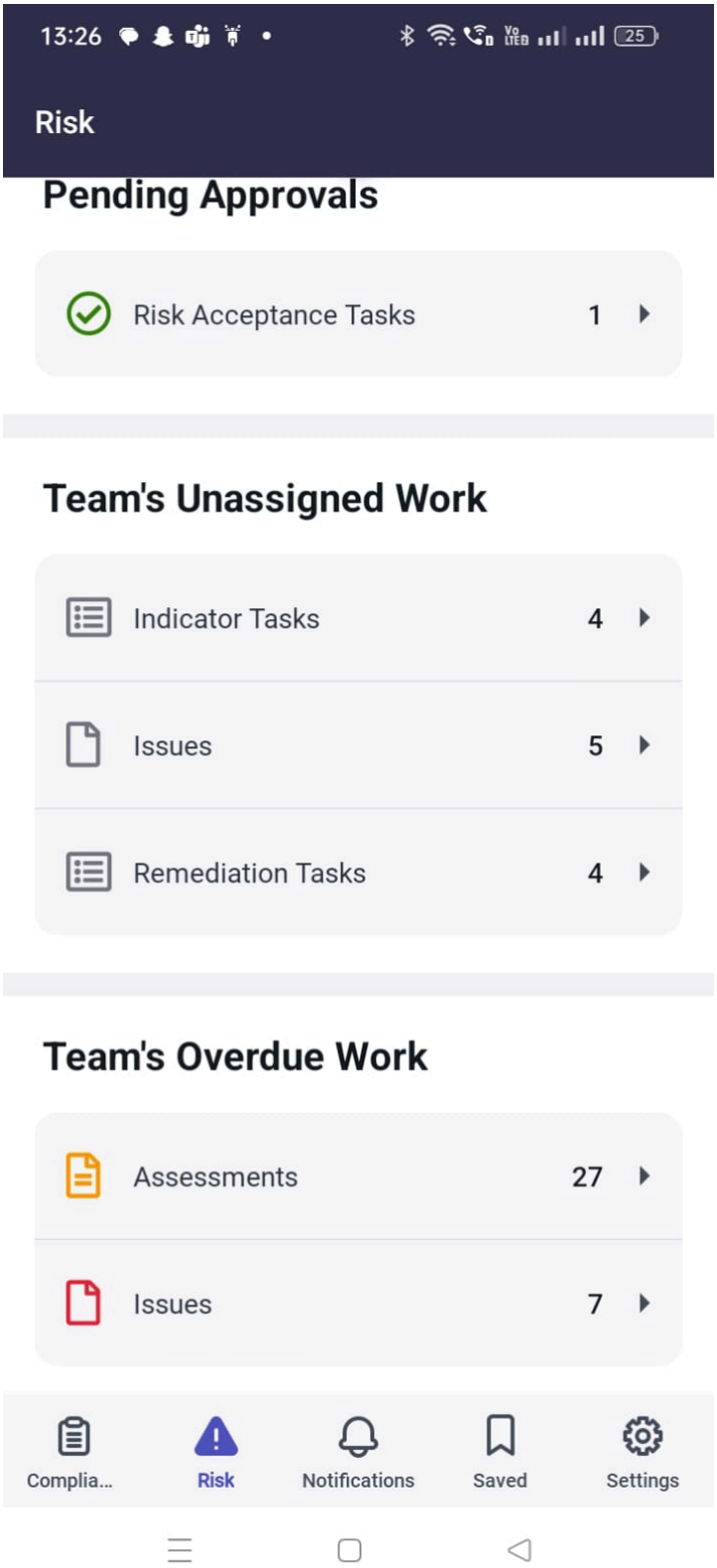
Assign an Indicator Task from the list of records. Alternatively, view the details of the record or add a work note prior to assignment. Time to complete this task: 5-10 minutes.

Procedure

1. If you are not logged in to your ServiceNow AI Platform instance on your mobile device, for more information see Log in to the GRC Mobile application.
2. With the Risk landing screen displayed, under the `Team's Unassigned Work` section, tap **Indicator Tasks**.

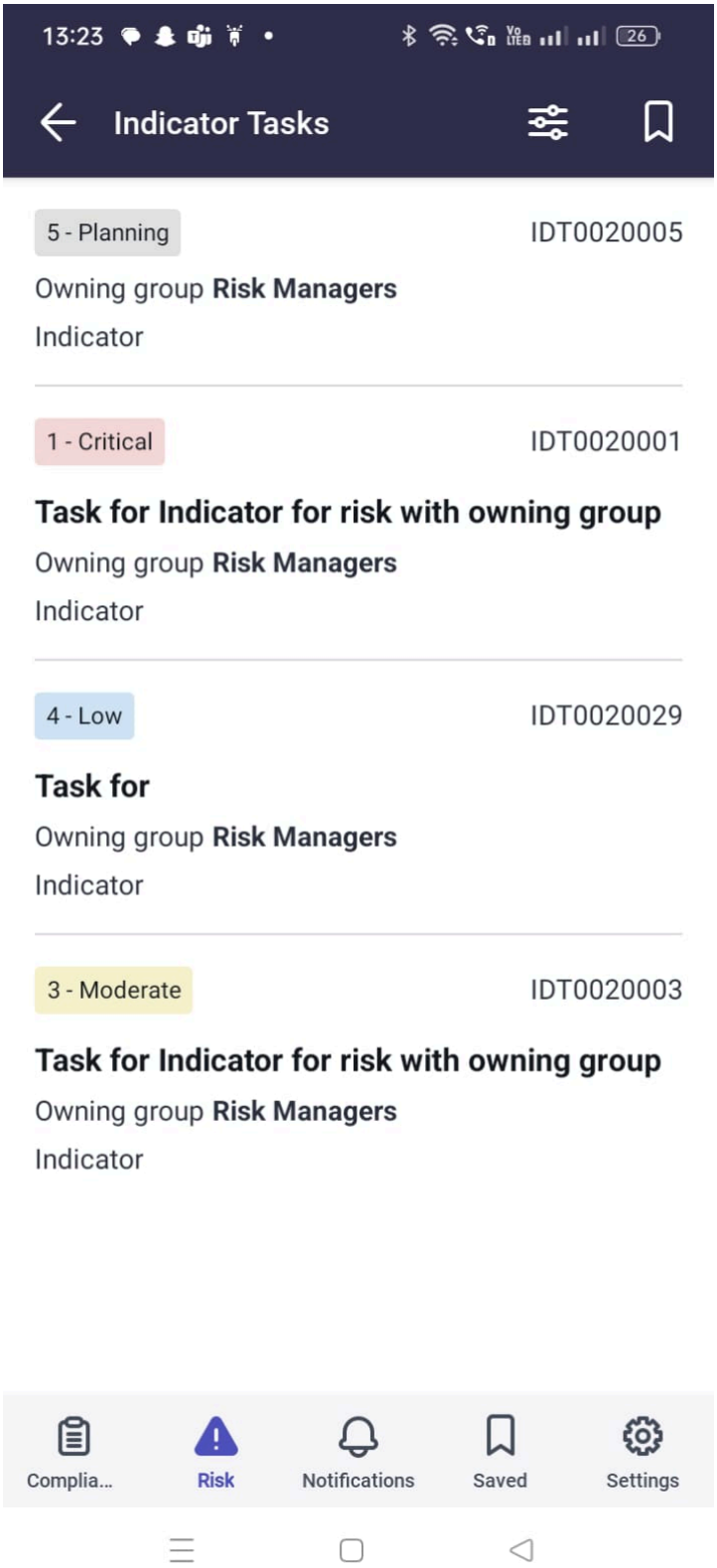
   If you navigate away from the GRC Mobile application after you have logged in, tap the Now Agent app at any time to return to the last screen you had displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Indicator Tasks screen is displayed with a list of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

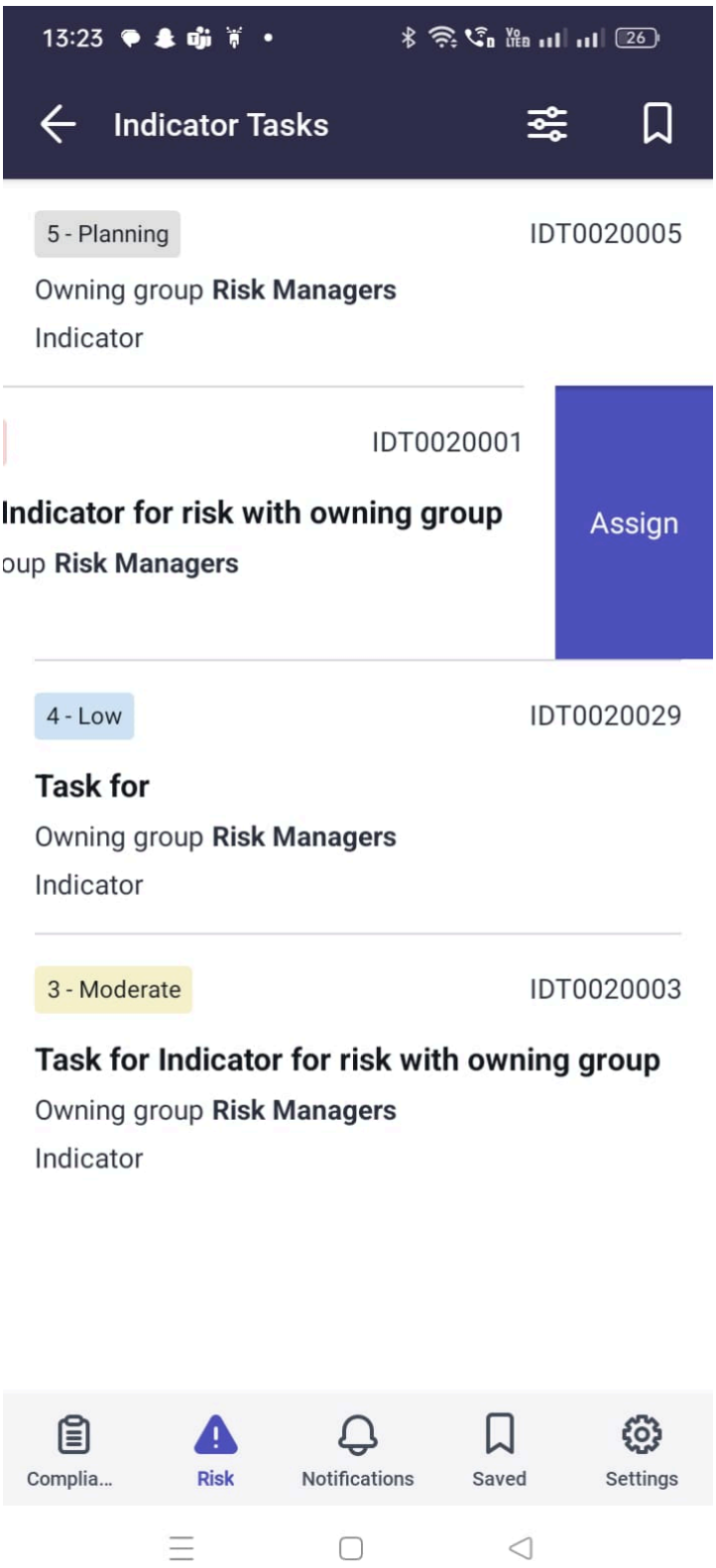


3. **Optional:** If you want to reduce the number of records that are displayed on the screen, see Filter records with the GRC Mobile application to search for records that match specific search criteria.

   (Optional) Filtering records on screens in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform. Setting filters can reduce the number of records that are displayed on screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. To assign a task directly from the list of records displayed on the Indicator Tasks screen, swipe left on a record to open the menu.



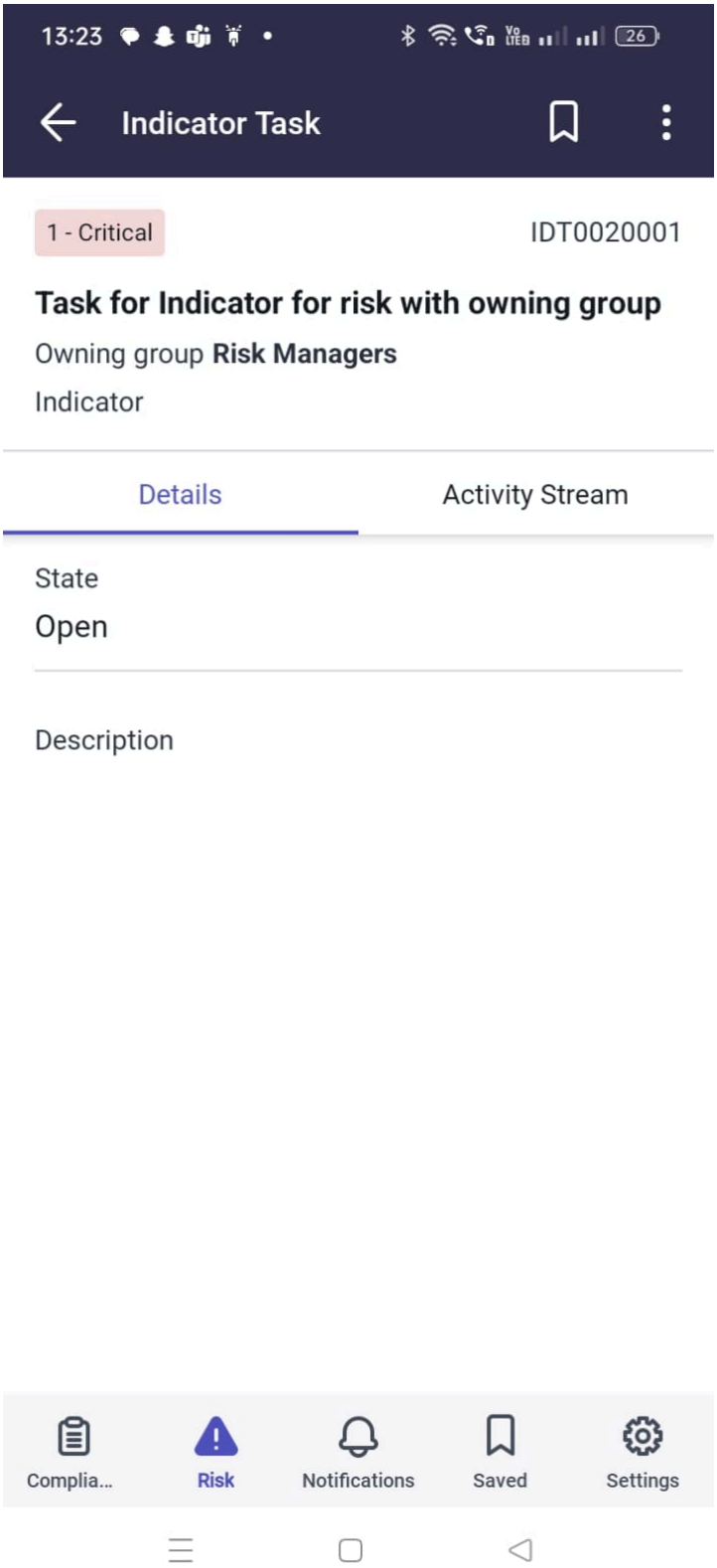
5. Tap **Assign**.
6. Tap **Assigned to**, and, on the screen that is displayed, tap a user. Alternatively, enter text in the Search field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The name of the user is displayed on the Assign Indicator Task screen. You can assign indicator tasks to any user.

7. Tap the Send icon () or **Submit** to save and submit your changes.
   After you assign the task to a user, the record is no longer displayed on the Indicator Tasks list.
8. Alternatively, to review more details or add work notes, with the Assign Indicator Task screen displayed, tap a record on the list to open it.
9. With the fields on the record displayed, choose one in the following table to continue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Assign Risk Management issues with the GRC Mobile application

Assign unassigned issues to a member of your assignment group. Navigate through the record to view more details about the Risk Statement, the Risk record, and Remediation Tasks associated with an issue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: GRC risk manager (sn_risk.manager)

About this task

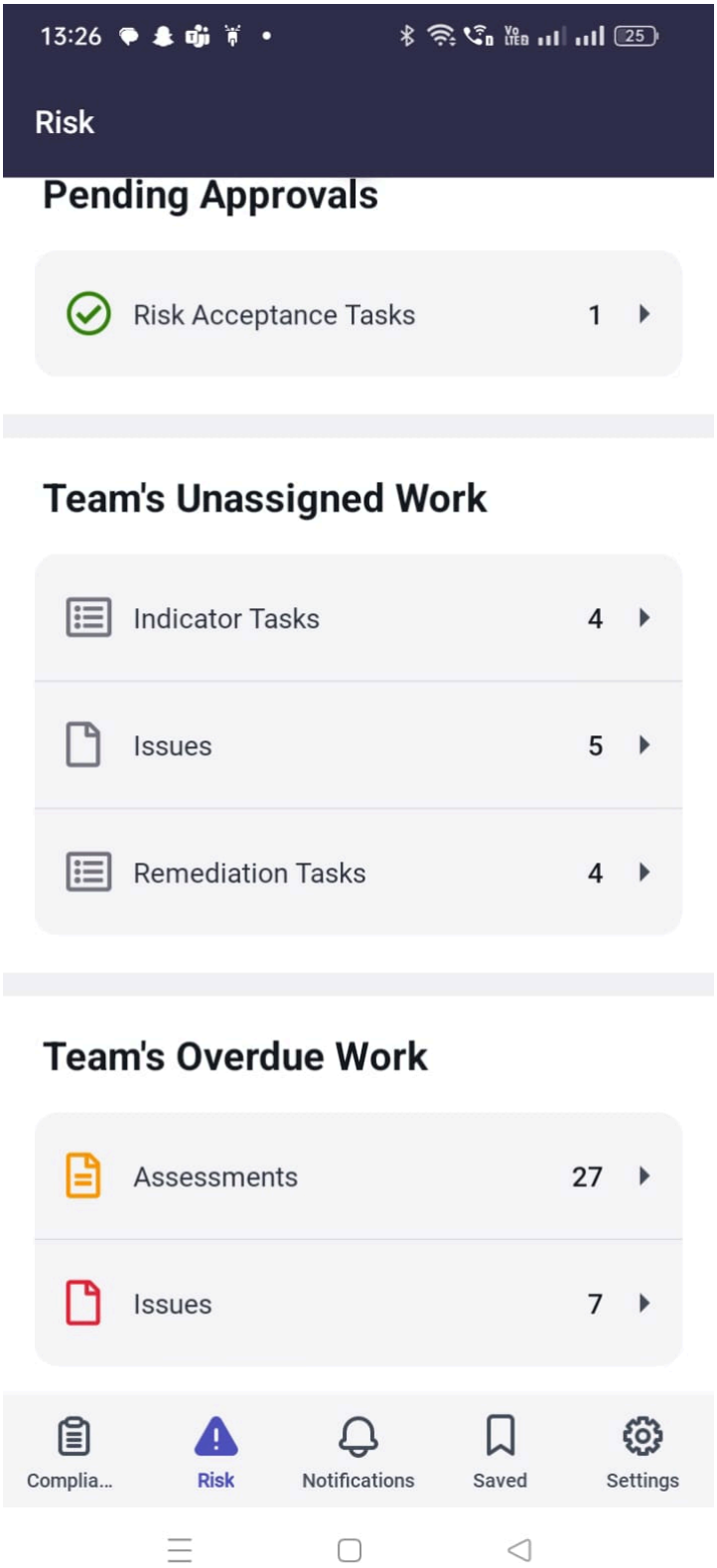
Edit or assign an issue from the list of records. Alternatively, add or work note or view the details and related lists of the record prior to assignment. Time to complete this task: 5-10 minutes.

Procedure

1. If you are not logged in to your ServiceNow AI Platform instance on your mobile device, for more information see Log in to the GRC Mobile application.
2. With the Risk landing screen displayed, under the `Team's Unassigned Work` section, tap **Issues**.

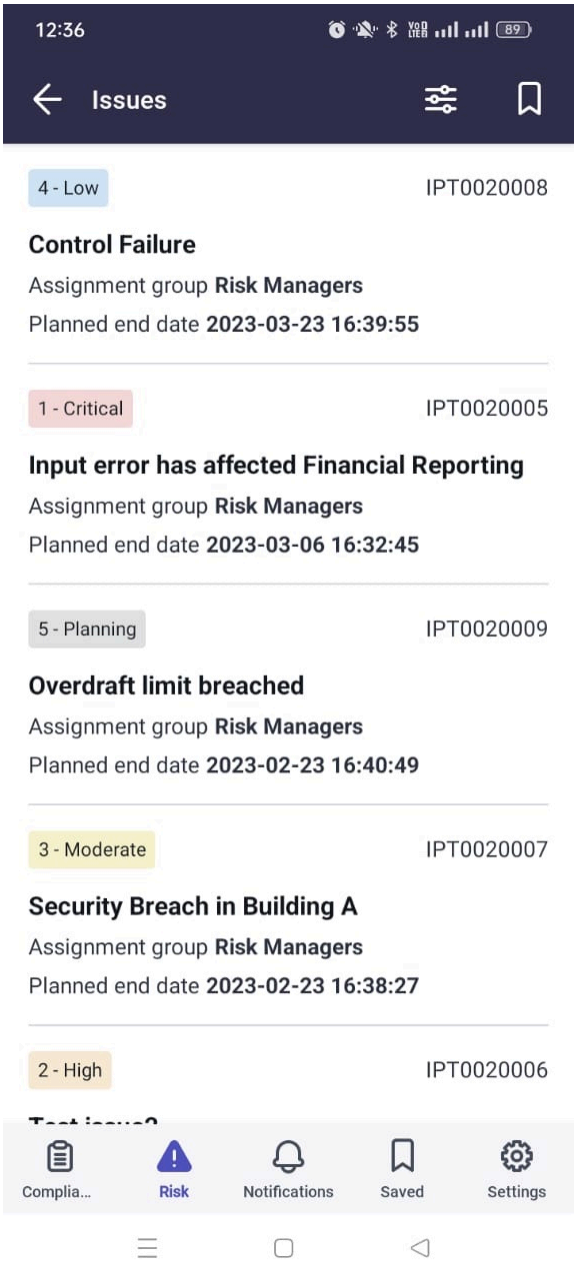
   If you navigate away from the GRC Mobile application after you have logged in, tap the Now Agent app at any time to return to the last screen you had displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Issues screen is displayed with a list of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

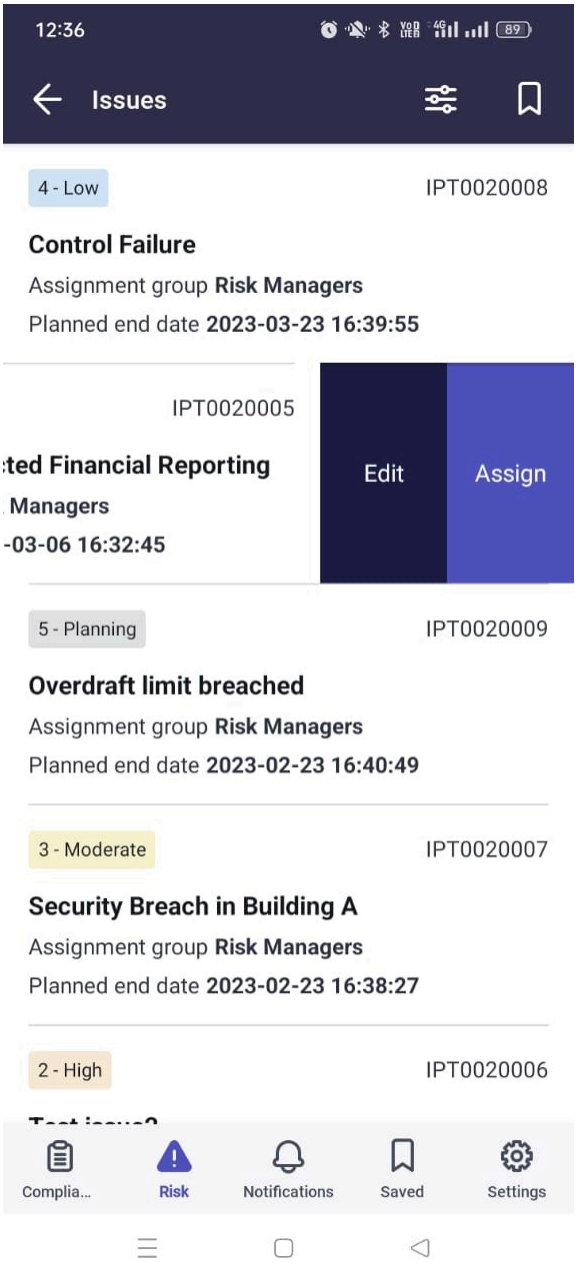


3. **Optional:** If you want to reduce the number of records that are displayed on the screen, see Filter records with the GRC Mobile application to search for records that match specific search criteria.

   (Optional) Filtering records on screens in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform. Setting filters can reduce the number of records that are displayed on screens.

4. To edit or assign an issue directly from the list of records displayed on the Issues screen, swipe left on a record to open the menu.

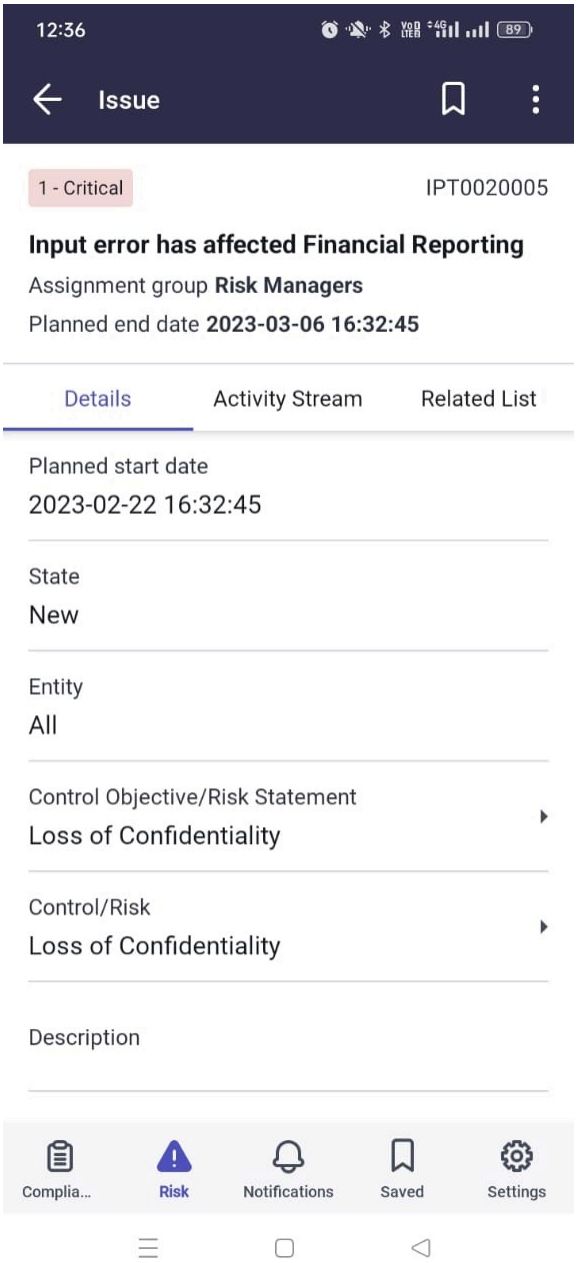
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. In the menu that is displayed, choose one from the following table to continue.

6. Alternatively, with the Issues screen displayed, tap a record on the list to open it and view more details.
7. With the fields on the issue record displayed, choose one in the following table to continue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Assign Risk Management remediation tasks with the GRC Mobile application

Assign an unassigned remediation task to a user of your group. Edit the fields including the **Extend by days** field. Navigate through the record to view more details about the Risk Statement, the Risk record, and the Issues associated with a Remediation Task.

Before you begin

Role required: GRC Risk manager (sn_risk.manager)

About this task

Edit or assign an unassigned remediation task directly from the list of records. Alternatively, view the details of the record prior to assignment or add a work note. Time to complete this task: 5-10 minutes.

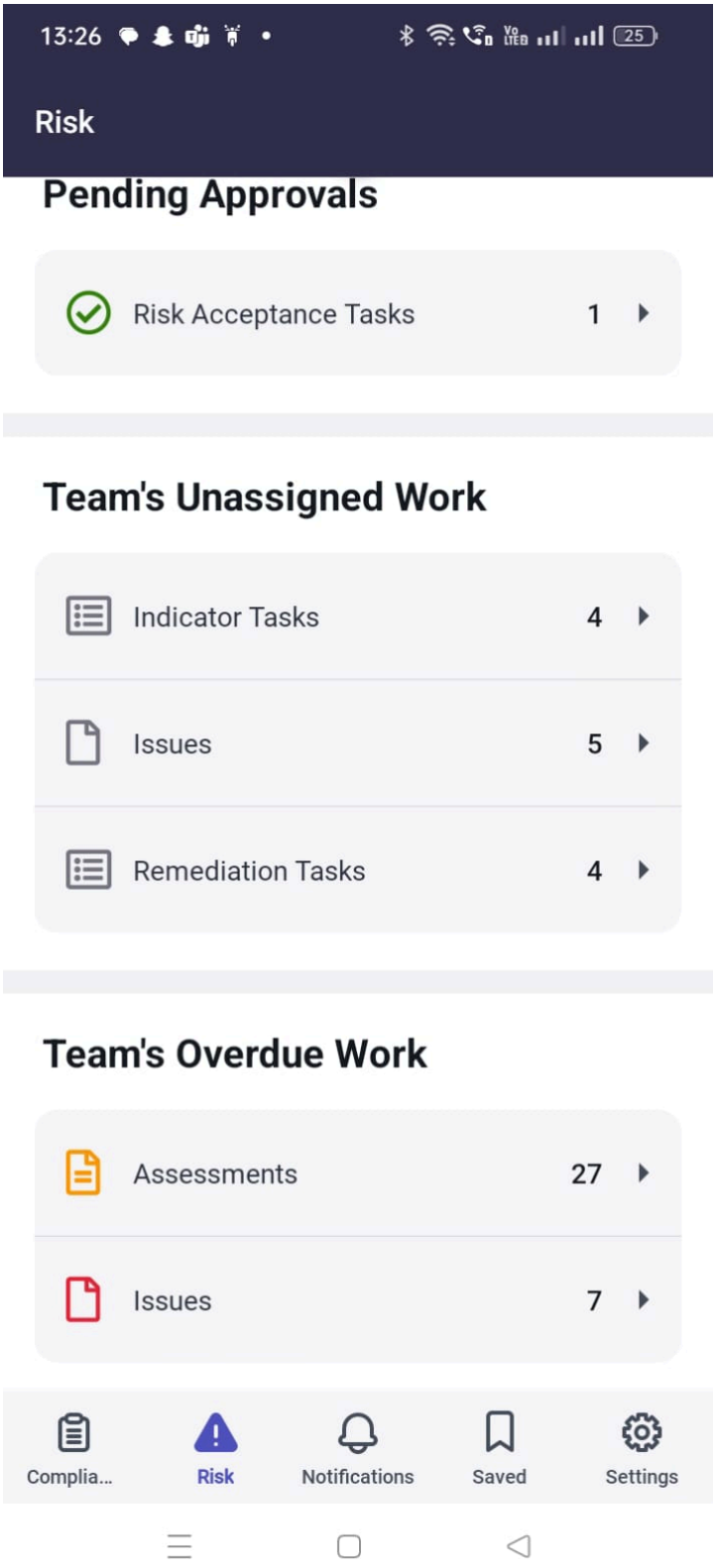
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. If you are not logged in to your ServiceNow AI Platform instance on your mobile device, for more information see Log in to the GRC Mobile application.
2. With the Risk landing screen displayed, under the `Team's Unassigned Work` section, tap **Remediation Tasks**.

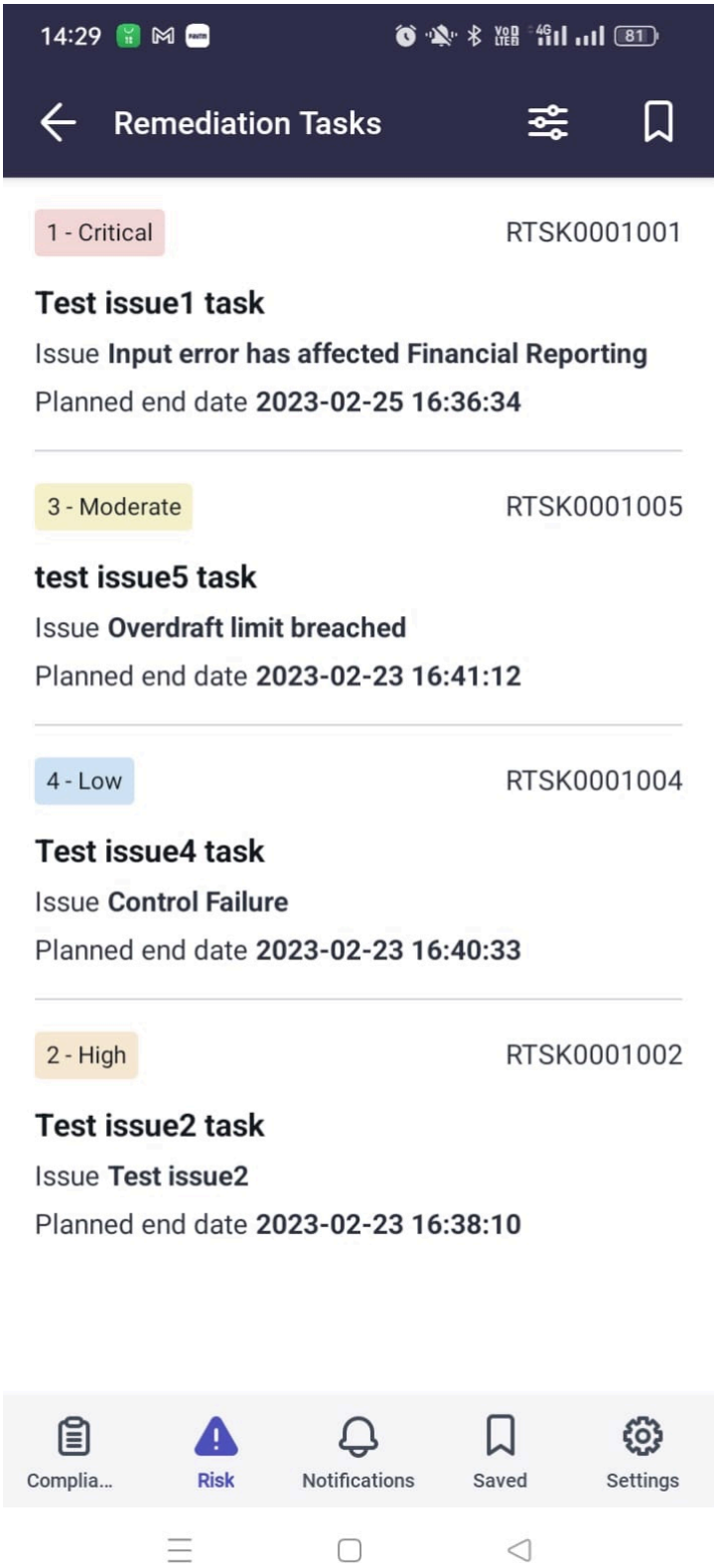
   If you navigate away from the GRC Mobile application after you have logged in, tap the Now Agent app at any time to return to the last screen you had displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Remediation Tasks screen is displayed with a list of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

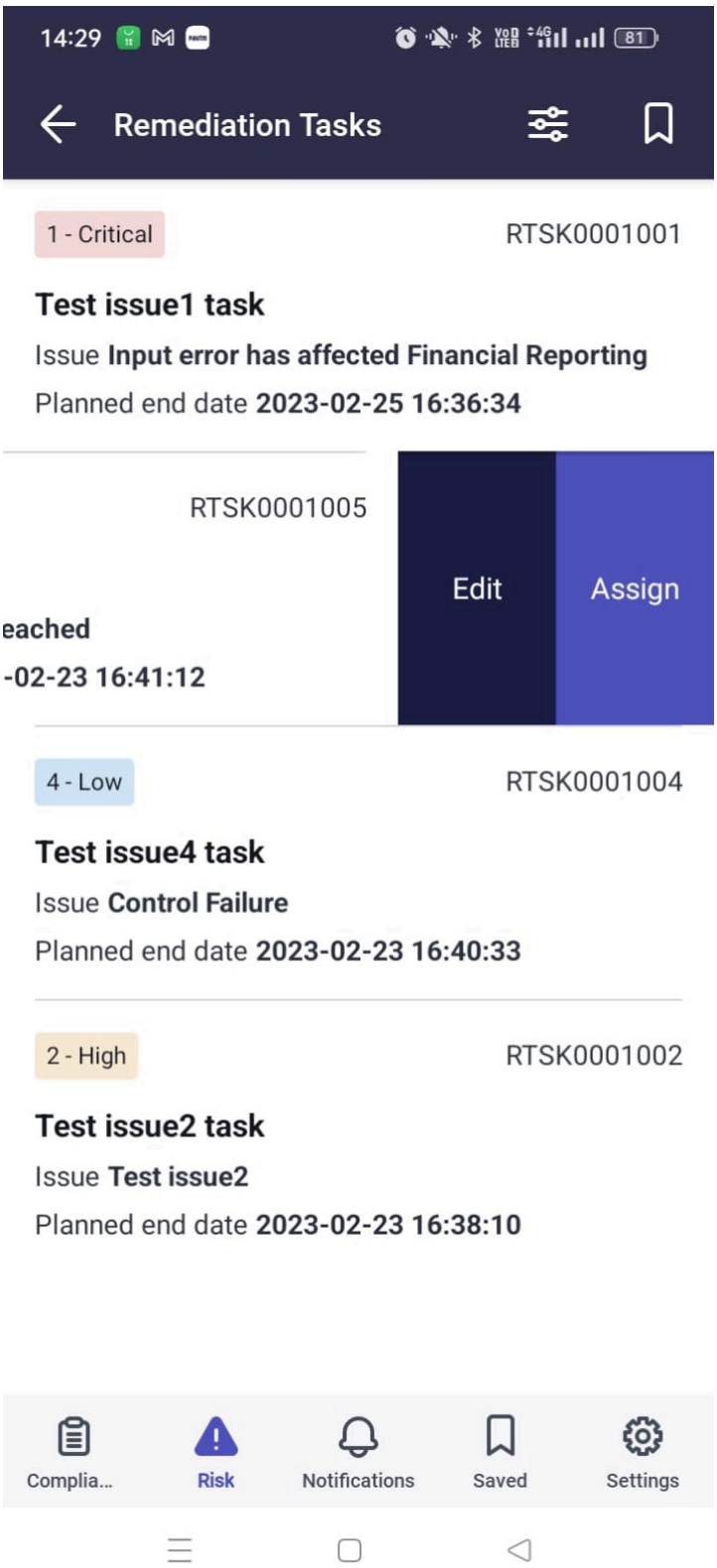


3. **Optional:** If you want to reduce the number of records that are displayed on the screen, see Filter records with the GRC Mobile application to search for records that match specific search criteria.

   (Optional) Filtering records on screens in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform. Setting filters can reduce the number of records that are displayed on screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

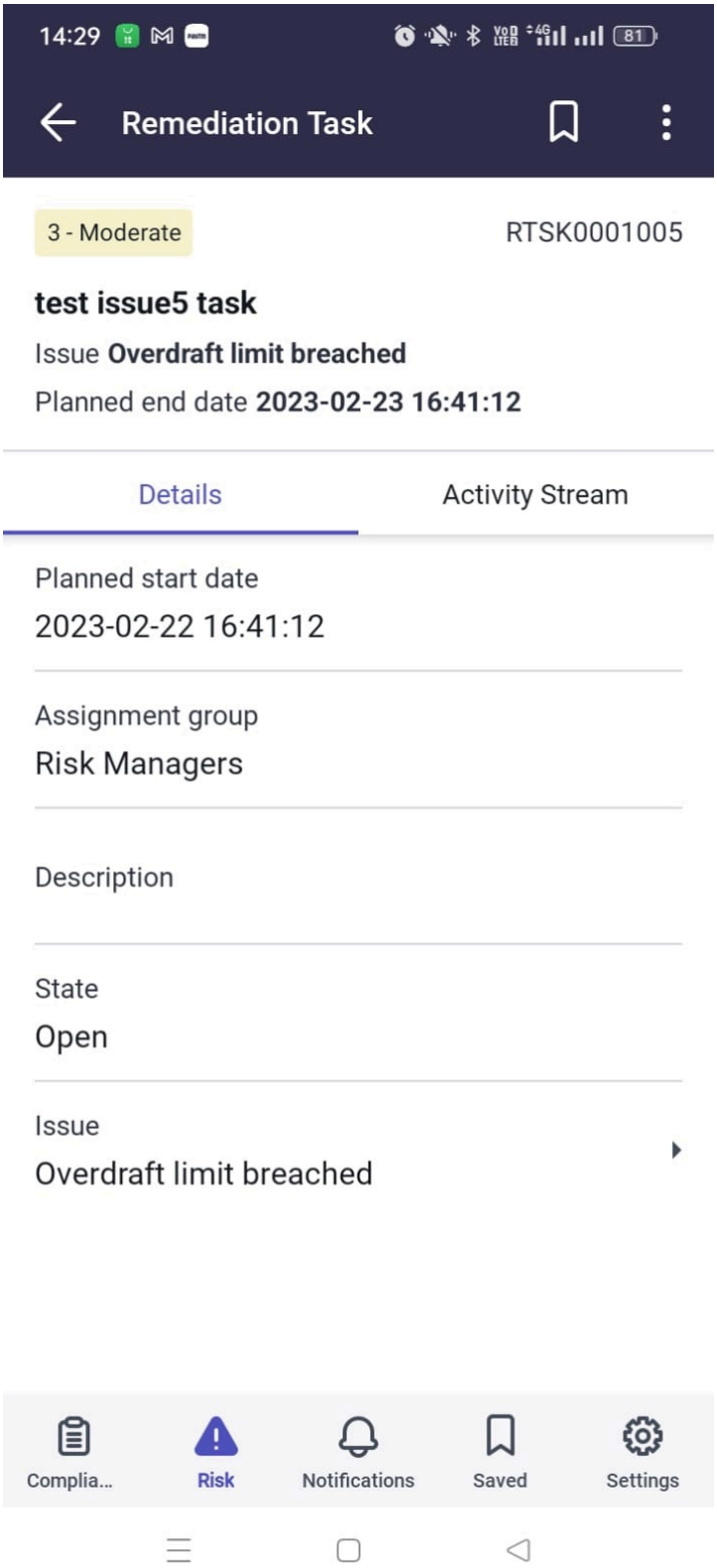
4. To edit or assign a task directly from the list of records displayed on the Remediation Tasks screen, swipe left on a record to open the menu.



5. In the menu that is displayed, choose one to continue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. Alternatively, with the Remediation Tasks screen displayed, tap a record on the list to open it and review more details.
7. With the fields on the issue record displayed, choose one in the following table to continue.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reassign overdue Risk Management assessments with the GRC Mobile application

Reassign overdue risk assessments to another member of your assignment group.

Before you begin

Role required: GRC Risk manager (sn_risk.manager)

About this task

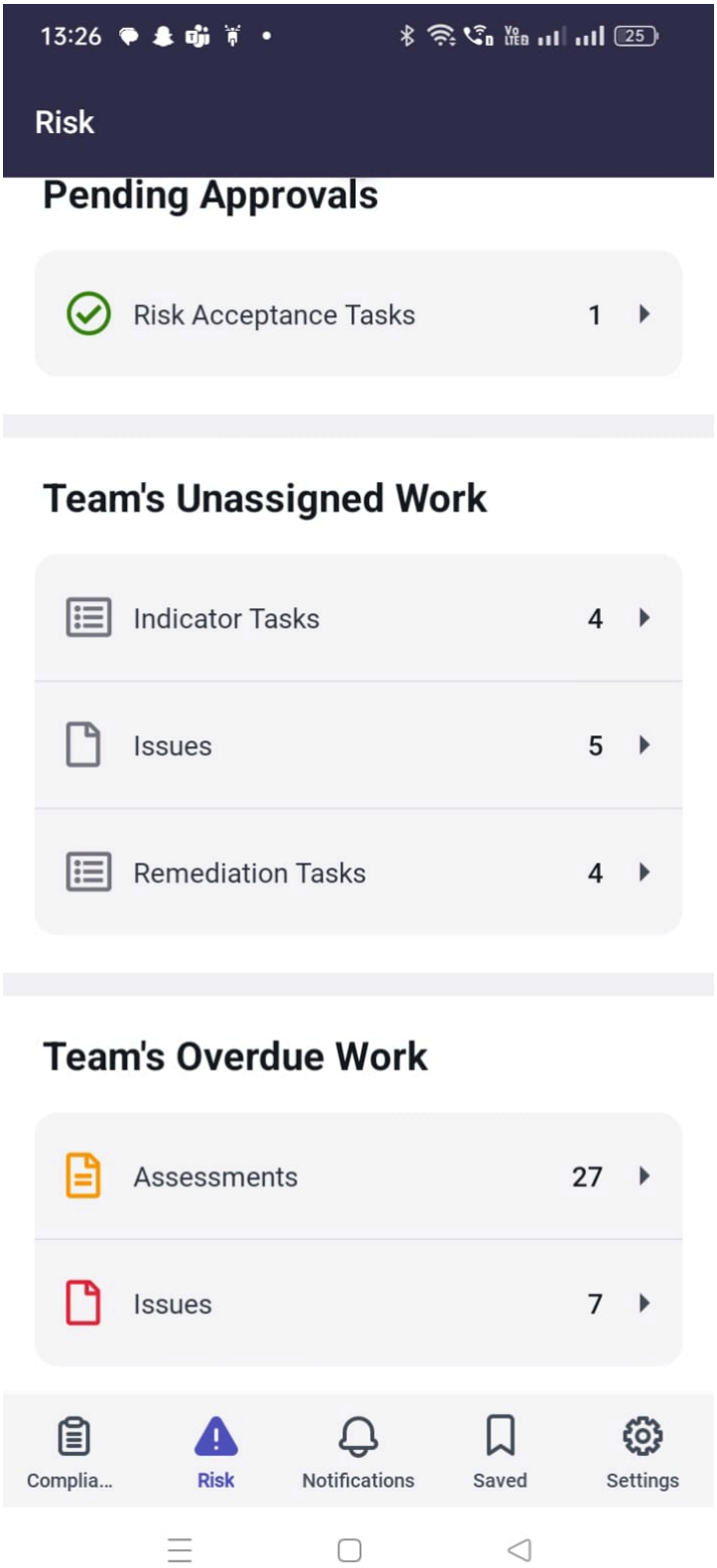
Reassign a risk assessment that is past its due date directly from the list of records. Alternatively, view the details of the record to prior to reassignment. Time to complete this task: 5-10 minutes.

Procedure

1. If you are not logged in to your ServiceNow AI Platform instance on your mobile device, for more information see Log in to the GRC Mobile application.
2. With the Risk landing screen displayed, under the `Team's Overdue Work` section, tap **Assessments**.

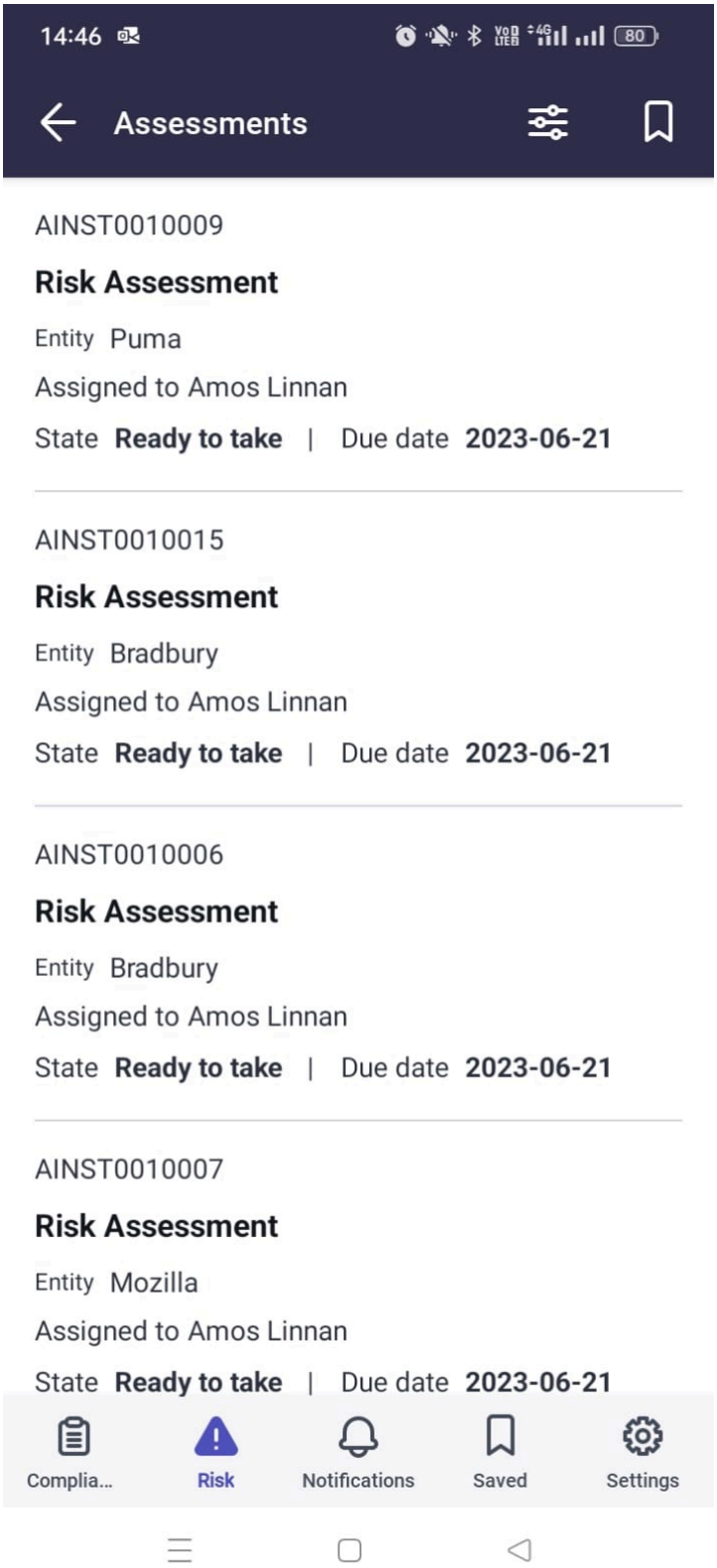
   If you navigate away from the GRC Mobile application after you have logged in, tap the Now Agent app at any time to return to the last screen you had displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Assessments screen is displayed with a list of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

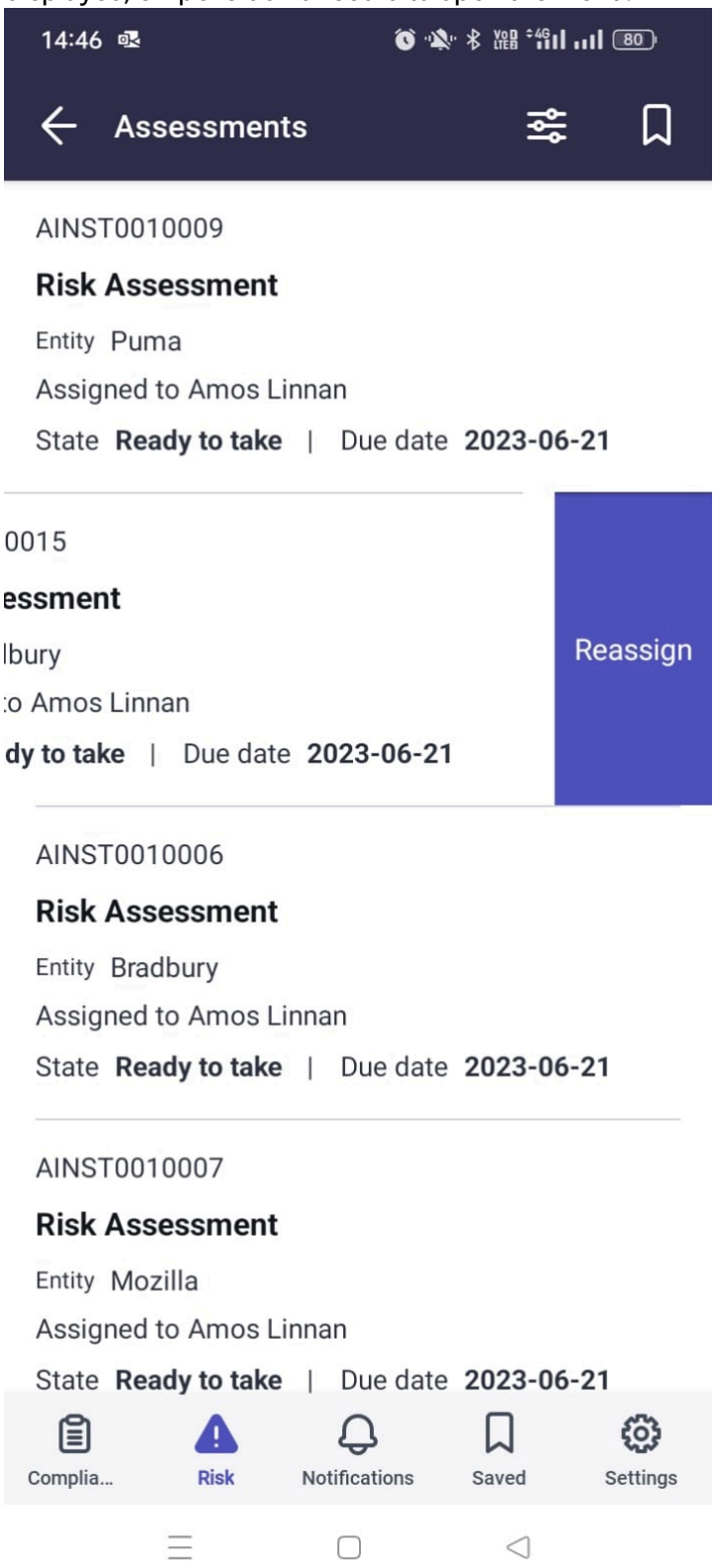


3. **Optional:** See Filter records with the GRC Mobile application to search for records that match specific search criteria.

   (Optional) Filtering records on screens in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform. Setting filters can reduce the number of records that are displayed on screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

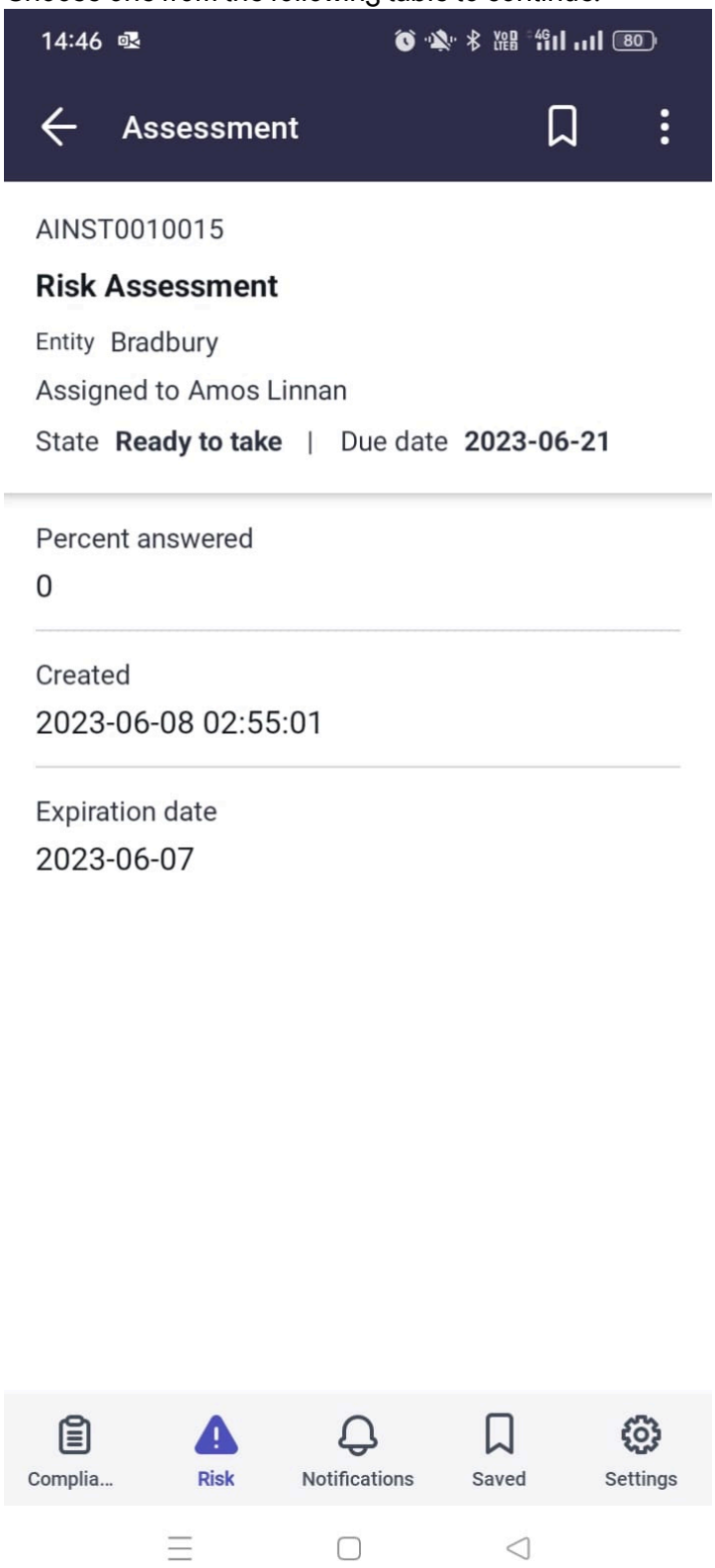
4. To reassign a risk assessment directly from the list of records, with the Assessments screen displayed, swipe left on a record to open the menu.



5. Tap **Reassign**, and, tap the **Assigned to** field.
6. Tap a user name, or, alternatively, enter a name in the search field.
7. Tap the Send icon ( ) or **Submit** to save and submit your changes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. Alternatively, with the Assessments screen displayed, tap a record on the list to open it and view more details.
9. Choose one from the following table to continue.



Reassign overdue Risk Management issues with the GRC Mobile application

Reassign overdue Risk Management issues that are assigned to your assignment group.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: GRC Risk manager (sn_risk.manager)

About this task

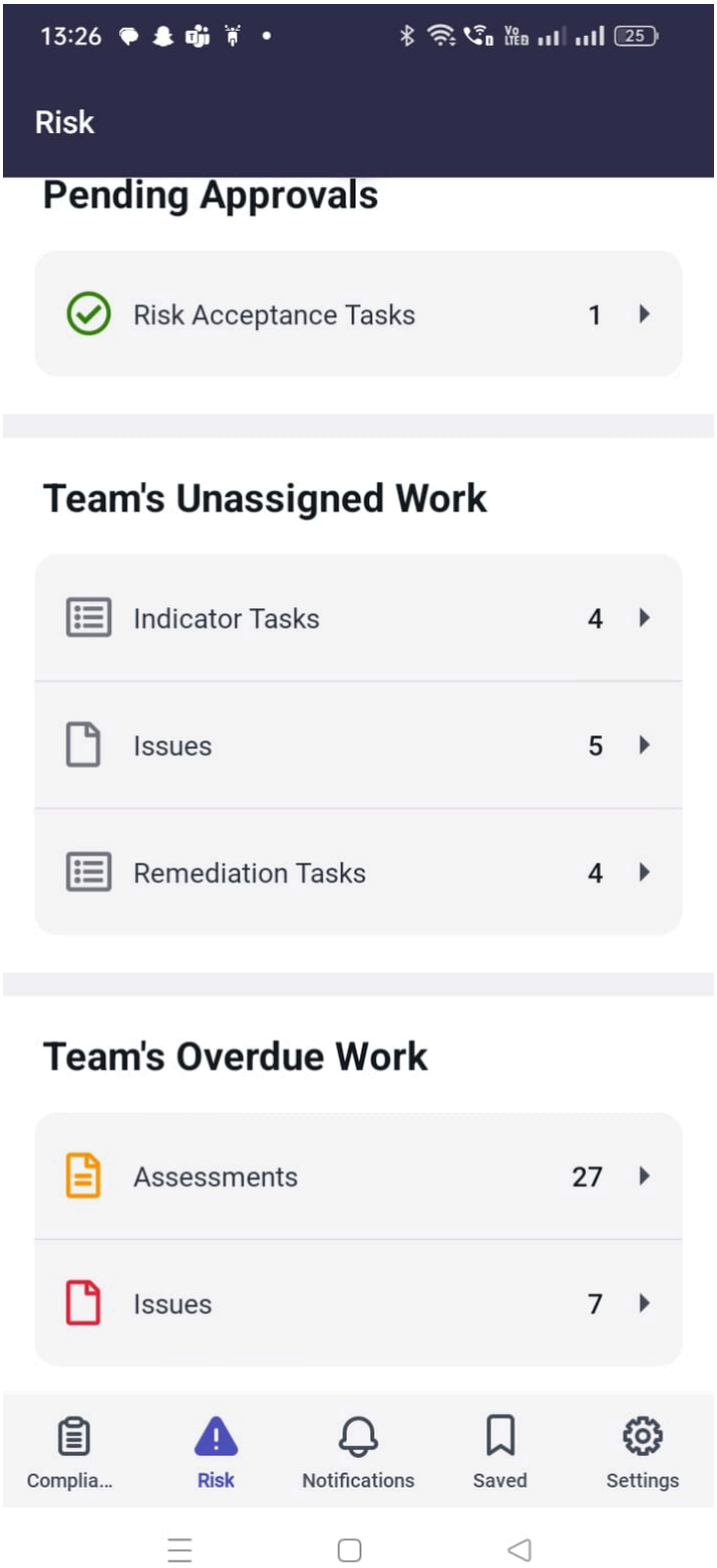
Edit or reassign a task directly from the list of records. Alternatively, add a work note or navigate through the record to view more details about the Risk Statement, the Risk record, and associated Remediation Tasks prior to reassignment. If an issue is not assigned to your assignment group, it is not displayed on this list. Time to complete this task: 5-10 minutes.

Procedure

1. If you are not logged in to your ServiceNow AI Platform instance on your mobile device, for more information see Log in to the GRC Mobile application.
2. With the Risk landing screen displayed, under the `Team's Overdue Work` section, tap **Issues**.

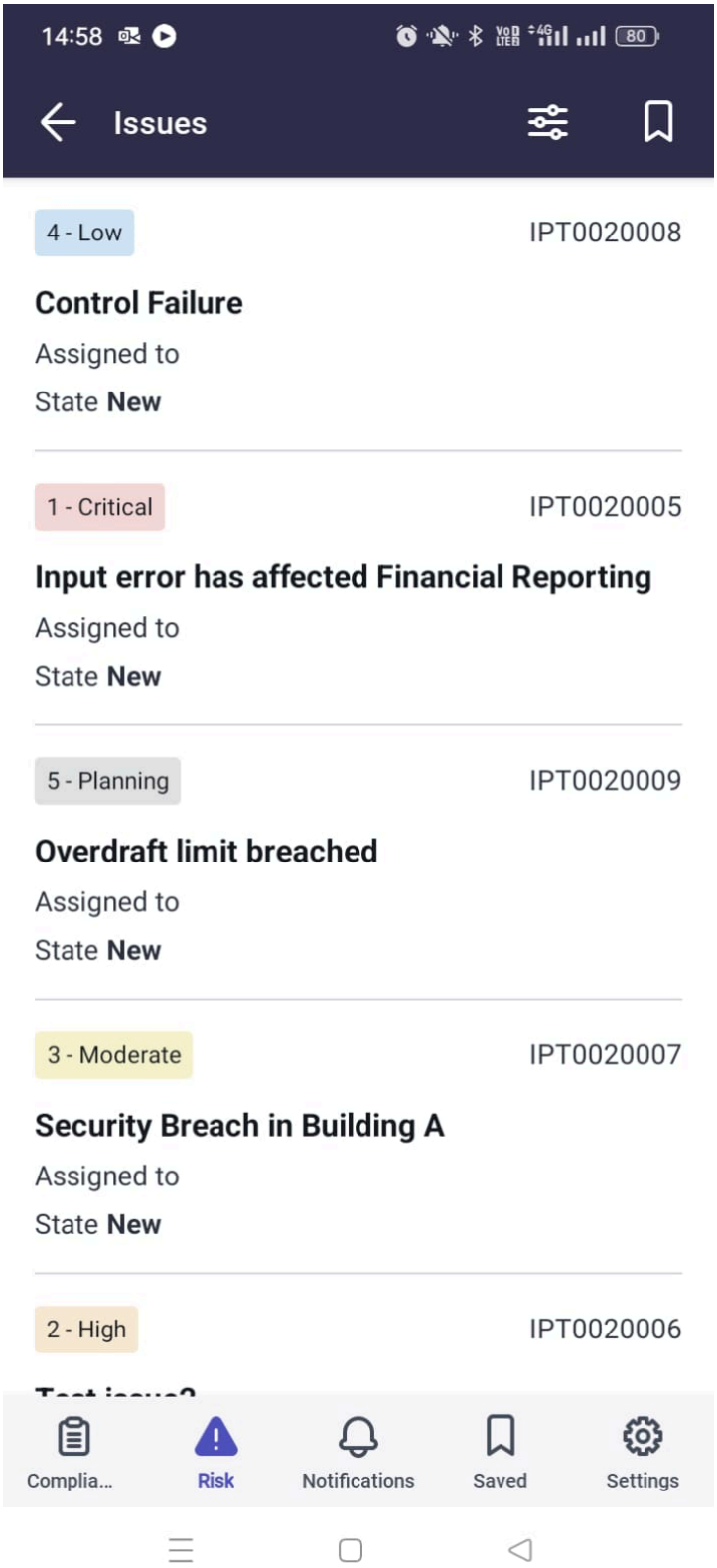
   If you navigate away from the GRC Mobile application after you have logged in, tap the Now Agent app at any time to return to the last screen you had displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The Issues screen is displayed with a list of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

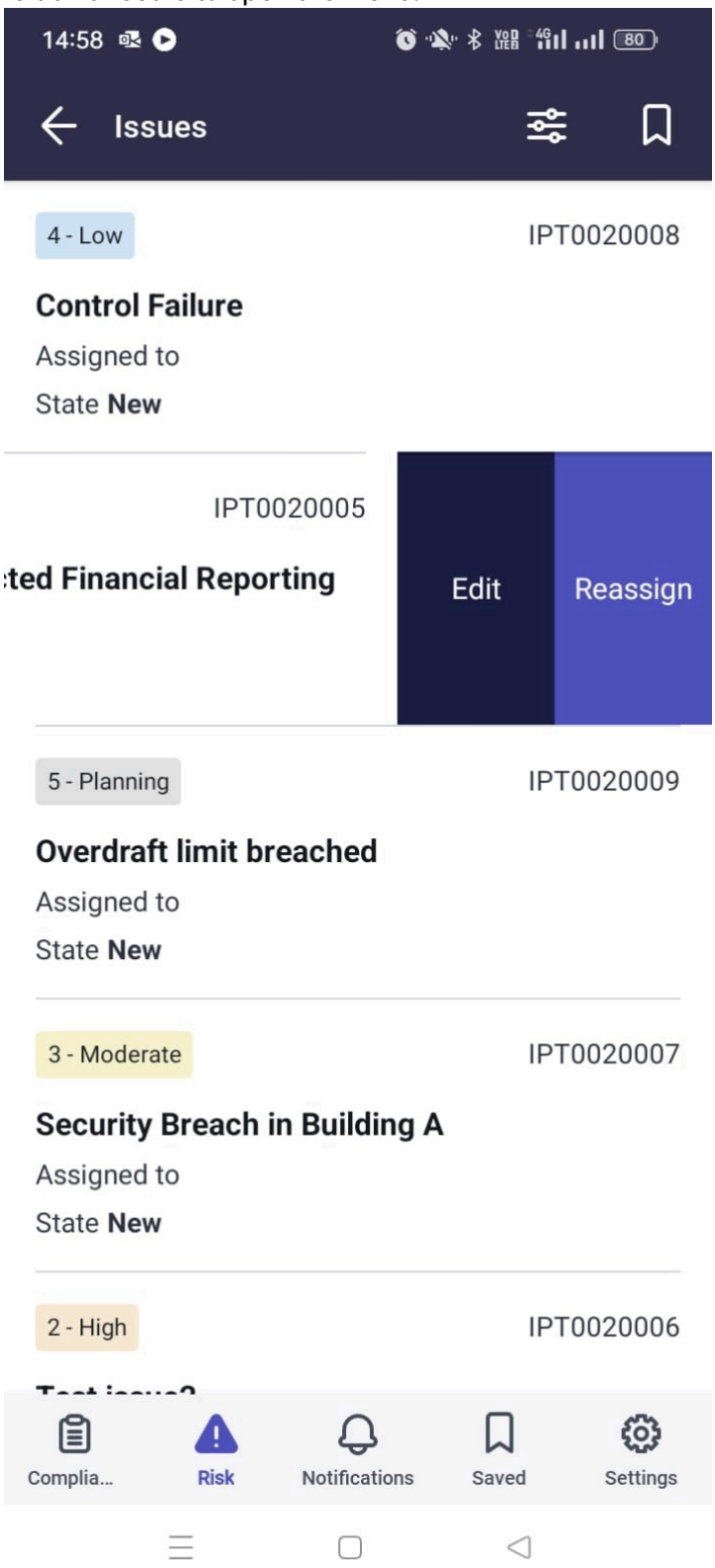


3. **Optional:** See Filter records with the GRC Mobile application to search for records that match specific search criteria.

   (Optional) Filtering records on screens in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform. Setting filters can reduce the number of records that are displayed on screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. To edit or reassign a task directly from the list of records displayed on the Issues screen, swipe left on a record to open the menu.

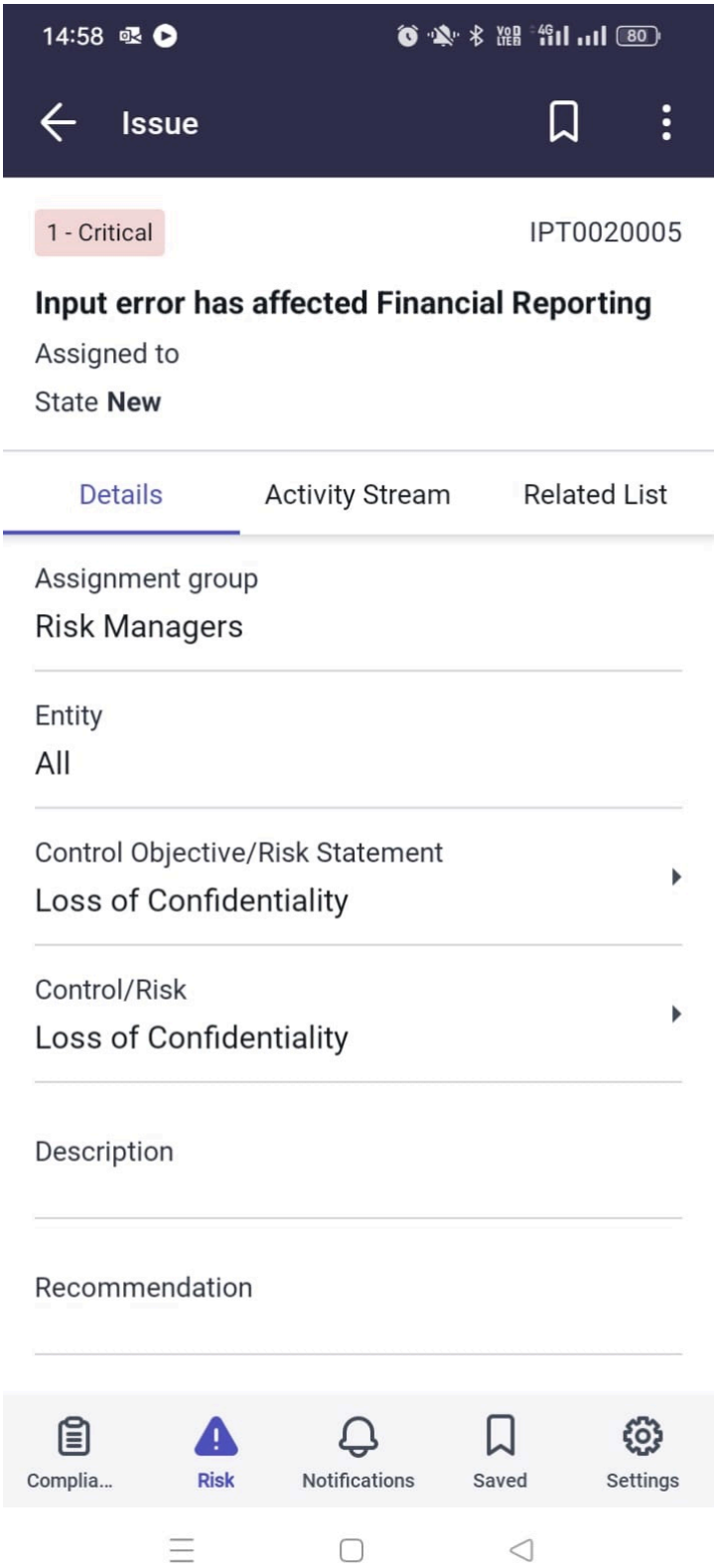


5. In the menu that is displayed, choose one to continue.

6. Alternatively, with the Issues screen displayed, tap a record on the list to open it and view more details.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. With the fields on the issue record displayed, choose one in the following table to continue.



Filter records with the GRC Mobile application

Set additional filters to limit the number of records that are displayed on a screen. Filtering records in the mobile app works like filtering with a condition builder on the ServiceNow AI Platform.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: admin

About this task
Time to complete this task: 5 minutes.

Procedure
1. To further refine your search results, or to enter additional filter criteria on any list of records that is displayed, tap the filter icon ().
2. With the Filters screen displayed, tap a field to expand it.
3. From the options that are displayed, tap the check box or tap an item for your filter.
   For many of the filters, you can select more than one option.
4. Tap the Back icon () or **DONE** to save your changes to a field.
   The criteria you chose are displayed on the Filters screen. The number of records that match your criteria is also displayed at the top of the screen. Tap **Clear** or **RESET** to remove any filters and restore the default setting.
5. **Optional:** Repeat steps 1 - 4 with the Filters screen displayed to continue setting your filter criteria.
6. Tap the intersection icon after you set all criteria to create AND conditions. ).
   Alternatively, tap the union icon () to create OR conditions.
7. After you have added all the criteria you want, with the Filters screen displayed, tap **DONE**.
   On the screen, only the records that match your filter criteria are displayed.

What to do next
View the records that are displayed after your search for more details.

Use Risk Events

Report risk events and monitor their workflow to prevent losses in your organization.

Configure risk event integration

Configure risk event integration with other upstream ServiceNow applications. This integration enables all users in an organization to report and track the risk events.

Before you begin
Role required: sn_risk.admin and user_admin

About this task
When you configure the risk event integration with another upstream application, then users of that application can directly report risk events from the application. For example, if you configure risk event integration in the ServiceNow® IT Service Management (ITSM) application, all users of ITSM can report risk events from the ITSM application. By default, this configuration is provided for the IT Incidents application and the Security incidents application.

The two modes that enable the creation of a risk event are **Simple** and **Advanced**. The **Simple** mode enables you to define filter conditions on the application table so that users of the Incidents application can report a risk event. For example, you can define that a financial event with a high impact must be reported as a risk event. In contrast, the **Advanced** mode enables users with GRC developer role to write scripts.

Incident managers with the incident_manager role are able to see the **Report Risk Event** option in an incident, whereas Security Managers with the sn_si.manager role are able to see the **Report Risk Event** option in a security incident.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Risk Events** > **Administration** > **Integration Configuration**.
2. Click **New**.
3. On the form, fill in the fields.

Risk Event Integration Configuration form

Field	Description
Number	Configuration number. This field is automatically set.
Active	Option to enable the creation of a risk event from the application table.
Integration name	Short and unique title for the integration. For example, to report a risk event from an incident table, you can type `Incident-risk-event-integration`.
Application table	Application table that is used for reporting risk events. The table determines the upstream application that will be used for reporting risk events.
Source for name	How the name of risk events are set. The choices are as follows: ○ **Form field**: Select this option if you want the value from a specific selected field to be used as the risk event name. ○ **Default value**: Enter a custom value. The risk event is created with the name you enter here.
Source for description	How the description of risk events are set.
Source for entity	How the entity of risk events are set.
Source for date of discovery	How the date of discovery for risk events are set.
Name	Field in the application table that is used to set the name of risk events. This field appears only when **Form field** is selected from the **Source of name** field.
Default Name	Default name for risk events. This field appears only when **Default value** is selected from the **Source of name** field.
Description	Field in the application table that is used to set the description of risk events. This field appears only when **Form field** is selected from the **Source of description** field.
Default description	Default description for risk events. This field appears only when the **Default value** is selected from the **Source of description** field.
Entity	Field from the application table that refers to a GRC entity or to a record in a GRC entity. This field appears only when **Form field** is selected from the **Source of entity** field.
Default Entity	Default entity for risk events. Default entities are created from the table in the **Application table** field. This field appears only when **Default value** is selected from the **Source of entity** field.
Date of discovery	Field in the application table that is used to set the date of discovery of risk events. This field is visible only when **Form field** is selected from the **Source of date of discovery** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Default date of discovery	Default date of discovery of risk events.
Default event type	Default event type of risk events. For example, if the event is financial or non-financial.
Event subtype	Subtype of the risk event. For example, if the event is actual or potential.
Source for Non-Financial impact	How the non-financial impact of risk events is set.
Non-Financial impact	Field in the application table that is used to set the non-financial impact of risk events. This field appears only when **Form field** is selected from the **Source of non-financial field** field.
Default non-financial impact	Default severity of risk events. The choices are **Low**, **Medium**, or **High**.
Source for expected loss	How the expected loss of risks events is set.
Expected loss	Field in the application table that is used to set the expected loss of risk events. This field appears only when **Financial impact** is selected from the **Default event type** is field and only when **Form field** is selected from the **Source of expected loss** field.
Default expected loss	Default monetary value of the loss. This field appears only when the **Financial impact** is selected from the **Default event type** field and only when **Default value** is selected from the **Source of expected loss** field.
Display UI Action Based On	
Mode	Mode that is used to create the UI action. The choices are as follows: ○ **Simple**: Mode to set simple filter conditions. For example, if the impact of an incident is **High**, the **Report a Risk Event** UI action must be created. ○ **Advanced**: Mode to write a script to query tables, including the table from the **Application table** field.
Role condition	Roles that can report risk events from the upstream application.
Filter condition	Build the filters as per the requirement.
Script	Field to write a custom script to query any table. **Note:** The option to write a script is only available to users who also have the sn_grc.developer role. This field appears when the **Mode** field has **Advanced**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Click **Submit**.
   Any other application table which extends the task table can configure this integration. For details, see the Risk Event Ingestion [KB0780985] article in the Now Support Knowledge Base. You must log in to view the article.

Result
The application that is configured to report risk events displays the **Create Risk Event** button.

Create a risk event response template

Automatically add approvers, issues, and owners to a risk event based on the conditions defined in the risk event response template.

Before you begin
Role required: sn_risk.manager and sn_risk.admin

Procedure
1. Navigate to **All** > **Risk Events** > **Administration** > **Response Templates**.
2. Select **New**.
3. On the form, fill in the fields.

Risk Event Response Templates form

Field	Description
Number	Template number. This number is automatically set.
Entity	Entity that the template is created for.
Category	Category that the risk event applies to if there is an occurrence. You can edit the category to apply one of the following options. ○ **Personal**: For example, any physical harm caused to an employee. ○ **Legal**: For example, an employee conducts a business that is a conflict of interest. ○ **Information Security**: For example, a theft, burglary, or system crash. ○ **Human Resources**: For example, sensitive lawsuits by an employee against another employee. ○ **All**: Any risk event that is reported.
Approval rule based on	Rule used while assigning the event. ○ **Gross Loss** ○ **Net Loss** ○ **Expected Loss** This field depends on the values in the **Event type** and **Sub type** fields. For example, if the event type is **Financia**l, and the sub type is **Actual**, the approval rule is based on gross loss, net loss, or expected loss. If the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Sub type is **Potential**, the approval rule is expected loss, by default. If the Event type is **Non-Financial Impact**, the approval rule is Non-financial, by default.
Event type	Event type. ○ **Financial Impact**: Indicates that the event has an associated financial loss. Enter the amount. You can choose the currency. ○ **Non-Financial Impact**: Indicates that while the event does not have any financial loss, it does have a non-financial impact on the organization. For example, non-financial impact can be negative market news or a decline in employee morale.
Sub type	Event sub type. Select one of the following: ○ **Actual** ○ **Potential**
Auto close event once approved	Option to select if the event must be closed after approval. Selecting this option results in closing of the event after the issue and root cause are closed. If a risk event has open issues or tasks, the risk event is not closed even after approval.
Currency conversion date	Currency conversion dates for the risk event entries. You can select specific dates for currency conversion rather than relying solely on the date of impact to calculate the net loss. The options are as follows: ○ **Risk event entry date** ○ **First loss entry date** ○ **Last loss entry date** ○ **First recovery entry date** ○ **Last recovery entry date** ○ **Custom date**

4. In the Risk Event Owner Assignment section, select the assignment type and the owner or owning group.
5. To automatically create an issue, select the **Automatically create issue** check box in the Issue Creation and Assignment section.
6. In the Root Cause Analysis Task section, fill in the fields.

Risk Event Response Templates form

Field	Description
Automatically create RCA task	Task creation for root cause analysis (RCA). Automatically create a Root Cause Analysis

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	(RCA) task based on the amount entered in the **Threshold for task creation** field.
Assigned to	Person that the RCA task is assigned to.
Threshold for task creation	Option to specify the threshold amount after which an RCA task is created. For example, users can specify that after an event crosses loss worth $1000, an RCA task must be created.
Priority	Priority of the event. Select from: ○ **Critical** ○ **High** ○ **Moderate** ○ **Low** ○ **Minor**

7. Select **Submit**.
   A new risk event response template is created.

Define a threshold amount for the risk event response template

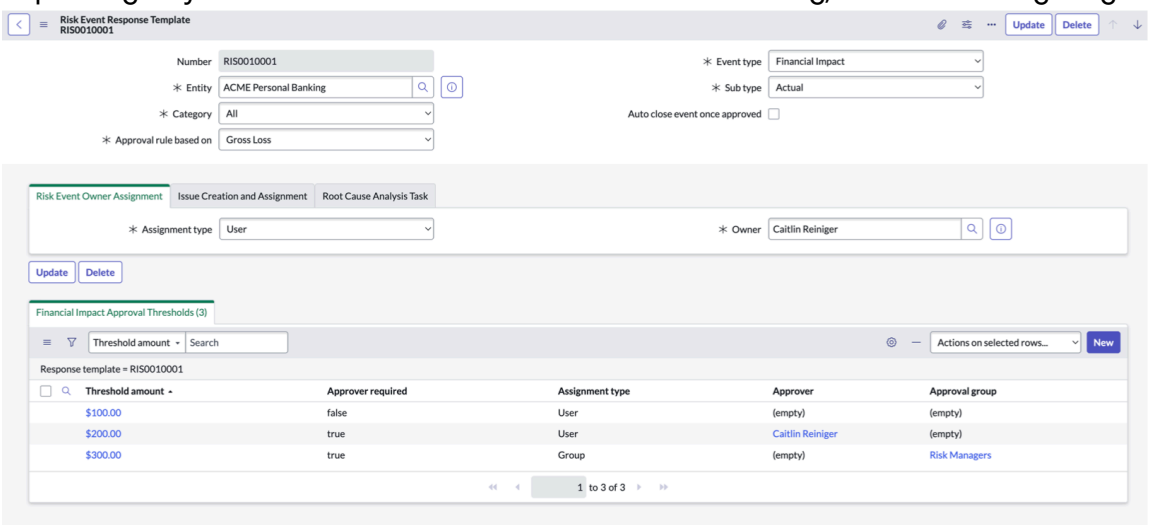
Define a threshold limit for assigning risk event approvers. A threshold limit is defined to determine if a risk event needs an approver.

Before you begin

Role required: sn_risk.manager and sn_risk.admin

About this task

Based on the risk loss amount, you can decide whether approvers are required for the risk events losses. For example, for any risk event that results in a loss of $1000 or less, an approver is not needed. But for any amount beyond $1000, the risk event must be evaluated and an approver is automatically assigned. There can be multiple levels of approvals depending on your defined thresholds. For a better understanding, see the following image.



In the previous example, the following rules are applied.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- If the loss is between $0-$100, approval is not required.
- If the loss is between $101 – $200, approval is required and approval goes to Caitlin.
- If the loss is over $201 approval will be required from both Caitlin and the Risk manager.

Procedure

1. Navigate to **All** > **Risk Events** > **Administration** > **Response Templates**.
2. Select and open the risk event response template for which you want to add the financial threshold limit.
3. In the Financial Impact Approval Thresholds related list, click **New**.
4. From the **Threshold amount** list, select the currency type and enter the amount that needs an approval.
5. Select the **Approver required** check box.
6. From the **Assignment type** list, select either **User** or **Group**.
7. In the **Approver** field, select the approver to approve the risk event if the threshold amount is exceeded.
8. Click **Submit**.

Result

The response template is updated with the threshold limit and approver details.

Report risk events from the Service Portal

When you identify any event that might have a financial or non financial impact on your organization, report it from the ServiceNow, Inc. Service Portal. You can also report any event that has already occurred with a financial or non financial impact.

Before you begin

Role required: ServiceNow user

About this task

You can log your risk event under any of the following event types:

- Risk event with financial impact
- Risk event with non-financial impact

Procedure

1. In the Service Portal, click **Catalog** > **Browse by Categories**.
2. Click **Governance Risk and Compliance** and then click **Report Risk Event**.
3. On the form, fill in the following fields:

Report risk event

Field	Description
Title	Enter the title of the risk event reported.
Description	Enter the description of the risk event reported.
Show my entities only	When selected, only the entities owned by you are displayed. This value is taken from the **Owner** field on the **Entity** form. By default, this option is selected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Entity where the event occurred	Select the entity that will absorb or report the loss. Select only one entity from the list.
Other entities affected	Select other related entities that are affected by the event. **Note:** You can select more than one entity.
Event type	Select one of the following: ○ Financial Impact- This indicates that the event has an associated financial loss. Enter the amount in your local currency. ○ Non-financial Impact- This indicates that while the event does not have any financial loss, it does have a non-financial impact on the organization. For example, a non-financial impact can be negative market news or a decline in employee morale.
Currency	Select the currency for the loss. This field appears only when the event type is Financial.
Date of discovery	Select the date when the risk event was discovered.
How was the event discovered	Select how the event was discovered. For example, if the risk event was reported by a customer, select **Customer Feedback/Complaint**.
Root cause	Enter your analysis for the cause of the event. For example, if a fire occurs in a server room, the root cause may be an increase in temperature or an electrical short circuit.
Action taken	Enter what was done to reduce the impact of this risk event. For example, if the fire in the server room was caused by an electrical short circuit, then the action taken is a replacement of the defective equipment.

4. Click **Submit**.
5. To view all the risk events you have reported, navigate to **GRC > My Risk Events**.

Result
The risk event is created in the system and is ready to be analyzed by the risk manager. When an action is taken on the event, you will receive notifications on the status. You can respond to queries or track the status of the event during its life cycle.

Report a risk event from Employee Center

When you identify any event that might have a financial or non financial impact on your organization, report it from the ServiceNow, Inc. Employee Center. You can also report any event that has already occurred with a financial or non financial impact.

Before you begin
Role required: sn_grc.business_user, or sn_grc.business_user_lite

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Self-Service** > **Employee Center**.
2. Select **Risk & Compliance**.
3. Select **Report Risk Event**.
4. On the form, fill in the fields.

Report risk event form

Field	Description
What was the event?	Brief description of the event.
Describe in detail what happened	Detailed description of the event.
Show my entities only	When selected, only the entities owned by you are displayed. This value is taken from the **Owner** field on the **Entity** form. By default, this option is selected.
Which entity is impacted by this event?	The entity that will absorb or report the loss.
Other entities affected	Select other related entities that are affected by the event. **Note:** You can select more than one entity.
What kind of impact will this event have?	Type of impact. The choices areas follows: ○ Financial Impact- This indicates that the event has an associated financial loss. ○ Non-financial Impact- This indicates that while the event does not have any financial loss, it does have a non-financial impact on the organization. For example, a non-financial impact can be negative market news or a decline in employee morale.
Currency	Currency for the loss. This field appears only when the event type is set to **Financial Impact**.
How much financial loss this event may cause?	Loss amount due to the event. This field appears only when the event type is set to **Financial Impact**.
How would you rate the non-financial impact of this event?	Non-monetary impact of the event. The choices are as follows: ○ **Low** ○ **Medium** ○ **High**
When did you discover the event?	Date the event was discovered.
How was the event discovered?	How the event was discovered. For example, if the risk event was reported by a customer, select **Customer Feedback/Complaint**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
What do you think caused this event?	Provide your analysis for the cause of the event. For example, if a fire occurs in a server room, the root cause may be an increase in temperature or an electrical short circuit.
What actions have been taken so far to contain this event?	Provide the actions taken to reduce the impact of this risk event. For example, if the fire in the server room was caused by an electrical short circuit, then the action taken is a replacement of the defective equipment.

5. Select **Submit**.

Result
The risk event is submitted for review.

Report a risk event from an incident

If risk event integration is configured, users can report risk events from any upstream application such as IT Incidents. This ability to report risk events saves the time of users and helps to prevent losses for organizations.

Before you begin
Role required: sn_risk.user

Procedure
1. Navigate to **All** > **Incident** > **All**.
2. Open the incident for which you want to report a risk event.
3. Select **Report Risk Event**.

   The availability of the **Report Risk Event** button on the incident record is determined by the filter conditions specified in the Risk Event Integration Configuration record. For more information, see Configure risk event integration.

4. On the form, fill in the fields.

Report Risk Event form

Field	Description
Name	Name of the incident.
Date of discovery	The date the incident was created.
Entity	The entity to which the incident belongs.
Event type	Type of event. The choices are: ○ Financial impact ○ Non financial impact
Currency	Currency in which the amount of loss is reported. This field appears if **Financial impact** is selected from **Event type**.
Expected Loss	Expected amount of monetary loss. This field appears if **Financial impact** is selected from **Event type**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Non Financial Impact	Impact of the incident. The choices are: ○ Low ○ Medium ○ High
Description	A brief description of the incident.

5. Select **Submit**.

Result
The risk event is created.

Create a risk event task

A risk event might require associated tasks. Unless these tasks are created and eventually closed, the risk event cannot be closed.

Before you begin
Role required: sn_risk.manager

Procedure
1. Navigate to **All** > **Risk Events** > **All Events**.
2. Select the record for which a task must be created.
3. Select the Tasks related list and then select **New**.
4. On the form, fill the fields.

Risk event task form

Field	Description
Assigned to	Person that the task is assigned to.
Priority	Level of importance given to a task, which indicates how readily a task or assignment can be delayed.
Short description	Brief description of the task.
Description	Detailed description of the task.
Work notes	Any relevant information for your reference.
Additional comments	Any additional information that might be necessary.

5. Select **Submit**.

What to do next
Review the associated issues of a risk event or create a new issue during approval. For more information, see Manually create GRC issues.

Analyze a risk event

Analyze user-submitted risk events to determine if the risk event is valid and needs further processing.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_risk.manager

About this task
When you analyse a risk event, you add more relevant details to the risk event that is submitted. During analysis, you can either reject the event if the risk event doesn't appear to be an actual risk event, or request more information if the information is insufficient.

Procedure
1. Navigate to **All** > **Risk Events** > **All Events** and open the risk event that you want to analyze. Alternatively, you can also navigate to **Risk Events** > **New Events**.
2. On the form, review the fields and edit them as necessary.

Risk event form

Field	Description
Name	Name of the risk event. Edit the name of the risk, if necessary, to provide a more intuitive name.
Number	Number of the risk event. This field is automatically set.
Discovered by	The person who discovered the risk event. Edit the **Discovered by** field, if necessary.
Opened by	Person who created the event.
Primary entity	Entity that bears the loss. This entity is visible to management for reporting.
Owning group	Group responsible for monitoring the event to closure.
Owner	The person who owns the risk event. A risk manager can be an event owner. If the owning group is specified, the owners are filtered from the owning group.
State	State of the risk event. This field is automatically set.
Substate	Substate of the event. This field is automatically set.
Event type	Type of event. You can edit the event type, if necessary. For example, if during analysis you observe that the event type isn't a financial impact, you can edit the entry.
Sub type	Event sub type. You can edit the sub type, if necessary. For example, if during analysis you observe that the event type isn't an actual event but a potential event, you can edit the entry.
Category	Event category. You can edit the category to apply one of the following options:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **Personal**: For example, any physical harm caused to an employee. ○ **Legal**: For example, an employee is found conducting business that is a conflict of interest. ○ **Information Security**: For example, a theft, burglary, or system crash. ○ **Human Resources**: For example, sensitive lawsuits by an employee against another employee.
Approvers	The person who approves the risk event. Any user with the sn_risk.user role can approve the risk event.
Cost center	Corresponding account number of the entity.
Description	Detailed description of the event in this field.
Dates	
Date of occurrence	Exact day, month, and year when the event occurred. For example, a mortgage was lent against a property that didn't comply with the building regulations on August 12, 2019.
Date of discovery	Date that the event was first discovered or noticed. For example, the mortgage was discovered on August 24, 2019.
Date of first recognition	Date that the event was first recognized and entered in the book of accounts. For example, the loss entries were entered in the firm's book of accounts on August 26, 2019.
Loss/Gain Estimates	
Expected loss	Amount of loss expected. Expected loss is the probability weighted average of all possible losses. This amount is based on the user's judgment of the expected amount that the organization might lose.
Potential loss	Amount expected to be a potential loss due to the risk event. This amount is the maximum loss an entity can incur due to the loss from the risk event.
Event Analysis	
Cause	Primary reason why the risk event occurred.
Cause description	Brief description about why the risk event occurred.
Consequence	Consequence of the risk event. For example: Regulatory fines can be imposed as a result of the risk event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Actions taken	Remedial actions that were taken to address the issue. This is the initial record of the event.
Credit/Market Risk	
Boundary event	Option for a boundary event. A boundary event is an operational risk event which leads to a consequence, such as a financial loss in another risk category.
External risk type	○ **Credit**: Credit risk is the possibility of a loss resulting from a borrower's failure to repay a loan or meet contractual obligations. For example, when lenders offer credit cards, or loans, there's a risk that the borrower might not repay the loan. ○ **Market**: Market risk is the possibility of an investor incurring losses due to factors that affect the performance of the financial markets in which the investor is involved. For example, a recession might impact the entire market.
External risk reference	ID for reconciliation in the book of accounts. Specify the IDs for reconciliation purposes. The credit and market risk systems are different.
Additional Classification	
Used in modeling	Option to share these risk event records with external systems where they want to perform advanced analysis using simulation techniques such as Monte Carlo simulation.
Full rapid recovery	Total loss recovered. Select if the total loss is recovered within a short duration and doesn't impact the organization. **Note:** Generally, a short duration refers to five working days, but this value can be configured according to your requirements.
Financial gain	This option is automatically selected if the risk event meets one of the following conditions. ○ Risk event is a potential event and the **Expected loss** field or the **Potential loss** field has a negative value because of the gain. ○ Risk event is an actual event and the **Net loss** field has a negative value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Near miss	This option can either be modified or can be automatically set based on the event type. If the event sub type is **Actual**, and the **Full rapid recovery** option is selected, the **Near miss** option is automatically selected.
Reason for near miss	Reason which prevented the risk event from incurring the loss. If the event type is Potential, select the **Near miss** option and in the **Reason for near miss** field, enter the reason why the event was a near miss
Confidentiality	
Note: This section only appears when: ○ The *sn_grc.enable_record_confidentiality* property is enabled under GRC properties. ○ The risk event is in New or Analyze state	
Confidential	Option to mark the risk event record as confidential.
Allowed users	Users who can view the risk event. **Note:** By default, the risk event owner and the logged in user are added to the list of confidential users.
Allowed groups	Groups that can view the risk event.
Summary	
To understand how the values in this section appear, refer to the example given after this step.	
Direct amount	The aggregated sum of all direct losses. This field is automatically set.
Additional cost	The aggregated sum of all additional costs. This field is automatically set.
Gross loss	Sum of all direct losses, indirect amounts, and additional costs. This field is automatically set.
Net loss	The net amount of the loss. This field is automatically set.
Indirect amount	The aggregated sum of all indirect losses. This field is automatically set.
Rapid recovery amount	The aggregated sum of the amount that was recovered rapidly. This field is automatically set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Recovered amount	The amount to be recovered for the risk event. This field is automatically set.
Non financial impact	Impact of the event when it does not have a monetary loss. The choices are as follows: ○ **None** ○ **Low** ○ **Medium** ○ **High**
Activity	
Additional comments	Provide additional comments that you may have about the risk event.
Work notes	Option to provide work notes for reference. Work notes are not visible to the risk event creator.

Example

The values in the Summary section, the values in the fields are calculated in the Event Impacts related list. For example, consider that a firm has a fire outbreak. This event can result in multiple direct and indirect impacts such as loss of information and business.

If you enter the value of a direct impact as **$2000**, then the **Direct amount** field reflects the same value. If you enter two indirect amounts, each with a value of **$300** and **$500** respectively, then the **Indirect amount** field reflects a value of **$800**.

If an external agency is hired to address the root cause of the fire outbreak, the cost incurred reflects an additional cost.

If the firm was able to recover a part of the cost of the event in five working days, then the **Rapid recovery amount** field reflects the same amount.

The **Gross loss** field reflects the total loss incurred by the event.

The currency conversion rates impact the values displayed in the Summary related list. For example, if you enter a value of **300** Japanese Yen as the recovery amount, you see the amount in the concurrent USD value of **2756** in the Summary related list. This conversion occurs because the currency conversion rates are applied from the Exchange Rate table. For more information on how the values in the exchange rate table are calculated, see Use your own currency-conversion rates.

3. To send the risk event for approval, click **Request Approval**.

Create a risk event entry

Create a risk event entry to determine the monetary or non-monetary impact of the risk event. A risk event can have multiple risk event entries.

Before you begin

Role required: sn_risk.manager

About this task

Risk event entries capture the direct and indirect losses reported due to the risk event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Risk Events** > **All Events** and select the event to be analyzed.
2. Click the Risk Event Entries related list.
3. Click **New**.
4. On the form, fill in the fields.

Event Entry form

Field	Description
Number	Number for the event entry. This field value is automatically set.
Risk event	Title of the risk event. This field value is automatically set.
Date of impact	Date that the impact was recorded. **Note:** The date of discovery and the date of first recognition can be different. This date cannot be a future date.
Amount	Amount that the impact costs. The amount entered is reflected in the Summary related list.
Rapid recovery	Loss amount for this entry if it's recovered in a short time, which is generally five working days.
Impact type	Type of financial impact for the event. Select from the following types: ○ **Direct/Indirect Impact**: Direct or indirect financial impact of the event on the entity. ○ **Recovery**: Amount recovered from the total financial impact. ○ **Additional Cost**: The additional cost incurred due to the impact. ○ **Non-Financial Impact**: The event has no financial impact.
Category	**Direct** or **Indirect**. For example, if the impact is direct, is it external?
Sub category	Sub category of the event impact. Select one of the following categories: ○ **External Cost**: The cost that's incurred for external agencies. For example, if a loss is incurred due to erroneous accounting and an external auditor was hired to assess the event, the cost incurred in employing the auditor is an external cost.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **General Ledger**: The book of accounts in which this event is entered. ○ **Booked Provision**: Refers to the amount that you set aside in your accounts to cover a future event. For example, if a firm sets aside an amount to cover a risk event that might occur in the future. ○ **Revenue Reversal/Timing Losses**: When you reverse revenue, a reverse entry is created that backs out the original entry. Don't enter any new accounting information into the system.
GL account reference	Account number in which this entry is captured in the ERP system.
Short description	Brief description of the impact.

5. Click **Submit**.

What to do next

Create or edit a new risk

Creating or editing a new risk for an event is useful for future prediction of risks. The information obtained from the risks is useful for scoring and reporting. For more information, see Create a risk manually.

Link new control to risks

A control is used to prevent a risk from occurring. Linking the controls to risks lets users know which controls failed and why the risk event occurred. This information can be used for future predictions and reporting.

> **Note:**
> Only those risks and controls that are tagged to the impacted entity can be related to this risk event.

For more information, see Create a control.

Approve a risk event

A user with the sn_risk.manager role must approve a valid risk event. If any risk approver rejects the event, the state of the risk event changes to rejected.

Before you begin

Role required: sn_risk.manager

Procedure

1. Navigate to **All** > **My Approvals**.
2. Click the record in the list with your name as the approver.
3. Click **Approve**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Close a risk event

Close a risk event to complete the risk events life cycle. A user with the sn_risk.manager role must close the risk event after verifying that all associated open issues and remedial tasks are closed.

Before you begin
Role required: sn_risk.manager

Procedure

1. Navigate to **All** > **Risk Events** > **Assigned to Me**.
2. Open the record that you want to close and verify if all the associated tasks and issues are closed.
3. Click **Close**.

Reopen a closed risk event

Reopen closed risk events to identify and address overlooked or underestimated risks, updating existing risk events instead of creating another risk event.

Before you begin
Role required: sn_risk_advanced.risk_event_admin

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the list icon  and navigate to the closed risk events.
3. Open the risk event that you want to reopen.
4. Select **Reopen**.
5. Select a reason and provide justification in the **Additional Comments** field.
6. Select **Confirm**.
   The risk event moves to the Analyze state.

Add a risk event cause to the cause library

A cause library is a centralized library of the possible causes that can lead to a risk event. Adding causes helps to identify the reason for a risk event and prevent future events.

Before you begin
Role required: sn_risk.manager and sn_risk.admin

About this task
Add a risk event cause to the cause library to help with risk analysis, risk prediction, and risk prevention.

Procedure

1. Navigate to **All** > **Risk Events** > **Administration** > **Causes**.
2. Click **New**.
3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cause form

Field	Description
Name	Name of the cause. For example, `Inadequate IT security`.
Parent	Parent of the cause. The parent refers to the group under which the cause is categorized. For example, for Inadequate IT security, the parent cause can be Process.
Description	Brief description of the cause.

4. Click **Submit**.

Result
The risk event cause is added to the library.

Related topics

Add a risk event consequence to the consequence library

Add a risk event consequence to the consequence library

A consequences library is a centralized library of the possible consequences of a risk event.

Before you begin
Role required: sn_risk.manager and sn_risk.admin

About this task
Add a risk event consequence to the consequence library to help with risk analysis, risk prediction, and risk prevention.

Procedure

1. Navigate to **All** > **Risk Events** > **Administration** > **Consequences**.
2. Click **New**.
3. On the form, fill in the fields.

Consequence form

Field	Description
Name	Consequence name. For example, `Asset loss`.
Parent	Parent of the consequence. The parent refers to the group under which the consequence is categorized. For example, for Asset loss, the parent consequence can be Damage to Physical Assets.
Description	Brief description of the consequence.

4. Click **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result
The risk event consequence is added to the library.

Related topics
Add a risk event cause to the cause library

Set up GRC Virtual Agent to report risk events

Use a Virtual Agent chatbot to report risk events from the Service Portal. A virtual agent chatbot helps customers to quickly report a risk event. The chatbot assists the customers by saving their time. The information exchanged during the conversation flow enables the chatbot to fulfill a user request or assist the user in completing a task.

Before you begin
Customers must have the following plugins activated for setting up the GRC Virtual Agent

- Glide Virtual agent (com.glide.cs.chatbot) activated with a valid license.
- GRC Advanced Risk.

Role required: sn_risk.admin.

Procedure

1. Navigate to **All** > **Service Portal** > **Service Portal Configuration**.
2. Click **Page Editor**.
3. In the search field, enter `Index`.
4. Click **Service Portal index**.
5. At the top of the page, click **Edit Service Portal (index) page in Designer**.
6. In the Filter Widget search field, type `Virtual Agent Service Portal Widget` , drag the widget, and drop it anywhere on the screen.

   You can see the chat icon at the bottom-right of the screen.

Perform Advanced Risk Assessment

Use the ServiceNow® Governance, Risk, and Compliance (GRC) Advanced Risk Assessment feature to create an integrated risk platform.

To see the roles required for performing and approving the assessment, refer to Roles for performing advanced risk assessment.

Create a manual factor

Create manual factors to evaluate and assess risks on a risk assessment instance.

Before you begin
Role required: sn_risk.admin

About this task
Manual factors need human responses. You can create manual factors and associate them with various assessment types, such as an inherent assessment, control assessment, or residual assessment.

Note:
You can only delete a factor if there are no Risk assessment methodologies (RAMs) associated with the factor.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Manual Factors**.
2. Select **New**.
3. On the form, fill in the fields.

Manual Factor form

Field	Description
Name	Name of the factor such as `Reputational impact`.
State	State of the factor. This field is automatically set to **Draft**.
Factor contribution	Type of factor contribution. Choices are the following: ○ **Qualitative**: Provides a numerical score and then converts the score into a rating. ○ **Quantitative**: Provides the losses that can be incurred in monetary terms. The losses contribute to the annual loss expectancy (ALE). ○ **Both**: Assessment type is both qualitative and quantitative.
Display order	Order of questions in the assessment form. This field enables you to set a specific sequence in which the questions must appear.
User response	Option for users to respond to the factors. Choices are the following: ○ **Choice**: Users can create choices such as low, medium, and high alongside their respective scores. **Note:** Selecting this option displays the Choices related list. Save the form to see the Choices related list. ○ **Number**: Users can enter a number in response to a factor. ○ **Text**: Users can enter text in response to a factor. This option does not contribute to the score, and it is used as guidance or as a data collection method. ○ **Currency**: Users can enter currency in response to a factor. ○ **Percentage**: Users can enter a percentage in response to a factor.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Control type	Option to modify the layout of factor choices on the risk assessment form. Choices are as follows: ○ **Radio**: Displays the factor choices in radio buttons. ○ **Drop-down**: Displays the factor choices in a drop-down list. This field appears only when **Choice** is selected from the **User response** field.
Control layout	Option to display the factor choices in vertical or horizontal layout. This field appears only when **Radio** is selected from the **Control type** field.
Transform qualitative score	Option to transform the overall group qualitative score based on an interval scale. For example, assume the **User response** field is set to **Percentage**. As the admin, you can transform the percentage value into a qualitative score, such that 0% to 30% is low, 30% to 60% is medium, and 60% and higher is high. In this case, the ratings 1, 2, and 3 can be assigned to low, medium, and high. This field appears only when **Qualitative** is selected from the **Factor contribution** field.
Qualitative weighting (%)	Score contribution or qualitative weight that is given to the factor. This value determines the actual contribution of this factor to the final score. This value is a percentage. This field appears only when **Qualitative** is selected from the **Factor contribution** field.
Mandatory response	Option for making the responses mandatory.
Description	Brief description about the purpose of the factor and where to use the factor. This description is for the administrator to understand the factor.
Guidance text	Guidance on how to respond to the factor. If the risk assessor does not understand the factor's question, then this field can help explain the question. For example, if the assessor wants to understand a question about the financial impact of losing a high value asset, the assessor can get guidance from this field.

4. Click **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Click the Qualitative Transformation Criteria related list.

> **Note:**
> This related list appears only when you select the **Transform qualitative score** option.

6. On the form, fill in the fields.

Qualitative Transformation Criteria form

Field	Description
Lower limit of range	Value that is the lower limit of a range of values. For example, for the first range of 0% to 30%, the lower limit is 0. For the second range of 31% to 60%, the lower range is 31.
Score	Value that must be used as the score if the value is within the range defined in the **Lower limit of range** field. For example, for the lower limit 0, the score can be 1. For the lower limit 31, the score can be 2.

7. Click **Submit**.
8. Open the factor that you created.
9. Click **Publish**.

Result
The factor is published and is ready for use in a Risk Assessment Methodology.

Create a group factor

Create group factors to evaluate and assess risks on a risk assessment instance.

Before you begin
Role required: sn_risk.admin

About this task
Group factors contribute to either a numerical risk score or to the Annual Loss Expectancy (ALE). You can group multiple factor responses into one group factor that can be used for reporting. The score of a group factor is computed based on the scores of its associated factors.

Procedure
1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Group Factors**.
2. Select **New**.
3. On the form, fill in the fields.

Group Factor form

Field	Description
Name	Name of the factor such as `Organizational impact`.
Factor contribution	Type of factor contribution. Choices are the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **Qualitative**: Provides a numerical score and then converts the score into a rating. ○ **Quantitative**: Provides the losses that are incurred from a risk in monetary terms. The losses contribute to the ALE. ○ **Both**: Assessment type is both qualitative and quantitative.
Display order	Order of questions in the assessment form. This field enables you to set a specific sequence in which the questions must appear.
State	State of the factor. This field is automatically set to **Default**.
Qualitative weighting (%)	Score contribution or qualitative weight that is given to the factor. This value determines the actual contribution of this factor to the final score. This value is a percentage. This field appears only when **Qualitative** is selected from the **Factor contribution** field.
Description	Brief description about the purpose of the factor and where to use the factor. This description is for the administrator to understand the factor.
Qualitative Score	
This section appears only when **Qualitative** is selected from the **Factor contribution** field.	
Formula for qualitative score	Formula for calculating the overall qualitative risk score. Choices are the following: ○ **Sum**: Sum of the factor responses. ○ **Minimum**: Minimum value of the factor responses. ○ **Maximum**: Maximum value of the factor responses. ○ **Average**: Average value of the factor responses. ○ **Product**: Value derived by multiplying the factor responses. ○ **Weighted average**: Average value of the weighting of factors. ○ **Script**: User-defined formula to calculate the score. This option is available only to users with the sn_grc.developer role.
Transform qualitative score	Option to transform the overall group qualitative score based on an interval scale.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	For example, assume the **User response** field is set to **Percentage**. As the admin, you can transform the percentage value into a qualitative score, such that 0% to 30% is low, 30% to 60% is medium, and 60% and higher is high. In this case, the ratings 1, 2, and 3 can be assigned to low, medium, and high. This field appears only when **Qualitative** is selected from the **Factor contribution** field.
Quantitative Score	
This section appears only when **Quantitative** is selected from **Factor contribution** field.	
Formula for quantitative score	Formula for calculating the overall qualitative risk score. Choices are the following: ○ **Sum**: Sum of the factor responses. ○ **Minimum**: Minimum value of the factor responses. ○ **Maximum**: Maximum value of the factor responses. ○ **Average**: Average value of the factor responses. ○ **Product**: Value derived by multiplying the factor responses. ○ **Script**: User-defined formula to calculate the score. This option is available only to users with the sn_grc.developer role.

4. Select **Save**.
5. In the Factors related list, click **Edit** and add the required factors.
6. Select **Save**.
7. Select the Qualitative Transformation Criteria related list.
8. On the form, fill in the fields:

Qualitative Transformation Criteria form

Field	Description
Lower limit of range	Value that is the lower limit of a range of values. For example, for the first range of 0% to 30%, the lower limit is 0. For the second range of 31% to 60%, the lower range is 31.
Score	Value that must be used as the score if the value is within the range defined in the **Lower limit of range** field. For example, for the lower limit 0, the score can be 1. For the lower limit 31, the score can be 2.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

9. Select **Submit.**
10. Open the factor that you created.
11. Select **Publish**.

Result

The factor is published and is ready for use in a Risk Assessment Methodology.

Scoring logic for predefined formulas for group factors

Group factors have multiple predefined formulae and each of them has a specific contribution to the scoring logic.

Predefined formulae scoring logic

Users can select one of the following predefined formulae to calculate the scoring for group factors. The scores are contributed by scores of manual factors that comprise a group factor and have factor contribution as Qualitative or Quantitative, or Both.

The qualitative scores calculated using the predefined formulae are transformed using the transformation criteria if the **Transform qualitative score** option is selected for the group factor.

The qualitative scores calculated after transformation will be derived using the Qualitative weighting of the group factor. For example, if the calculated score is 10 and the Qualitative weighting is 50%, then the final score for group factor will be calculated as 10 x 0.5 = 5.

Sum

For Qualitative, this formula adds up the qualitative scores in an assessment instance. The scores are contributed by scores of manual factors that comprise a group factor and have factor contribution as either Quantitative or Both.

For Quantitative, this formula adds up the quantitative scores in an assessment instance. The scores are contributed by scores of manual factors that comprise a group factor and have factor contribution as either Quantitative or Both.

Minimum

For Qualitative, this formula takes the minimum of qualitative scores in an assessment instance. The scores are contributed by scores of manual factors that comprise a group factor and have factor contribution as either Quantitative or Both.

For Quantitative, this formula takes the minimum of quantitative scores in an assessment instance. The scores are contributed by scores corresponding to the factors that a comprise a group factor and have factor contribution of either Quantitative or Both.

Maximum

For Qualitative, this formula takes the maximum of qualitative scores in an assessment instance. The scores are contributed by scores corresponding to the factors that a comprise a group factor and have factor contribution of either Qualitative or Both.

For Quantitative, this formula takes the maximum of quantitative scores in an assessment instance. The scores are contributed by scores corresponding to the factors that a comprise a group factor and have factor contribution of either Quantitative or Both.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Average

For Qualitative, this formula takes the average of qualitative scores in an assessment instance. The scores are contributed by scores corresponding to the factors that a comprise a group factor and have factor contribution of either Qualitative or Both.

For Quantitative, this formula takes the average of quantitative scores in an assessment instance. The scores are contributed by scores corresponding to the factors that a comprise a group factor and have factor contribution of either Quantitative or Both.

Product

For Qualitative, this formula multiplies qualitative scores in an assessment instance. The scores are contributed by scores corresponding to the factors that a comprise a group factor and have factor contribution of either Qualitative or Both.

For Quantitative, this formula multiplies quantitative scores in an assessment instance. The scores are contributed by scores corresponding to the factors that a comprise a group factor and have factor contribution of either Quantitative or Both.

Weighted average

For Qualitative, this formula divides the sum of qualitative scores in an assessment instance by the sum of weights. The scores are contributed by scores corresponding to the factors that a comprise a group factor and have factor contribution of either Qualitative or Both.

Create an automated factor

Create automated factors to automatically fetch data from other data sources such as tables or database views.

Before you begin

You must have the Governance, Risk, and Compliance Enterprise license.

Role required: sn_risk.admin

About this task

Automated factors help automate the risk assessment process. They do not to rely on manual inputs, and they thus reduce subjectivity. All the responses to automated factors are automatically calculated during the assessment.

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Automated Factors**.
2. Click **New**.
3. On the form, fill in the fields.

Automated Query Factor form

Field	Description
Name	Name of the factor such as `Regulatory Impact`.
Factor contribution	Type of factor contribution. Choices are the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **Qualitative**: Provides a numerical score and then converts the score into a rating. ○ **Quantitative**: Provides the losses that can be incurred in monetary terms. The losses contribute to the annual loss expectancy (ALE). ○ **Both**: Assessment type is both qualitative and quantitative.
Display order	Order of questions in the assessment form. This field enables you to set a specific sequence in which the questions must appear.
Response type	Options for users to respond to the factors. Choices are the following: ○ **Number**: The factor response after automatic calculation will be a number. ○ **Currency**: The factor response after automatic calculation will be in currency. ○ **Percentage**: The factor response after automatic calculation will be a percentage.
Assessment context	Context where the assessment must be performed. Choices are the following: ○ **Risk**: Select this option to perform the assessment for an entity and for an associated risk. ○ **Object**: Select this option to perform an assessment on any ServiceNow record. For example, users can perform Exception Risk Assessment or Change Risk Assessment directly on an object.
State	State of the factor. This field is automatically set to **Draft**.
Qualitative weighting (%)	Score contribution or qualitative weight that is given to the factor. This value determines the actual contribution of this factor to the final score. This field appears only when **Qualitative** is selected from the **Factor contribution** field.
Transform qualitative score	Option to transform the overall group qualitative score based on an interval scale. For example, assume the **User response** field is set to **Percentage**. As the admin, you can transform the percentage value into a qualitative score, such that 0% to 30% is low, 30% to 60% is medium, and 60% and higher is high. In this case, the ratings 1, 2, and 3 can be assigned to low, medium, and high.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	This field appears only when **Qualitative** is selected from the**Factor contribution** field.
Collect supporting data	Option for collecting supporting data. If this option is selected, the Supporting Data section appears.
Description	Brief description about the purpose of the factor and where to use the factor. This description is for the administrator to understand the factor.
Data Source	
Source	Table or view that is used as the source of the factor.
Filter Criteria	
Filter by entity	Option for filtering the source by the risk assessment instance entity.
Entity-mapping field	Field that refers to the Entity table. This field appears only when the **Filter by entity** option is selected.
Filter by risk	Option for filtering the source by the risk of the risk assessment instance.
Risk mapping field	Field that refers to the Risk table. This field appears only when the **Filter by risk** option is selected.
Filter by control	Option for filtering the source by the risk assessment instance control. This option applies only to the individual assessment of controls in the control assessment.
Control mapping field	Field that refers to the Control table. This field appears only when the **Filter by control** option is selected.
Filter by object	Option for filtering the source by the object of the risk assessment instance. This field appears only when you are performing the risk assessment on an object.
Object mapping field	Field that refers to an object in the assessment instance. This field appears only when **Object** is selected from the **Assessment context** field, and when the **Filter by object** option is selected.
Aggregation.	
Aggregation type	Formula for aggregating the records that are selected from the table in the **Source** field. Choices are the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **Sum**: Sum of the aggregation column. ○ **Average**: Average value of the aggregation column. ○ **Maximum**: Maximum value of the aggregation column. ○ **Minimum**: Minimum value the aggregation column. ○ **Count**: Count of number of records of the aggregation column. ○ **Count distinct**: Number of unique records of the aggregation column.
Aggregation column	Column that is used for aggregation based on the table selected in the **Source** field.
Schedule	
Frequency	Frequency of when the factor is run.
Day of the week	Day of the week when the factor is run. This field appears only when **Weekly** is selected from the **Frequency** field.
Day of month	Day of the month when the factor is run. This field appears only when **Monthly** is selected from the **Frequency** field.
Month	Month when the factor is run. This field appears only when the **Frequency** field has the values **Quarterly**, **Semi-annually**, or **Annually**.
Next run date	Date when the factor runs again. This field is automatically set based on the selections made on the form.

4. Click the Supporting Data section.
5. For the data that you want to collect, move the corresponding fields from the Available list to the Selected list.
6. Click **Submit**.
7. Open the factor that you created.
8. Click **Publish**.

Result

The factor is published and is ready for use in a Risk Assessment Methodology.

Related topics

Create a scripted automated factor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a scripted automated factor

Create scripted automated factors that use a script to fetch data from ServiceNow® records or from external sources. During risk assessment, scripted automated factors automatically calculate and provide the responses for factors.

Before you begin

Role required: sn_grc.developer and sn_risk.admin

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Automated Scripted Factors**.
2. Click **New**.
3. On the form, fill in the fields.

Automated Scripted Factor form

Field	Description
Name	Name of the factor such as `Regulatory Impact`.
Factor contribution	Type of factor contribution. Choices are the following: ○ **Qualitative**: Provides a numerical score and then converts the score into a rating. ○ **Quantitative**: Provides the losses that can be incurred from a risk in monetary terms. The losses contribute to the annual loss expectancy (ALE). ○ **Both**: Assessment type is both qualitative and quantitative.
Display order	Order of questions in the assessment form. This field enables you to set a specific sequence in which the questions must appear.
Response type	Options for users to respond to the factors. Choices are the following: ○ **Number**: The factor response after automatic calculation will be a number. ○ **Currency**: The factor response after automatic calculation will be in currency. ○ **Percentage**: The factor response after automatic calculation will be in percentage.
Transform qualitative score	Option to transform the overall group qualitative score based on an interval scale. For example, assume the **User response** field is set to **Percentage**. As the admin, you can transform the percentage value into a qualitative score, such that 0% to 30% is low, 30% to 60% is medium, and 60% and higher

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	is high. In this case, the ratings 1, 2, and 3 can be assigned to low, medium, and high. This field appears only when **Qualitative** is selected from the**Factor contribution** field.
State	State of the factor. This field is automatically set to **Draft**.
Qualitative weighting (%)	Score contribution or qualitative weight that is given to a factor. This value determines the actual contribution of this factor to the final score. This field appears only when **Qualitative** is selected from the **Factor contribution** field.
Assessment context	Context for which the assessment must be performed. Choices are the following: ○ **Risk**: Select this option to perform the assessment for an entity and its associated risk. ○ **Object**: Select this option to perform an assessment on any ServiceNow record. For example, users can perform Exception Risk Assessment or Change Risk Assessment directly on an object.
Description	Brief description about the purpose of the factor and where to use the factor. This description is for the administrator to understand the factor.
Script	
Variables	Predefined variables to be used in the **Script** field.
Script	Custom script.
Schedule	
Frequency	Frequency of when factor is run.
Day of the week	Day of the week when the factor is run. This field appears only when the **Frequency** field has **Weekly**.
Day of month	Day of the month when the factor is run. This field appears only when the **Frequency** field has **Monthly**.
Month	Month when the factor is run. This field appears only when the **Frequency** field has **Quarterly**, or **Semi-annually**, **Annually**.
Next run date	Date when the factor is run again. This field is automatically set based on the selections made on the form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Click **Submit**.
5. Open the factor that you created.
6. Click **Publish**.

Result
The factor is published and is ready for use in a Risk Assessment Methodology.

Related topics
Create an automated factor

Copy a factor

Create a copy of a published factor to make minor modifications and then reuse the factor.

Before you begin
Role required: sn_risk.admin

Procedure
1. Navigate to **All** > **Advanced Risk Assessment** > **Administration**
2. Open the factor you want to copy.
3. Click **Copy**.

Result
A copy of the factor is created.

Configure a risk assessment methodology

Configure a risk assessment methodology (RAM) in the Advanced Risk application so that you can assess the risks or objects in your organization.

Before you begin
Role required: sn_risk_advanced.ara_admin

About this task
A RAM is a configuration or record in the new risk assessment engine in the Advanced Risk application.

You can use a RAM to assess either the risks or objects in your organization. For example, you can configure a RAM to specify the types of risk assessments and the entities on which a risk assessment is performed. By using a RAM, your organization can have different methodologies for assessing risks.

After you move a RAM to the **Retired** state, you can also move it back to the **Draft** state if you want to make some changes later. You can only move a RAM to the **Draft** state if it doesn't have any assessments in the **Monitor** state or the **Closed** state. When you move a RAM back to the **Draft**, the on-going assessments and the associated scopes are deleted.

Procedure
1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Risk Assessment Methodologies**.
2. Select **New**.
3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For a description of the field values on the risk assessment methodology form, see Risk Assessment Methodology form.

4. Right-click and save the form.
5. To configure the various assessments, select one of the following options.

6. Select **Publish**.

Note:
After a new assessment is created on the same risk and the assessment is in the **Monitor** state, the other assessments automatically move to the **Completed** state. When an assessment instance is in the **Monitor** state, you can't move the RAM back to the **Draft** state. A RAM can only be moved back to the **Draft** state if there are no assessment instances.

Risk Assessment Methodology form

Use the Risk Assessment Methodology form in the Advanced Risk application to specify the types of risk assessments and the entities on which the risk assessment is performed.

See the following table for a description of the field values.

Risk Assessment Methodology form

Field	Description
Name	Name of the risk assessment methodology (RAM). For example, Organizational risk assessment.
Domain area	Domain area of the RAM. This field is automatically set to **IRM**.
State	State of the RAM. This field is automatically set to **Draft**.
Assessment Context	
Assess	Assessment context that you can select: • **Risk**: Performs the assessment for an entity and the risk statement that is related to it. • **Object**: Performs an assessment on any ServiceNow record. For example, users can perform an Exception Risk Assessment or a Change Risk Assessment directly on those respective tables.
Applicable entity classes	All entity classes that the RAM applies to, such as the business services, assets, or business applications. This field appears only when **Risk** is selected from **Assess**.
Applicable Record Types	Tables on which you want to perform the assessment. You can select multiple tables and associate them to the RAM. This field

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Assessment Methodology form (continued)

Field	Description
	appears only when **Object** is selected from **Assess**. **Note:** You can add multiple objects or tables to a published RAM, but can't remove them after the RAM is published.
Workflows	
Inherent risk	Option for assessing an inherent risk.
Control effectiveness	Option for assessing the control effectiveness.
Enable risk response	Option to enable the **Risk Response** tab on the risk assessment. This option appears only when **Risk** is selected from **Assess**.
Residual risk	Option for assessing a residual risk.
Target risk	Option for assessing a target risk.
Rollup Configurations	
This section appears only when **Risk** is selected from **Assess**.	
Calculate ALE based on	Formula that you can select for calculating the annual loss expectancy (ALE): • **Sum** • **Average** • **Maximum** • **Minimum**
Calculate score based on	Formula that you can select for calculating the score: • **Average** • **Maximum** • **Minimum**
Risk Response Configurations	
This section appears only when **Risk** is selected from **Assess**.	
Enable risk response task workflow	Option to enable users to create, delete, remove, edit, and link risk response tasks within an assessment.
Allow single risk response	Option to make the risk response selection a single select in the risk assessment form. For example, the options could be "Accept," "Avoid," "Mitigate," or "Transfer." With a single select, assessors can choose only one of

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Assessment Methodology form (continued)

Field	Description
	these options to indicate the risk response strategy. **Note:** This option can only be enabled when there are no ongoing assessments.
Allow issue linking with risk assessment	Option to create an issue or link an existing open issue with the risk assessment.
Risk response is required	Option to make a risk response as required: • **None**: No risk response is required. • **Always**: Mandate a risk response always. • **On specific conditions**: Mandate a risk response based on specific conditions using the condition builder. • **On specific conditions defined using script**: Mandate a risk response under specific conditions using a predefined script or set of instructions.
Business Rules and Validations	
Final comment is required	Option to make the final comments as required. Final comments provide better transparency and enable risk owners to communicate the action plan if there's a breach of appetite or tolerance. The options are as follows: • **None**: No final comment is required. • **Always**: Mandate final comments always. • **On breach of appetite**: Mandate final comments on the breach of appetite. • **On breach of tolerance**: Mandate final comments on the breach of tolerance. This field appears only when **Risk** is selected from **Assess**.
Automatically create issue	Option to create issues automatically. This field appears only when **Risk** is selected from **Assess**. • **None**: Enables you not to create issues automatically. • **On breach of appetite**: Creates issues automatically on the breach of appetite. • **On breach of tolerance**: Creates issues automatically on the breach of tolerance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Assessment Methodology form (continued)

Field	Description
	Note: The issues are created only after the risk assessment is approved and moved to the published state.
Residual score is lower than inherent	Option to validate that the qualitative residual score is lower than the inherent score. **Note:** This option appears only when the residual risk assessment is enabled.
Reference Information	
This section appears only when **Risk** is selected from **Assess**. Enabling these options shows the reference information in the risk assessment instance.	
Show related risk events	Option for showing the related risk events on the risk assessment.
Show related risk indicators	Option for showing the related risk indicators on the risk assessment.
Show open issues	Option for showing the open issues on the risk assessment.
Show previous assessment	Option for showing the previous assessment on the risk assessment. This option helps the risk assessor to refer to the previous assessment and analyze the details of that assessment before taking another assessment.
Other Configurations	
Advanced reminder (days)	Based on the due date of the risk assessment, this field is the number of days before a notification is sent to the assessor. For example, if you enter 3 in this field, then the assessor gets a reminder notification three days before the due date.
Overdue reminder (days)	Based on the due date of the risk assessment, this field is the number of days after this date that reminder emails are sent. For example, assume you enter 5 in this field. Then for five days after the due date is over, the assessor keeps receiving reminder emails that the due date is over. On the sixth day, an email notification is sent to the assessor and to the assessor's manager.
Risk identification	Method to identify risks in the risk assessment scope:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Assessment Methodology form (continued)

Field	Description
	• **None** • **From Library**: Identifies risks from the library on the risk assessment. • **Ad-hoc**: Identifies a risk that is not in the library. • **From Library and Ad-hoc**: Creates risks as well as adds risks from the library.
Group factor comments	Option to enable group factor comments in the risk assessment form.
Copy previous responses	Option to copy the factor responses and comments whenever a reassessment is performed.
Allow override of results	Option to override the computed scores and the ALE during risk assessment.
Configure section terminology	Option to configure section labels for inherent, control, residual, and target assessments. After you select this option, you can configure the title, score label, and annual loss expectancy label for each assessment type. **Note:** Section label renaming applies only to the advanced risk assessment interface while leaving the terminology used in reports, dashboards, heatmaps, and other areas unchanged.
Update assessment results to source record	Option to copy the assessment results to the source record on which the assessment is performed. You can define the assessment result mapping for the applicable record types in the individual assessment types. This field appears only when **Object** is selected from **Assess**.
Schedule	
This section appears only when **Object** is selected from **Assess**.	
Reassessment frequency	Option of how often the reassessment is performed: • **None** • **Weekly** • **Monthly** • **Quarterly**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Assessment Methodology form (continued)

Field	Description
	• **Semi-annually** • **Annually**
Days to overdue	Based on the due date of the risk assessment, this field is the number of days after which an assessment is considered overdue.

Copy a risk assessment methodology

Modify your risk assessment methodology (RAM) and factors by creating a copy of the record. The option to copy allows the system to create a true copy of the underlying record including all the related lists. This action saves the time of risk administrators as they do not have to create the records from the beginning each time.

Before you begin

Role required: sn_risk.admin

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Risk Assessment Methodologies**
2. Open the RAM you want to copy.
3. Select **Copy**.

Retire a risk assessment methodology

Retire a risk assessment methodology (RAM) that is no longer used. Retiring unused RAMs makes it easier to manage the active RAMs for the risk administrator.

Before you begin

Role required: sn_risk.admin

About this task

When you retire a risk assessment methodology, it is important to note that you cannot make a retired RAM active again. You must also note that:

- all the factors associated with this methodology retire.
- the risk assessment scope retires.
- all open associated assessments retire.

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Risk Assessment Methodologies**.
2. Select and open the risk assessment methodology that you want to retire.
3. Click **Retire**.
   The state changes to **Retired**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure an inherent assessment

Configure and publish an inherent assessment in the Advanced Risk application to assess the inherent risks in your organization.

Before you begin

Role required: sn_risk.admin

About this task

Configure the criteria for an inherent risk assessment by adding the factors, scoring logic, and rating criteria to the Inherent Assessment form. Each risk assessment methodology (RAM) has its own inherent assessment criteria. For example, you can assess the inherent risk for such factors as the financial impact, regulatory impact, and client impact. To get the inherent assessment score, the impact of these factors is multiplied by the likelihood that a risk would occur.

Procedure

1. Navigate to the RAM form that has the inherent risk as an assessment type.
2. In the Assessment Types related list, select **Inherent Assessment**.
3. On the form, fill in the fields.

   For a description of the field values on the inherent assessment form, see Inherent Assessment form.

4. To add factors, select the Factors related list.
   This related list is available only when **Factor responses** is selected from the **Calculate based on** field.
5. Select **Edit** and add the factors.
6. Select **Save**.
7. Select the Qualitative Rating Criteria related list and select **New**.
8. On the form, fill in the fields.

Qualitative Rating Criteria form

Field	Description
Lower rating interval	Range for qualitative risk ratings. For example, for a range of 0–10, you can enter 0 as the lower range. For a range of 11– 20, the value can be 11 as the lower range.
Rating	Severity of the risk. You can enter ratings such as high, medium, or low. For example, assume that the lower rating interval for the Low rating is 0, and that the lower rating interval for the Medium rating is 11. If the risk score is 15, then the rating criterion is Medium because 15 is in the range of 11-20.
Overridden score	Score that is used when the assessor overrides the risk rating.
Risk color style	Color code style for the background color on the risk rating value and for the text color on the risk assessment instance. For example, for a high risk, you can select the Red color

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	style with the background color as red and the text as black.
Risk appetite scale	Risk appetite scale for the risk rating criteria. The appetite scales must be mapped to the qualitative risk rating criteria in the risk assessment methodology. You can compute the qualitative appetite status that is based on the latest assessment or aggregated rating to provide the qualitative appetite status. For example, you can select a risk appetite scale of **Hungry** for the risk rating of **Very High**. This field appears only when the risk appetite feature is configured in the advanced risk assessment properties. **Important:** In a qualitative risk assessment, map the risk appetite scale to the risk rating criteria for the final assessment type. For example, if you have both residual and inherent assessments, map the risk appetite scale to the risk rating criteria in the residual assessment.

Note:
Don't enter negative values in the Qualitative Rating Criteria form.

9. **Optional:** If you select the **Enable heatmap** option, then do the following actions:
   a. Select the Heatmap Colors related list.
   b. In the Risk color style column, specify the risk color style.
10. To define the assessment result mapping for the applicable record types, do the following actions:

    These steps apply when conducting the inherent assessment on an object.

    a. Select the Assessment Result Mapping related list.
    The Assessment Result Mapping related list appears only when the **Update assessment results to source record** option is selected in the RAM.

    b. Select the record type.

    c. On the form, fill in the fields.

Applicable Record Type form

Field	Description
Risk assessment methodology	Name of the RAM. This field is automatically set based on the selected RAM.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Record Type	Name of the applicable record type. This field is automatically set based on the selected record type.
Inherent risk rating	Column where the inherent risk rating value is stored in the source record. After the assessment, the inherent risk rating result is copied to the column that is selected in this field. This field appears only when the **Assessment contribution** field has **Qualitative** or **Both**.
Inherent ALE	Column where the inherent annual loss expectancy (ALE) value is stored in the source record. After the assessment, the inherent ALE result is copied to the column that is selected in this field. This field appears only when the **Assessment contribution** field is set to is **Quantitative** or **Both**.

Note:
If the same record type is used in another risk assessment methodology, the source record will update based on the field defined in the RAM of the latest advanced risk assessment.

d. Select **Update**.

11. Select **Submit**.

12. Select **Publish**.

Result
The assessment type is published.

Inherent Assessment form

Use the Inherent Assessment form in the Advanced Risk application to assess the inherent risks in your organization.

See the following table for a description of the field values.

Inherent Assessment form

Field	Description
Risk assessment methodology	Selected RAM. This field is automatically set based on your RAM.
State	State of the RAM. This field is automatically set to **Draft**.
Calculate based on	Option for calculating the assessment score that is based on factor responses.
Assessment contribution	Type of factor contribution:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Inherent Assessment form (continued)

Field	Description
	• **Qualitative**: Provides a numerical score and then converts the score into a rating. Selecting this option ensures that only qualitative factors are available for adding. • **Quantitative**: Provides the losses that can be incurred in monetary terms. The losses contribute to the annual loss expectancy (ALE). Selecting this option ensures that only quantitative factors are available for adding. • **Both**: Provides both the qualitative and quantitative assessment type.
Enable heatmap	Option to enable the heatmap report on the Advanced Risk dashboard. **Note:** You can select this option only if a minimum of two factors are added to the assessment type. Selecting this option makes the Heatmap Configuration section and the Heatmap Colors related list appear on the form.
Qualitative Score	
This section appears only when **Qualitative** is selected from the **Assessment contribution** field.	
Qualitative scoring logic	Formula that you can use to calculate the scoring logic: • **Sum**: Sum of the factor responses. • **Minimum**: Minimum value of the factor responses. • **Maximum**: Maximum value of the factor responses. • **Average**: Average value of the factor responses. • **Product**: Value that is derived by multiplying the factor responses. • **Weighted average**: Average value of the weighting of factors. This value is then classified as low, medium, or high. • **Script**: User-defined formula to calculate the score. This option is available only to users with the sn_grc.developer role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Inherent Assessment form (continued)

Field	Description
Quantitative Score	
This section appears only when **Quantitative** is selected from the **Assessment contribution** field.	
Quantitative scoring logic	Formula that you can use to calculate the scoring logic: • **Sum**: Sum of the factor responses. • **Minimum**: Minimum value of the factor responses. • **Maximum**: Maximum value of the factor responses. • **Average**: Average value of the factor responses. • **Product**: Value that is derived by multiplying the factor responses. • **Script**: User-defined formula to calculate the score. This option is available only to users with the sn_grc.developer role.
Section Labels	
This section appears only when **Configure section terminology** is selected in the RAM form. **Note:** Section label renaming applies only to the advanced risk assessment interface while leaving the terminology used in reports, dashboards, heatmaps, and other areas unchanged.	
Title	Option to rename the section title of the assessment type. For example, if you rename Inherent assessment as Gross assessment, the new title will be displayed in all sections where the Inherent assessment was previously referred.
Score label	Option to rename the qualitative score label in the Scoring section of the assessment form. For example, if you rename Inherent risk as Gross risk, the new score label will be displayed in the scoring section where Inherent risk was previously referred.
Annual loss expectancy label	Option to rename the quantitative score label in the Scoring section of the assessment form. For example, if you rename Inherent ALE as Gross ALE, the new score label will be displayed in the scoring section where Inherent ALE was previously referred.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Inherent Assessment form (continued)

Field	Description
Heatmap Configuration	
This section appears only when the **Enable heatmap** option is selected.	
Factor for X-axis	Factor that appears on the X-axis of the heatmap. **Note:** Only qualitative factors of the type **Choice** or factors with the transformation criteria can be selected. For more information, see Transformation criteria.
Factor for Y-axis	Factor that appears on the Y-axis of the heatmap. **Note:** Only qualitative factors of the type **Choice** or with the transformation criteria can be selected. For more information, see Transformation criteria.

Configure a control effectiveness assessment

Configure and publish a control effectiveness assessment to assess the effectiveness of controls in mitigating risks.

Before you begin

Role required: sn_risk.admin

About this task

Configure the control assessment criteria with details such as factors, the scoring logic, and the rating criteria. You can also specify if you would like to assess the complete control environment or if you would like to assess controls individually. These details are the aspects on which the risk assessment is performed. You can also enable the options to add existing controls or new controls during an assessment. This exercise ensures that each risk assessment methodology (RAM) has its own control assessment criteria.

Procedure

1. Navigate to the RAM form that has inherent risk as an assessment type.
2. Under the Assessment Types related list, select **Control Assessment**.
3. On the form, fill in the fields.

   For a description of the field values on the control assessment form, see Control Assessment form.

4. Select the Factors section and select **Edit**.
   The Factors related list appears only when **Control environment assessment** is selected from the **Calculate based on** field.
5. Add the necessary factors from the Collection list to the Factors list, and select **Save**.
6. Select the Qualitative Rating Criteria related list and select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. On the form, fill in the fields.

Qualitative Rating Criteria form

Field	Description
Lower rating interval	Range for qualitative risk ratings. For example, for a range of 0–10, you can enter 0 as the lower range. And for a range of 11– 20, the value can be 11 as the lower range.
Risk rating	Severity of the risk. You can enter ratings such as high, medium, or low. For example, assume that the lower rating interval for the Low rating is 0, and that the lower rating interval for the Medium rating is 11. If the risk score is 15, then the rating criterion is Medium because 15 is in the range of 11–20.
Overridden score	Score that the risk assessor can use to override the computed score.
Risk color style	Color code style for the background color on the risk rating value and for the text color on the risk assessment instance. For example, for a high risk, you can select the Red color style with the background color as red and the text as black.

Note:
Don't enter negative values in the Qualitative Rating Criteria form.

8. To define the assessment result mapping for the applicable record types, do the following actions:

   These steps apply when conducting the control assessment on an object.

   a. Select the Assessment Result Mapping related list.
   The Assessment Result Mapping related list appears only when the **Update assessment results to source record** option is selected in the RAM.

   b. Select the record type.

   c. On the form, fill in the fields.

Applicable Record Type form

Field	Description
Risk assessment methodology	Name of the RAM. This field is automatically set based on the selected RAM.
Record Type	Name of the applicable record type. This field is automatically set based on the selected record type.
Control effectiveness	Column where the control effectiveness rating value is stored in the source

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	record. After the assessment, the control effectiveness result is copied to the column selected in this field.

Note:
If the same record type is used in another risk assessment methodology, the source record will update based on the field defined in the RAM of the latest advanced risk assessment.

d. Select **Update**.

9. Select **Submit**.

10. Select **Publish**.

Result
The control assessment type is published.

Control Assessment form

Use the Control Assessment form in the Advanced Risk application to assess the effectiveness of controls in mitigating risks.

See the following table for a description of the field values.

Control Assessment form

Field	Description
Risk assessment methodology	Name of the risk assessment methodology used for control assessment. This field is automatically set based on your RAM.
State	State of the RAM. This field is automatically set to **Draft**.
Assessment contribution	Type of factor contribution. This field is automatically set to **Qualitative contribution**.
Calculate based on	Option to assess the types of control. Choices are the following: • **Control environment assessment**: Select this option if you don't want to assess individual controls, but instead want to assess the overall effectiveness of the control environment. • **Individual assessment of controls**: Select this option if you want to perform assessment for individual controls. For example, you can select the risk of employees accepting bribes and then assess each existing control to mitigate the risk of bribery. This option is available

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control Assessment form (continued)

Field	Description
	only when the Policy and Compliance Management (com.sn_compliance) plugin is activated.
Control identification	Option to decide how to identify the controls in the risk assessment instance. The choices are the following: • **None** • **From Library**: Use this option when you want to identify controls from the library on the risk assessment instance. • **Ad-hoc**: Use this option when you want to identify new controls on the risk assessment instance. • **From Library and Ad-hoc**: Use this option when you want to identify controls from the library as well as identify new controls. This field appears only when the **Calculate based on** field has the value **Individual assessment of controls**.
Factor for overall effectiveness	Manual, automated, or group factors to assess controls. This field appears only when the option **Individual assessment of controls** is selected from the **Calculate based on** field. Only qualitative factors or factors with the option to transform the qualitative score will be displayed in this field.
Qualitative scoring logic	Formula for calculating the scoring logic. Choices are the following: • **Sum**: Sum of the factor responses. • **Minimum**: Minimum value of the factor responses. • **Maximum**: Maximum value of the factor responses. • **Average**: Average value of the factor responses. • **Product**: Value derived by multiplying the factor responses. • **Weighted average**: Average value of the weighting of factors. This value is then classified as low, medium, or high. When

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control Assessment form (continued)

Field	Description
	this option is selected, the control weight is fetched from the control form. • **Script**: User-defined formula to calculate the score. This option is available only to users with the sn_grc.developer role.
Qualitative script variables	Format of the script and the variables used in the script. This field is available only when **Script** is selected from the **Qualitative scoring logic** field.
Qualitative script	User-defined script to compute the scoring logic. This field enables you to have more control over the score computation.
Section Labels	
This section appears only when **Configure section terminology** is selected in the RAM form. **Note:** Section label renaming applies only to the advanced risk assessment interface while leaving the terminology used in reports, dashboards, heatmaps, and other areas unchanged.	
Title	Option to rename the section title of the assessment type. For example, if you rename Control assessment as Preventive assessment, the new title will be displayed in all sections where the Control assessment was previously referred.
Score label	Option to rename the qualitative score label in the Scoring section of the assessment form. For example, if you rename Control risk as Preventive risk, the new score label will be displayed in the scoring section where Control risk was previously referred.

Configure a residual assessment

Configure and publish a residual assessment in the Advanced Risk application to assess the residual risks in your organization.

Before you begin

Role required: sn_risk.admin

About this task

Use a residual assessment to identify and assess the risks that exist after any controls are implemented. If no controls are identified, then the residual risk is the same as an inherent risk. If the factors for an inherent assessment are used a residual assessment, then you can copy the assessment contribution, qualitative scoring logic, factors, and qualitative rating criteria from the inherent assessment. You can also choose how you want to derive the score of the residual assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to the risk assessment methodology (RAM) form that has the residual risk as an assessment type.
2. In the Assessment Types related list, select **Residual Assessment**.
3. On the form, fill in the fields.

   For a description of the field values on the residual assessment form, see Residual Assessment form.
4. **Optional:** If you selected **Factor responses** in the **Calculate based on** field, then select the Factors related list so that you can add factors to the residual assessment.
5. Select **Edit**, add the necessary factors, and then select **Save**.
6. **Optional:** If the **Calculate based on** field has **Inherent risk and control effectiveness** and if the **Qualitative scoring logic** field has **Lookup matrix between inherent assessment and control effectiveness**, then do the following actions:
   a. Select the Matrix related list.
   b. In the respective columns, enter the score, risk rating, risk color style, and overridden score.
7. Select the Qualitative Rating Criteria related list and select **New**.
8. On the form, fill in the fields.

Qualitative Rating Criteria form

Field	Description
Lower rating interval	Range for the qualitative risk ratings. For example, for a range of 0–10, you can enter 0 as the lower range. For a range of 11– 20, the value can be 11 as the lower range.
Risk rating	Severity of the risk. You can enter ratings such as high, medium, or low. For example, assume that the lower rating interval for the Low rating is 0, and that the lower rating interval for the Medium rating is 11. If the risk score is 15, then the rating criterion is Medium because 15 is in the range of 11–20.
Overridden score	Score that the risk assessor can use to override the computed score.
Risk color style	Color code style for the background color on the risk rating value and for the text color on the risk assessment instance. For example, for a high risk, you can select the Red color style with the background color as red and the text as black.
Risk appetite scale	Risk appetite scale for the risk rating criteria. Appetite scales must be mapped to the qualitative risk rating criteria in the risk assessment methodology. Compute the qualitative appetite status that is based on the latest assessment or aggregated rating to provide the qualitative appetite status. For example, you can select a risk appetite scale

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	of **Hungry** for the risk rating of **Very High**. This field appears only when the risk appetite feature is configured in the advanced risk assessment properties. **Important:** In a qualitative risk assessment, map the risk appetite scale to the risk rating criteria for the final assessment type. For example, if you have both residual and inherent assessments, map the risk appetite scale to the risk rating criteria in the residual assessment.

Note: Don't enter negative values in the Qualitative Rating Criteria form.

9. Select the Heatmap Colors related list.
   This related list appears only when all of the following are true:
   - The **Enable heatmap** option is selected.
   - The **Calculate based on** field has **Factor responses**.
   - The residual assessment is based on a matrix between the inherent assessment and control effectiveness.
10. In the Risk color style column, select the background color and text color combination.
11. To define the assessment result mapping for the applicable record types, do the following actions:

    These steps apply when conducting the residual assessment on an object.

    a. Select the Assessment Result Mapping related list.
    The Assessment Result Mapping related list appears only when the **Update assessment results to source record** option is selected in the RAM.

    b. Select the record type.

    c. On the form, fill in the fields.

Applicable Record Type form

Field	Description
Risk assessment methodology	Name of the RAM. This field is automatically set based on the selected RAM.
Record Type	Name of the applicable record type. This field is automatically set based on the selected record type.
Residual risk rating	Column where the residual risk rating value is stored in the source record. After the assessment, the residual risk rating result is copied to the column that is selected

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	in this field. This field appears only when the **Assessment contribution** field has **Qualitative** or **Both**.
Residual ALE	Column where the residual annual loss expectancy (ALE) value is stored in the source record. After the assessment, the residual ALE result is copied to the column that is selected in this field. This field appears only when the **Assessment contribution** field is set to is **Quantitative** or **Both**.

Note:
If the same record type is used in another risk assessment methodology, the source record will update based on the field defined in the RAM of the latest advanced risk assessment.

d. Select **Update**.

12. Select **Submit** and then select **Publish**.

Result
The assessment type is published.

Residual Assessment form

Use the Residual Assessment form in the Advanced Risk application to assess the residual risks in your organization.

See the following table for a description of the field values.

Residual Assessment form

Field	Description
Risk assessment methodology	Name of the RAM. This field is automatically set based on the selected RAM.
Calculate based on	Options for calculating the assessment score: • **Inherent risk and control effectiveness**: Makes the assessment qualitative. The comparison between inherent and control effectiveness is always qualitative. • **Factor responses**: Bases the residual factors' calculation on responses to manual factors.
Assessment contribution	Type of factor contribution: • **Quantitative** • **Qualitative** • **Both**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Residual Assessment form (continued)

Field	Description
	If **Inherent risk and control effectiveness** is selected in the **Calculate based on** field, then this field is automatically set to **Qualitative**. The field can't be modified.
Factors same as inherent	Option to automatically copy the assessment contribution, qualitative scoring logic, factors, and qualitative rating criteria from the inherent assessment. **Note:** This option appears only when the **Calculate based on field** field has the **Factor responses** value.
Enable heatmap	Option to enable you to view the heatmap report on the Advanced Risk dashboard. **Note:** This option can be selected only if a minimum of two factors are added to the assessment type.
Qualitative score	
Qualitative scoring logic	Scoring logic to be used. The options for this field change based on the option that is selected in the **Calculate based on** field. When the **Calculate based on** field has **Inherent risk and control effectiveness**, the options are as follows: • **Lookup matrix between inherent assessment and control effectiveness**: Generates a matrix between the inherent assessment and control effectiveness assessment. It performs a Cartesian product to generate scores. You can view the matrix in the Matrix related list. For example, if the inherent risk is high and the control effectiveness is low, then the residual risk is also high. • **Inherent score-control effectiveness score**: Provides the difference between the inherent score and the control effectiveness score. • **Inherent score/control effectiveness score**: Provides the value that is derived by dividing the inherent score by the control effectiveness score.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Residual Assessment form (continued)

Field	Description
	• **Script**: Use a custom script to calculate the qualitative score. The Script option enables you to create a customized calculation method that aligns with your organization's unique requirements and risk assessment approach. **Note:** You can write or modify scripts only for assessment types that aren't published. When the **Calculate based on** field has **Factor responses**, the options are as follows: • **Sum**: Sum of the factor responses. • **Minimum**: Minimum value of the factor responses. • **Maximum**: Maximum value of the factor responses. • **Average**: Average value of the factor responses. • **Product**: Value derived by multiplying the factor responses. • **Weighted average**: Average value of the weighting of factors. This value is then classified as low, medium, or high. • **Script**: User-defined formula to calculate the score. This option is available only to users with the sn_grc.developer role.
Quantitative score	
This section appears only when the value **Quantitative** is selected from the **Factor contribution** field.	
Quantitative scoring logic	Scoring logic to be used: • **Sum**: Sum of the factor responses. • **Minimum**: Minimum value of the factor responses. • **Maximum**: Maximum value of the factor responses. • **Average**: Average value of the factor responses.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Residual Assessment form (continued)

Field	Description
	• **Product**: Value that is derived by multiplying the factor responses. • **Script**: User-defined formula to calculate the score. This option is available only to users with the sn_grc.developer role.
Section Labels	
This section appears only when **Configure section terminology** is selected in the RAM form. **Note:** Section label renaming applies only to the advanced risk assessment interface while leaving the terminology used in reports, dashboards, heatmaps, and other areas unchanged.	
Title	Option to rename the section title of the assessment type. For example, if you rename Residual assessment as Net assessment, the new title will be displayed in all sections where the Residual assessment was previously referred.
Score label	Option to rename the qualitative score label in the Scoring section of the assessment form. For example, if you rename Residual risk as Net risk, the new score label will be displayed in the scoring section where Residual risk was previously referred.
Annual loss expectancy label	Option to rename the quantitative score label in the Scoring section of the assessment form. For example, if you rename Residual ALE as Net ALE, the new score label will be displayed in the scoring section where Residual ALE was previously referred.
Heatmap Configuration	
This section appears only when the **Enable heatmap** option is selected.	
Factor for X-axis	Factor that appears on the X-axis of the heatmap. **Note:** Only the qualitative factors of type **Choice** or factors with the transformation criteria can be selected. For more information, see Transformation criteria.
Factor for Y-axis	Factor that appears on the Y-axis of the heatmap.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Residual Assessment form (continued)

Field	Description
	Note: Only the qualitative factors of type **Choice** or with the transformation criteria can be selected. For more information, see Transformation criteria.

Configure a target assessment

Configure and publish a target assessment in the Advanced Risk application to assess your desired future risk level. By configuring a target assessment, you enable the assessors and approvers to perform a target risk assessment in the Next Experience.

Before you begin

Role required: sn_risk.admin

About this task

Configure a target assessment to assess the future risks levels. Similar to inherent and residual assessments, you can define the criteria for conducting target assessments. Configuration includes specifying factors, scoring logic, rating criteria, and heatmap configuration.

Procedure

1. Navigate to the Risk assessment methodology (RAM) form that has the target risk as an assessment type.
2. In the Assessment Types related list, select **Target Assessment**.
3. On the form, fill in the fields.

   For a description of the field values on the Target assessment form, see Target assessment form.

4. **Note:** If you selected **Factor responses** in the **Calculate based on** field, then you have to add factors to the assessment manually.

   To add factors, select the Factors related list and then do the following steps:

   a. Select **Edit**.

   b. Select the factors and add them to the Factors List.

   c. Select **Save**.

5. **Optional:** To add qualitative rating criteria, select the Qualitative Rating Criteria related list and select **New**.
6. On the form, fill in the fields.

Qualitative Rating Criteria form

Field	Description
Lower rating interval	Range for the qualitative risk ratings. For example, for a range of 0–10, you can enter 0

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	as the lower range. For a range of 11– 20, the value can be 11 as the lower range.
Risk rating	Severity of the risk. You can enter ratings such as high, medium, or low. For example, assume that the lower rating interval for the Low rating is 0, and that the lower rating interval for the Medium rating is 11. If the risk score is 15, then the rating criterion is Medium because 15 is in the range of 11–20.
Overridden score	Score that the risk assessor can use to override the computed score. This score is associated with the risk when the rating is overridden.
Risk color style	Color code style for the background color on the risk rating value and for the text color on the risk assessment instance. For example, for a high risk, you can select the Red color style with the background color as red and the text as black.
Risk appetite scale	Risk appetite scale for the risk rating criteria. Appetite scales must be separately mapped to the qualitative risk rating criteria for Target Assessment in the RAM form. For example, you can select a risk appetite scale of **Hungry** for the risk rating of **Very High**. This field appears only when the risk appetite feature is configured in the advanced risk assessment properties. Future appetite status is calculated based on the defined risk appetite and the target risk profile. **Note:** The future appetite status can't be aggregated or rolled up to any specific entities, risk statements, or individual risks.

Note:
Avoid entering negative values in the Qualitative Rating Criteria form.

7. Select **Submit**.
8. **Optional:** If you select the **Enable heatmap** option, you can do the following actions:
   a. To specify the risk color style, select the Heatmap Colors related list.
   b. In the Risk color style column, specify the risk color style.
   c. Select **Submit**.
9. To define the assessment result mapping for the applicable record types, do the following actions:

   These steps apply when conducting the target assessment on an object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Select the Assessment Result Mapping related list.
The Assessment Result Mapping related list appears only when the **Update assessment results to source record** option is selected in the RAM.

b. Select the record type.

c. On the form, fill in the fields.

Applicable Record Type form

Field	Description
Risk assessment methodology	Name of the RAM. This field is automatically set based on the selected RAM.
Record Type	Name of the applicable record type. This field is automatically set based on the selected record type.
Target risk rating	Column where the target risk rating value is stored in the source record. After the assessment, the target risk rating result is copied to the column that is selected in this field. This field appears only when the **Assessment contribution** field has **Qualitative** or **Both**.
Target ALE	Column where the target annual loss expectancy (ALE) value is stored in the source record. After the assessment, the target ALE result is copied to the column that is selected in this field. This field appears only when the **Assessment contribution** field is set to is **Quantitative** or **Both**.

Note:
If the same record type is used in another risk assessment methodology, the source record will update based on the field defined in the RAM of the latest advanced risk assessment.

d. Select **Update**.

10. Select **Publish.**

Target assessment form

Use the Target Assessment form in the Advanced Risk application to assess the desired future risk level in your organization.

See the following table for a description of the field values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Target Assessment form

Field	Description
Risk assessment methodology	Name of the RAM to which this target assessment belongs. This field is automatically set based on the selected RAM.
State	Current state of the assessment type. This field is automatically set to **Draft**.
Calculate based on	Options for calculating the assessment score: • **Factor responses**: Option to select individual factors for the target assessment. • **Factors same as inherent**: Option to copy the assessment contribution, scoring logic, and factors from the inherent assessment. • **Factors same as residual**: Option to copy the assessment contribution, scoring logic, and factors from the residual assessment. • **Overall assessment**: Option to continue without any factors selection. Assessors can directly provide rating or Annual loss expectancy (ALE) for the assessment.
Assessment contribution	Type of factor contribution: • **Quantitative** • **Qualitative** • **Both** **Note:** If **Factors same as inherent** or **Factors same as residual** is selected in the **Calculate based on** field, then **Assessment contribution** field is automatically set to a value defined in the inherent and residual assessment types. The field can't be modified.
Enable heatmap	Option to enable you to view the heatmap report on the Advanced Risk dashboard. **Note:** This option can be selected only if a minimum of two factors are added to the assessment type.
Copy rating criteria from inherent	Option to copy the qualitative rating criteria from the inherent assessment. This option appears only when the value **Factors same as inherent** is selected from the **Calculate based on** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Target Assessment form (continued)

Field	Description
Copy rating criteria from residual	Option to copy the qualitative rating criteria from the residual assessment. This option appears only when the value **Factors same as residual** is selected from the **Calculate based on** field.
Qualitative score	
This section appears only when the value **Qualitative** or **Both** is selected from the **Assessment contribution** field.	
Qualitative scoring logic	Formulae to calculate the qualitative scoring. You can modify the **Qualitative scoring logic** field only when the value **Factor responses** is selected from the **Calculate based on** field. The options are as follows: • **Sum**: Sum of the factor responses. • **Minimum**: Minimum value of the factor responses. • **Maximum**: Maximum value of the factor responses. • **Average**: Average value of the factor responses. • **Product**: Value derived by multiplying the factor responses. • **Weighted average**: Average value of the weighting of factors. This value is then classified as low, medium, or high. • **Script**: Use a custom script to calculate the qualitative score. The Script option enables you to create a customized calculation method that aligns with your organization's unique requirements and risk assessment approach. This option is available only to users with the sn_grc.developer role. **Note:** Only users with the sn_grc.developer role can write or modify scripts for assessment types that aren't published.
Quantitative score	
This section appears only when the value **Quantitative** or **Both** is selected from the **Assessment contribution** field.	
Quantitative scoring logic	Formulae to calculate the quantitative scoring. You can modify the **Quantitative scoring logic** field only when the value **Factor responses**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Target Assessment form (continued)

Field	Description
	is selected from the **Calculate based on** field. The options are as follows: • **Sum**: Sum of the factor responses. • **Minimum**: Minimum value of the factor responses. • **Maximum**: Maximum value of the factor responses. • **Average**: Average value of the factor responses. • **Product**: Value that is derived by multiplying the factor responses. • **Script**: Use a custom script to calculate the quantitative score. The Script option enables you to create a customized calculation method that aligns with your organization's unique requirements and risk assessment approach. **Note:** Only users with the sn_grc.developer role can write or modify scripts for assessment types that aren't published.
Section Labels	
This section appears only when the **Configure section terminology** option is selected in the RAM form. **Note:** Section label renaming applies only to the advanced risk assessment interface while leaving the terminology used in reports, dashboards, heatmaps, and other areas unchanged.	
Title	Option to rename the section title of the assessment type. For example, if you rename Target assessment as Future assessment, the new title will be displayed in all sections where the Target assessment was previously referred.
Score label	Option to rename the qualitative score label in the Scoring section of the assessment form. For example, if you rename Target risk as Future risk, the new score label will be displayed in the scoring section where Target risk was previously referred.
Annual loss expectancy label	Option to rename the quantitative score label in the Scoring section of the assessment

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Target Assessment form (continued)

Field	Description
	form. For example, if you rename Target ALE as Future ALE, the new score label will be displayed in the scoring section where Target ALE was previously referred.
Other Configurations	
Assessment is required	Option to make the target assessment either always required or conditionally required based on specific conditions. The options are as follows: • **Always**: Option to make the target assessment required regardless of any specific conditions. • **On specific conditions**: Option to make the target assessment required based on specific conditions using the condition builder. • **On specific conditions specified through script**: Option to make the target assessment required using a predefined script or set of instructions. The Script option enables you to create a customized condition that align with your organization's unique requirements and risk assessment approach. **Note:** Only users with the sn_grc.developer role can write or modify scripts.
Heatmap Configuration	
This section appears only when the **Enable heatmap** option is selected.	
Factor for X-axis	Factor that appears on the X-axis of the heatmap. **Note:** Only the qualitative factors of type **Choice** or factors with the transformation criteria can be selected. For more information, see Transformation criteria.
Factor for Y-axis	Factor that appears on the Y-axis of the heatmap.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Target Assessment form (continued)

Field	Description
	Note: Only the qualitative factors of type **Choice** or with the transformation criteria can be selected. For more information, see Transformation criteria.

Create risk color styles

Create a library of risk color styles to use for different assessment types and matrixes. A risk color style is a combination of a background color and a text color. The color styles help maintain consistency when you configure risk assessments.

Before you begin

Role required: sn_risk.admin

About this task

ServiceNow® provides preconfigured color styles. You can either modify the preconfigured colors or create your own color styles.

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Risk Color Styles**.
2. Select **New**.
3. On the form, fill in the fields.

Risk Color Style form

Field	Description
Color style	Name of the text and color code combination. For example, `High Risk`.
Next experience color styles	
Note: The default color for the customized risk color style is set to Critical, with the variant set to Primary. You can manually change the color and variant based on the requirement.	
Color	Color that appears as the background color. It's the fundamental hue from which different shades variants are derived.
Variant	Variant refers to different shades or tints of the base color. The options are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **Primary**: Standard or base shade of the color. It's typically the most pure or neutral version of the color. ○ **Secondary**: Lighter shade of the primary color. ○ **Tertiary**: Lightest shade of the primary color.
Preview	Visual representation of how the selected color and its variants appear in the interface.
Classic color styles	
Rating color	Color that appears as the background color.
Text color	Color that appears as the text color.

4. Select **Submit**.

Result
The risk color style is ready to use.

Configure risk heatmaps

Within a risk assessment methodology (RAM), configure the heatmap visualization for inherent and residual assessments. Use different heatmaps for different risk assessment methodologies.

Before you begin
Role required: sn_risk.admin

About this task
Configure the heatmap using the prepackaged heatmap widgets. Map the configured heatmaps to a dashboard to monitor the risk posture of the RAM.

Procedure
1. Navigate to the dashboard where you want to add the heatmap.
2. In the upper-right corner, change the selected application from Global to GRC: Advanced Risk.
3. To add widgets, select the plus + icon in the upper right.
4. From the Add Widgets list, select one of the following.
   - **Advanced inherent heatmap**.
   - **Advanced residual heatmap** to configure the inherent heatmap or the residual heatmap respectively.
5. If you want to reuse an existing filter for the RAM, then do the following:
   a. Select **Interactive Filters** from the **Add Widgets** list
   b. Select **Reference**
   c. Select **Risk Assessment Methodologies**.
   Alternatively, you can create your own filter on the RAM table and add it on the dashboard tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result
The selected heatmap appears on the dashboard.

Create a risk assessment scope and initiate assessments

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

Before you begin
Role required: sn_risk.admin

About this task
You can initiate assessments after you create the scope. This process provides visibility and accurate reporting for the management team.

Procedure
1. Navigate to **All** > **Advanced Risk Assessment** > **Risk Assessment Scope** > **Create**.
2. On form, fill in the fields.

Risk Assessment Scope form

Field	Description
Risk assessment methodology	Risk assessment methodology (RAM) that you use to assess risks.
Assessable Entity	Entities that are related to the entity classes that are selected in the **Applicable entity classes** field on the RAM. The value of this field changes based on the entity classes specified in your selected RAM. Only those entities that belong to the selected classes are displayed in this field.
Owner	Owner of the entity. This field is automatically set based on the entity owner.

3. Right-click and save the form.
4. **Optional:** To view a summary of assessments, click the Summary section.
   The Summary section has the following fields. These fields are populated only when you add risks to the assessment scope and when you initiate assessments:
   - **No. of risk assessments closed**
   - **No. of risks not assessed**
   - **No. of ongoing risk assessments**
5. Right-click to save the form.
6. If you want to add existing risks, then do the following:
   a. In the Risks related list, click **Add** to add existing risks.
   b. From the Choose Risks window, select the risks that you want to add.
   c. Click **Add Risks**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

d. To select control objectives that do not have a control for the entity, click **Create from library**.

e. From the Choose Risk Statements window, select what risk statements to apply and click **Create From Library**.

f. Click **Initiate Assessments** either for all the risk records or for the selected risk records. Ensure that the selected records are in either the Draft or Closed state.

g. To add new risks, click **New**, fill in the details, and click **Submit**.
The newly added risks appear in the Risks related list.

7. To apply the new settings, click **Settings**.
8. On the form, fill in the fields.

Assessor, approver, and frequency form

Field	Description
Assessor type	User or group who is responsible for assessing the risk. Choices are the following: ○ **Same as risk owner** ○ **Specify users** ○ **Specify groups** ○ **Same as entity owner**
Assessor	User who is responsible for assessing the risk. This field appears only when **Specify users** is selected from the **Assessor type** field.
Assessor group	Group that is responsible for assessing the risk. This field appears only when **Specify groups** is selected from the **Assessor type** field.
Reassessment frequency	Frequency of assessment. Choices are the following: ○ **None** ○ **Weekly** ○ **Monthly** ○ **Quarterly** ○ **Semi-annually** ○ **Annually**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: If you need to perform an unplanned risk assessment before the next reassessment date, then the next assessment date will be based on the frequency set in the previous assessment. For example, if your frequency is set as monthly and you perform your first assessment on January1, and then you perform an unplanned assessment on January 15, then the next assessment will still be based on the previous assessment date.
Days to overdue	Number that is used to calculate the due date of the assessment starting from the date the assessment is initiated. For example, if the value in this field is 10, then the due date of the assessment will be 10 days after the date the assessment is initiated. The default value is 5.
Approver type	User or group who is responsible for approving the assessment. Choices are the following: ○ **Same as entity owner** ○ **Same as assessor's manager** ○ **Specify users** ○ **Specify groups** ○ **None**
Approver	User who is responsible for approving the assessment. This field appears only when **Specify users** is selected from the **Approver type** field.
Approver group	Group that is responsible for approving the assessment. This field appears only when **Specify groups** is selected from the **Approver type** field.

The settings that you select in this step apply to all the new risks that are added to this scope.

9. To save the form, click **Submit**.
10. To generate the assessments, click **Initiate all assessments**.
    When you generate an assessment, the assessor receives an email notification stating that the assessment is assigned to the assessor or to the assessor's group.

What to do next

If you want to cancel an assessment for risks that no longer need to be assessed, select the assessment and click **Cancel Assessments**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
When a risk assessment is canceled, the risk assessors are notified about the cancellation and the tasks are removed from their queue.

Simulate a risk assessment

Simulate a risk assessment to verify the associated risk assessment methodology (RAM) configuration when it is in the draft state.

Before you begin
Role required: sn_risk.admin

About this task
To modify the configuration of a published RAM, you need to delete all its assessments manually and change the RAM state to Draft. The simulation of risk assessment enables you to verify the RAM configuration when the RAM is in the draft state. This feature helps you to validate a factor, scoring logic, and the workflow and make necessary changes to the RAM before it is published. The simulated risk assessments are not used for risk aggregation and are deleted after the RAM is modified or published.

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Administration** > **Risk Assessment Methodologies**.
2. Select and open the RAM for which you want to verify the configuration.

   Important:
   You should select a RAM that is in the draft state.

3. Click **Simulate**.

   Important:
   This button appears only when all the assessment types for the selected RAM are published.

   A dialog box appears for the risk or object selection.

4. Select a risk or object that you want to simulate.

   Important:
   You can select risks and objects that belong to the entity classes and tables specified in the RAM.

5. Click **Submit**.
   A simulated risk assessment is created, and a success message appears with the risk assessment number. You can click and open the risk assessment number to perform the assessment.
6. **Optional:** To view all the simulated assessments for the selected RAM, click **View simulated assessments**.

Assess risks and objects on an assessment instance

Assess the risks that you have configured and reassign the risks to relevant approvers.

Before you begin
Role required: sn_grc.business_user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
You must manually assign the advanced risk assessment roles to the sn_grc.business_user role. To understand how you can adjust granting of roles and groups, see the How to adjust granting of roles and groups to use background jobs [KB0963693] article in the Now Support Knowledge Base.

Procedure

1. Navigate to **All** > **Advanced Risk Assessment** > **Risk Assessment Tasks** > **My Tasks**.
   The assessment is in the **Ready to assess** state.
2. To begin the assessment, click **Assess**.
   The work flow moves to the first risk assessment type. If a particular assessment type is not configured, then that section does not appear on the form.
3. **Optional:** To reassign an assessment, click **Reassign** and enter the name of the person who you want to reassign the assessment to.
4. Click the Inherent Assessment section and answer the questions on the form.
   a. Right-click and save the form.
   b. To move to the next assessment, click **Inherent Assessment** and fill in the fields.

Inherent Assessment section

Field	Description
Results	
Computed inherent risk	Inherent risk score.
Override computed score	Option to override the computed inherent score.
Computed inherent ALE	Computed inherent ALE of the risk. The ALE is calculated based on the inherent assessment factors.
Override inherent risk	Value that was configured in the RAM form to override the computed inherent risk score. This field is available only when the **Override computed score** option is selected.
Override inherent ALE	Value that overrides the computed inherent risk score. The value is used for rollup.
Comments	Additional information that provides more details for the risk assessment approver. Users must enter a reason for overriding the computed score. This field is required when the **Override computed score** option is selected.

   c. If necessary, add comments in the **Comments** column.
   d. Click **Save and calculate**.
5. To perform control assessment, click **Perform control assessment** and do the following.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. On the form, fill in the fields.

Control Assessment section

Field	Description
Results	
Computed control effectiveness	Control effectiveness score.
Override computed score	Option for overriding the computed control effectiveness score.
Comments	Additional information that provides more details for the risk assessment approver. This field is required when the **Override computed score** option is selected.

Note:
If you have selected **Individual assessment of controls** in the **Calculate based on** field in the Control Assessment form, then you can create controls from the library, add existing controls, add new controls, or remove existing controls. Use guidance text for assistance in answering the factors. To determine if the control is compliant, see the Status column.

b. To create, add, or remove controls, perform one of the following actions:

Choice	Action
To create controls from the library	**i.** Click **Create From Library** from the Choose Controls window. **ii.** Select the necessary control objectives. **iii.** Click **Add controls**.
To add an existing control	**i.** Click **Add**. **ii.** Select the controls. **iii.** Click **Add controls**.
To create a new control	**i.** Fill in the fields in the New Control window. **ii.** Click **Submit**.
To remove any control	**i.** Click **Remove** from the Choose Controls window. **ii.** Select the controls that you want to remove. **iii.** Click **Remove controls**.

If the risk has default controls, then those controls are automatically added to the control assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

c. If you do not have any controls that are associated with the risk or object that you must assess, then select the **No mitigating controls to assess** option.
If you choose not to assess the mitigating controls, then the residual risks are by default marked as not applicable in the residual assessment stage. However, if a risk has associated mitigating controls, then the users do not see the **No mitigating controls to assess** option.

d. If you opt out of assessing controls, enter a justification in the **Comments** field.

e. Click **Save and calculate**.

6. To move to the next assessment, click **Perform residual assessment** and do the following.

a. On the form, fill in the fields.

Residual Assessment section

Field	Description
Results	
Computed residual risk	Residual risk score.
Comments	Additional information that provides more details for the risk assessment approver. This field is required when the **Override computed score** option is selected.

Note:
You can add existing controls and new controls during this stage. You can also remove controls that you might have wrongly added. The factors that appear for residual assessment are the factors that you have configured in the factor form. The answers that you provide for these factors determine the control assessment score. The score is based on the qualitative weight, qualitative score, and quantitative score.

b. If you want to assess a residual risk but you have opted not to assess mitigating controls, then clear the **Residual risk not applicable** field.
If you do not want to assess a residual risk, then do not change the field.

c. Right-click and save the form.

7. To move to the next state and respond to the risks that you have assessed, click **Respond**.

a. In the **Risk Response** tab, click **Risk response** and select one or more risk responses from the following options:

- **None**: Do not select any response for the risk.
- **Accept**: Accept and acknowledge the risk.
- **Avoid**: Eliminate the risk or its impact.
- **Mitigate**: Lessen the impact or probability of the risk.
- **Transfer**: Transfer the responsibility to a third party.

b. Right-click and save the form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If multiple risk responses are selected, risk response tasks are created.

8. Click the Risk Response task related list, assign the task to an appropriate user, and right-click to save the form.
   This related list only appears when the **Enable risk response** option is selected by the risk administrator during the RAM configuration.
9. In the **Comments** field, enter comments.
10. To view the activities for this assessment, click **Activity Journal**.
11. To finish your assessment and send it for approval, click **Save** and then click **Request Approval**.
    The approver that you have selected in the risk assessment scope gets an email notification to approve or reject the risk assessment instance. If there are no approvers, the risk assessment instance moves to the Monitor state.

What to do next

To view the summary of the assessment, click **Assessment Summary**.

Assess risks

Use the classic risk assessment and assess the risks in your organization.

Create a risk assessment using the Risk Assessment Designer

Use the Risk Assessment Designer to create and edit metric types, use different metric types for different risks, select multiple respondents for a risk assessment, as well as change scoring parameters. The Question Bank offers a library of questions for various categories, so you do not have to build each questionnaire from scratch.

Before you begin

Role required: sn_risk.asmt_creator, sn_risk.manager

Procedure

1. Navigate to **All** > **Risk** > **Administration** > **Assessment Types**.
2. Click **Risk Assessment Designer**.
   The designer contains the following elements:

Element	Description
Controls	Supported question data types are available in the Controls palette. Drag a control onto the designer canvas to create a question of that type.
Questions	A library of questions for various categories, so you do not have to build each questionnaire from scratch.
Categories	New assessment open in the **Design** view. The questionnaire **Name** field appears above the first category in the canvas. A blank question field appears in the category container.

3. Enter a name in the **Name** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Drag a control onto the designer canvas to create a question of that type.

Question controls

Data type	Description	Scored
Attachment	Question with a Manage Attachments icon that allows users to attach one or more files.	Y
Boolean	Question with a check box or a **Yes/No** list for user responses.	
Choice	List of predefined options. For more information, see the definition for **Choices**.	Y
Date	Date field.	N
Date/Time	Date and time field.	N
Number	Number field with predefined minimum and maximum values. The default is 1-10.	N
Percentage	Percentage field with a prescribed range.	N
Scale	Predefined Likert scale. Answer options appear as radio buttons.	Y
Numeric Scale	Selectable number scale. The default is 1-5. Answer options appear as radio buttons.	Y
String	Single or multi-line text field.	N
Template	Choice list of templates that provide a predefined scale of options.	Y
Reference	Choice list of fields from a specified reference table. This data type does not support reference qualifiers.	

Note:
Set the correct answer for the metric that you want to be scored. Scored metrics determine the compliance status of the risk.

5. Click one of the following tabs to change the view in the canvas.

Option	Description
Design	Add categories and questions, and configure the properties of each. This is the default view of the canvas when you open the designer.
Configuration	Create introductions and end notes for attes tations, and select a signature.
Availability	Select the recipients for each category in the attestation.

6. Point to the menu icon in the upper right of the designer to select one of the following options.

Note:
The availability of each option depends on the status of the assessment that is opened in the designer.

Option	Description
Save	Save the current assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Description
Preview	Display a preview to the selected recipients.
Publish	Distributes the assessment to the selected re cipients.
Save and Publish	Saves and distributes the assessment in one step.
New Attestation	Opens a fresh canvas for a new assessment.
Load Attestation	Opens a list of existing assessment that you can select and edit.

Unlike other types of assessments, risk assessments do not appear in the **Self-Service** > **My assessments & surveys** module, because hundreds of control attestations could be generated at once. Instead,risk assessments are shown as a list in the **Risk** > **Risk Register** > **My Assessments** and **Risk** > **Risk Register** > **All Assessments** module.

Create an assessment type

The risk manager can create a set of questions for each risk assessment.

Before you begin

Role required: sn_risk.asmt_creator or sn_risk.manager or sn_risk.administrator

Procedure

1. Navigate to **All** > **Risk** > **Administration** > **Assessment Types**.
2. Select **New**.
3. On the form, fill in the fields.

Assessment Metric Type form

Field	Description
Name	Name of the assessment type.
Assessment duration	Number of time assessors have to complete their assigned questionnaires, starting from the time the assessment is generated.
Table	Table that contains the records you want to evaluate. The system creates assessable records for records on this table that meet the conditions you specify, if any. The number of matching records appears as a link by the **Condition** field. If you change the table selection, the link dynamically updates. Select the link to open the list of matching records in a new tab or window. **Note:** More roles are required to view the records on certain tables. If you select a table that you don't have access to, a warning message appears by the Condition field where the number of matching records would be. You can't generate assessable records for tables you don't have sufficient roles for.
Scale factor	Number to represent the best possible score for assessment results. All results for assessments of this type are scaled to this number. 10 is generally a good scale factor.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: This field becomes read-only when it contains a value and you save the metric type. Choose a scale factor that you're satisfied with before you save the metric type.
Condition	Condition builder that defines specific records to assess from the selected table. If you don't specify any conditions, the system creates assessable records for all records on the selected table. Select the refresh icon to update the adjacent record count. **Note:** If you change the table or conditions, you must select **Generate Assessable Records** to create new assessable records.
Description	Helpful information about this type. Enter a clear description of the type and its purpose.
State	Status of the assessment: **Draft** or **Published**.
Enforce condition	Option that determines what happens to assessable records when you change the selected table or conditions.
Roles	Additional user roles that can view the results and access records associated with this type. Users with the specified roles have read access to this type record and to the associated categories, metrics, assessable records and scorecards, category users, stakeholders, and decision matrixes. **Note:** Users with these roles don't have access to Assessments modules unless they're assessment administrators. Users with these roles can navigate to the records by other means, such as from reference fields on assessment instances. This field provides the option to grant user access to specific assessment data in special cases. For example, the Vendor metric type provides access to users with the vendor_manager role to view results and compare assessable records when they open scorecards or decision matrixes in the Vendor Performance application.

4. Select **Submit**.

Assess risk for a policy exception

After the review of a policy exception request and before deciding to approve or reject a request, the compliance manager may choose to request a risk assessment by the risk manager.

Before you begin
Role required: compliance manager

About this task
For more information, see Manage policy exceptions and extensions.

Procedure
1. Navigate to **All** > **Policy and Compliance** > **My Policy Exceptions**.
2. Select the policy exception.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Review the form details, as necessary.
4. Click the Business Impact Analysis tab and update the following fields:

Policy exception request Business Impact Analysis tab

Field	Value
Risk description	Description of the risk.
Residual likelihood	Likelihood of the risk occurring. If it is not **None**, select the likelihood of this risk occurring: ○ **5 — Extremely Likely** ○ **4 — Likely** ○ **3 — Neutral** ○ **2 — Unlikely** ○ **1 — Extremely Unlikely**
Residual impact	Residual impact of the risk. If it is not **None**, select the residual impact of this risk: ○ **5 — Very High** ○ **4 — High** ○ **3 — Moderate** ○ **2 — Low** ○ **1 — Very Low**
Residual score	Value calculated after you select a residual likelihood and residual impact rating: ○ **5 — Very High** ○ **4 — High** ○ **3 — Moderate** ○ **2 — Low** ○ **1 — Very Low**

5. Perform one of the following actions.

6. Click **Update**.

Assess a risk

Risks start in a **Draft** state then move to the **Assess** state.

Before you begin

Role required: sn_grc.user

About this task

Risk assessments do not appear in the **Self-Service** > **My assessments & surveys** module, because hundreds of GRC assessment records could be generated at once. Instead, risk assessments are shown in a separate list view.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Risk** > **Risk Register** > **My Assessments**.
2. Open the assessment and review the details.

Option	Description
If you are unable to answer the questions	**a.** Reassign the assessment to another user in the **Assigned to** field. **b.** Click **Update** and close the record. **Note:** Only a user with the sn_grc.user role can be re-assigned the assessment. The list of assessments refreshes when you reassign an assessment to another user.
If you are able to answer the questions	**a.** Click **Take assessment**. **b.** Answer the questions and attach informa tion, as required. **c.** Click **Submit**. The list of assessments refreshes when you close the **Take Assessment** pop-up window.

Manage a business process

Create and manage business processes in your organization.

Create a business process

Create a business process and define the owners, approvers, business criticality, and review frequency for the process.

Before you begin

Role required: business_process_admin

Procedure

1. Navigate to **All** > **CSDM** > **Design** > **Business Process**.
2. Click **New**.
3. On the form, fill in the fields.

Business Process form

Field	Description
Name	Name of the business process.
Parent	Parent business process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: If a parent process exists, it creates a hierarchy of business processes.
Life cycle stage	Stage of the business process in the business life cycle. The stage determines the status and displays the actions. **Note:** This field is automatically set to **Ideation** when you save the form for a process in the Draft state.
Review frequency	Frequency for reviewing the business process.
Life cycle stage status	Status of the business process within the life-cycle stages. **Note:** This field is automatically set to **Under Evaluation** when you save the form for a process in the Draft state.
Next review date	Planned date on which the business process must be reviewed. The value in this field is automatically set only after the business process is approved.
Description	Short description of the business process. The description can include the background, the actual steps, and the interaction of the process.
Ownership	
Managed by group	Group that maintains the business process.
Approval group	Group that must review and approve the business process.
Owned by	User responsible for the business process. This user is a member of the Managed by group.
Business Impact	
Business criticality declared	Criticality of the business process based on your subjective assessment. The choices are: ○ **1- most critical** ○ **2- somewhat critical** ○ **3- less critical** ○ **4- not critical**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Impact to confidentiality	Risk rating for the risk of loss of confidentiality. Confidentiality loss leads to leakage of confidential information. The choices are the following: ○ **High** ○ **Medium** ○ **Low**
Impact to availability	Risk rating for the risk of loss of availability. Unavailability of the system may cause delays in decision making, business interruptions, loss of revenue, and customer dissatisfaction. The choices are the following: ○ **High** ○ **Medium** ○ **Low**
Business criticality determined	Computed criticality of the business process based on the assessment of the subprocesses. The choices are the following: ○ **1- most critical** ○ **2- somewhat critical** ○ **3- less critical** ○ **4- not critical**
Impact to integrity	Risk rating for the risk of impact to integrity. Impact to integrity has consequences for businesses and employees, including fines and damage to your brand, reputation, and people. The choices are the following: ○ **High** ○ **Medium** ○ **Low**

4. Right-click on the form header and click **Save**.
   The record moves to the Draft state.
5. To send the record for review and approval, click **Review**.
   The values in the **Life cycle stage** field and the **Life cycle stage status** field change. The Approvals related list appears, and the members of the Approval list can view the record in their list of approvals.

Approve, reject, or delete a business process

If a new business process has identified approvers, then the approvers must review and approve the process before it can be published. The approvers can also reject or delete the process as necessary.

Before you begin

Role required: business_process_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Service Desk** > **My Approvals**.
2. Open the record that you want to approve.
3. In the **State** field, select one of the following options:
   - Not Yet Requested
   - Requested
   - Approved
   - Rejected
   - Canceled
   - No Longer Required
4. In the **Comments** field, enter your comments as required.
   If the reviewer rejects the record, then the reviewer must enter comments.
5. Select one of the following options.

Create a risk framework and associate risk statements to it

Risk managers create risk frameworks to group risk statements into manageable categories.

Before you begin

Role required: sn_risk.manager

Procedure

1. Navigate to **All** > **Risk** > **Risk Library** > **Frameworks**.
2. Click **New**.
3. On the form, fill in the fields.

Risk Framework form

Field	Description
Number	Read-only field that is automatically populated with a unique identification number.
Active	Option that indicates whether the risk framework is active.
Name	The name of the risk framework.
Description	A description of the risk framework.
Additional information	Additional information for this risk framework.

4. Click **Submit**.
5. Select the risk framework from the list to reopen it.
6. In the **Risk Statements** related list, select **Edit** to add the risk statements to the risk framework.
7. Click **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Define risk statement hierarchy

Risk managers establish parent and child relationships on the risk statement form.

Before you begin

Role required: sn_risk.manager

Procedure

1. Navigate to **All** > **Risk** > **Risk Library** > **Risk Statements**.
2. Click **New**.
3. On the form, fill in the fields.

> **Note:**
> When any of the following statement fields changes: Name, Description, Reference, Category, Type, Classification, and Attestation, all the associated controls and risks are updated, and their state is set back to Draft.

Risk Statement from

Field	Description
Name	Name of the risk statement.
Parent * this field is visible only when Advanced Risk has been downloaded.	Parent risk statement to this risk statement. ○ Users select the appropriate parent from the taxonomy structure. ○ If no parent is specified, the risk statement becomes the root of the tree. ○ It is possible to have several of these root-type risk statements within the organization. ○ A risk statement cannot be both a parent and a child of another risk statement.
Framework	Framework this risk statement is associated with.
Category	Choose a category. ○ Legal ○ Financial ○ Operational ○ Reputational ○ Legal/Regulatory ○ Credit ○ Market ○ IT
Assessment	Assessment associated with this risk statement.
Issue group rule	Issue group rule assigned to this risk statement for reporting and dashboard.
Description	Description of the risk statement.

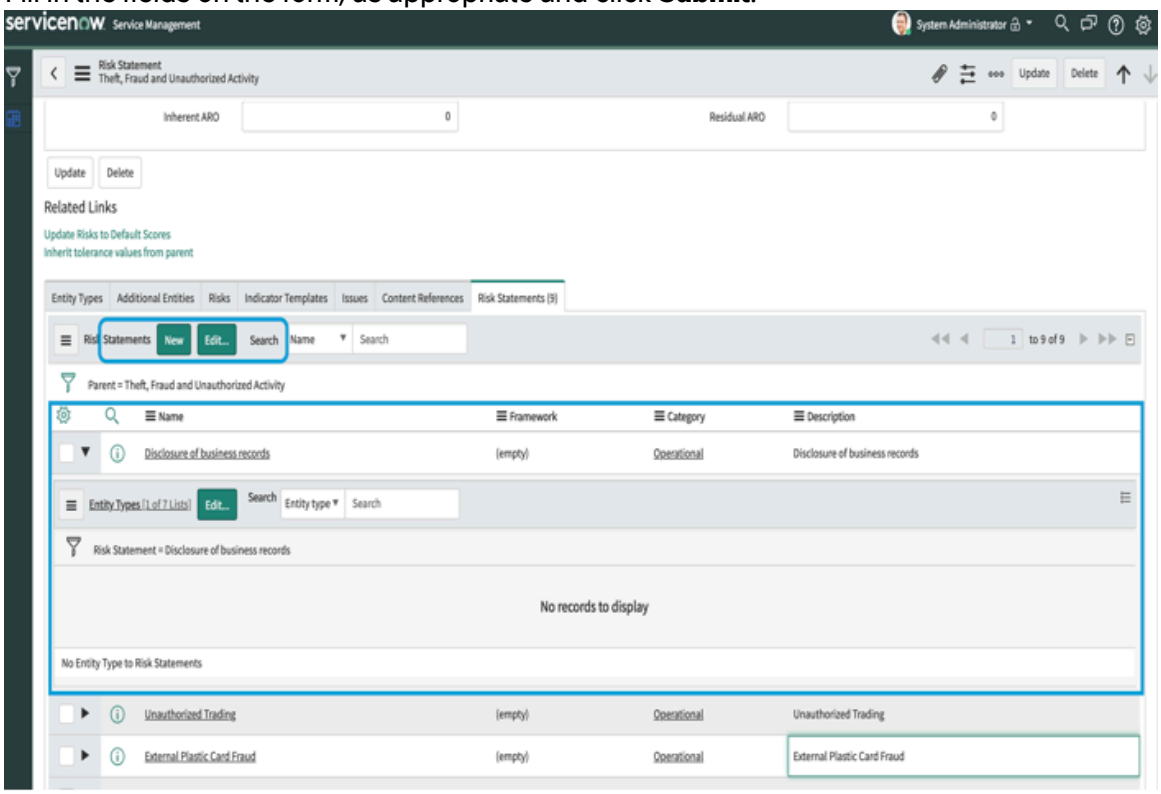
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Additional information	Additional information for this risk statement.
Default Scores	
Inherent SLE	Monetary value of a risk if it occurs before any mitigation strategies are in place.
Residual SLE	Monetary value of a risk if it occurs after all mitigation strategies are in place.
Inherent ARO	Probability that a risk occurs in any given year before any mitigation strategies are in place.
Residual ARO	Probability that a risk will occur in any given year after all mitigation strategies are in place.
Risk Rollup and Tolerance * this tab is visible only when Advanced Risk has been downloaded.	
Expected ALE	Enter currency and amount for the expected ALE. **Note:** This value must be less than or equal to the **Maximum acceptable ALE**.
Maximum acceptable ALE	Enter currency and amount for the maximum acceptable ALE. **Note:** This value must be greater than or equal to the**Expected ALE**.
Sum of calculated ALE	This is a calculation based on all the underlying risks or risk statements.
Average calculated ALE	This is a calculation based on all the underlying risks or risk statements.
Maximum calculated ALE	This is a calculation based on all the underlying risks or risk statements.
Minimum calculated ALE	This is a calculation based on all the underlying risks or risk statements.
Tolerance Status	Automatically calculated based on tolerance values. ○ If the **Calculated ALE** is less than or equal to the **Expected ALE** = Acceptable in green ○ If the **Calculated ALE** is greater than the **Expected ALE**, but less than or equal to the **Max acceptable ALE** = Needs Attention in orange ○ If the **Calculated ALE** is greater than the **Maximum acceptable ALE** = Unacceptable in red
Calculated Score	The corresponding score for the calculated ALE:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Low ○ Med ○ High

4. Click **Submit**.
5. To add children risk statements, click the **Risk Statements** related list, and click **New**.
6. Fill in the fields on the form, as appropriate and click **Submit**.



7. Repeat until you have added all the children risk statements related to this risk statement.

Create a risk statement

Risk managers create risk statements to group risks into manageable categories.

Before you begin

Role required: sn_risk.manager

Procedure

1. Navigate to **All** > **Risk** > **Risk Library** > **Risk Statements**.
2. Click **New**.
3. On the form, fill in the fields.

> **Note:**
> When any of the following statement fields changes: Name, Description, Reference, Category, Type, Classification, and Attestation, all the associated controls and risks are updated, and their state is set back to Draft.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Statement form

Field	Description
Name	Name of the risk statement.
Parent	Parent risk statement.
Framework	Framework this risk statement is associated with.
Category	Choose a category. ○ Legal ○ Financial ○ Operational ○ Reputational ○ Legal/Regulatory ○ Credit ○ Market ○ IT
Assessment	Risk assessment template to be assigned to this risk statement. An assessment template is a questionnaire that is used for assessing a risk.
Description	Description of the risk statement.
Additional information	Additional information for this risk statement.

Note:
Accurate default scoring selections are important for normalizing risk across the organization.

4. To fill in the fields for the risk appetite section, see Define the risk appetite for a risk statement.
5. Click the **Default Scores** related list and fill in the fields on the form, as appropriate.

Default Scores form

Field	Description
Inherent SLE	Impact that the event has on the organization if there are no controls to check the event.
Residual SLE	Impact that the event has on the organization if there are controls to check the event.
Inherent ARO	Likelihood of the event occurring if there are no controls to check the event.
Residual ARO	Likelihood of the event occurring if there are controls to check the event.

6. Click the **Risk Rollup and Tolerance** related list and on the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Rollup and Tolerance form

Field	Description
Expected ALE	Annual Loss of Expectancy (ALE) refers to the product of the annual rate of occurrence (ARO) and the single loss expectancy (SLE). Expected ALE is the expected value of the ALE for the risk statement. Enter currency and amount for the expected ALE. **Note:** This value must be less than or equal to the **Maximum acceptable ALE**.
Sum of calculated ALE	This calculation is based on the sum of calculated ALE of all the underlying risks of the risk statement and its children risk statements.
Maximum calculated ALE	This calculation is based on the maximum of calculated ALE of all the underlying risks of the risk statement and its children risk statements.
Maximum acceptable ALE	Threshold value for the ALE for the risk statement. **Note:** This value must be greater than or equal to the**Expected ALE**. This value has an impact on the Tolerance status field.
Average calculated ALE	This calculation is based on the average of calculated ALE of all the underlying risks of the risk statement and its children risk statements.
Minimum calculated ALE	This calculation is based on the minimum of calculated ALE of all the underlying risks of the risk statement and its children risk statements.
Calculated Score	The corresponding score for the calculated ALE: ○ Low ○ Med ○ High

7. Click the **Basel Categorization** related list and select the Basel Categories Hierarchy.
   The Basel categories are as follows:
   - Internal Fraud: misappropriation of assets, tax evasion, intentional mismarking of positions, bribery.
   - External Fraud: theft of information, hacking damage, third-party theft and forgery.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Employment Practices and Workplace Safety: discrimination, workers compensation, employee health and safety.
- Clients, Products, and Business Practice: market manipulation, antitrust, improper trade, product defects, breaches, account churning.
- Damage to Physical Assets: natural disasters, terrorism, vandalism.
- Business Disruption and Systems Failures: utility disruptions, software failures, hardware failures.
- Execution, Delivery, and Process Management: data entry errors, accounting errors, failed mandatory reporting, negligent loss of client assets.

8. Click **Submit**.

Visualize risk hierarchies using the GRC: Workbench

Risk users can see the hierarchy of risk statements using the GRC: Workbench.

Before you begin

Activate the GRC: Workbench (app-grc-workbench) plugin.

Role required: sn_risk.reader

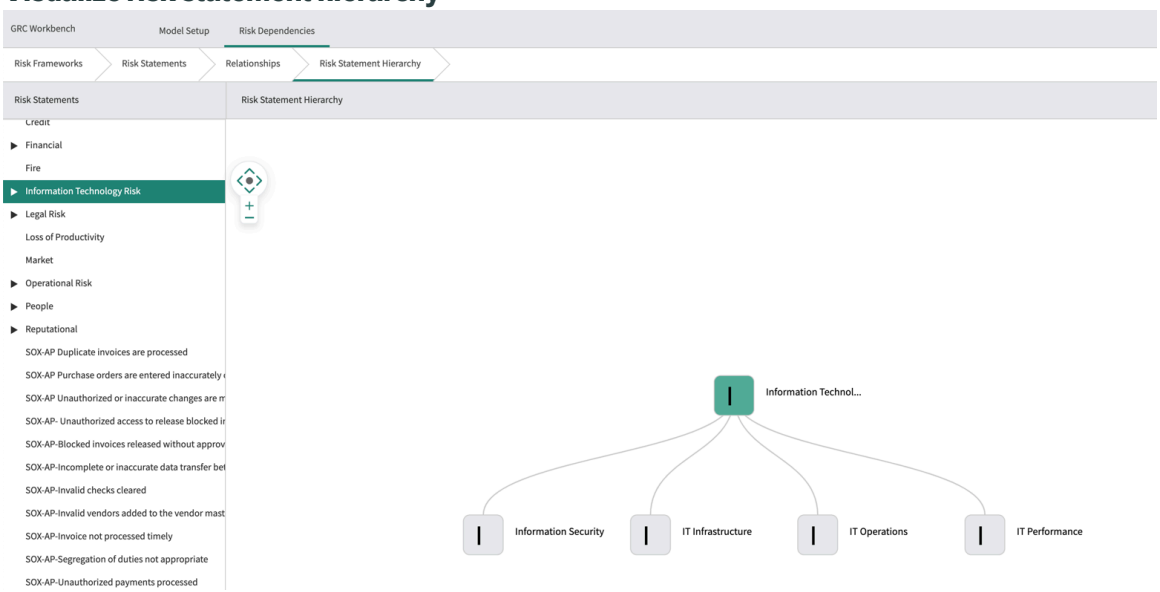
Procedure

1. Navigate to **All** > **Risk** > **GRC Workbench**.
2. Click **Risk Dependencies**.
3. Click **Risk Statement Hierarchy**.
4. On the left pane, click the risk statement for which you want to visualize the risk statement hierarchy.

   Example

   For example, if you want to see the hierarchy of the Information Technology risk statement, click Information Technology Risk and you can see the parent risk statement and the child risk statements such as information security, IT infrastructure, IT operations, and IT performance. The risk statement hierarchy is displayed.

Visualize risk statement hierarchy



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Generate a risk from a risk framework

Making associations with risk frameworks automatically creates risks.

Before you begin

Role required: sn_risk.admin and sn_risk.manager

Procedure

1. Navigate to **All** > **Risk** > **Risk Library** > **Risk Framework**.
2. Open the risk framework record.
3. In the **Entity Type** related list, click **Edit**.
4. Select the entity types to associate to the risk framework, and click **Save**.
   All risk statements are associated to the entity type and a risk is created for every risk statement against every entity in the entity type.

Generate a risk from a risk statement

Making associations with risk statements automatically creates risks.

Before you begin

Role required: sn_risk.admin and sn_risk.manager

Procedure

1. Navigate to **All** > **Risk** > **Risk Library** > **Risk Statement**.
2. Open the risk statement record.
3. In the **Entity Type** related list, click **Edit**.
4. Select the entity types to associate to the risk statement, and click **Save**.
   One risk is generated for each entity in the entity type based on the risk statement.

Relate risks to each other

Create relationships between risks to better understand how risks affect each other and how they affect the enterprise.

Before you begin

Role required: sn_risk.manager or sn_risk.admin

Procedure

1. Navigate to **All** > **Risk** > **Risk Register** > **All Risks**.
2. Open a risk.
3. Perform one of the following actions.

Option	Description
To specify that the current risk is down stream of another risk	Click the **Add** button in the **Upstream Risks** related list.
To specify that the current risk is upstream of another risk	Click the **Add** button in the **Downstream Risks** related list

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select the desired risks to relate to the current risk and click **Create Relationship**.
5. In the pop-up window, check all the desired risks to relate to the current risk, and click **Create Relationship**.

Create a risk manually

Risk administrators can create risk records when they see a potential for a gain or loss of value.

Before you begin

Role required: sn_risk.user

Procedure

1. Navigate to **All** > **Risk** > **Risk Register** > **Create New**.
2. On the form, fill in the fields.

Risk form

Field	Description
Number	Unique identification number. This field automatically populated.
Inherit from risk statement	Option to create a risk independent of risk statement.
Active	Option to indicate if the risk is active.
Name	Name for the risk. Field is auto-populated if the risk is generated from a risk statement, but can be changed without affecting the relationship between the risk and risk statement.
Description	Description of the risk and how it is a threat to the organization.
Risk Statement	Risk statement this risk is associated with.
Category	Category of risk which applies to the profile. ○ Legal ○ Financial ○ Operational ○ Reputational ○ Legal/Regulatory ○ Credit ○ Market ○ IT If the risk is generated from a risk statement, the field is automatically populated/
Entity	Entity related to the risk. **Note:** Only active entities are shown.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Sync with entity owner	Option to assign the entity owner as the owner of this risk record. When selected, if the entity owner changes, the risk owner is updated automatically. This option is set to **True** by default.
Owning group	Owning group for the risk.
Risk relevance	Explanation of how this risk applies to you. **Note:** This field only appears when the **Inherit from risk statement** option is selected.
Owner	Owner for the risk. **Note:** The owner is always added as a respondent.

3. Select the **Assessment Summary** tab.
   This tab is only visible if you have the Advanced Risk plugin activated. The scores of the risk assessment methodology selected as the primary are displayed in the risk scoring section. If the Advanced Risk plugin is not activated, then the following sections for classic risk appear.
4. To fill in the fields for the risk appetite section, see Define the risk appetite for a risk.
5. On the form, fill in the fields.

Risk Scoring Form

Field	Description
Note: These fields appear for classic risk.	
Assessment	Assessment to attach to this risk.
Assessment respondents	Users assigned to the assessment of this risk. **Note:** Only a user with the sn_grc.user role can be added as a respondent.

When both the **Assessment** and **Assessment respondents** fields are set, assessments are created when you select **Assess**.

6. Select the **Scoring** tab.
7. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Scoring form

Field	Description
Note: These fields appear for classic risk.	
Inherent SLE	Monetary value of a risk if it occurs before any mitigation strategies are in place.
Residual SLE	Monetary value of a risk if it occurs after all mitigation strategies are in place.
Inherent ARO	Probability that a risk occurs in any given year before any mitigation strategies are in place.
Residual ARO	Probability that a risk will occur in any given year after all mitigation strategies are in place.
Inherent ALE	Annualized loss expectancy `ALE = SLE x ARO` before any mitigation strategies are in place.
Residual ALE	Annualized loss expectancy `ALE = SLE x ARO` after all mitigation strategies are in place.
Inherent score	The score of the risk before any mitigation strategies are in place.
Residual score	The score of the risk after all mitigation strategies are in place.
Calculated ALE	Annualized loss expectancy based off all calculations.
Calculated score	The corresponding score for the calculated ALE.

8. Select the **Response** tab.
9. On the form, fill in the fields.

Risk Response form

Field	Description
Response	○ Accept ○ Avoid ○ Mitigate ○ Transfer
Justification	Enter a reasonable justification for the selected response

10. Select the **Monitoring** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Monitoring form

Field	Description
Control compliance percentage	Percentage of compliant controls
Control non-compliance percentage	Percentage of non-compliant controls
Control failure factor	Sum of failed controls weighting divided by total controls weighting
Indicator failure factor	Uses the last result of each associated indicator. Number of last results failed divided by total number of indicators associated.
Calculated risk factor	This value is calculated from `(Indicator failure factor + Control failure factor) / 2`.

11. Select the **Activity Journal** tab.
12. Enter additional comments, as necessary.
13. Select **Submit**.

Follow a risk

Connect integrates with Risk Management providing an overlay to the standard interface, allowing users to participate in conversations while they work and collaborate on the risk record.

Before you begin

Role required: sn_risk.user
For more information about Connect, see Connect.

Procedure

1. Navigate to **All** > **Risk** > **Risk Register** > **All Risks**.
2. Open the risk record from the list.
3. Click the **Follow** tab and perform one of the following actions.

Add a control to a risk

Controls are added to the risks for the on-going review of processes.

Before you begin

Role required: sn_risk.manager and sn_compliance.manager

About this task

Procedure

1. Navigate to **All** > **Risk** > **Risk Register** > **All Risks**
2. Open the risk record from the list.
3. Continue with one of the following options.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- When a control objective and risk statement are associated and the control entity matches the risk entity, the risk-control association is created.
- The risks and controls that are created after associating a control objective to the risk statement aren't associated with the risk statement immediately. They get associated when the *GRC Profile Generation* scheduled job runs.
- If you manually delete a control from a risk, the control won't be re-created by the scheduled job. You must manually create it again if necessary.

Related topics

Associate a risk statement with a control objective in the Risk Workspace

Manually create GRC issues

As a GRC user, you can manually create issues to document policy, risk, or audit observations, or to accept any GRC problems. You can also identify the source of the issue to help analyze and classify the issues.

Before you begin

Role required: (per product)

- In Policy and Compliance Management: sn_grc.business_user, sn_grc.business_user_lite
- In Risk Management: sn_grc.business_user, sn_grc.business_user_lite
- In Audit Management: sn_grc.business_usersn_grc.business_user_lite

Note:
Starting with Version 12.0.1 of the products mentioned above, the minimum role for the **Assigned to** user on the Issues form is GRC Business User [sn_grc.business_user]. The minimum role for the **Issue manager** is GRC User [sn_grc._user].

For more information on the access control limitations to issues, see GRC business user role to control access and track usage of compliance tables.

Procedure

1. Navigate to one of the following locations:
   - **All** > **Policy and Compliance** > **Issues** > **Create New**.
   - **Risk** > **Issues** > **Create New**.
   - **Audit** > **Issues** > **Create New**.

   Note:
   Starting with Version 12.0.1 of the products mentioned above, the minimum role for the **Assigned to** user on the Issues form is GRC Business User [sn_grc.business_user]. The minimum role for the **Issue manager** is GRC User [sn_grc._user].

2. On the Issue form, fill in the fields.

   The due date under the **Dates** tab is automatically calculated based on the issue rating. You can manually override the calculated due date. The Task SLAs related list creates and displays SLAs based on the **Due date**.

3. Save the issue record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The tabs at the bottom of the screen enable you to perform various tasks for remediating the issue. You can add policy exceptions and create remediation tasks. Additionally, you can view other issues, indicator results, and task SLAs related to the issue.

Note:
Starting with Version 12.0.1, the **Task SLA** tab creates and displays SLAs based on the **Due date**. Notifications are sent to the issue owner and issue manager when the issue **Due date** reaches 50%, then 75%, then when it breaches. If the **Assigned to** and **Due date** fields are not empty and the issue is not in the **New** state, an SLA is created for the issue.

If the due date for the SLA changes, a new SLA is created. The SLA is completed when the issue transitions to **Closed Complete** or **Closed Incomplete**. Also, the SLA is cancelled if the **Due date** or **Assigned to** fields are empty, or the state is New.

Also starting with Version 12.0.1, remediation tasks can be created with the Assigned to user and issue manager user roles, as well as any user with the GRC Business User role.

Report issues from the Service Portal

When you identify any deficiencies in the controls or improvements that can be made in the organization policies, report an issue from the ServiceNow, Inc. Service Portal.

Before you begin
Role required: ServiceNow user

Procedure

1. In the Service Portal, click **Catalog** > **Browse by Categories**.
2. Click **Governance Risk and Compliance** and then click **Report Issue**.
3. On the form, fill in the following fields:

Report Issue form

Field	Description
Enter a brief description of the issue	Brief description of the issue.
Enter a detailed description of the issue	Detailed description of the issue.
Enter possible suggestions to address the issue	Potential suggestions to address the issue.
Which entity is the issue related to?	Entity related to the issue.
Which control objective is the issue related to?	Control objective related to the issue. **Note:** This field appears only if Policy and Compliance Management is installed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Which control is the issue related to?	Control inherited from item generation process. The control objective is read-only field. When you select the control, the control objective is auto-populated.

4. Click **Submit**.
5. To view all the issues you have reported, navigate to **GRC > My Reported Issues**.

Issue assignment using the Governance, Risk, and Compliance Predictive Intelligence plugin

Train a similarity solution model that uses machine learning so that the system can automatically suggest how to route issues to the correct assignee. Automatic routing suggestion reduces the time spent on deciding who should own the issue.

The Governance, Risk, and Compliance: Predictive Intelligence plugin utilizes Artificial Intelligence (AI) and Machine Learning (ML) to make GRC issue management smarter. On the GRC issue form, users are given suggestions for the assignment of issues to appropriate candidates. These suggestions are based on the platform similarity solution model.

Users must train the solution definition after they install the GRC: Predictive Intelligence plugin along with its dependencies. The Platform Machine Learning Administrator (ml_admin) can also customize the solution definition. This modification is based on the data in tables. Some of the critical fields, such as the filter condition **Assigned to [is] [not empty]**, must not be modified because modification may impact how the UI shows the prediction results.

Train and use the similarity solution definition for issue assignment prediction

Train and use the machine learning solution by activating the Governance, Risk, and Compliance Predictive Intelligence plugin. The solution enables the system to automatically suggest correct assignees to route issues. These suggestions reduce the time spent on deciding who should own the issue.

Before you begin

Make sure that the following plugins are activated.

- The Policy and Compliance Management plugin
- The Risk Management plugin
- GRC Profiles plugin must be activated
- The Predictive Intelligence plugin

Modify the following Governance, Risk, and Compliance properties with the sn_grc.admin role.

- **Issue assignee suggestion based on** property (*`Similarity Analysis`*).
- **Machine Learning Solution for prediction of issue assignee** property (*`ml_x_snc_sn_grc_pred_intel_global_similarity_solution_definition_for_assig`*

Role required: ml_admin

Procedure

1. Navigate to **Predictive Intelligence** > **Similarity** > **Solution Definitions**.
2. Click the **Similarity Solution Definition for Assigned To for Issue** solution.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Similarity Definition form

Field	Value
Label	Unique name for the similarity solution.
Name	Name of the similarity solution. This field is automatically set to the system-assigned name that is the most similar to your value for the **Label** field.
Word Corpus	Existing word corpus that is relevant to your solution. For this use case, select the **Word Corpus for Issue Assignment** word corpus. **Note:** For word corpora in similarity solutions, the number of records per table is limited to 300,000.
Table	Table that contains the records that you want to train against and to predict for. When you assign a table value, a link appears in the form. The link shows the number of records that match your current conditions. For this use case, the field is automatically set to the Issue [sn_grc_issue] table. Do not modify this field for this solution definition.
Fields	Field types that are likely to help in identifying the owner. You can select the columns from the table in the **Table** field so that their data helps in predicting the issue more accurately. In this use case, the **Short description** and the **Description** fields are selected. These fields are the field types that contain the text of the issue records whose owner you're trying to identify. **Note:** You can modify the fields selected here if there are other non-empty important fields on the issue record in your database, such that these fields can help in finding out similar issues for predicting the issue owners.
Test Table	Table that contains the record that you want to predict for. For this use case, the field is automatically set to the Issue [sn_grc_issue] table. **Note:** The number of records which the Similarity window can retrieve is limited to 10. This field must not be modified for this solution definition.
Test Fields	Fields which are used as input during prediction. In this use case, select **Short description** and **Description**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	Note: You can modify the fields selected here if there are other non-empty important fields on the issue record in your database, such that these fields can help in finding out similar issues for predicting the issue owners.
Filter	Filter that applies conditions to the field records that you're using as a base to retrieve your similarity results. For example in this use case, you can set an **Assigned to [is] [not empty]** condition because leaving the field empty will not provide a suggestion.
Processing Language	Dominant language of the dataset that you are training on the solution definition. If the dataset language is English, choose **English**. By default, English processing is applied to all datasets. For example, if you select **Italian**, the system processes the data in both English and Italian. **Note:** The term processing indicates some of the language-specific steps that are used as part of training a solution. These steps include tokenizing words, removing stop words, and stemming.
Stopwords	List of stopwords. When you select your processing language, the system automatically adds a Stopwords list that uses the same language. For example, if your processing language is English, the **Default English Stopwords** option appears. The Default English Stopwords list also appears in your selection. You can add your own custom list of stopwords.
Training Frequency	Frequency of training. The retraining option can range from once a day to every 30 days in 3 month increments up to 180 days.
Update Frequency	Frequency of how often you want to refresh the data that you use to retrieve your similarity results. For example, new issues typically occur frequently throughout the day. If you have issue records that are open, you may want to select an update frequency of **Every 15 minutes**. This frequency can increase the likelihood that newly opened records are included in the refresh.

3. Click the appropriate button for the solution definition.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use entity and risk dependencies using the GRC: Workbench

The GRC: Workbench utilizes CMDB information to show the upstream and downstream relationships across all applications. CMDB information is one of the sources. These relationships enable consistent risk mapping and modeling across the enterprise.

The GRC Manager [sn_grc.manager] uses the GRC Workbench to:

- Create entity classes.
- Define the upstream/downstream relationships between entity classes. These relationships make up the dependency model and ensure that risks are defined and evaluated consistently across the enterprise.
- Create entity types, create entities, and classify entities

Note:
The GRC Manager cannot view the GRC: Workbench from **Risk** > **GRC Workbench**. The GRC Manager [sn_grc.manager] enters `/$grc_workbench.do` after their instance name in the url to access the GRC: Workbench.

The Risk Manager [sn_risk.manager] uses the GRC: Workbench to:

- Perform all the same tasks as the GRC Manager
- Create risk frameworks, risk statements, and risks
- Define risk relationships

Model Setup tab

The Model Setup tab contains links to perform the following tasks.

Link	Action
Dependency Model	Create entity classes and develop the organizational relationship model
Entity Types	Create and edit entity types
Dependency Map	Create and visualize entity relationships

Risk Dependencies tab

The Risk Dependencies tab contains links to perform the following tasks.

Link	Action
Risk Frameworks	Create and edit risk frameworks
Risk Statements	Create and edit risk statements
Relationships	Create and visualize risk relationships

Activate GRC: Workbench

The GRC: Workbench plugin is not activated by default, it is available as a separate subscription within the GRC Suite.

Before you begin
Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task
To create entity classes, entity dependencies, and risk dependencies activate the GRC: Workbench, and the GRC: Risk Management plugin [com.sn_risk].

Procedure
1. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
2. Find the plugin using the filter criteria and search bar.

   You can search for the plugin by its name or ID. If you cannot find a plugin, you might have to request it from ServiceNow personnel.
3. Select **Install** to start the installation process.

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

   You will see a message after installation is completed. For information about the components installed with a plugin, see Find components installed with an application.

Related topics
List of plugins

Create entity class using the GRC: Workbench
GRC managers create entity classes representing the types of things that are part of the dependency model. Reports can be filtered to define relationships between the different enity classes. An entity class defines what a entity actually is.

Before you begin
Role required: sn_grc_manager

Procedure
1. Navigate to `https://myCompany.service-now.com/$grc_workbench.do`.
2. On the left, in the Entity classes section, click **Add Class**.
3. Enter an entity class name and click the plus (+) icon

   The newly created entity class is added to the list on the left.

What to do next
Create relationships between entity classes using the GRC: Workbench.

Create relationships between entity classes using the GRC: Workbench
Managers create relationships between entity classes using the GRC: Workbench to build out the dependency map and better understand how entities relate to one another.

Before you begin
Role required: sn_grc.manager

Create profile classes using the GRC: Workbench, before creating relationships between entity classes.

Entity classes can roll up to each other, leading to the development of the dependency model.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to `https://myCompany.service-now.com/$grc_workbench.do`.
2. Select the **Model Setup** tab at the top, and select the **Dependency Model** tab.
3. If needed, create entity classes.
4. Do one of the following actions.

Option	Description
If there are no relationships between entity classes	Drag an entity class from the left to the center and drop it.
If there are relationships between entity classes	Drag additional entity classes from the list on the left and drop them on the top or bottom of any entity class in the tree. **Note:** Dragging to the top of an entity class makes the target entity class roll up to the class that is dropped. Dragging to the bottom of an entity class makes the class that is being dropped roll up to the target class.

Note: As long as you remain on the GRC: Workbench, click **Undo** after creating a relationship between entity classes to roll back the change. Leaving the GRC: Workbench causes the undo history to be lost.

What to do next

After modeling out entities, define the risks in your organization:

- Generate a risk from a risk framework
- Generate a risk from a risk statement
- Associate a risk framework or risk statement with an entity type to generate risks

After generating risks, Relate risks to each other.

Associate a risk framework or risk statement with an entity type to generate risks

Risks are automatically generated when you make associations between risk frameworks or risk statements and entity types.

Before you begin

Role required: sn_risk.admin and sn_risk.manager

Procedure

1. Navigate to **Risk** > **Scoping** > **Entity types**.
2. Open the entity type record.
3. In the **Risk Framework** or **Risk Statement** related list, click **Edit**.
4. Select the risk frameworks or risk statements to associate to the entity, and click **Save**.
   All risk frameworks or statements are associated to the entity type and a risk is created for every risk statement against every entity in the entity type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Visualize and edit entity dependencies using the GRC: Workbench

The GRC: Workbench gives GRC administrators a graphical interface to create entity dependencies. These relationships enable consistent entity and risk mapping and modeling across the enterprise.

Before you begin

Role required: sn_grc.manager

Procedure

1. Navigate to `https://myCompany.service-now.com/$grc_workbench.do`.
2. Select the **Model Setup** tab at the top, then select the **Dependency** tab below it.
3. Search for and select an entity from the list on the left.
   Entities are organized hierarchically by entity class, then by entity types.
4. After selecting an entity from the left, the entity is displayed in the center with its direct upstream and downstream dependencies.
   On the right, eligible entities that can be added as upstream or downstream dependencies are listed.
5. Perform one of the following actions.

Option	Description
To add an upstream entity dependency	Drag an eligible upstream entity from the list of eligible entities on the right and drop it on the top half of the entity in the center of the page.
To add a downstream entity dependency	Drag an eligible downstream entity from the list of eligible entities on the right and drop it on the bottom half of the entity in the center of the page.

The entities are removed from the right menu when moved to the center of the page.

Delete entity dependencies using the GRC: Workbench

When deleting entity dependencies, only the relationship between the entities is deleted. The entities themselves remain unmodified.

Before you begin

Role required: admin

Procedure

1. Navigate to `https://myCompany.service-now.com/$grc_workbench.do`.
2. Select the **Model Setup** tab at the top, then select the **Dependency Map** tab below it.
3. Search for and select the desired entity from the list on the left.
   After selecting an entity from the left, the entity is displayed in the center with its direct upstream and downstream dependencies.
4. In the center tree, point to the upstream or downstream risk that should be disassociated from the selected center risk.
   As you point to the risk, a delete icon appears, click the delete icon.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Click **Delete** in the confirmation dialog to confirm the deletion of the relationship.

Note:
Only the relationship between the entities is deleted. The entities themselves remain unmodified.

Delete an entity class using the GRC: Workbench

Deleting an entioty class, deletes all relationships below it.

Before you begin
Role required: admin

Procedure

1. Navigate to `https://myCompany.service-now.com/$grc_workbench.do`.
2. Select the **Model Setup** tab at the top, and select the **Dependency Model** tab.
3. Select the desired entity class from the list on the left.
   After selecting an entity from the left, the entity is displayed in the center with its direct upstream and downstream dependencies.
4. Click the delete icon to the right of the entity class name.
5. In the deletion confirmation pop-up, click **Delete**.
   Deleting the entity class deletes all relationships below it.

Create a risk using the GRC: Workbench

Risk managers can create risks directly from the GRC: Workbench.

Before you begin
Role required: sn._risk.admin or sn.risk.manager

Procedure

1. Navigate to `https://myCompany.service-now.com/$grc_workbench.do`.
2. Select the **Risk Dependencies** tab at the top, then select the **Relationships** tab below it.
3. On the left, in the Risks section, click **Create Risk**.
4. On the form, fill in the fields.

Risk form

Field	Description
Name	Name for the risk. Field is auto-populated if the risk is generated from a risk statement, but can be changed without affecting the relationship between the risk and risk statement.
Number	Unique identification number. This field is automatically populated.
State	Risk state. Possible choices are:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **Draft** In this state, all risk users can modify the risk. Only available when creating a one-off control. One-off controls are possible but not recommended. ○ **Attest** When the risk is created from a risk statement, controls are in this state. **Note:** When a risk is set back to draft, the assessment is canceled. ○ **Review** Risks are automatically moved to review from the assessment phase. ○ **Monitor** In this state, all risk managers can move the risk from review to monitor. ○ **Retired** Risk managers or administrators can move a risk from Monitor to Retired. Indicators do not run when the risk is in this state. **Note:** When a risk is retired, any assessment associated with it is canceled.
Owning group	Owning group for the risk.
Category	Category of risk which applies to the profile. ○ Legal ○ Financial ○ Operational ○ Reputational ○ Legal/Regulatory ○ Credit ○ Market ○ IT Field is auto-populated if risk is generated from a risk statement.
Owner	Owner for the risk. **Note:** The owner is always added as a respondent.
Statement	Statement this risk is associated with.
Entity	Entity related to the risk.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: Only active entities are shown.
Description	Description of the risk and how it is a threat to the organization.
Additional Information	More details that help others understand the risk record.

5. Click the **Assessment** tab.
6. On the form, fill in the fields.

Risk Scoring form

Field	Description
Assessment	Assessment to attach to this risk.
Assessment respondents	Users assigned to the assessment of this risk. **Note:** Only a user with the sn_grc.user role can be added as a respondent.

When both the **Assessment** and **Assessment respondents** fields are set, assessments are created when you click **Assess**.

7. Click the **Scoring** tab.
8. On the form, fill in the fields.

Risk Scoring form

Field	Description
Inherent SLE	Monetary value of a risk if it occurs before any mitigation strategies are in place.
Residual SLE	Monetary value of a risk if it occurs after all mitigation strategies are in place.
Inherent ARO	Probability that a risk occurs in any given year before any mitigation strategies are in place.
Residual ARO	Probability that a risk will occur in any given year after all mitigation strategies are in place.
Inherent ALE	Annualized loss expectancy ALE = SLE x ARO before any mitigation strategies are in place.
Residual ALE	Annualized loss expectancy ALE = SLE x ARO after all mitigation strategies are in place.
Inherent score	The score of the risk before any mitigation strategies are in place.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Residual score	The score of the risk after all mitigation strategies are in place.
Calculated ALE	Annualized loss expectancy based off all calculations.
Calculated score	The corresponding score for the calculated ALE.

9. Click the **Response** tab.
10. On the form, fill in the fields.

Risk Response form

Field	Description
Response	○ Accept ○ Avoid ○ Mitigate ○ Transfer
Justification	Enter a reasonable justification for the selected response

11. Click the **Monitoring** tab.

Risk Monitoring form

Field	Description
Control compliance	Percentage of compliant controls
Control non-compliance	Percentage of non-compliant controls
Control failure factor	Sum of failed controls weighting divided by total controls weighting
Indicator failure factor	Uses the last result of each associated indicator. Number of last results failed divided by total number of indicators associated.
Calculated risk factor	This value is calculated from `(Indicator failure factor + Control failure factor) / 2`.

12. Click the **Activity Journal** tab.
13. Enter additional comments, as necessary.
14. Click **Submit**.
    The risk is created and centered in the middle of the page. Also, the risk is selected on the right.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Visualize and edit risk dependencies using the GRC: Workbench

The GRC: Workbench gives GRC administrators a graphical interface to create risk dependencies. These relationships enable consistent entity and risk mapping and modeling across the enterprise.

Before you begin

Role required: sn_risk.manager

Procedure

1. Navigate to `https://myCompany.service-now.com/$grc_workbench.do`.
2. Select the **Risk Dependencies** tab at the top, then select the **Relationships** tab below it.
3. Search for and select a risk from the list on the left.
   Risks are organized hierarchically by entity class, then by entity.
4. After selecting a risk from the left, the risk is displayed in the center with its direct upstream and downstream dependencies.
   On the right, eligible risks that can be added as upstream or downstream dependencies are listed.
5. Perform one of the following actions.

Option	Description
To add an upstream risk dependency	Drag an eligible upstream risk from the list of eligible risks on the right and drop it on the top half of the risk in the center of the page.
To add a downstream risk dependency	Drag an eligible downstream risk from the list of eligible risks on the right and drop it on the bottom half of the risk in the center of the page.

Delete risk dependencies using the GRC: Workbench

When deleting risk dependencies, only the relationship between the risks is deleted. The risks themselves remain unmodified.

Before you begin

Role required: sn_risk.manager

Procedure

1. Navigate to `https://myCompany.service-now.com/$grc_workbench.do`.
2. Select the **Risk Dependencies** tab at the top, then select the **Relationships** tab below it.
3. Search for and select a risk from the list on the left.
   Risks are organized hierarchically by entity class, then by entity.
4. In the center tree, point to the upstream or downstream risk that should be disassociated from the selected center risk.
   As you point to the risk, a delete icon appears, click the delete icon.
5. Click **Delete** in the confirmation dialog to confirm the deletion of the relationship.

Note:
Only the relationship between the risks is deleted. The risks themselves remain unmodified.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Monitor risks using GRC Performance Analytics Indicators

You can link Risk Management risk statement and risks to Performance Analytics indicators, breakdowns and thresholds. You can associate Performance Analytics indicators with risk statements, and risks to view scorecards and trends and analyze current conditions and trends.

The risks and controls associated with a PA indicator or PA indicator/breakdown/element automatically monitor any PA threshold with the same PA indicator or PA indicator, breakdown, or element relationship. Any PA threshold breach is reported at the risk or control and Performance Analytics indicators relationship level within a breach counter.

PA threshold breach impact

When a risk or control and Performance Analytics indicators relationship breach counter is different than zero (for example, a PA threshold with the same PA indicator or PA indicator, breakdown, or element relationship has breached), and if no opened issue exists, then an issue is created which is associated to the risk or control. Also for risks, the **Indicator failure factor** represents the number of risk and Performance Analytics indicators relationships with a breach counter different than zero.

Reset all PA Indicator breach counters

Reset breach counters associated to a risk or control by clicking **Reset all PA Indicator breach counters** or opening the specific relationship and clicking **Reset Breach Counter**.

GRC PA indicator breach reports

There are two reports for the reporting of breaches:

- Risk PA Indicator Breaches
- Control PA Indicator Breaches

Activate GRC: Performance Analytics Integration

The GRC: Performance Analytics Integration plugin provides an integration between Performance Analytics and the Risk Management and Policy and Compliance Management applications. This plugin provides more insight into organizational risk and compliance performance.

Before you begin

Role required: admin

About this task

This plugin includes demo data and activates related plugins if they are not already active.

Procedure

1. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
2. Find the plugin using the filter criteria and search bar.

   You can search for the plugin by its name or ID. If you cannot find a plugin, you might have to request it from ServiceNow personnel.
3. Select **Install** to start the installation process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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

You will see a message after installation is completed. For information about the components installed with a plugin, see Find components installed with an application.

What to do next
After activating the GRC: Performance Analytics Integration plugin on an instance with customized related lists on content (risk or control objective) or items (risk or control), you may have to manually add the PA Indicator to content relationships and/or the PA indicator to item relationships.

Related topics
List of plugins

Associate a PA indicator with a risk statement or control objective

You can associate Performance Analytics indicators with risk statements and policy statements to analyze trends related to the risk or policy.

Before you begin
Role required: sn_risk.manager or sn_compliance.manager

Procedure
1. Navigate to one of the following locations:
   - **All** > **Policy and Compliance** > **Policies and Procedures** > **Control objectives**.
   - **All** > **Risk** > **Risk Library** > **Risk Statements**.
2. Open a risk statement or control objective.
3. In the **PA Indicators** related list, click **New**.
4. On the form, fill in the fields.

PA Indicators form

Field	Description
PA Indicator	The performance analytics indicator to associate the Risk Statement or control objective with.

5. Click **Submit**.
   On the risk statement or control objective form, in the **PA Indicators** related list, you see the associated indicator. You can optionally click **View Indicator** on the desired indicator to see the Performance Analytics scorecard of the indicator. The PA Indicator associations are carried over to all risks or controls associated to the original risk statement or control objective. Also, if the indicator has a breakdown that matches the risk or entity of the control (for example a Business Service breakdown), the **Breakdown** and **Element** fields for the relationship are automatically filled in.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Associate a PA indicator with risks and controls

You can associate Performance Analytics indicators with risks and controls to analyze trends related to the entity that risk or control belongs to.

Before you begin

Role required: sn_risk.manager or sn_compliance.manager

Procedure

1. Navigate to one of the following locations:
   - **Policy and Compliance** > **Controls** > **All Controls**.
   - **Risk** > **Risk Register** > **All Risks**.
2. Open a risk or control.
3. In the **PA Indicators** related list, click **New**.
4. On the form, fill in the fields.

PA Indicators form

Field	Description
PA Indicator	Performance analytics indicator to associate the Risk or Control with.
Breakdown	Break down to view a specific trend based on the breakdown element.
Element	Break down element to view a particular trend and scorecard. **Note:** This field depends on the **Breakdown** field being populated. When visible, it is mandatory.

5. Click **Submit**.
   On the Risk or Control form, in the **PA Indicators** related list, you see the associated indicator. You can optionally click **View Indicator** on the desired indicator to see the Performance Analytics scorecard of the indicator.

Update associated GRC indicators for a set of items

You can update all the items belonging to a GRC content record so each item is individually related to the PA indicator.

Before you begin

Role required: sn_risk.manager or sn_compliance.manager

Procedure

1. Navigate to one of the following locations:
   - **All** > **Policy and Compliance** > **Policies and Procedures** > **Control Objectives**.
   - **All** > **Risk** > **Risk Library** > **Risk Statements**.
2. Open a Risk Statement or Control Objective that has an associated Performance Analytics Indicator.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Click the **Update PA Relationships** related link.
   All the risks or controls related to the risk statement or policy statement are automatically associated with all the risk statement or policy indicators of the statement. Also, if the indicator has a breakdown that matches the risk or entity of the control (for example a Business Service breakdown), the **Breakdown** and **Element** fields for the relationship are automatically filled in.

Create a GRC indicator template

Compliance or risk managers create indicator templates from which many indicators can be created.

Before you begin

Role required:

- sn_compliance.admin or sn_compliance.manager
- sn_risk.admin or sn_risk.manager
- sn_audit.admin or sn_audit.manager
- sn_grc.user

Procedure

1. Navigate to one of the following locations:
   - **All** > **Policy and Compliance** > **Indicators** > **Indicator Templates**.
   - **All** > **Risk** > **Indicators** > **Indicator Templates**.
2. Select **New**.
3. On the form, fill in the fields.

Indicator template form

Field	Description
Name	Name of the indicator.
Description	Description of the indicator.
Category	Category for which you're creating an indicator template. For example, select **Risk Indicator Template** to create a risk indicator template.
Active	Option that determines whether the indicator template is active.
Method	
Type	The method used to determine the type of indicator template. The choices are as follows: ○ **Manual**: Manual indicators are used for data that cannot be retrieved from a ServiceNow instance because it comes from an external system, such as customer data from a third-party sales system. ○ **Basic**: Basic indicators are automated indicators based on an indicator source. The indicator source specifies a table and

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	a frequency at which the scores from this table are saved. ○ **Script**: Scripted indicators use a custom script to collect the data.
Result if the value meets or exceeds the target value	Result configuration field. The choices are as follows: ○ **Passed** ○ **Failed** For example, assume you enter `100` in this field. If the indicator result output is more than 100, then the indicator status will pass or fail based on the value configured in this field.
Target Type	Type of the target value. The choices are as follows: ○ **None**: Use this option if you do not want to set up any target or threshold for the indicator. ○ **Percentage**: Use this option to determine the indicator result by a percentage value. ○ **Count**: Use this option to determine the indicator result by a count value or total number.
Target	The value that determines if the indicator should pass or fail.
Instructions	Additional instructions for the template.
Value mandatory	Option to decide if a value must be compulsory in the indicator task for a manual indicator. **Note:** This option appears only if **Manual** is selected from the **Type** field. This option is automatically selected if **Count** or the **Percentage** is selected from the **Target type** field.
Supporting Data	
Note: Starting with version 10.1, the actual historical data for the supporting data records from the indicator results or indicator tasks are displayed. Earlier, only the real-time state of the records collected could be viewed.	
Collect supporting data	Option to enable collecting supporting data or evidence every time the indicator runs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Table	Table used for collecting supporting data.
Supporting data fields	Fields of the source table to be used for collecting the supporting data.
Sample collection type	Type of supporting data collection, such as count or percentage.
Sample size	Minimum number of records that must be used for collecting supporting data. For example, a basic indicator could query a large table, returning thousands of records with each indicator execution. You do not need to save all of them; just a sample of those records. If you enter a sample size of 100, only 100 records are saved, even though the query returned thousands.
Basic Criteria	
Criteria	Criteria to filter the data from the source table.
Use reference field	Option to enable the use of the **Reference field**.
Reference field	Connection between the supporting data table and the **Applies to record** field of the entity.
Additional Criteria	
To create indicators with targets, use the advanced filter criteria. This section appears only when you select **Basic** from the **Type** field. This section is used to provide more filter criteria.	
Additional criteria	More criteria to filter the data to calculate the target value. This section only appears when **Percentage** is selected from the **Target type** field.
Schedule	
Collection frequency	Collection frequency for indicator results. Indicator tasks and results are generated automatically based on the indicator schedule.
First run date	First collection time for indicator results. This field is automatically set based on when an indicator or an indicator template runs for the first time. The value in this field can't be modified.
Next run date	Next run time to collect indicator results of all downstream indicators for this indicator template.
Due date duration (days)	Due date duration in days between the creation and due date of the indicator task and generation of its results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	The due date duration added to the creation date reflects as the **Due date** of the indicator task. This field appears only when **Manual** is selected from the **Type** field. For more information, see Performance enhancements for Indicator nightly job.

4. When you have completed these entries, you can also view information on the following related lists:
   - Control Objectives/Risk Statements
   - Content References

   Note:
   The **Control Objectives/Risk Statements** tab enables you to reuse the same template for multiple control objectives or risk statements, or both of them.

5. Select **Submit**.

Create a risk indicator

Create a risk indicator to identify the possibility of a future adverse impact on your organization. Indicators are an early warning system, and they enable you to take preventative action on the risks.

Before you begin

Role required: sn_risk.manager or sn_risk.admin

About this task

Generally, indicators are automatically created using the normal process of indicator templates. You can also manually create new indicators. You can also create an indicator by using an indicator template. When you relate an indicator template to a risk statement, the risk indicators are automatically generated.

Procedure

1. Navigate to **All** > **Risk** > **Indicators** > **Indicators**.
2. Click **New**.
3. On the form, fill in the fields.

Indicator form

Field	Description
Category	Category of the indicator. For example, select **Risk Indicator** to create a risk indicator.
Inherit from template	Option to create the indicator from an existing template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Template	Template used to create the indicator. This field appears only if the **Inherit from template** option is selected.
Override template	Option to override the template's properties such as the name of the indicator.
Name	Name of the indicator. If you select a template in the **Template** field, then this field is automatically set to the template name.
Description	Brief description of the indicator. This field is automatically set if you select a template in the **Template** field.
Entity	Entity used to filter risks.
Applies to record	Record that the entity applies to.
Risk	Filtered risk that is related to the indicator. **Note:** If you have selected an indicator template, then the risk is also filtered based on the template.
Owning group	Group that owns the indicator.
Owner	Owner of the indicator. This field is automatically set to the owner's name based on the risk.
Method	
Type	Method used to determine the type of indicator. The choices are as follows: ○ **Manual**: Manual indicators are used for data that cannot be retrieved from a ServiceNow instance because it comes from an external system, such as customer data from a third-party sales system. ○ **Basic**: Basic indicators are automated indicators based on an indicator source. The indicator source specifies a table and a frequency at which the scores from this table are saved. ○ **Script**: Scripted indicators use a custom script to collect the data.
Target type	Type of the target value. The choices are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **None**: Use this option if you do not want to set up any target or threshold for the indicator. ○ **Percentage**: Use this option to determine the indicator result by a percentage value. ○ **Count**: Use this option to determine the indicator result by a count value or total number.
Value mandatory	Option to decide if a value must be compulsory in the indicator task for a manual indicator. **Note:** This option appears only if **Manual** is selected from the **Type** field. This option is automatically selected when **Count** or **Percentage** is selected from the **Target type** field.
Target	Value to determine if the indicator will pass or fail.
Result based on target value	Result configuration field. The choices are as follows: ○ **Passed** ○ **Failed** For example, assume you enter `100` in this field. If the indicator result output is more than 100, then the indicator status will pass or fail based on the value configured in this field.
Instructions for collecting data	More instructions on how to collect data.
Supporting Data	
Note: Starting with version 10.1, the system displays the actual historical data for the supporting data records from the indicator results or indicator tasks.	
Collect supporting data	Option to enable collecting supporting data or evidence every time the indicator runs.
Source table	Table used for collecting supporting data.
Supporting data fields	Fields of the source table that are used for collecting the supporting data.
Sample size	Minimum number of records that must be used for collecting supporting data.
Basic Criteria	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
To filter the data on the source table, use the basic criteria. This section appears only when **Manual** or **Basic** is selected from the **Type** field.	
Criteria	Criteria to filter the data from the source table.
Use reference field	Option to enable the use of the **Reference field**.
Reference field	Connection between the supporting data table and the **Applies to record** field of the entity.
Additional Criteria	
To create indicators with targets, use the advanced filter criteria. This section appears only when you select **Basic** from the **Type** field. This section is used to provide more filter criteria.	
Additional criteria	More criteria to filter the data to calculate the target value. This section only appears when **Percentage** is selected from the **Target type** field.
Schedule	
Collection frequency	Collection frequency for indicator results. Indicator tasks and results are generated automatically based on the indicator schedule.
Next run time	Next collection time for indicator results. This field is automatically set based on the value in the **Collection frequency** field.
Results	
Status	Status of the indicator to show whether the indicator passed or failed.
Previous status	Previous status of the indicator to show whether the indicator passed or failed.

4. Click **Submit**.

Result
The risk indicator is created and is ready to be executed.

View the Risk Overview

The Risk Overview is contained in the Risk Management application and provides an executive view, allowing risk managers to quickly identify areas of concern by pinpointing entities with known high risk.

The Risk Overview contains the following reports in the base system.

Risk Overview

Name	Visual	Description
Inherent Risk		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Overview (continued)

Name	Visual	Description
Residual Risk		
Inherent Annual Loss Exposures		
Residual Annual Loss Exposures		
Risk Issues by Framework (Opened Date)		
Risks by Response		
Risk Expectations		
Profile	Drop down list	Select one or many profiles to view and compare their risks.
GRC - Risk States	Check boxes	Select one or many risk states to view and compare.
Risks by Category		
Very High Risk	Single Score	Displays the number of very high risks.
High Risk	Single Score	Displays the number of high risks.
Moderate Risk	Single Score	Displays the number of moderate risks.
Low Risk	Single Score	Displays the number of low risks.
Very Low Risk	Single Score	Displays the number of very low risks.
Inherent Risk Heatmap		
Residual Risk Heatmap		

Using the Risk Workspace

Starting with Version 13.0.5, a new workspace has been introduced for the Risk Management application. The new workspace provides you with an improved User Experience (UX) and a simplified user journey.

Create a risk framework in the Risk Workspace

Create risk frameworks to group risk statements into manageable categories and generate risks. After the risks are generated, you can identify methods to mitigate them.

Before you begin

Role required: sn_risk.manager

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Library** > **Risk frameworks**.
2. Click **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. On the form, fill in the fields.

Risk Framework form

Field	Description
Number	Unique identification number.
Active	Option to indicate whether the risk framework is active. **Note:** If a risk framework is made inactive or retired, all the associate risk statements and risk records are also deactivated.
Name	Name of the risk framework.
Description	Description of the risk framework.
Additional information	Additional information for this risk framework.

4. Click **Save**.
5. To add entities from entity types, click the Entity types related list.
   a. Click **Add**.
   b. Select the entity types.
   c. Click **Add**.
6. To add risk statements, click the Risk Statements related list and do one of the following.

Result
The new risk framework is created.

Create a risk statement in the Risk Workspace

Create risk statements to group risks into manageable categories.

Before you begin
Role required: sn_risk.admin

About this task
When you create a risk statement, you can associate entity types or add additional entities to generate risks.

Note:
When any of the following risk statement fields changes: Name, Description, Reference, Category, Type, Classification, and Attestation, all the associated controls and risks are updated, and their state is set back to Draft. All the associated risk assessments also get canceled.

Procedure
1. Navigate to **All** > **Risk Workspace** > **Library** > **Risk statements**.
2. Click **New**.
3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Statement form

Field	Description
Name	Name of the risk statement.
Description	Description of the risk statement.
Parent	Parent risk statement. You can define the hierarchy using this field.
Framework	Framework this risk statement is associated with. **Note:** This field only appears if the *Migrate to Advanced Risk Assessment* property is enabled. For more information, see Risk score rollup in Advanced Risk Assessment
Category	Category of the risk statement. The choices are as follows: ○ Legal ○ Financial ○ Operational ○ Reputational ○ Legal/Regulatory ○ Credit ○ Market ○ IT ○ Project
Level	Level at which the risk statement is created. For example, if the risk statement has a parent and a grandparent, then the level of this new risk statement will be 3.
Assessment	Risk assessment template to be assigned to this risk statement. An assessment template is a questionnaire that is used for assessing a risk. **Note:** This field appears when you use classic risk with enabling the advanced risk property.
Issue group rule	Issue group rule assigned to this risk statement for reporting. The purpose of the issue group rule is to group similar issues together into a parent issue based on conditions defined in the rule. This feature enables you to work on the similar issues at once and close out the parent issue once resolved, which will close out all the child issues.
Additional information	Additional information for this risk statement.

4. To fill in the fields for the risk appetite section, see Define the risk appetite for a risk statement.
5. If you're using classic risk, in the Default Scores section, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Inherent SLE	Single-loss expectancy (SLE) is the monetary value expected from the occurrence of a risk on an asset if there are no controls to check the event.
Residual SLE	Monetary value expected from the occurrence of a risk on an asset if there are controls to check the event.
Inherent ARO	Annualized rate of occurrence (ARO) is an estimated frequency of the threat occurring in one year. ARO is used to calculate annualized loss expectancy (ALE). The value in this field indicates the likelihood of the event occurring if there are no controls to check the event.
Residual ARO	The value in this field indicates the likelihood of the event occurring if there are controls to check the event.

6. If you're using classic risk with the advanced risk plugin activated, in the **Risk Rollup and Tolerance** section, fill in the fields.

Field	Description
Expected ALE	ALE refers to the product of the ARO and the SLE. Expected ALE is the expected value of the ALE for the risk statement. Enter currency and amount for the expected ALE. **Note:** This value must be less than or equal to the **Maximum acceptable ALE**.
Sum of calculated ALE	This calculation is based on the sum of calculated ALE of all the underlying risks of the risk statement and its children risk statements.
Maximum calculated ALE	This calculation is based on the maximum of calculated ALE of all the underlying risks of the risk statement and its children risk statements.
Maximum acceptable ALE	Threshold value for the ALE for the risk statement. **Note:** This value must be greater than or equal to the **Expected ALE**. This value has an impact on the **Tolerance status** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Average calculated ALE	This calculation is based on the average of calculated ALE of all the underlying risks of the risk statement and its children risk statements.
Minimum calculated ALE	This calculation is based on the minimum of calculated ALE of all the underlying risks of the risk statement and its children risk statements.
Tolerance Status	Overall risk status. This field appears when the other ALE fields are populated.
Calculated Score	The corresponding score for the calculated ALE: ○ Low ○ Med ○ High

7. In the Basel Categorization section, select the Basel Categories Hierarchy.
   The Basel categories are as follows:
   - Internal Fraud: misappropriation of assets, tax evasion, intentional mismarking of positions, bribery.
   - External Fraud: theft of information, hacking damage, third-party theft, and forgery.
   - Employment Practices and Workplace Safety: discrimination, workers' compensation, employee health, and safety.
   - Clients, Products, and Business Practice: market manipulation, antitrust, improper trade, product defects, breaches, account churning.
   - Damage to Physical Assets: natural disasters, terrorism, vandalism.
   - Business Disruption and Systems Failures: utility disruptions, software failures, hardware failures.
   - Execution, Delivery, and Process Management: data entry errors, accounting errors, failed required reporting, negligent loss of client assets.
8. Click **Save**.
9. To add entity types, click the Entity types related list.
   a. Click **Add**.
   b. Select the entity types to add.
   c. Click **Add**.
10. To add additional entities, click the **Additional entities** related list.
    a. Click **Add**.
    b. Select the entities to add.
    c. Click **Add**.
11. Click **Save**.

Result
The risk statement is created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next
You can continue to add control objectives, indicator templates, and information objects to the risk statement. You can also now assess the risks that are generated in the Risks tab. You can also view the hierarchy of the risks statement on the risk statement side bar. To view the complete risk profile at a glance, click the **Overview** tab.

Associate a risk statement with a control objective in the Risk Workspace

Associate risk statements to control objectives in the Risk Workspace. This association helps you to manage your risks by ensuring that the risks have mitigating controls.

Before you begin
Role required: sn_risk.manager or sn_compliance.manager

About this task
When a control objective and risk statement are associated and the control entity matches the risk entity, the risk-control association is created. This association helps in mitigating the risks and threats.

Procedure
1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. In the Risk Workspace, select the list  icon.
3. Navigate to **Library** > **Control objectives**.
4. Select and open the required control objective.
5. Select the Risk statements related list.
   a. Select **Add**.
   b. Select the risk statements that you want to add.
   c. Select **Add**.
   d. Select **Save**.

Result
The risks associated with the risk statement automatically inherit the controls associated with the control objectives with matching entities.

Common controls in Risk Management

By linking the risks to a common control in the Risk Management application, you can reduce the time and effort that is needed to manage and apply these centralized controls to your reliant entities. For example, a fire sprinkler system can be a common control for multiple business units (BUs), such as finance, security, and human resources (HR).

Overview of common controls

Every organization has multiple (BUs) and shared functions, such as information technology (IT), HR, and finance. These shared functions define the policies and controls that the BUs can use to meet the regulatory requirements or to manage the risks in their BUs. Multiple BUs can use common controls that are owned and managed by a different department or team. This process enables an organization to maintain centralized control over certain processes while each BU can take advantage of these common controls. For more information on common controls, see Common Controls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To mitigate the risks in the reliant entities, a risk owner can link their risks to the common controls. By linking the risk, a risk owner can reduce the effort that is required to attest and test these common controls for the reliant entities.

Benefits of common controls

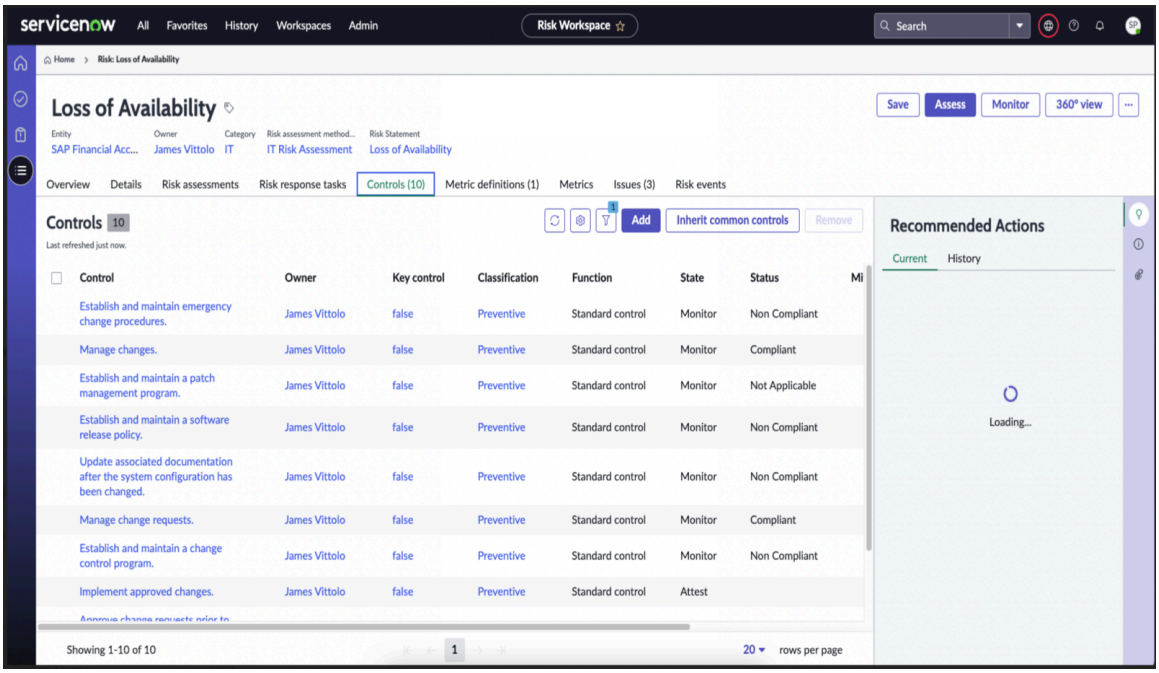
A common control has the following benefits:

- You spend less time and effort to manage a common control because you can test and apply a common control to all your reliant entities.
- You only need to manage the active controls, so the overall reporting of the controls is improved.

Common controls in a risk

If a control objective and risk statement are associated and the reliant entity of the control matches the risk entity, the risk-control association is established automatically. You can also inherit common controls to a risk when the risk entity is marked as a reliant entity in a common control. Any changes to the risk statement and the control's objective relationship can impact the risk-control association as well. The following example shows the inherit common controls option on the risk form:

Inherit common controls



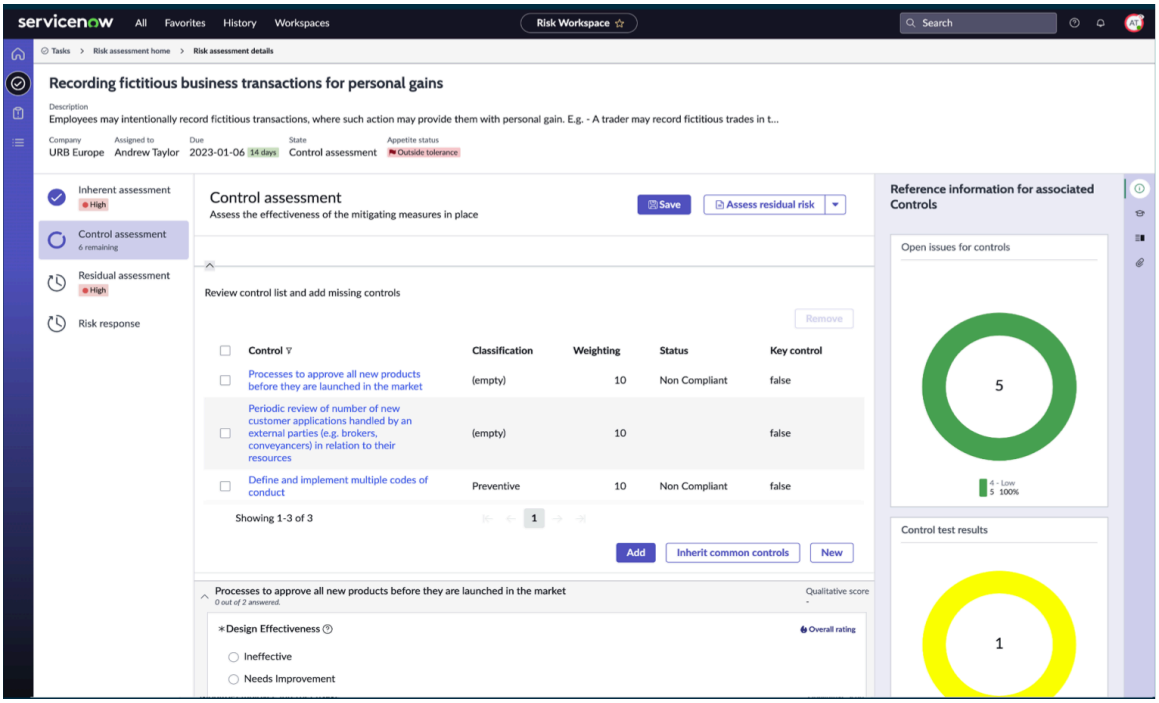
Note:
Only active relationships between risks and controls are maintained and any historic relationships are automatically deleted.

Common controls in a risk assessment

You can inherit common controls in the risk assessment when the entity is marked as a reliant entity in the common control. The following example shows the inherit common controls option on the risk assessment form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

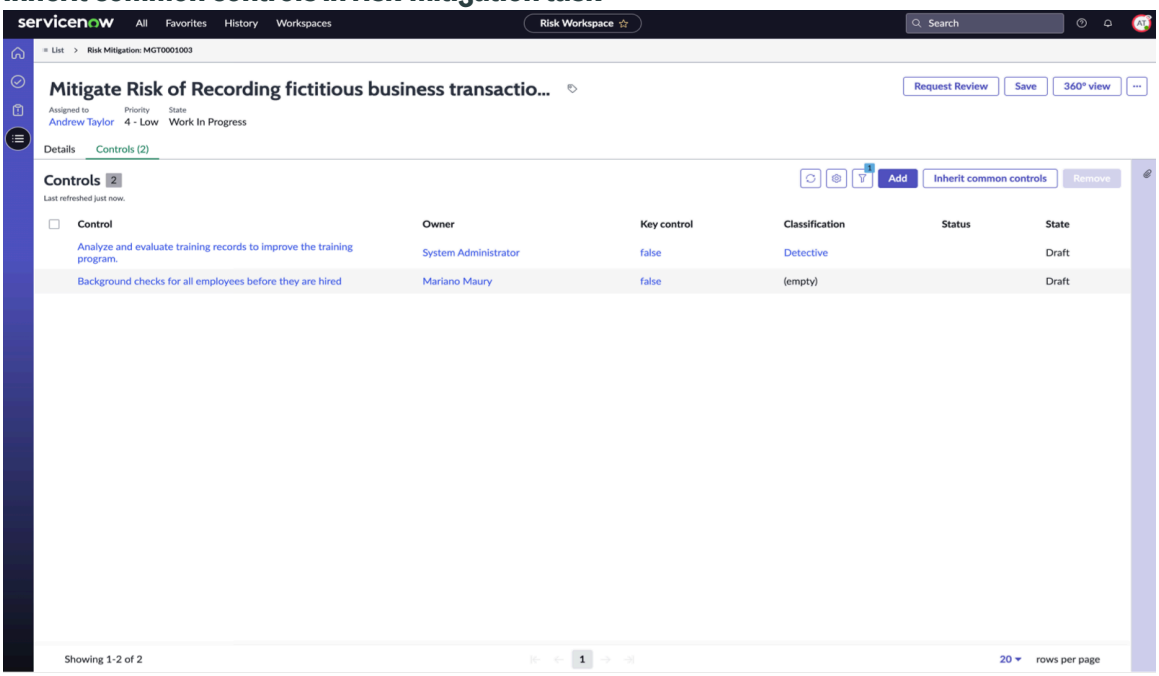
Inherit common controls in risk assessment



Common controls in a risk-mitigation task

You can inherit the common controls to a risk-mitigating task when the entity is marked as a reliant entity in the common control. You can inherit the common controls to a risk-mitigating task when it is in the Draft or Work In Progress state. The following example shows the inherit common controls option on the risk-mitigation task form.

Inherit common controls in risk-mitigation task



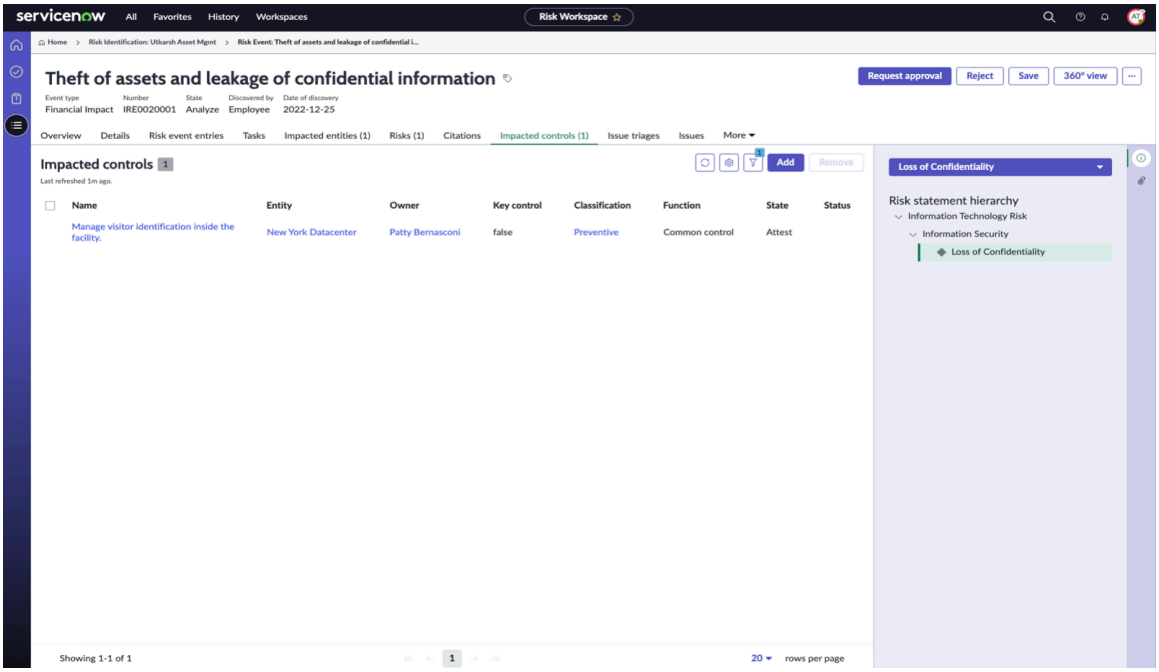
Common controls in a risk event

A common control is automatically linked to a risk event when the underlying risk has materialized for the risk event. It enables the control owner to identify when the common control

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

fails and to take immediate action if a common control does fail. The following example shows the inherit common controls option on the risk event form:

Common controls in risk event



Create and run a manual risk indicator in the Risk Workspace

Create and run a manual risk indicator to identify the possibility of a future adverse impact on your organization. Indicators are an early warning system and they enable you to take preventative actions on risks. In a manual indicator, the results are manually gathered using task assignments.

Before you begin

Role required: sn_risk.manager or sn_risk.admin

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Indicators** > **Risk indicators**.
2. Click **New**.
3. On the form, fill in the fields.

Indicator form

Field	Description
Category	Category of the indicator. For example, select **Risk Indicator** to create a risk indicator.
Inherit from template	Option to create the indicator from an existing template.
Template	Template used to create the indicator. This field appears only if the **Inherit from template** option is selected.
Override template	Option to override the template's properties such as the name of the indicator.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Name	Name of the indicator. If you select a template in the **Template** field, then this field is automatically set to the template name.
Description	Brief description of the indicator. This field is automatically set if you select a template in the **Template** field.
Entity	Entity used to filter risks.
Applies to record	Record that the entity applies to. This field is automatically set.
Risk	Filtered risk that is related to the indicator. **Note:** If you have selected an indicator template, then the risk is also filtered based on the template.
Owning group	Group that owns the indicator. This field is automatically set based on the owning group of the risk.
Owner	Owner of the indicator. This field is automatically set to the owner's name based on the risk.
Method	
Type	Method used to determine the type of indicator. Select **Manual**.
Target type	Type of the target value. Choices are as follows: ○ **None**: Use this option if you do not want to set up any target or threshold for the indicator. ○ **Percentage**: Use this option to determine the indicator result by a percentage value. ○ **Count**: Use this option to determine the indicator result by a count value or total number.
Value mandatory	Option to decide if a value is required in the indicator task for a manual indicator. **Note:** This option is automatically selected when **Count** or **Percentage** is selected from the **Target type** field.
Target	Numerical value that is your goal for the indicator. This value determines if the indicator succeeded (passed) or failed. For example, if your goal for employee retention is 80%, you can enter the goal as the value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Any result less than 80% would mean the indicator failed.
Result if the value meets or exceeds the target value	Result configuration field. The choices are as follows: ○ **Passed** ○ **Failed** For example, assume you enter 80 in the **Target** field. If the indicator result output is more than 80, then the **Indicator status** field is set to **Passed** or **Failed** based on the value configured in the **Result based on target value** field.
Instructions for collecting data	More instructions on how to collect data.
Reference field	Connection between the supporting data table and the **Applies to record** field of the entity.
Basic Criteria	
Note: This section appears only after you specify supporting data.	
Criteria	Criteria to filter the data from the source table. Click **Set conditions** inside the field and create filters for the conditions.
Schedule	
Collection frequency	Collection frequency for indicator results. Indicator tasks and results are generated automatically based on the indicator schedule.
First run date	Date the indicator was first run.
Next run date	Next collection time for indicator results. This field is automatically set based on the value in the **Collection frequency** field. You can also edit this field and change the date. **Note:** This field only gets updated based on the scheduled runs and not when the indicators are manually executed.
Results	
Status	Status of the indicator to show whether the indicator passed or failed.
Previous status	Previous status of the indicator to show whether the indicator passed or failed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Click **Save**.
5. To collect supporting data, click **Specify supporting data** and do the following:
   a. In the **Source table** field, select the table used for collecting supporting data.
   b. In the **Supporting data fields** field, select the fields of the source table that are used for collecting the supporting data.
      While specifying the supporting data fields, you cannot dot-walk in the Risk Workspace.
   c. In the **Sample size** field, specify the minimum number of records that must be used for collecting supporting data.
   d. Click **Save** and reload the form.
6. Click **Execute**.
   An indicator task is created and assigned to the risk owner. After the risk owner closes the indicator task, the Indicator Results related list appears.
7. To see the results of the indicator task, click the Indicator Results related list and do the following:
   a. Click the result that you want to view.
   b. To view the snapshot of the supporting data, click **View supporting data**.
   c. To view a particular live record, click **View** for that record.
      Live records always open in the classic user interface and not in the Risk Workspace user interface.

Create and run a basic risk indicator in the Risk Workspace

Create and run a basic risk indicator to identify the possibility of a future adverse impact on your organization. Indicators are an early warning system and they enable you to take preventative action on the risks. Basic indicators are automated indicators based on an indicator source.

Before you begin

Role required: sn_risk.manager or sn_risk.admin

About this task

In a basic indicator, the data is automatically collected from the source you specify. You must specify the supporting data before adding the criteria to filter data.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Indicators** > **Risk indicators**.
2. Click **New**.
3. On the form, fill in the fields.

Indicator form

Field	Description
Category	Category of the indicator. For example, select **Risk Indicator** to create a risk indicator.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Inherit from template	Option to create the indicator from an existing template.
Template	Template used to create the indicator. This field appears only if the **Inherit from template** option is selected.
Override template	Option to override the template's properties such as the name of the indicator.
Name	Name of the indicator. If you select a template in the **Template** field, then this field is automatically set to the template name.
Description	Brief description of the indicator. This field is automatically set if you select a template in the **Template** field.
Entity	Entity used to filter risks.
Applies to record	Record that the entity applies to.
Risk	Filtered risk that is related to the indicator. **Note:** If you have selected an indicator template, then the risk is also filtered based on the template.
Owning group	Group that owns the indicator.
Owner	Owner of the indicator. This field is automatically set to the owner's name based on the risk.
Method	
Type	Method used to determine the type of indicator. Select **Basic**.
Target type	Type of the target value. The choices are as follows: ○ **None**: Use this option if you do not want to set up any target or threshold for the indicator. ○ **Percentage**: Use this option to determine the indicator result by a percentage value. ○ **Count**: Use this option to determine the indicator result by a count value or total number.
Target	Value that determines if the indicator succeeded (passed) or failed.
Result based on target value	Result configuration field. The choices are as follows: ○ **Passed** ○ **Failed**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	For example, assume you enter 100 in the **Target** field. If the indicator result output is more than 100, then the indicator status is **Passed** or **Failed** based on the value configured in this field.
Basic Criteria	
Note: This section appears only after you specify supporting data.	
Criteria	Criteria to filter the data from the source table. Click **Set conditions** inside the field and create filters for the conditions.
Additional Criteria	
Additional criteria	More criteria to filter the data to calculate the target value. This section only appears when **Percentage** is selected from the **Target type** field. Click **Set conditions** inside the field and create filters for the conditions.
Schedule	
Collection frequency	Collection frequency for indicator results. Indicator tasks and results are generated automatically based on the indicator schedule.
First run date	Date the indicator was first run.
Next run date	Next collection time for indicator results. This field is automatically set based on the value in the **Collection frequency** field. You can also edit this field and change the date. **Note:** This field only gets updated based on the scheduled runs and not when the indicators are manually executed.
Results	
Status	Status of the indicator to show whether the indicator passed or failed.
Previous status	Previous status of the indicator to show whether the indicator passed or failed.

4. Click **Save**.
5. To collect supporting data, click **Specify supporting data** and do the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. In the **Source table** field, select the table used for collecting supporting data.

b. In the **Supporting data fields** field, select the fields of the source table that are used for collecting the supporting data.
While specifying the supporting data fields, you cannot dot-walk in the Risk Workspace.

c. In the **Sample size** field, specify the minimum number of records that must be used for collecting supporting data.

d. Click **Save** and reload the form.

6. Click **Execute**.
The Indicator Results related list appears.
7. To see the results of the indicator, click the Indicator Results related list and do the following:

a. Click the result that you want to view.

b. To view the snapshot of the supporting data, click **View supporting data**.

c. To view a particular live record, click **View** for that record.
Live records always open in the classic user interface and not in the Risk Workspace user interface.

Create and run a scripted risk indicator in the Risk Workspace

Create and run a scripted risk indicator to identify the possibility of a future adverse impact on your organization. A scripted indicator enables you to write your own script to run the indicators. Indicators are an early warning system and they enable you to take preventative action on the risks.

Before you begin

Role required: sn_risk.manager or sn_risk.admin

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Indicators** > **Risk indicators**.
2. Click **New**.
3. On the form, fill in the fields.

Indicator form

Field	Description
Category	Category of the indicator. For example, select **Risk Indicator** to create a risk indicator.
Inherit from template	Option to create the indicator from an existing template.
Template	Template used to create the indicator. This field appears only if the **Inherit from template** option is selected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Override template	Option to override the template's properties such as the name of the indicator.
Name	Name of the indicator. If you select a template in the **Template** field, then this field is automatically set to the template name.
Description	Brief description of the indicator. This field is automatically set if you select a template in the **Template** field.
Entity	Entity used to filter risks.
Applies to record	Record that the entity applies to.
Risk	Filtered risk that is related to the indicator. **Note:** If you have selected an indicator template, then the risk is also filtered based on the template.
Owning group	Group that owns the indicator.
Owner	Owner of the indicator. This field is automatically set to the owner's name based on the risk.
Method	
Type	Method used to determine the type of indicator. Select **Script**. **a.** To add your script, save the form and click **Add script**. **b.** Click **Save**.
Target type	Type of the target value. The choices are as follows: ○ **None**: Use this option if you do not want to set up any target or threshold for the indicator. ○ **Percentage**: Use this option to determine the indicator result by a percentage value. ○ **Count**: Use this option to determine the indicator result by a count value or total number.
Target	Value that determines if the indicator succeeded (passed) or failed.
Schedule	
Collection frequency	Collection frequency for indicator results. Indicator tasks and results are generated automatically based on the indicator schedule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
First run date	Date the indicator was first run.
Next run date	Next collection time for indicator results. This field is automatically set based on the value in the **Collection frequency** field. You can also edit this field and change the date. **Note:** This field only gets updated based on the scheduled runs and not when the indicators are manually executed.
Results	
Status	Status of the indicator to show whether the indicator passed or failed.
Previous status	Previous status of the indicator to show whether the indicator passed or failed.

4. To collect supporting data, save the form and click **Specify supporting data** and do the following:
   a. In the **Source table** field, select the table used for collecting supporting data.
   b. In the **Supporting data fields** field, select the fields of the source table that are used for collecting the supporting data.
   While specifying the supporting data fields, you cannot dot-walk in the Risk Workspace.
   c. Click **Save** and reload the form.
5. Click **Execute**.
   The Indicator Results related list appears.
6. To see the results of the indicator, click the Indicator Results related list and do the following:
   a. Click the result that you want to view.
   b. To view the snapshot of the supporting data, click **View supporting data**.
   c. To view a particular live record, click **View** for that record.
   Live records always open in the classic user interface and not in the Risk Workspace user interface.

Issue management in the Risk Workspace

The issues landing page in the Risk Workspace provides logged-in managers and users with all the information they need to manage issues on a single page. The landing page features actionable insights, quick action buttons, filters, and access to open issue triages.

The issues landing page is available in the following workspaces:

- Compliance Workspace
- Audit Workspace

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

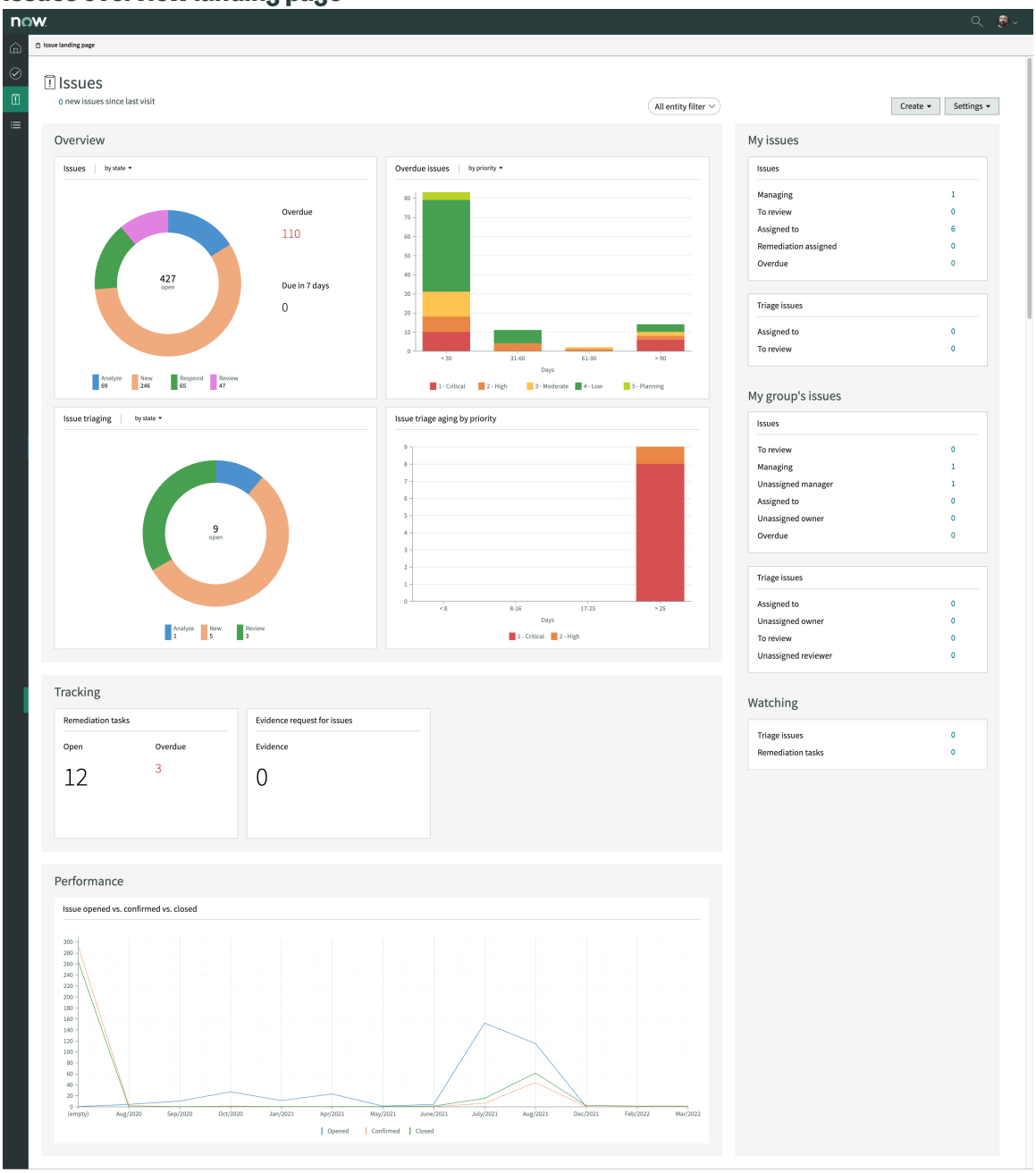
- Privacy Workspace
- Risk Workspace

Open the Issues overview landing page

On each of the listed workspaces, you can access the issues by clicking the Issue overview icon ( ).

Click this icon to open the Issues overview landing page.

Issues overview landing page



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sections of the Issues overview landing page

Charts and graphs on the Issues overview landing page

Overview	
Issues	This chart shows issues broken down by state, issue type, issue rating, or priority. The number of overdue issues and issues due in seven days are also shown.
Overdue issues	This aging chart shows issues overdue by different ranges of time. For example, you can determine, at a glance, issues that are between 61 and 90 days overdue. The chart can be filtered by priority and issue rating.
Issue triaging	This chart shows issue triages by state, issue type, or priority. It can aid issue managers identify how issues are being triaged and prioritized.
Issue triage aging by priority	This aging chart provides an overview of how long issues have been open.
Tracking	
Remediation tasks	This widget shows the status of open and overdue remediation tasks associated with issues.
Evidence request for issues	This widget shows the number evidence requests that have been opened for issues.
Performance	
Issue opened vs. confirmed vs. closed	This chart shows trend data for open, confirmed, and closed issues over time.
My issues	
Issues	The section shows issues assigned to the logged-in user that can be reviewed, re-assigned, assigned for remediation, and that are overdue.
Triage issues	The section shows triage issues assigned to the logged-in user that can re-assigned and reviewed.
My group's issues	
Issues	The section shows issues assigned to member of the logged-in user's group.
Triage issues	The section shows triage issues assigned to the logged-in user's group.
Watching	
Triage issues	This section shows the number of triage issues for which the logged-in user is on the watch list.
Remediation tasks	This section shows the number of remediation tasks for which the logged-in user is on the watch list.

Create a risk assessment scope in the Risk Workspace

Create a risk assessment scope to identify risks for an entity, define assessors and approvers, set assessment frequency, and initiate assessments using the Risk Management application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: sn_risk_workspace.IT_risk_manager, sn_risk_workspace.operational_risk_manager, or sn_risk_workspace.business_op_risk_manager

About this task

Creating a risk assessment scope ensures that assessments are effectively carried out, resulting in valuable insights for the risk management team and enabling informed decision-making.
You can create a risk assessment scope with a guided experience using the playbook. Each stage within the playbook includes one or more activities that must be completed, providing a structured approach to the risk assessment scope. The playbook guides you through each stage, recommending necessary activities, and ensuring comprehensive coverage of the workflow. Stages can also include automated activities, such as auto-sending an email to the Assessor when you initiate an assessment.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the list  icon.
3. From the list, navigate to **Risk assessment planning** select **Scoped entities**.
4. Select **New**.
   The Risk assessment scope playbook opens and initiates the first activity for defining the risk assessment methodology (RAM) and assessable entity, which is the Scope definition stage.
5. On the Scope definition activity card, fill in the fields.

Scope definition card

Field	Description
Risk assessment methodology	Risk assessment methodology (RAM) that you use to assess risks.
Assessable entity	Entities associated with the selected entity classes defined in the **Applicable entity classes** field on the RAM. The value of this field changes based on the entity classes specified in your selected RAM. Only those entities that belong to the selected classes are displayed in this field.
Owner	Owner of the entity. This field is automatically set based on the assessable entity.

6. Select **Continue**.
   The Risks selection activity card opens that enables you to select and assess the risks related with the entity using the selected RAM.
7. To add existing risks, select **Add** and do the following:
   a. Select the risks to add.
   b. Select **Add**.
8. **Optional:** To create risks, select **Create risk** and do the following:
   a. Fill in the details of the new risk.
   b. Select **Save**.
9. **Optional:** To create risks from the risk taxonomy, select the down arrow icon next to the **Create risk** button, select **Create from risk statements**, and do the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Select the risk statements to add.

b. Select **Add**.

10. Select **Mark as complete**.
    The Assignment stage in the Risk assessment scope playbook opens.
11. On the Assignment activity card, fill in the fields.

Assignment card

Field	Description
Assessor type	User or group who is responsible for assessing the risk. Choices are as follows: ○ **Same as entity owner** ○ **Same as risk owner** ○ **Specify users** ○ **Specify groups**
Assessor	User who is responsible for assessing the risk. This field appears only when **Specify users** is selected from the **Assessor type** field.
Assessor group	Group that is responsible for assessing the risk. This field appears only when **Specify groups** is selected from the **Assessor type** field.
Approver type	User or group who is responsible for approving the assessment. Choices are as follows: ○ Same as entity owner ○ Same as assessor's manager ○ Specify users ○ Specify groups ○ None
Approver	User who is responsible for approving the assessment. This field appears only when **Specify users** is selected from the **Approver type** field.
Approver group	Group that is responsible for approving the assessment. This field appears only when **Specify groups** is selected from the **Approver type** field.

12. Select **Mark as complete**.
    The Reassessment frequency stage in the Risk assessment scope playbook opens.
13. On the Reassessment frequency activity card, fill in the fields.

Reassessment frequency card

Field	Description
Reassessment frequency	How often you want to assess risks. Choices are as follows: ○ None ○ Weekly ○ Monthly ○ Quarterly

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Semi-annually ○ Annually **Note:** If you conduct an unplanned risk assessment before the next scheduled reassessment date, the subsequent assessment date is determined by the frequency established in the last assessment. For example, if your frequency is set as monthly and you conduct the initial assessment on January 1. Then, if you perform an unplanned assessment on January 15, the next assessment will still be based on the last assessment date.
Days to overdue	Number of days within which the assessment should be completed after it is initiated. For example, if you define a value of 10 in this field, the due date of the assessment will be set to 10 days after the date the assessment is initiated. The default value is 5.

14. Select **Mark as complete**.
    The Initiate assessments stage in the Risk assessment scope playbook opens.
15. To initiate the assessments, select **Initiate all assessments**.
    When you generate an assessment, the assessor or the assessor's group gets an email notification indicating that the assessment has been assigned to them.
16. **Optional:** To go back in the workflow and change the scope, assignment, or frequency, select the menu ⋮ icon, and then select **Redefine scope**.

Schedule risk assessments in the Risk Workspace

Schedule risk assessments automatically for multiple entities. The risk assessment scheduler helps the risk managers save time by automatically initiating the assessments based on the defined frequency.

Before you begin

Role required: sn_risk_workspace.IT_risk_manager and sn_risk_workspace.operational_risk_manager

About this task

In most organizations, the second line of risk managers is responsible for coordinating risk assessments. This group identifies the entities and associated risks that require assessment. They also determine the individuals responsible for assessing these risks. However, this continuous cycle of risk assessment demands that risk managers create individual risk assessment scopes and initiate assessments, leading to a significant loss of their time. To address this issue, the risk assessment scheduler can be used. By using the scheduler, you can schedule assessments and specify their frequency. The system initiates the assessments automatically based on the defined frequency. Additionally, you can designate the assessors and approvers for each assessment.

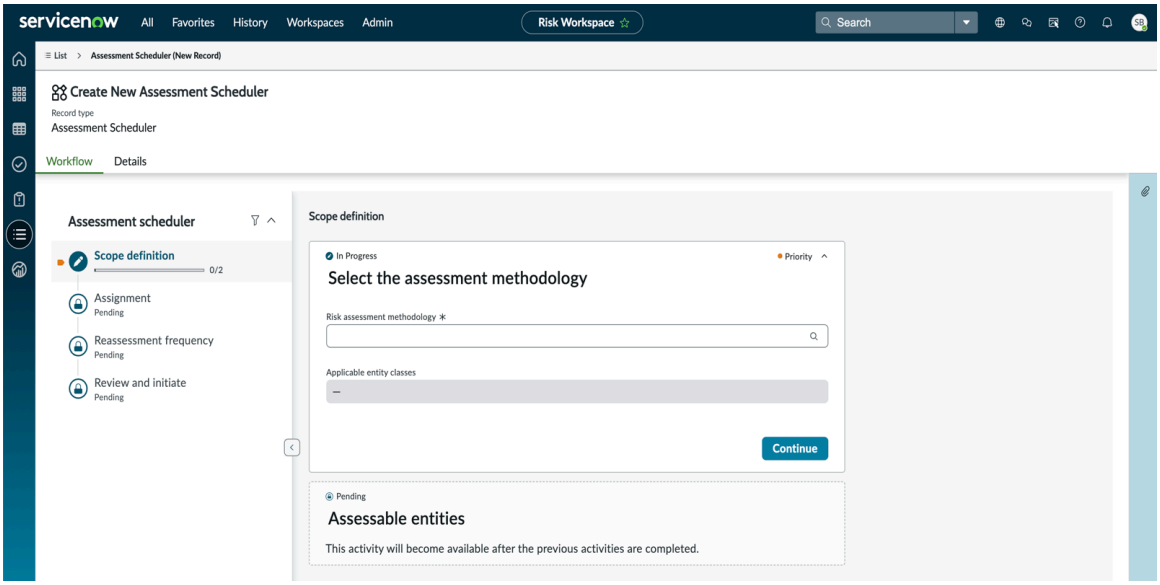
Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the list  .
3. Navigate to **Risk assessment planning** > **Scheduled assessments**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select **New**.

   The Assessment Scheduler playbook opens the Scope definition stage, where you define the risk assessment methodology (RAM) and assessable entity.



5. On the Scope definition activity card, fill in the fields.

Scope definition card

Field	Description
Risk assessment methodology	Risk assessment methodology (RAM) that you use to assess risks.
Applicable entity classes	Entity classes related to the selected RAM. The value of this field changes based on the entity classes specified in your selected RAM. This field is automatically set based on the applicable entity classes for the selected RAM.

6. Select **Continue**.
   The Assessable entity selection activity card opens up, enabling you to add the assessable entities that belong to the applicable entity classes.
7. To add entities, select **Add** and do the following:
   a. Select the entities to add.
   b. Select **Add**.
8. Select **Mark as complete**.
   The Assignment stage in the Assessment scheduler playbook opens.
9. On the Assignment activity card, fill in the fields.

Assignment card

Field	Description
Assessor type	Individual or group who is responsible for assessing the risk. Choices are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Entity owners ○ Risk owners ○ Group
Assessor group	Group that is responsible for assessing the risk. This field appears only when **Group** is selected from the **Assessor type** field.
Approver type	Individual or group who is responsible for approving the assessment. Choices are as follows: ○ Entity owners ○ Assessor's manager ○ Group ○ None
Approver group	Group that is responsible for approving the assessment. This field appears only when **Group** is selected from the **Approver type** field.

10. Select **Mark as complete**.
    The Reassessment frequency stage in the Assessment scheduler playbook opens.
11. On the Reassessment frequency activity card, fill in the fields.

Reassessment frequency card

Field	Description
Initiate later	Option to initiate the assessments on a future date.
Initiate assessments on	Date on which you want to schedule an assessment. This field appears only when the **Initiate later** option is selected.
Reassessment frequency	How often you want to assess risks. Choices are as follows: ○ None ○ Weekly ○ Monthly ○ Quarterly ○ Semi-annually ○ Annually **Note:** If you conduct an unplanned risk assessment before the next scheduled reassessment date, the subsequent assessment date is determined by the frequency established in the last assessment. For example, if your frequency is set as monthly and you conduct the initial assessment on January 1. Then, if you perform an unplanned assessment on January 15, the next assessment will still be based on the last assessment date.
Days to overdue	Number of days within which the assessment should be completed after it's initiated. For example, if you define 10 in this field, the due date of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	assessment will be set to 10 days after the date the assessment is initiated. The default value is 30.

12. Select **Mark as complete**.
    The Review and initiate stage in the Assessment scheduler playbook opens.
13. To initiate the assessments, select **Initiate assessments**.
    When you generate an assessment, the assessor or the assessor's group gets an email notification indicating that the assessment has been assigned to them.
14. **Optional:** To go back in the workflow and change the scope, assignment, or frequency, select **Redefine scope**.

Result

The assessments are initiated. You can view all the scheduled assessments under **Risk assessment planning** > **Scheduled assessments**.

Perform advanced risk assessment in the Risk Workspace

Conduct risk assessments to assess inherent risks, effectiveness of controls, residual risks, and target risks in the Risk Workspace application. You can define risk responses that enable you to manage and mitigate the risks identified during the risk assessment process.

Before you begin

Role required: sn_grc.business_user

Note:
You must manually assign the advanced risk assessment roles to the sn_grc.business_user role. To understand how you can adjust the granting of roles and groups, see the How to adjust granting of roles and groups to use background jobs [KB0963693] article in the Now Support Knowledge Base. You must log in to Now Support to view the article.

About this task

A risk assessment is performed for the following:

- Inherent risks
- Effectiveness of controls
- Residual risks
- Target risks

The risk assessments yield risk scores that are automatically calculated based on the configurations made in the risk assessment methodology (RAM). If you want to change the automatically calculated scores, you can overwrite the calculated scores and provide a justification. If you have no controls to assess, then the residual risk score is the same as the inherent risk score.

After performing the assessment, you can define the risk response. Risk response refers to the process of managing identified risks. It's a planning and decision-making process where the risk managers decide how to deal with each risk. While performing the assessment, you can view detailed reference information on the Contextual side panel. This panel provides information for the risk events, open issues, key indicator breaches, control test results, and control indicator failures.

If the risk assessment in being performed by an assessor's delegate, the **Assessor's delegates** field shows the delegate's name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A risk assessment record progresses through the following statuses:

- **New**: The risk assessment is created but not yet initiated or is in a ready-to-assess state.
- **In progress**: The risk assessment is currently being evaluated. This status applies when the assessment is in any of the following states: Inherent Assessment, Control Assessment, Residual Assessment, Target Assessment, or Respond.
- **Awaiting approval**: The risk assessment is complete and awaiting review or approval from the designated approvers.
- **Completed**: The risk assessment has been fully approved, finalized, and requires no further actions.
- **Archived**: The risk assessment is no longer active. When an assessment is in the Completed status and a reassessment begins for the same risk, the old assessment is moved to the Archived status.
- **Cancelled**: The risk assessment has been terminated or withdrawn.

For more information on statuses, see Risk Assessment workflow changes from 19.1.x version article in the Now Support Knowledge Base. You must log in to Now Support to view the article.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **My tasks**.
2. Open the risk assessment that you want to assess and do one of the following.
   - If you want to start the assessment, select **Let's get started**.
   - If you think that the risk assessment must be assigned to someone else, select **Reassign** and fill in the necessary details.
   - If this risk was previously assessed, to view the previous assessment, select **Review last assessment**.
   - If the risk assessment is in progress and you want to continue the assessment, select **Resume**.
3. To perform inherent assessment, respond to the all inherent assessment questions.

   a. Optional: To view the guidance for a factor, select the question mark icon (.

   b. Optional: To view the qualitative and quantitative weightage, select overall rating icon.
   The application automatically saves your responses and calculates the overall risk score.
4. **Optional:** To change the computed inherent risk results, do the following:

   a. Select the **I would like to change the computed score** option.

   b. From the **Override inherent risk** field, select the appropriate value.

   c. Enter comments that explain the reasons for the change in the computed score.
5. Select **Next**.
6. For the Control assessment, do one of the following:
   - To assess the effectiveness of the controls, respond to all the control assessment factors.
   - To proceed without assessing the mitigating controls, select the **Control assessment not applicable** option.
   - To assess the control environment without adding controls, select **I would like to change the computed score** option and refer to step 8.

   You can also change the computed control effectiveness results by providing a justification for changing the score.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. To add or create controls for the control assessment, do one of the following:
   - To add existing controls, select **Add**.
   - To inherit common controls, select **Inherit common controls**.
   - To create a control, select the down-arrow next to the **Inherit common controls** button, and select **Create control**.
   - To add controls from control taxonomy, select the down-arrow next to the **Inherit common controls** button, and select **Create from control objectives**.
8. **Optional:** To assess the control environment without adding controls, do the following:
   a. Select the **I would like to change the computed score** option.
   b. From the **Override control effectiveness** field, select the appropriate value.
   c. Enter comments that explain the reasons for the change in the computed score.
9. To assess the leftover risks after the implementation of mitigating controls, select **Next** and respond to the factors in the residual assessment.
   You can also change the computed residual score by providing a justification for changing the score.
10. **Note:**
    The availability of the target risk assessment on the assessment form depends on the conditions outlined in the RAM.

    To assess the desired risk level that you want to achieve in the future, select **Next** and respond to the factors in the target assessment.
    You can also change the computed target score by providing a justification for changing the score.
11. To select an appropriate strategy and to define the plan of action for the risks assessed, select **Next**, and do the following.
    a. Select the appropriate risk responses.
    b. **Optional:** To create a risk response task, select the **Create task** button, and select the appropriate values.
    For more information, see Create a risk response task in the Risk Workspace.
    c. **Optional:** To link existing risk response tasks or copy the tasks along with the risk response strategies from the previous assessment while reassessing a risk, select **Yes, continue with existing**.
    The **Yes, continue with existing** button appears only when you are reassessing a risk. To continue with another response, select **Change response**.
    d. Select **Save task** and review your responses.
    The risk response tasks are created and assigned to the assignee. You can edit the task and modify it to change the owner.
12. To link existing issues to the risk assessment, do the following:
    You must enable the **Allow issue linking with risk assessment** option on the Risk Assessment Methodology (RAM) form to use this feature.
    a. Select **Add existing issues**.
    b. Select the issues from the list and select **Add**.
13. To create issues for the risk assessment, do the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You must enable the **Allow issue linking with risk assessment** option on the Risk Assessment Methodology (RAM) form to use this feature.

a. Select **Create issue**.

b. On the Create an issue form, fill in the required details.

c. Select **Save**.

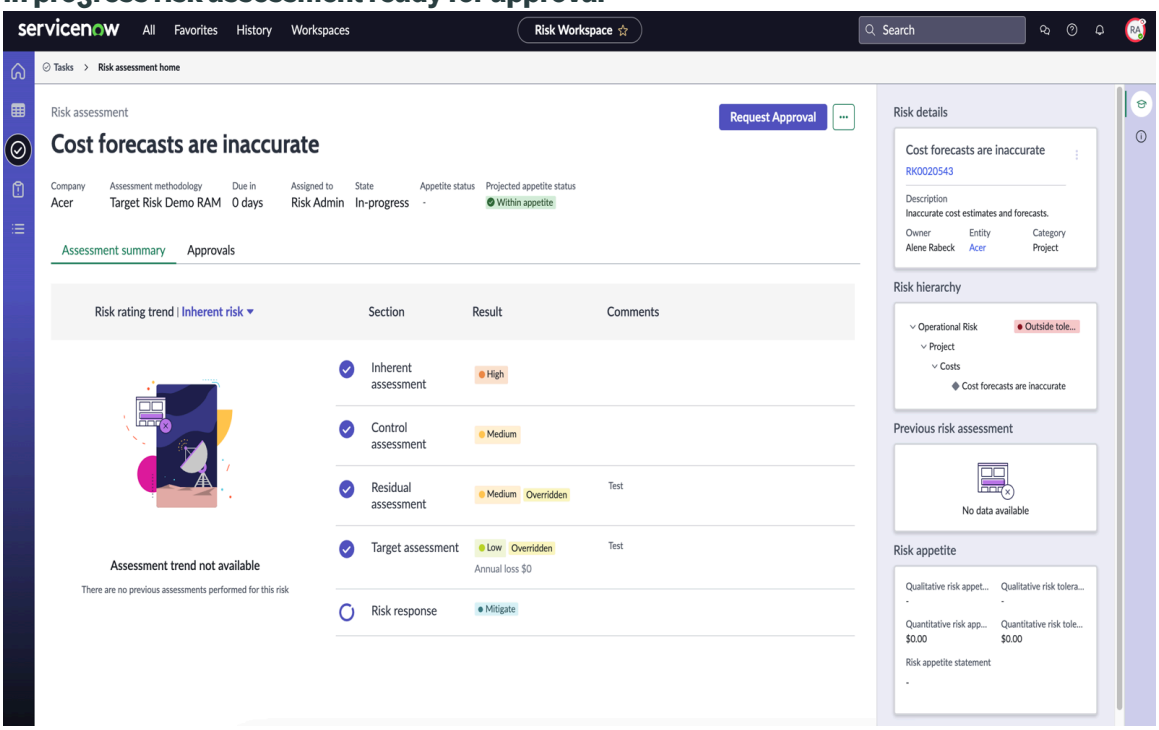
14. Select **Submit**.
    If there are no validation errors, the assessment homepage is displayed.
15. **Optional:** If you want to modify the assessment, select **Edit**.
16. **Optional:** To view the activities taking place for the assessment, select the Activity log icon .
17. If you have defined approvers, then select **Submit**.
    The assessment home page is displayed. You can review the summary of your assessment.
18. To request approval, edit assignment, or reassign, select one of the following.

Result

The assessment is sent to the approver and the approval workflow starts.

Example:

In progress risk assessment ready for approval



Related topics

Generate a risk assessment summary

Generate a risk assessment summary

Generate a risk assessment summary that is based on your inherent risks, residual risks, target risks, and control effectiveness data by using the Now Assist for IRM application. Your approvers get the key insights to understand the context quickly, and you reduce the time involved in creating summaries manually.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Install the Now Assist for IRM application to generate a risk assessment summary.

Activate the Risk Assessment Summarization skill from the Now Assist Admin console to enable assessors and approvers to generate risk assessment summary.

Role required: The sn_grc_sharegenai.risk_asmt_user role must be assigned manually to the assessor (sn_risk_advanced.ara_assessor) and approver (sn_risk_advanced.ara_approver) roles to generate the risk assessment summary.

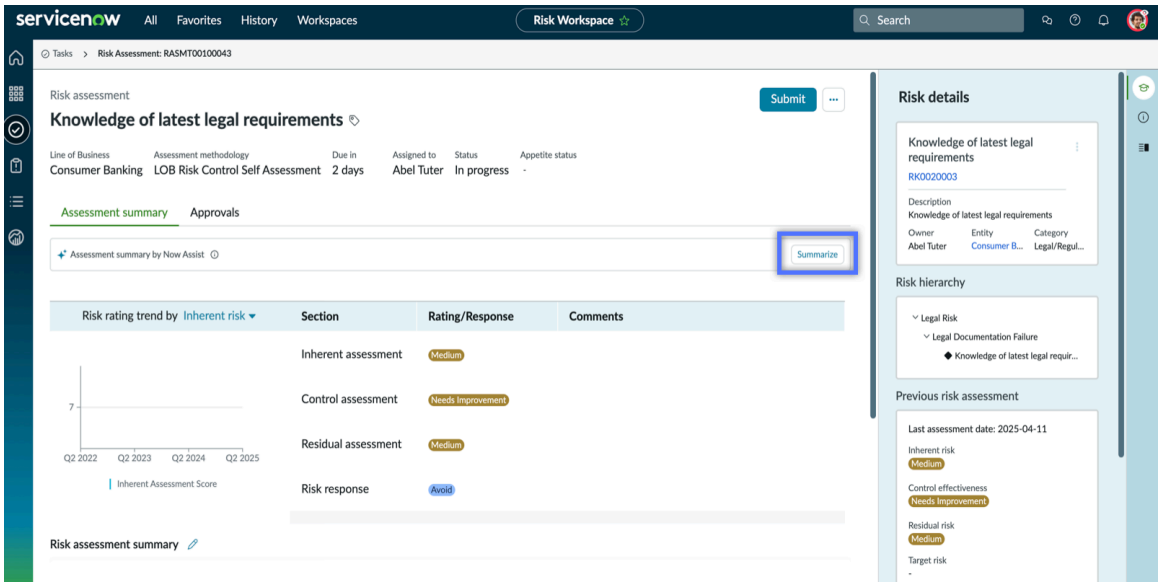
About this task

Assessor can generate the risk assessment summary and save the summary in the **Risk assessment summary field** only when they are submitting the assessment. After submission, both assessors and approvers can generate the summary and share it in the work notes. You can also summarize the assessment for object based assessments.

Note:
This feature is available only on the Risk Workspace.

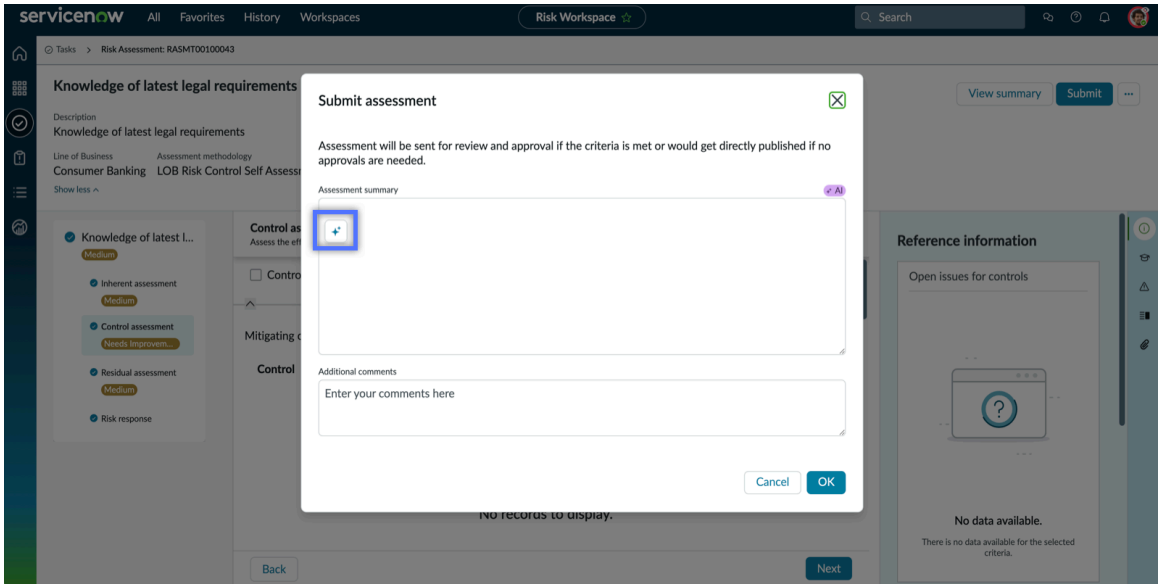
Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **My tasks**.
2. Open the risk assessment that you want to create the risk assessment summary for.
3. Generate a risk assessment summary from the risk assessment landing page by selecting **Summarize**.



4. Generate a risk assessment summary while submitting the assessment by selecting the generate summary icon.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



A summary is generated; you can edit it and save it for reference and reporting purposes. After submission of the risk assessment, the **Assessment summary** field becomes read only.

Perform any object assessment in the Risk Workspace

Assess the risks on any object or record in ServiceNow®. An example of object assessment is assessing change management or assessing a citation.

Before you begin

Role required: sn_grc.business_user

About this task

To perform an object risk assessment, a prior knowledge of risk is not necessary. When you perform any object assessment in the Risk Workspace, you do not see the description of the risk and any reference information because the entire context of risk is not required. You can configure the risk assessment button in the object record and start the assessment. For more information, see Any object assessment using Advanced Risk Assessment.

Procedure

1. Navigate to my **All** > **Risk** > **Risk Workspace**.
2. Click the Work queue ( )
3. Under **My pending tasks**, under Advanced risk assessments, open the object risk assessment assigned to you.
4. If you select **Start assessment**, respond to the assessment questions.
   For more information, see Perform advanced risk assessment in the Risk Workspace.
5. Click **Save**.
6. If you have configured risk response in your risk assessment methodology, select the appropriate risk response strategy and click **Define risk response**.
7. To send the assessment for review, click **Review and submit**.
   The assessment home page is displayed. You can review the summary of your assessment.
8. To request approval, edit assignment, or reassign, select one of the following. **Request approval**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workflow of risk response task

The risk response task workflow is a structured process to manage assessed risks by defining plans of action to either accept, mitigate, avoid, or transfer those risks.

Exploring the user journey for Risk response task

The states of a risk response task are as follows:

1. **Draft**: The default state when a risk response task is created.
2. **Work in progress**: The state when the risk response task owner starts working on it and sends it to the approver for review.
3. **Awaiting approval**: The state when the approver reviews the risk response task and either approves or rejects it.
4. **Closed**: The state when the approver approves the risk response task, moving it to the Closed state.

The risk response task workflow consists of the following stages:

Create a risk response task

After an assessor identifies the risk response plans, the assessor then creates risk response tasks. The user with the sn_risk_advanced.ara_assessor role can create a risk response task and assigns them to the risk user with the role sn_risk.user. After creation, the risk response task moves to the Draft state. For more information, see Create a risk response task in the Risk Workspace.

Create action items

The risk assessor can create multiple strategies with various action items for each risk response task. Action items are specific, granular tasks defined within a risk response task to address and manage risks effectively. Action items can be created and defined when the risk response task is in either the Draft state or the Work in progress state. For more information, see Create an action item in the risk response task.

Action items have their own independent workflow. For more information, see Workflow of action item in risk response task.

Note:
You can create risk response action items for all types of risk response tasks except for Risk acceptance tasks.

Respond to the risk response tasks

After the risk response task is assigned, the risk response task owner moves the risk response task to the Work in progress state. In this stage, the risk response task owner defines a plan of action for the risk response task. After defining the plan of action, the task owner can request for approval from the approvers defined in the approval configurator. By default, a single level of approval is enabled for all types of risk response tasks, where the risk owner can approve the tasks. These approvals can be configured based on requirements. After the task owner request for approval, the risk response task moves to the Awaiting approval state.

Important:
All action items associated with the risk response task must be closed to move the risk response task from Work in progress to Awaiting approval state.

Approve or reject the risk response task

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In the Awaiting approval state, the approvers defined in the approval configurator can review the plan of action and either approve or reject the risk response task. The risk response task moves to the Closed state, if the all the approvers approve the task. If any of the approvers reject the task, then the risk response task moves back to the Work in progress state.

Workflow of action item in risk response task

The action item workflow is a structured process for managing the granular tasks associated with risk response tasks, which are assigned to multiple stakeholders.

Exploring the user journey for an Action item

The states of an action item are as follows:

1. **Draft**: The default state when an action item is created.
2. **Assigned**: The state when the action item is assigned to a user.
3. **Work in progress**: The state when the action item owner starts working on it and sends it to the risk response task owner for review.
4. **Review**: The state when the risk response task owner reviews the action item and either approves or rejects it.
5. **Closed**: The state when the risk response task owner approves the action item, moving it to the Closed state.

The action item workflow consists of the following stages:

Create action items

The risk assessor or risk response task owner can create multiple strategies with various action items for each risk response task. Action items are specific, granular tasks defined within a risk response task to address and manage risks effectively. The risk response task owner defines a plan of action for the action item. Action items can be created when the risk response task is in either the Draft state or the Work in progress state. For more information, see Create an action item in the risk response task.

Note:
You can create risk response action items for all types of risk response tasks except for Risk acceptance tasks.

Respond to the action item

The assignee of the risk response action item moves the action item to the Work in progress state. In this stage, the action item owner specifies the action taken in the **Assignee comments** field, along with any other required steps. The action item owner then sends the action item to the risk response task owner for approval. After the action item owner request for approval, the action item moves to the Review state.

Approve or reject the action item

In the Review state, the risk response task owner can review the assignee comments and either approve or reject the action item. If the approver approves the action item, it moves to the Closed state. If approver rejects the action item, then the action item moves back to the Work in progress state.

Important:
All action items associated with the risk response task must be closed to move the risk response task from Work in progress to Awaiting approval state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a risk response task in the Risk Workspace

Create a risk response task to define plan of actions, assign responsibilities, set priorities, and establish deadlines to ensure effective management of the assessed risks.

Before you begin

Role required: sn_risk_advanced.ara_assessor

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the task  icon.
3. Open a risk assessment for which you want to add a risk response task and navigate to the Risk response section.
4. To create a risk response task, select **Create task** next to the selected risk response plan.
5. On the form, fill in the fields.

Risk response task form

Field	Description
Name	Unique name of the risk response task.
Plan	Actions that are implemented to manage the identified risk. Actions include steps, methods, and resources required to manage the risk.
Assigned to	Person responsible for managing the risk response task.
Priority	Importance or urgency of the risk response task.
Due date	Date by which the risk response task must be completed.

6. Select **Save task**.

Create an action item in the risk response task

Create multiple strategies with various action items for each risk response task. Action items help you to understand and focus on specific steps needed to manage risks.

Before you begin

Role required: sn_risk_advanced.ara_assessor

About this task

Action items are specific, granular tasks defined within a risk response task to address and manage risks effectively. They're elevated from the broader risk response task and can be assigned to different users to ensure that the required response plan is executed.

Note:
You can create action items for:

- Risk responses except Risk Acceptance tasks
- Risk responses that are in Draft or Work in Progress

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the task  icon.
3. Open a risk response task for which you want to add an Action item.
4. Select the **Action items** related list.
5. Select **New**.
6. On the form, fill in the fields.

   For a description of the field values on the Create New Action Item form, see Create New Action Item form.
7. Select **Save**.
8. To send the action item to the assignee, select **Send to Assignee**.
   The action item moves to the Assigned state.

Create New Action Item form

Use the Create New Action Item form to define the plan of action, assign responsibilities, set priorities, and establish milestones for the action item.

See the following table for a description of the field values.

Create New Action Item form

Field	Description
Title	Unique name of the action item.
Plan of action	Actions that are implemented to manage the identified risk. The actions include steps, methods, and resources required to manage the risk.
Reviewer	Person responsible for reviewing the action item. This field is automatically set to the name of the person creating the action item.
Priority	Importance or urgency of the action item.
Start date	Date on which the action item is scheduled to begin.
Assigned to	Person responsible for completing the action item.
State	Status of the action item. This field is automatically set to **Draft**.
End date	Date by which the action item is expected to be completed.
Watchlist	List of individuals who can view and receive notifications about the action item.
Details	
The Details section is a read-only section.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Action Item form (continued)

Field	Description
Risk response task	Name of the risk response task that includes this action item.
Risk	Name of the risk for which this action item is created.
Priority	Importance or urgency of the risk response task.
State	Status of the risk response task.
Entity	Name of the associated entity.
Due date	Date by which the risk response task is expected to be completed.
Actions taken	
Assignee comment	Comments or actions taken by the assignee responsible for implementing the action item. This field is read only for risk response task owner.
Additional comments	Additional information or details about the action item.

Workflow for risk identification in the Risk Workspace

Workflows provide step-by-step guidance for completing the risk identification process in the GRC Risk Workspace.

In the Risk Workspace, a risk manager can use the risk identification workflow to identify risks. The workflow has multiple stages. The stage progress gets updated as activities are completed. The risk identification workflow is broken it into multiple lanes. Each lane in the workflow includes one or more activities for a task owner to complete.

The benefit of using the risk identification workflow is that you can get a detailed view on a single interface. You can also easily go back to any stage and restart an activity.

For risk identification, after a risk identification record is created, the information gathering questionnaire is sent to the assigned user. You can also send email reminders to the users to respond to the questionnaire. After the responses are received, the risk manager can do the following activities:

1. View the responses.
2. Approve or reject the responses.

> **Note:**
> If there is rejection, the risk manager can provide a reason for rejection and resend the questionnaire.

3. Initiate inherent assessment.
4. Perform the risk assessment.
5. View the assessment scores.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. Relate either the recommended risks or relate them from the library. Alternatively, the risk manager can also create risks.

   Note:
   Recommended risks are risks that are generated from information objects.

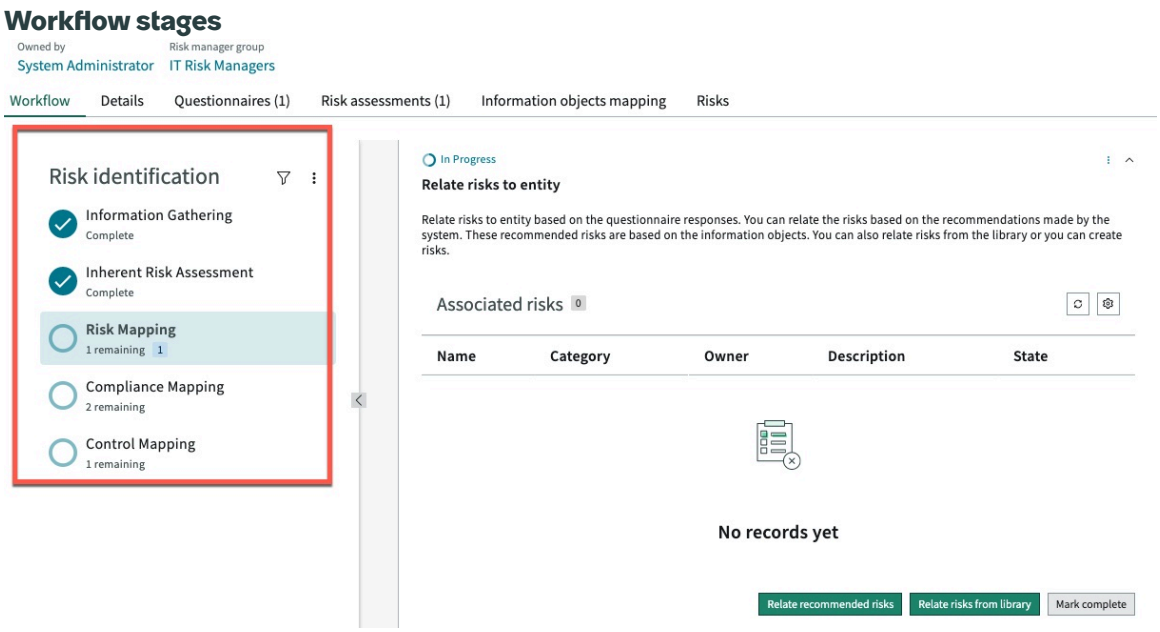
7. Mark the activity as complete.
8. Relate either the recommended policies or relate them from the library.
9. Relate or create additional controls after the controls for various risks and policies are automatically generated.
10. Request attestations for either all the controls or selective controls.

It is important to remember the following points:

- In a workflow, the stage progression is automatic, however, if you restart any activity after completing it, you have to manually move to the next stage.
- If you finish relating the controls and then again move to risk mapping, the control-mapping stage moves to pending state.
- When you reinitiate a workflow, a new workflow instance is created.

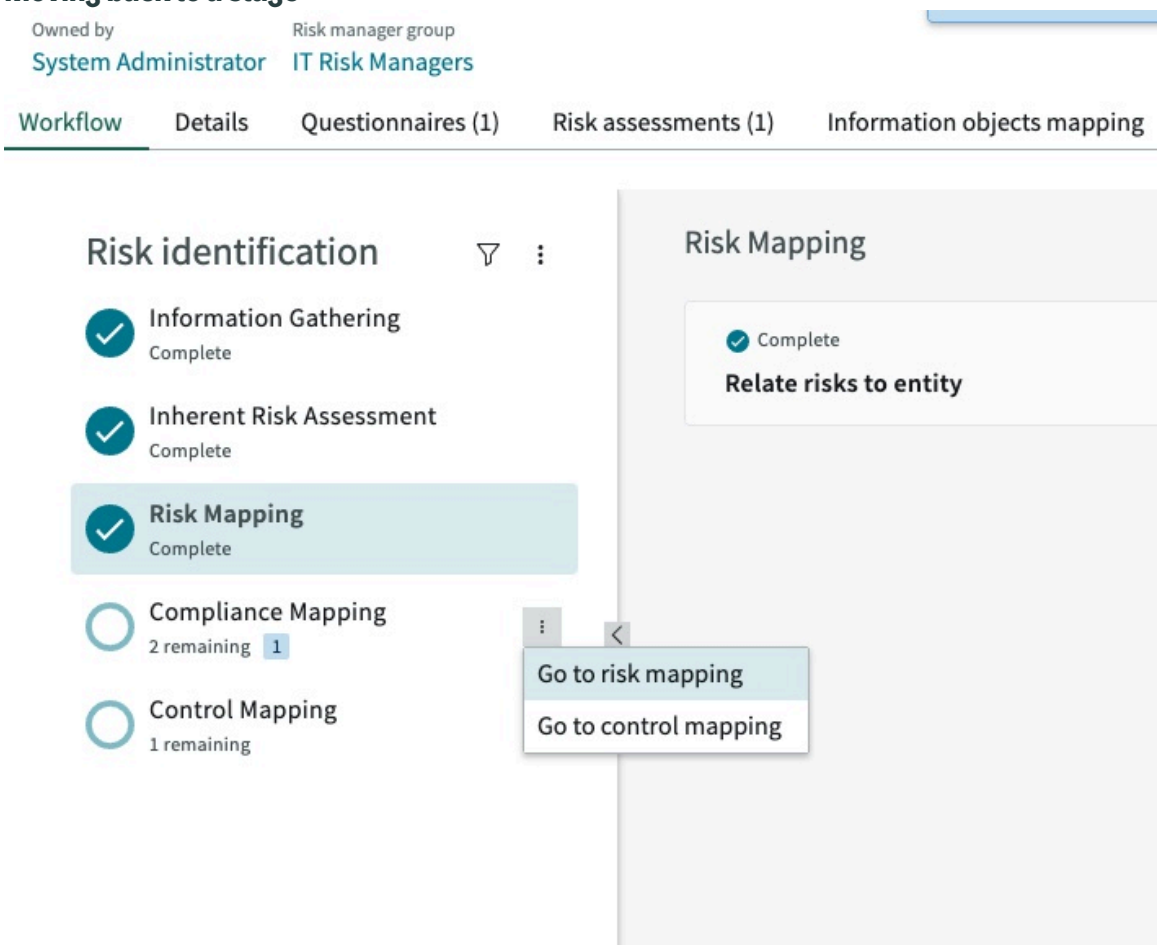
For more information, see Application risk assessment using advanced risk assessment

The following figures show the workflow stages and actions:

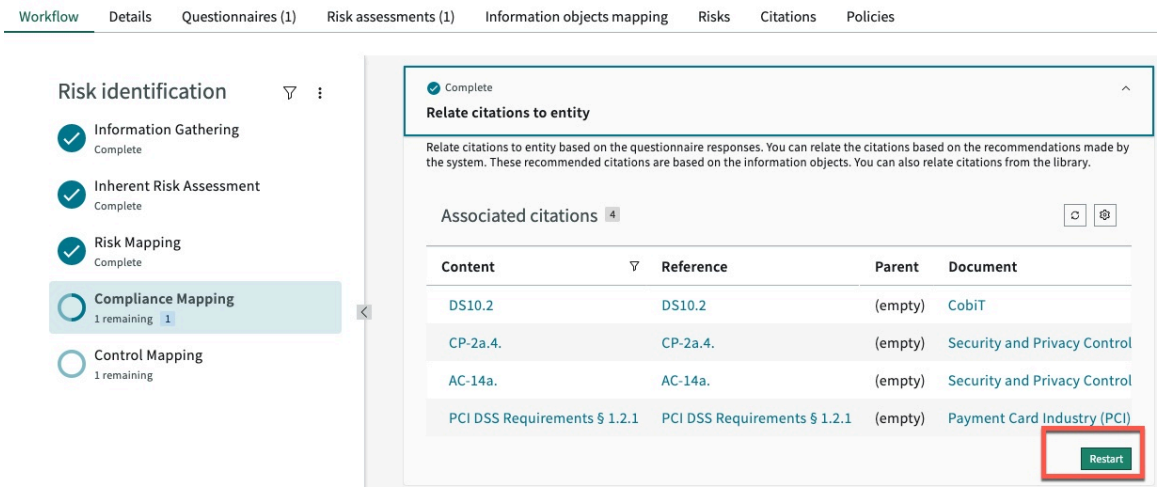


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Moving back to a stage



Restarting an activity



Create a risk event in the Risk Workspace

Create a risk event in the Risk Workspace. Risk events are potential or actual financial and non-financial losses, near misses, and gains that occur within an organization.

Before you begin

Role required: sn_risk.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

When you create a risk event, the risk event goes through the defined lifecycle of analysis, approval, and closure. Creating or recording risk events enables your organization to prevent similar events from occurring.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Risk events** > **All events**.
2. Click **New**.
3. On the form, fill in the following fields:

Create New Risk Event form

Field	Description
Name	Name of the risk event such as `ATM Theft`.
Description	Description of the risk event reported.
Classification	
Event type	Type of event. The options are as follows: ○ **Financial Impact**: Select this option when the event leads to monetary losses. ○ **Non-Financial Impact**: Select this option when the event does not have monetary losses.
Category	Event category. You can edit the category to apply one of the following options: ○ **Personal**: For example, any physical harm caused to an employee. ○ **Legal**: For example, an employee is found conducting business that is a conflict of interest. ○ **Information Security**: For example, a theft, burglary, or system crash. ○ **Human Resources**: For example, sensitive lawsuits by an employee against another employee.
Sub type	Event sub type. The choices are as follows: ○ **Actual**: Select this option if the event has actually occurred. ○ **Potential**: Select this option if the event has the potential to occur.
Discovered by	Person who discovered the risk event.
Opened	Date of risk event creation.
Opened by	Person creating the risk event.
Near miss	Option to specify if the risk event had the potential to incur losses but did not result in losses. This field is available when **Potential** is selected from the **Sub type** field.
Financial gain	Option to show if the risk event resulted in a gain instead of a loss. This option is automatically selected if the risk event meets one of the following conditions:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ If **Potential** is selected from **Sub type** field and the **Expected loss** field or the **Potential loss** field has a negative value because of the gain. ○ If **Actual** is selected from **Sub type** field and the **Net loss** field has a negative value.
Used in modeling	Option to share the risk event records with external systems where advanced analysis is performed using simulation techniques such as the Monte Carlo simulation. The Monte Carlo simulation is a mathematical technique used to estimate the possible outcomes of an uncertain event.
Ownership	
Primary entity	Entity that bears the loss. This entity is visible to management for reporting.
Owning group	Group responsible for monitoring the event to closure.
Cost center	Account number of the entity.
Owner	Person who owns the risk event. A risk manager can be an event owner. If the owning group is specified, the owners are filtered from the owning group.
Key Dates	
Date of occurrence	Date when the event occurred.
Date of discovery	Date that the event was first discovered or noticed.
Loss/Gain Estimates	
Expected loss	Amount of loss expected. Expected loss is the probability weighted average of all possible losses. This amount is based on the user's judgment of the expected amount that the organization might lose.
Non financial impact	Rating for the non-financial impact associated with the event.
Potential loss	Amount expected to be a potential loss due to the risk event. This amount is the maximum loss an entity can incur due to the loss from the risk event.
Credit/Market Risk Overlap	
Boundary event	Option to mark the event as a boundary event. A boundary event is an operational risk event which leads to a consequence, such as a financial loss, in another risk category.
External risk type	Type of external risk the risk event can have. The choices are as the following: ○ **Credit**: Credit risk is the possibility of a loss resulting from a borrower's failure to repay a loan or meet contractual obligations. For example, when lenders offer credit cards, or loans, there's a risk that the borrower might not repay the loan. ○ **Market**: Market risk is the possibility of an investor incurring losses due to factors that affect the performance of the financial markets in which the investor is involved. For example, a recession might impact the entire market. This option appears when **Boundary event** is selected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
External risk reference	ID for reconciliation in the book of accounts. This value is automatically set. This option appears when **Boundary event** is selected.
Root Cause Analysis	
Cause	Primary reason why the risk event occurred.
Cause description	Brief description about why the risk event occurred.
Consequence	Consequence of the risk event. For example, regulatory fines can be imposed as a result of the risk event.
Actions taken	Remedial actions that were taken to address the issue. This is the initial record of the event.
Activity	
Work notes	Notes about the risk event. These notes are not visible to external users.
Additional comments	Additional comments about the risk event. These notes are visible to the external users.

4. Click **Save**.

Associate similar risk events

Train a similarity solution definition that uses machine learning by activating the Governance, Risk, and Compliance: Predictive Intelligence plugin. The solution enables the system to display similar risk events automatically.

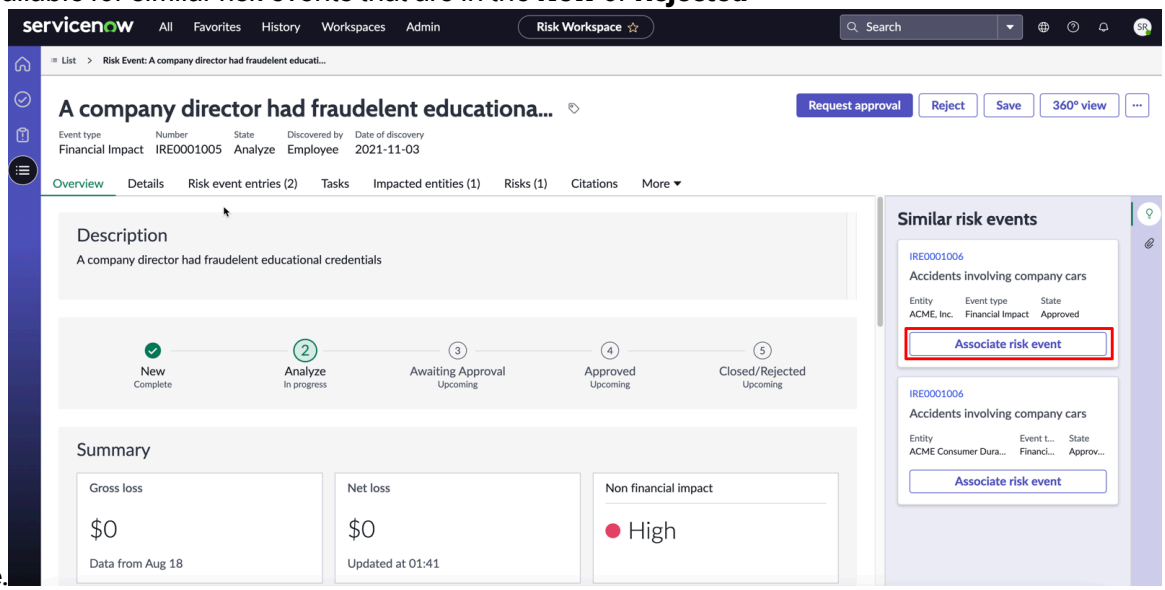
The Governance, Risk, and Compliance: Predictive Intelligence plugin uses Artificial Intelligence (AI) and Machine Learning (ML) to manage the risk events more efficiently. You can identify similar risk events and group them to capture and analyze the actual impact of the risk event.

For example, in an organization with operations in multiple locations, the risk event teams across different locations may be working on similar types of risk events. This challenge results in duplicate efforts to manage the risk events within the organization. This capability reduces the manual effort in managing similar risk events and improves overall organizational efficiency.

You can associate similar risk events only when the main risk event is in the **Analyze** state. Also, the Associate risk event button is

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

unavailable for similar risk events that are in the **New** or **Rejected** state.



The platform machine learning administrator (ml_admin) can create a solution definition and modify an existing one. You can navigate to **Risk Events** > **Administration** > **Properties** to update the risk event property with the new solution definition name.

Categorizing risks with the Governance, Risk, and Compliance: Predictive Intelligence plugin

By using the Governance, Risk, and Compliance: Predictive Intelligence plugin, you can predict the risk statements for your orphan risks (the risks that don't have risk statements) on the risk records for your organization. You can then identify the correct risk statement for the risks and then aggregate them into manageable categories.

Usually, the first line of employees or the risk champions within an organization identify the risks for the business.

> **Note:**
> A risk champion is an executive who is in charge of identifying and reporting risks within an organization.

As the risk champions identify these risks, they manually associate the risks with the correct risk statement. The organization's senior management gets visibility into the organization's risk profile because these operational risks are aggregated into the enterprise risks.

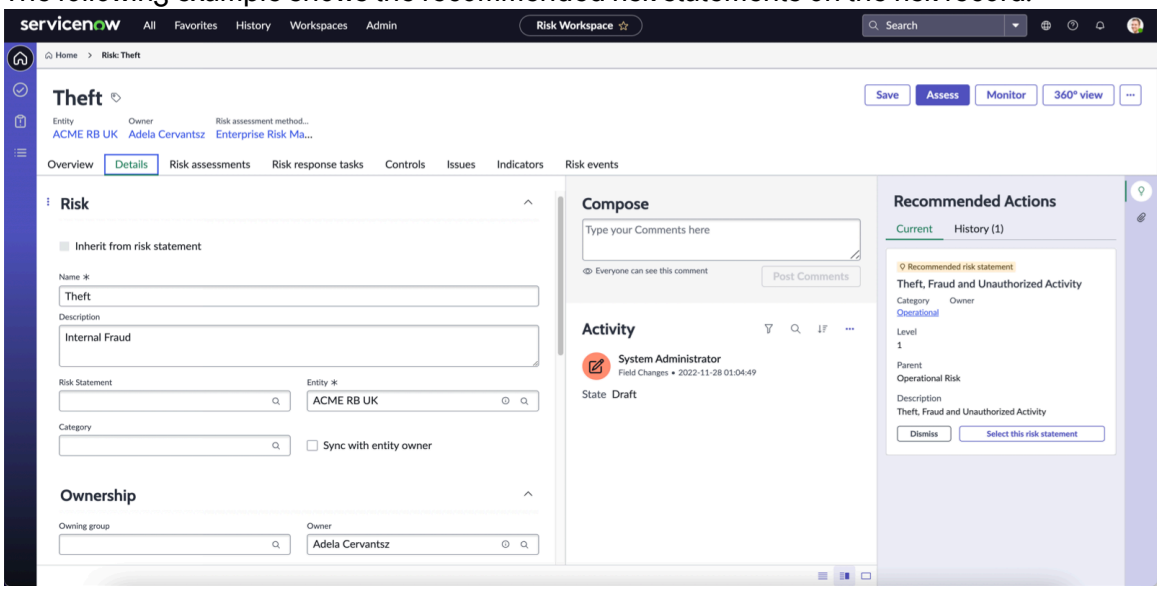
However, your risk champions must manually search the complete risk library to identify the correct risk statement for the identified risks. This activity is time-consuming and is an inefficient use of resources. When the risk champions search for risk statements manually, they tend to select whatever is the earliest match rather than search for the entire library, which results in the incorrect categorization of risks with risk statements.

Predicting risk statements on risk records

The Governance, Risk, and Compliance: Predictive Intelligence plugin uses artificial intelligence (AI) and machine learning (ML) to predict the related risk statements on the risk records. The Predictive Intelligence plugin uses the similarity capability in the Predictive Intelligence engine to compare the risk name and description with the risk statements. With this plugin, your organization can reduce the effort that is required to search and identify the risk statements to associate with the identified risks. Your organization also gets higher accuracy in risk aggregation and reporting and visibility into the organization's risk profile.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows the recommended risk statements on the risk record.



Note:
A risk user (sn_risk.user) can only see the risk statement recommendations when the risk statement isn't defined on the risk record. Based on the recommendations, a risk user can associate the risk with a related risk statement.

Benefits of risk categorization with risk statements

By categorizing your organization's risks with the risk statement, the following benefits are provided to different users:

- Risk owners: Identify the correct risk statement for the orphan risks to group risks into manageable categories.
- Risk managers: Reduce the number of orphan risks that were created by the first line of employees or risk champions. The risk managers get visibility into the organization's risk profile and can analyze the impact due to the similar type of risks.
- Risk administrator: Configure the solution definition to predict the risk statements that are based on the organizational needs.

Setting up the feature

A risk administrator with the ml_admin role can set up the risk categorization in the Risk Workspace application. Before your organization can use this feature, the risk administrator must install and activate the following applications and plugins:

- Risk Management
- Risk Workspace
- Predictive Intelligence
- Recommended Actions - Advanced

A risk administrator can train a default similarity solution for the risks in your organization by using the Predictive Intelligence plugin.

Note:
A similarity solution is a machine-learning solution to collect and compare your existing records to new similar records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information, see Create and train a similarity solution.

Note:
You must have at least 1000 risk records for the similarity algorithm to work.

A risk administrator with the ml_admin role can review the default similarity solution definition for risk and modify it based on your organizational needs.

Analyze a risk event in the Risk Workspace

Analyze user-submitted risk events. You can add additional details to the risk event, request more information from the submitter, or reject the risk event if the event is not valid.

Before you begin
Role required: sn_risk.manager

About this task
When you a risk event is submitted, it contains basic or little information. As a risk manager, you must add additional details to it when the event is in the **Analyze** state. These additional details consist of the following:

- Approvers of the risk event.
- Root cause of the event.
- Preventative and remedial action for the event.
- Additional entries for the event to break up the event losses.
- Citations
- Tasks
- Impacted controls
- Issues

If you need more information about the risk event, you can ask the submitter to provide you additional information. If you think that the event does not merit attention or is invalid, then you can reject the event.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Risk events** > **All events**.
2. Open the event to analyze and click **Analyze**.
3. Click the Details related list and modify any information that you may need.
   If the risk event occurred but the losses were quickly recovered, the**Full rapid recovery** option is selected. If the risk event resulted in a gain, instead of a loss, the **Financial gain** option is selected. To understand how a risk event can result in a gain, see Manage risk events
4. Click **Save**
5. At this stage, you can do one of the following.

6. To add more information to the risk event, click the appropriate related list and add the necessary details.

What to do next
If the risk event is of subtype **Actual**, create risk event entries. For more information see Create a risk event entry in the Risk Workspace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a risk event entry in the Risk Workspace

Create a risk event entry to determine the monetary or non-monetary impact of the risk event. A risk event can have multiple risk event entries.

Before you begin

Role required: sn_risk.manager

About this task

Risk event entries capture the direct and indirect losses reported due to the risk event. For example, if a risk event of a fire outbreak in an organization is reported, the direct and indirect losses associated with it could be replacing furniture, replacing hardware, losing important data and so on. All these associated losses must be captured individually. You can add risk event entries only for actual events. Potential Risk event entries cannot have risk event entries. You can select any currency while reporting the losses and the currency conversion system will convert the currency to USD.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Risk events** > **All events**.
2. Open the event for which you want to add risk event entries.
3. Click the Risk Event Entries related list.
4. To create direct and indirect losses, new loss recovery, new additional cost, or new non-financial impact, perform the following actions as necessary.
5. Click **Save** and refresh the page.
   The loss amounts get updated on the page.

Create an ORX external event

Create an Operational Riskdata eXchange (ORX) external risk event to share the risk event of your company with other organizations. This exchange of risk events information acts as a learning for other organizations in the industry and prevents them from making the same errors.

Before you begin

Role required: sn_risk_workspace.operational_risk_manager

About this task

The ORX association enables operational and non-financial risk professionals to collect, measure and analyse data in an effective way that is consistent with industry. To view and create an ORX event, you must enable the *Show ORX External Events* property.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **External risk events** > **ORX events**.
2. Click **New**.
3. On the form, fill in the fields.

New ORX external event form

Field	Description
Name	Name of the risk event
Description	Brief description of the event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Company details	
Company	Company in which the event occurred.
Region	Region in which the event occurred.
Role of the firm	Role the firm had in relation to the transaction.
Business line level 2	Business line of the event.
Country	Country in which the event occurred.
Counterparty	Type of counterparty or claimant that is involved in the event.
ORX member	Option to show if the company is an existing ORX member.
Loss details	
Loss event id	ID of the loss event.
Loss category	Category of the loss.
Event type level 2	Level 2 of the event such as corporate finance, merchant banking and so on.
Process code	Code of the process.
Product code	Code of the product.
Open	Option to denote if the risk event is open.
Sources	Source of the event.
Classification	
Boundary risk	Operational risk event which triggers a consequence for example, financial loss in another risk category.
AMA status	Advanced measurement approach (AMA) is one of three possible operational risk methods that can be used under Basel II by a bank or other financial institution.
Financial amounts	
Gross loss amount	Gross loss amount.
Direct recovery	Any payment other than an indirect recovery received by the firm which offsets the loss.
Indirect recovery	Recovery made through insurance.
Net Loss (in Local Currency)	Net loss incurred in the local currency.
Net Loss (in Euro)	Net loss incurred converted to Euros.
Key dates	
Date of discovery	Date the event was discovered.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Date of event start	Date the event started
Date of settlement	Date the event was settled.
Date of publication	Date the even was published.
Date of event finish	Date the event finished.
Cause	
Cause level 3	Third cause level of the event.
Additional details	
Jurisdiction	Jurisdiction of the event.
Scenario category	Category of the scenario such as conduct, external fraud, technology and so on.
Environmental volatility	Aspect of the environment or circumstances in which the bank was operating at the time of the event.
Activity	
Work notes	Notes that are visible to any responder to this event, their manager, or an administrator.
Additional comments	Additional comments about this event.

Report a risk event from the Risk Portal

Report a risk event from the Risk Portal. The Risk Portal provides an easy method to quickly report risk events.

Before you begin

Role required: sn_grc.business_user role

Procedure

1. Navigate to **Risk Portal**.
2. Under Report, click **Risk event**
   The Report Risk Event form is displayed.
3. On the form, fill in the fields.
4. Click **Submit for review**.

Result

The risk event is created and submitted for the risk team's review.

Chart colors for risk data

You can view your risk data visualizations in different colors for a quick overview of your risks.

Various risk reports appear on the Risk home page. Some examples of these reports are pie charts, bar graphs and so on. These reports show the risk ratings in different colors. By

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

default, ServiceNow® provides the chart colors for the following risk ratings for Advanced Risk Assessments.

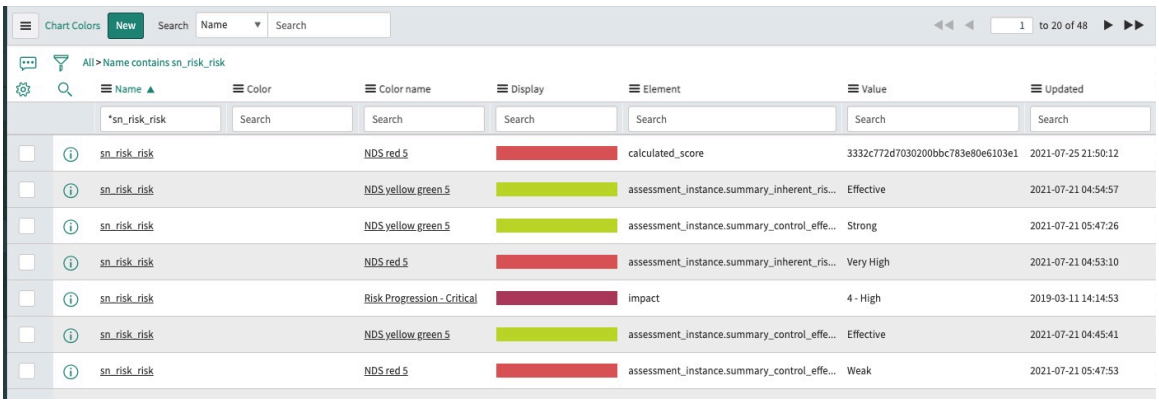
- Very high
- Critical
- Ineffective
- High
- Medium
- Moderate
- Needs improvement
- Low
- Effective
- Very low

For classic risk, the following risk criteria are defined with the respective colors:

- Very low
- Low
- Moderate
- High
- Very high

If you want to add or modify a risk criteria or a risk rating, a report administrator with the role, report_admin, can configure your chart colors. For more information on configuring chart colors, see Using chart colors.

Chart colors



Create a business process in the Risk Workspace

Create a business process in the Risk Workspace and define the owners, approvers, business criticality, and review frequency for the process.

Before you begin

Role required: Enterprise architect or service owner or itil

About this task

When you create a business process, it is important to ascertain the CIA triad. CIA triad refers to confidentiality, integrity, and availability. The CIA triad is a common model that forms the basis

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

for the development of security systems and policies. These are used for the identification of vulnerabilities and methods for addressing problems and creating solutions.

Procedure

1. Navigate to **All** > **Risk Workspace** > **Lists** > **Business Processes**.
2. Click **Create New**.
3. On the form, fill in the fields.

Business Process form

Field	Description
Name	Name of the business process.
Description	Description of the business process.
Parent	Parent business process, if it exists, to create a hierarchy of business processes.
Review frequency	Frequency for reviewing the business process.
Ownership	
Life cycle stage	Stage of record in the business life cycle. The stage determines the status and displays the actions. This field is automatically set to **Ideation** when you save the form for a process in **Draft** state.
Managed by group	Group that maintains the business process.
Approval group	Group that must review and approve the business process.
Owned by	User responsible for the business process. This user is a member of the Managed by group.
Life cycle stage status	Status of business process within the life cycle stage. This field is automatically set to **Under Evaluation** when you save the form for a process in **Draft** state.
Next review date	Planned date on which the business process must be reviewed. The value in this field is automatically set only after the business process is approved.
Description	Short description of the business process. The description can include the background, the actual steps, and the interaction of the process.
Business Impact	
Business criticality declared	Criticality of the business process based on your subjective assessment. The choices are: ○ **1- most critical** ○ **2- somewhat critical**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **3- less critical** ○ **4- not critical**
Business criticality determined	Computed criticality of the business process based on the assessment of the sub-processes. The choices are: ○ **1- most critical** ○ **2- somewhat critical** ○ **3- less critical** ○ **4- not critical**
CIA triad	
Impact to confidentiality	Risk rating for the risk of loss of confidentiality for the process. The choices are: ○ **High** ○ **Medium** ○ **Low**
Impact to integrity	Risk rating for the risk of impact to integrity for the process. The choices are: ○ **High** ○ **Medium** ○ **Low**
Impact to availability	Risk rating for the risk of loss of availability for the process. The choices are: ○ **High** ○ **Medium** ○ **Low**

4. Right-click and save the form.
   The record moves to the **Draft** state.

Related topics

Add related assets to a business process

Add related assets to a business process

Add related business assets to a business process to gain visibility into the IT assets and their performance.

Before you begin

Role required: Enterprise architect or service owner or itil

About this task

A business process is supported by various assets such as business applications, network servers, application servers and their services and so on. It is important that a process owner is able to establish that relationship and then have visibility into these IT assets and their performance. For example, assume that employee leave management is a business process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This business process depends on an application to automate it. The application, in turn, depends on servers to run it. Thus, if you relate the assets to a process, you can track the overall performance of your processes.

Procedure

1. Navigate to **All** > **Risk Workspace** > **Lists** > **Business Processes**.
2. Open the business process to which you want to add assets and click the Related assets related list.
3. Click **Add**.
   The Related Assets pop up appears.
4. Select the related assets you want to add to the business process.
5. Click **Add**.
6. Click **Save**.

Create a test plan in Risk Workspace

Create a test plan to document the control testing procedure. You can create a test plan from scratch or based on a test template to describe how a feature is to be tested.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Control testing** > **Control test plans**.
2. Click **New**.
3. On the form, fill in the fields.

Create New Test plan form

Field	Description
Number	Unique identification number.
Name	Name of the test plan.
Control	The control that this test plan covers.
Entity	Entity is auto-populated based on the value selected in the **Control** field.
Test template	Related test template. If you select a test template, all the fields in the **Design test** and **Operational test** sections are populated with the test template values.
Duration	Expected duration of the test.
Design test	
Design expectations	Basic requirement that should be met for a control to be effective.
Design assessment procedures	Procedure or steps to be followed to conclude whether the design of the control is

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	effective to achieve the control objective or not. This is based on the design expectation.
Operational test	
Operational expectations	Expectations that should be met to ensure that the control is operating effectively to achieve the control objective.
Operational assessment procedures	Detailed steps, to carry out the operational expectations, which need to be performed to conclude that the control is operating successfully.

4. Click **Save**.
5. To visually explore the relationships between the different types of critical audit data that affect your business, click **360° view** button.

Filter data in the risk heatmap workbench

As a risk user, filter data in the risk heatmap workbench to get a granular view of your risks.

Before you begin

Role required: sn_risk_workspace.operational_risk_manager, sn_risk_workspace.business_op_risk_manager

About this task

Using the condition builder feature, the risk heatmap workbench enables you to further filter the risks that need your attention. For example, you can filter risks with high rating. If you have an important filter that you use frequently, you can also save the filter.

Procedure

1. Navigate to **All** > **Risk Management** > **Risk Workspace**.
2. From the Home page, select the launch workbench icon ( ).
3. Select the filter icon.
4. In the Advanced view dialog box, provide the values for field, operator, and value.
5. Select **Submit**.
   The heatmap is refreshed with the filtered results.
6. To view the filter conditions that you have built and applied, select **Filter Overview**.
7. To clear the filter condition results, select **Clear results**.
8. To save the filter, select the save filter button ( ) in the Contextual side panel.
   a. In the **Title** field, provide a title for the filter.
   b. Select **Save**.
   The saved filter appears in the My saved filters related list.
9. To delete a filter condition that you have built, open the Filter dialog box, and select the delete condition button ( ) and click **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Define the risk appetite for an entity

Define the risk appetite on the entity records in the Risk Management application to evaluate all the possible risks and to set the boundaries for the acceptable and unacceptable risks for your business.

Before you begin

Role required: sn_risk.user

About this task

Entity owners can define the risk appetite and tolerance and then copy the qualitative risk appetite to the downstream entities. By doing this task, a business can define and manage an action plan when there's a breach. By defining the qualitative (numerical scale and ratings) and quantitative (monetary value) appetite, a risk user can understand the risk appetite and take decisions. For more information on the risk appetite and tolerance, see Risk appetite and tolerance in Advanced Risk.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the list icon and navigate to the entity.
3. Define the risk appetite for a new or an existing entity:
   - To define the risk appetite for a new entity, select **New**.
   - To define the risk appetite for an existing entity, select and open the required entity record.
4. On the entity form, select the **Risk Appetite** section and fill in the fields.

   For a description of the field values, see Risk appetite fields on the Entity form.
5. Select **Save**.
6. **Optional:** To copy the qualitative appetite to the downstream entities, select the more actions icon on the form and select **Copy qualitative appetite**.

Important:
You can only copy the qualitative appetite and tolerance to downstream entities when the risk appetite of the downstream entity isn't overridden. You must define the quantitative appetite and tolerance for each level in the hierarchy.

Risk appetite fields on the Entity form

Learn about the risk appetite fields on the Entity form. Use these fields to define the risk appetite, evaluate all the possible risks, and set the boundaries for the acceptable and unacceptable risks in the Risk Management application.

See the following table for a description of the field values.

Note:
The risk appetite fields that appear on the entity form depends on the advanced risk assessment properties set by the risk administrator.

Risk appetite fields on the Entity form

Field	Description
Override qualitative risk appetite	Option to override the qualitative risk appetite of the parent entity. By default, all entities

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk appetite fields on the Entity form (continued)

Field	Description
	inherit the risk appetite of the upstream entity in the entity form. When you select this option, you can define the risk appetite values for the current entity separately. **Note:** This field appears only when there's an upstream entity available for the current entity.
Qualitative appetite	Risk appetite in numerical scale and rating terms. The qualitative appetite is compared with the qualitative risk rating to compute the qualitative appetite status. You can define the qualitative appetite based on the appetite scale set by the risk administrator. The default options are as follows: • 1 - Averse • 2 - Minimalist • 3 - Cautious • 4 - Open • 5 - Hungry A risk administrator can change or create the risk appetite scales based on the organization's requirement. For more information, see Set up a risk appetite scale. After you define the qualitative appetite, you can copy it to the downstream entities. **Note:** A risk user and risk reader with the sn_risk_advanced.qualitative_risk_appetite_reader role can only view the qualitative appetite and qualitative tolerance values on the form and in other places.
Quantitative appetite	Risk appetite in quantitative terms. The quantitative risk appetite can be measured and expressed in monetary values. The quantitative appetite is the amount of loss that an organization is willing to risk. For example, an organization decides to have $10,000 (US dollars) as a target non-performing asset (NPA) for this year, which means that the organization defines $10,000 (US dollars) as the quantitative risk appetite.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk appetite fields on the Entity form (continued)

Field	Description
	The quantitative appetite is compared with the annual loss expectancy (ALE) to compute the quantitative appetite status. **Note:** A risk user and risk reader with the sn_risk_advanced.quantitative_risk_appetite_reader role can only view the quantitative appetite and the quantitative tolerance values on the form and in other places.
Qualitative tolerance	Risk tolerance in numerical scale and rating terms. The risk tolerance is the standard deviation from the defined risk appetite. The qualitative tolerance is compared with the qualitative risk rating to compute the qualitative appetite status. The qualitative tolerance should be greater than the defined qualitative appetite. You can define the qualitative tolerance based on the appetite scale that is set by the risk administrator. The default options are as follows: • 1 - Averse • 2 - Minimalist • 3 - Cautious • 4 - Open • 5 - Hungry A risk administrator can modify or create the risk appetite scales based on the organization's requirement. For more information, see Set up a risk appetite scale.
Quantitative tolerance	Risk tolerance in quantitative terms. The risk tolerance is the standard deviation from the defined risk appetite. The quantitative risk tolerance can be measured and expressed in monetary values. For example, an organization decides to have $15,000 (US dollars) as a target non-performing asset (NPA) for this year, which means that the organization defines $15,000 as the quantitative risk tolerance. The quantitative tolerance is compared with the annual loss expectancy (ALE) to compute the quantitative appetite status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk appetite fields on the Entity form (continued)

Field	Description
	Note: The quantitative tolerance should be greater than the defined quantitative appetite.
Risk appetite status	
Qualitative appetite status	Qualitative appetite status of the entity. The qualitative appetite status is calculated by comparing the defined qualitative appetite with the qualitative appetite that is mapped to the final risk rating. A risk administrator can map the appetite scales to the risk rating criteria for the final assessment type in the risk assessment methodology (RAM). **Note:** The primary RAM that is associated with the entity class is considered for status calculation. For example, if you define the qualitative appetite as 2-Minimalist and the qualitative tolerance as 4-Open, then the following statuses appear: • For a qualitative risk rating of 1- Averse or 2-Minimalist, the appetite status is within appetite. • For a qualitative risk rating of 3-Cautious or 4-Open, the appetite status is outside the appetite. • For a qualitative risk rating of 5-Hungry, the appetite status is outside the tolerance.
Quantitative appetite status	Quantitative appetite status of the entity. The annual loss expectancy (ALE) values are compared with the defined quantitative appetite to calculate this appetite status. **Note:** The aggregated ALE value from the primary RAM that is associated with the entity class are considered for the status calculation. For example, if you define the quantitative appetite as $1000 (US dollars) and the quantitative tolerance as $1500, then the following statuses appear:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk appetite fields on the Entity form (continued)

Field	Description
	• For ALE equal to or less than $1000, the appetite status is within the appetite. • For ALE ranges from $1001 to $1500, the appetite status is outside the appetite. • For ALE more than $1500, the appetite status is outside the tolerance.
Appetite status	Overall appetite status. The overall appetite status considers the worst-case scenario between the qualitative and quantitative status. For example, if the qualitative appetite status is within the appetite and the quantitative appetite status is outside the appetite, then the overall appetite status is outside the appetite.

Define the risk appetite for a risk

Define the risk appetite on the risk records in the Risk Management application to evaluate all possible risks and to set the boundaries for acceptable and unacceptable risks.

Before you begin

Role required: sn_risk.user

About this task

Risks inherit the appetite value from the associated risk statement. Risk owners can also define the risk appetite and tolerance on the risk form when there's a business requirement to override the parent value. For more information on the risk appetite and tolerance, see Risk appetite and tolerance in Advanced Risk.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the list icon and navigate to the risk.
3. Define the risk appetite for a new or an existing risk:
   - To define the risk appetite for a new risk, select **New**.
   - To define the risk appetite for an existing risk, select and open the required risk record.
4. On the risk form, select the **Risk Appetite** section and fill in the fields.

   For a description of the field values, see Risk appetite fields on the Risk form.
5. Select **Save**.

Risk appetite fields on the Risk form

Learn about the risk appetite fields on the Risk form. Use these fields to define the risk appetite, evaluate all the possible risks, and set the boundaries for acceptable and unacceptable risks in the Risk Management application.

See the following table for a description of the field values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
The risk appetite fields that appear on the entity form depends on the advanced risk assessment properties set by the risk administrator.

Risk appetite fields on the Risk form

Field	Description
Override qualitative risk appetite	Option to override the qualitative risk appetite of the risk statement. By default, all risks inherit the risk appetite of the risk statement in the risk form. When you select this option, you can define the risk appetite values for the current risk separately. **Note:** This field appears only when there's an associated risk statement available for the current risk.
Justification for override	Reason to override the qualitative risk appetite values of the risk statement in the current risk. This information helps the risk manager to understand the business need for the override. **Note:** This field appears only when the **Override qualitative risk appetite** option is selected.
Qualitative appetite	Risk appetite in numerical scale and rating terms. The qualitative appetite is compared with the qualitative risk rating to compute the qualitative appetite status. You can define the qualitative appetite based on the appetite scale set by the risk administrator. The default options are as follows: • 1 - Averse • 2 - Minimalist • 3 - Cautious • 4 - Open • 5 - Hungry A risk administrator can change or create the risk appetite scales based on the organization's requirement. For more information, see Set up a risk appetite scale.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk appetite fields on the Risk form (continued)

Field	Description
	Note: A risk user and risk reader with the sn_risk_advanced.qualitative_risk_appetite_reader role can only view the qualitative appetite and qualitative tolerance values on the form and in other places.
Quantitative appetite	Risk appetite in quantitative terms. The quantitative risk appetite can be measured and expressed in monetary values. The quantitative appetite is the amount of loss that an organization is willing to risk. For example, an organization decides to have $10,000 (US dollars) as the target non-performing asset (NPA) for this year, which means that the organization defines $10,000 (US dollars) as the quantitative risk appetite. The quantitative appetite is compared with the annual loss expectancy (ALE) to compute the quantitative appetite status. **Note:** A risk user and risk reader with the sn_risk_advanced.quantitative_risk_appetite_reader role can only view the quantitative appetite and quantitative tolerance values on the form and in other places.
Qualitative tolerance	Risk tolerance in numerical scale and rating terms. The risk tolerance is the standard deviation from the defined risk appetite. The qualitative tolerance is compared with the qualitative risk rating to compute the qualitative appetite status. The qualitative tolerance should be greater than the defined qualitative appetite. You can define the qualitative tolerance based on the appetite scale set by the risk administrator. The default options are as follows: • 1 - Averse • 2 - Minimalist • 3 - Cautious • 4 - Open • 5 - Hungry A risk administrator can change or create the risk appetite scales based on the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk appetite fields on the Risk form (continued)

Field	Description
	organization's requirement. For more information, see Set up a risk appetite scale.
Quantitative tolerance	Risk tolerance in quantitative terms. The risk tolerance is the standard deviation from the defined risk appetite. The quantitative risk tolerance can be measured and expressed in monetary values. For example, an organization decides to have $15,000 (US dollars) as a target non-performing asset (NPA) for this year, which means that the organization defines $15,000 (US dollars) as the quantitative risk tolerance. The quantitative tolerance is compared with the annual loss expectancy (ALE) to compute the quantitative appetite status. **Note:** The quantitative tolerance should be greater than the defined quantitative appetite.
Risk appetite statement	Risk appetite statement that defines the amount and types of risk an organization is willing to accept to achieve its objectives. It documents what the organization considers as threats and its response strategies. These statements give additional context to understand the risk appetite and help the business to make risk-informed decisions. For example, "ACME Inc. has no appetite for unauthorized access to systems and confidential data and will maintain strong controls to mitigate external threats against its technology infrastructure. ACME Inc. has a low appetite for losing the continuity of business operations stemming from unreliable telecommunications or system availability. Business resiliency planning and execution must be aligned with strategic objectives. ACME Inc. has a moderate appetite for innovative technology solutions to meet user demands in a rapidly changing environment. The agency will exercise appropriate governance

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk appetite fields on the Risk form (continued)

Field	Description
	`and discipline when considering and adopting new technology."`
Risk appetite status	
Qualitative appetite status	Qualitative appetite status of the risk. The qualitative appetite status is calculated by comparing the defined qualitative appetite with the qualitative appetite that is mapped to the final risk rating. A risk administrator can map the appetite scales to the risk rating criteria for the final assessment type in the Risk assessment methodology (RAM). **Note:** The primary RAM that is defined in the associated entity is considered for status calculation. For example, if you define the qualitative appetite as 2-Minimalist and the qualitative tolerance as 4-Open, then the following statuses appear: • For a qualitative risk rating of 1- Averse or 2-Minimalist, the appetite status is within the appetite. • For a qualitative risk rating of 3-Cautious or 4-Open, the appetite status is outside the appetite. • For a qualitative risk rating of 5-Hungry, the appetite status is outside the tolerance.
Quantitative appetite status	Quantitative appetite status of the risk. The annual loss expectancy (ALE) values are compared with the defined quantitative appetite to calculate this appetite status. **Note:** The risk assessment ALE value from the primary RAM that is defined in the associated entity are considered for status calculation. For example, if you define the quantitative appetite as $1000 (US dollars) and the quantitative tolerance as $1500 (US dollars), then the following statuses appear:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk appetite fields on the Risk form (continued)

Field	Description
	• For ALE that is equal to or less than $1000 (US dollars), the appetite status is within the appetite. • For ALE ranges from $1001 to $1500 (US dollars), the appetite status is outside the appetite. • For ALE more than $1500 (US dollars), the appetite status is outside the tolerance.
Appetite status	Overall appetite status. The overall appetite status considers the worst-case scenario between the qualitative and quantitative status. For example, if the qualitative appetite status is within the appetite and the quantitative appetite status is outside the appetite, then the overall appetite status is outside the appetite.

Define the risk appetite for a risk statement

Define the risk appetite on the risk statement records in the Risk Management application to evaluate all the possible risks and set the boundaries for the acceptable and unacceptable risks.

Before you begin

Role required: sn_risk.manager

About this task

A risk manager can define the risk appetite and tolerance for the risk statement and then copy the qualitative risk appetite to the downstream risk statements and risks. It helps businesses to take risks within their organizational capabilities and define and manage an action plan when there's a breach. By defining the qualitative (numerical scale and ratings) and quantitative (monetary value) appetite, a risk user can understand the risk appetite and take decisions.
For more information on the risk appetite and tolerance, see Risk appetite and tolerance in Advanced Risk.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the list icon and navigate to the risk statement.
3. Define the risk appetite for a new or an existing risk statement:
   - To define the risk appetite for a new risk statement, select **New**.
   - To define the risk appetite for an existing risk statement, select and open the required risk statement record.
4. On the form, select the **Risk Appetite** section and fill in the fields.

   For a description of the field values, see Risk appetite fields on the Risk Statement form.
5. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. **Optional:** To copy the qualitative appetite to the downstream risk statement and risks, select the more actions icon on the form and select **Copy qualitative appetite**.

> **Important:**
> You can only copy the qualitative appetite and tolerance to the downstream risks and risk statements when the risk appetite isn't overridden. You need to define quantitative appetite and tolerance for each level in the hierarchy.

Risk appetite fields on the Risk Statement form

Learn about the risk appetite fields on the Risk Statement form. Use these fields to define the risk appetite, evaluate all the possible risks, and set the boundaries for the acceptable and unacceptable risks in the Risk Management application.

See the following table for a description of the field values.

> **Note:**
> The risk appetite fields that appear on the entity form depends on the advanced risk assessment properties that are set by the risk administrator.

Risk appetite fields on the Risk Statement form

Field	Description
Override qualitative risk appetite	Option to override the qualitative risk appetite of the parent risk statement. By default, all risk statements inherit the risk appetite of the parent risk statement. When you select this option, you can define the risk appetite values for the current risk statement separately. **Note:** This field appears only when there's a parent risk statement available for the current risk statement.
Qualitative appetite	Risk appetite in numerical scale and rating terms. The qualitative appetite is compared with the qualitative risk rating to compute the qualitative appetite status. You can define the qualitative appetite based on the appetite scale that is set by the risk administrator. The default options are as follows: • 1 - Averse • 2 - Minimalist • 3 - Cautious • 4 - Open • 5 - Hungry A risk administrator can change or create the risk appetite scales based on the organization's requirement. For more information, see Set up a risk appetite scale.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk appetite fields on the Risk Statement form (continued)

Field	Description
	After you define the qualitative appetite, you can copy it to the downstream risks and risk statements. **Note:** A risk manager with the sn_risk_advanced.qualitative_risk_appetite_reader role can only view the qualitative appetite and qualitative tolerance values on the form and in other places.
Quantitative appetite	Risk appetite in quantitative terms. The quantitative risk appetite can be measured and expressed in monetary values. The Quantitative appetite is the amount of loss that an organization is willing to risk. For example, an organization decides to have $10,000 (US dollars) as a target non-performing asset (NPA) for this year, which means that the organization defines $10,000 (US dollars) as the quantitative risk appetite. The quantitative appetite is compared with the annual loss expectancy (ALE) to compute the quantitative appetite status. **Note:** A risk manager with the sn_risk_advanced.quantitative_risk_appetite_reader role can only view the quantitative appetite and quantitative tolerance values on the form and in other places.
Qualitative tolerance	Risk tolerance in numerical scale and rating terms. The risk tolerance is the standard deviation from the defined risk appetite. The qualitative tolerance is compared with the qualitative risk rating to compute the qualitative appetite status. The qualitative tolerance should be greater than the defined qualitative appetite. You can define the qualitative tolerance based on the appetite scale set by the risk administrator. The default options are as follows: • 1 - Averse • 2 - Minimalist • 3 - Cautious • 4 - Open • 5 - Hungry

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk appetite fields on the Risk Statement form (continued)

Field	Description
	A risk administrator can change or create the risk appetite scales based on the organization's requirement. For more information, see Set up a risk appetite scale.
Quantitative tolerance	Risk tolerance in quantitative terms. The risk tolerance is the standard deviation from the defined risk appetite. The quantitative risk tolerance can be measured and expressed in monetary values. For example, an organization decides to have $15,000 (US dollars) as the target non-performing assets (NPAs) for this year. This means that the organization defines $15000 (US dollars) as the quantitative risk tolerance. The quantitative tolerance is compared with the annual loss expectancy (ALE) to compute the quantitative appetite status. **Note:** The quantitative tolerance should be greater than the defined quantitative appetite.
Risk appetite statement	Risk appetite statement that defines the amount and types of risk that an organization is willing to accept to achieve its objectives. It documents what the organization considers threats and its response strategies. These statements give additional context to understand the risk appetite and help the business to make risk-informed decisions. For example, `"ACME Inc. has no appetite for unauthorized access to systems and confidential data and will maintain strong controls to mitigate external threats against its technology infrastructure. ACME Inc. has a low appetite for losing the continuity of business operations stemming from unreliable telecommunications or system availability. Business resiliency planning and execution must be aligned with strategic objectives. ACME Inc. has a moderate appetite for innovative technology solutions to meet user demands in a rapidly changing`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk appetite fields on the Risk Statement form (continued)

Field	Description
	`environment. The agency will exercise appropriate governance and discipline when considering and adopting new technology."`
Next review date	Date to update the risk appetite fields and review the risk appetite statement. An email notification is sent to the risk statement owner before the next review date. A risk administrator can schedule the email notification in the advanced risk assessment properties. For more information, see Configure a risk appetite and tolerance in Advanced Risk.
Risk appetite status	
Methodology for status calculation	Risk assessment methodology (RAM) whose aggregated results are used to calculate the risk appetite status of the risk statement.
Qualitative appetite status	Qualitative appetite status of the risk statement. The qualitative appetite status is calculated by comparing the defined qualitative appetite with the qualitative appetite that is mapped to the final risk rating. A risk administrator can map the appetite scales to the risk rating criteria for the final assessment type in RAM. **Note:** The RAM selected from the **Methodology for status calculation** field is considered for the status calculation. For example, if you define the qualitative appetite as 2-Minimalist and qualitative tolerance as 4-Open, then the following statuses appear: • For a qualitative risk rating of 1- Averse or 2-Minimalist, the appetite status is within appetite. • For a qualitative risk rating of 3-Cautious or 4-Open, the appetite status is outside appetite. • For a qualitative risk rating of 5-Hungry, the appetite status is outside the tolerance.
Quantitative appetite status	Quantitative appetite status of the risk statement. The annual loss expectancy (ALE) values are compared with the defined quantitative appetite to calculate this appetite status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk appetite fields on the Risk Statement form (continued)

Field	Description
	Note: The aggregated ALE value from the RAM that are selected from the **Methodology for status calculation** field are considered for the status calculation. For example, if you define the quantitative appetite as $1000 (US dollars) and the quantitative tolerance as $1500 (US dollars), then the following statuses appear: • For ALE equal to or less than $1000, the appetite status is within appetite. • For ALE ranges from $1001 to $1500, the appetite status is outside the appetite. • For ALE more than $1500, the appetite status is outside the tolerance.
Appetite status	Overall appetite status. The overall appetite status considers the worst-case scenario between the qualitative and quantitative status. For example, if the qualitative appetite status is within the appetite and the quantitative appetite status is outside the appetite, then the overall appetite status is outside the appetite.

Parallel Review and Feedback in Advanced Risk

Learn how to use the Review and feedback workflow to enable the 2nd and 3rd line managers to review records, capture feedback, and track the closure of feedback.

Overview of Parallel Review and Feedback

The Parallel Review and Feedback in the Advanced Risk application helps in collaboration and engagement across different lines of management within an organization. The workflow enables the 2nd and 3rd line managers, such as Operational, IT, and Business Risk Managers, to provide feedback on records or fields in the records. For example, a risk manager can provide feedback by requesting a root cause analysis at the field level of the risk event. Alternatively, they may request the risk event owner to provide details of additional loss entries at the record level for the same risk event. Risk managers can create feedback on records available on the ServiceNow table and external records.

Benefits of Parallel Review and Feedback

The Parallel Review and Feedback application enables you to do the following:

- Provide feedback at any stage of the workflow.
- Update the feedback responses directly from the source record by using the side-panel feature.
- View and manage the feedback workflows that are raised against the records from a centralized dashboard.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- View the change history, which enables a quick comparison of pre-feedback and post-feedback.
- Reopen the feedback if the responses are deemed unsatisfactory.
- Monitor the feedback and follow up with the record owners through an intuitive dashboard.
- Collaborate effectively with the reviewer, respondent, and other stakeholders through a sidebar discussion chat.
- Initiate and link further actions as outcomes of the feedback, such as creating an issue or linking to an existing one.
- Configure a feedback integration setup for any record type, including custom tables where you can define the table or record type to create feedback from.

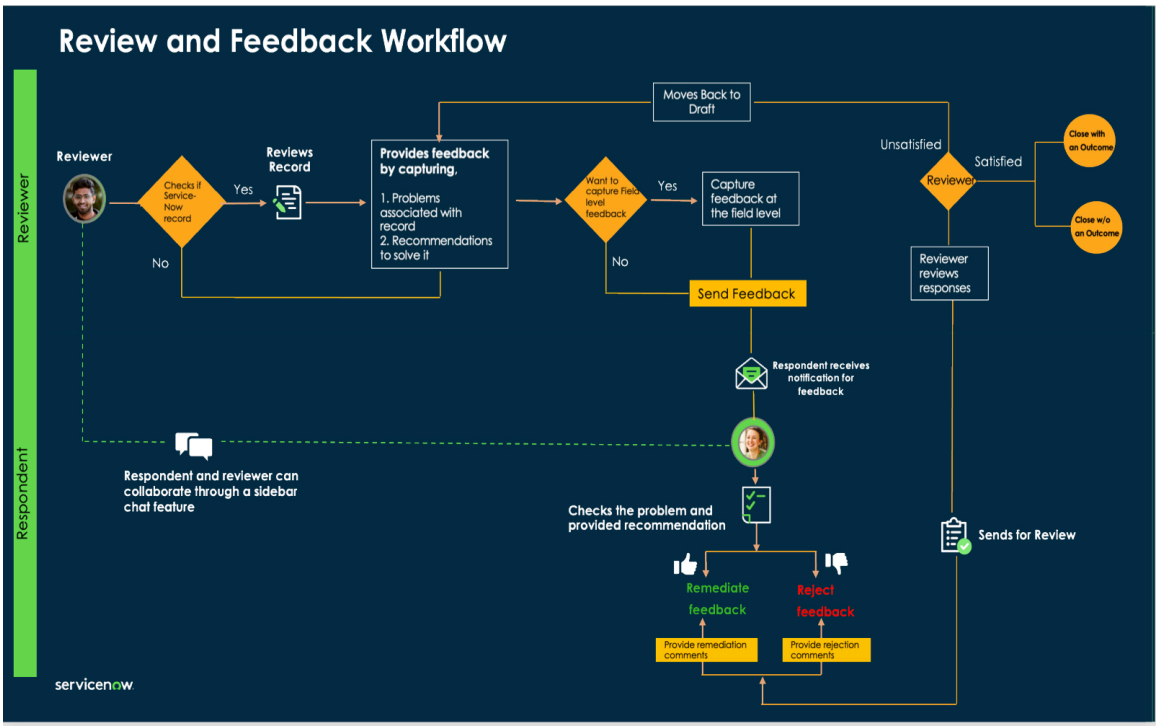
Parallel Review and Feedback workflow

The Parallel Review and Feedback workflow outlines the systematic process by which the solution facilitates the submission of feedback on a record or specific fields within a record. Feedback could be related to any improvement or recommendation at a record level, such as data integrity, compliance, and operational procedures.

Exploring the user journey for Parallel Review and Feedback

The following diagram shows the workflow of Review and Feedback.

Parallel Review and Feedback workflow



The steps for how each user uses the Review and Feedback application according to their organization's requirements are explained as follows.

Configure a feedback integration

Configure a feedback integration setup in the Advanced Risk application to define the table on which you want to use Parallel Review and Feedback. This setup enables you to define the workspace, reviewer, and respondent for creating feedback on the table records. A user with the sn_rvw_feedback.admin role can

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

configure a feedback integration. For more details, see Configure a feedback integration.

Create the feedback

A user with the sn_rvw_feedback.reviewer role can create feedback on a record they're reviewing, suggesting overall improvements, or changes to specific fields in the record. You can create feedback on both ServiceNow® and external records. For more information, see Create feedback in the Risk Workspace and Create Feedback from the record side panel.

Respond to the feedback

A user with the sn_rvw_feedback.respondent role can take necessary actions and provide comments or explanations regarding the submitted feedback. The respondent can either remediate or reject the feedback, provided that there's proper justification. After closing all the open items, the respondent can send the feedback to the reviewer. For more information, see Respond to the feedback.

Collaborate through sidebar chat feature

The Sidebar chat feature enabling the first and second line risk users to discuss feedback in real-time. The chat feature enables better collaboration among different stakeholders to brainstorm solutions, clarify details, or coordinate actions regarding the feedback received. For more information, see Initiate a chat from Sidebar in Parallel Review and Feedback.

Review and close the feedback

When the reviewer is content with the respondent's comments, they have a couple of options. They can choose to close the feedback either with or without an action. If an action is selected, they can take further actions based on the feedback received. It involves initiating new actions or tasks, such as creating an issue or linking it to an existing record, to facilitate follow-up and resolution. For example, an organization conducted an RCSA (Risk and control self-assessment) concerning fraud-related risks and suggested they have 3 controls in place. Subsequently, the second line of defense reviewed the assessment and raised a feedback, recommending the addition of a new control as it aligns with global best practices to mitigate that risk. Implementing this new control requires budget allocation and an estimated timeline of 1-2 years. The organization may decide to close the feedback by creating an issue to track and manage the progress.

When the reviewer isn't satisfied with the respondent comments, the reviewer can move the feedback to the Draft state and reinitiate the workflow. For more information, see Review and close the feedback.

Feedback dashboard

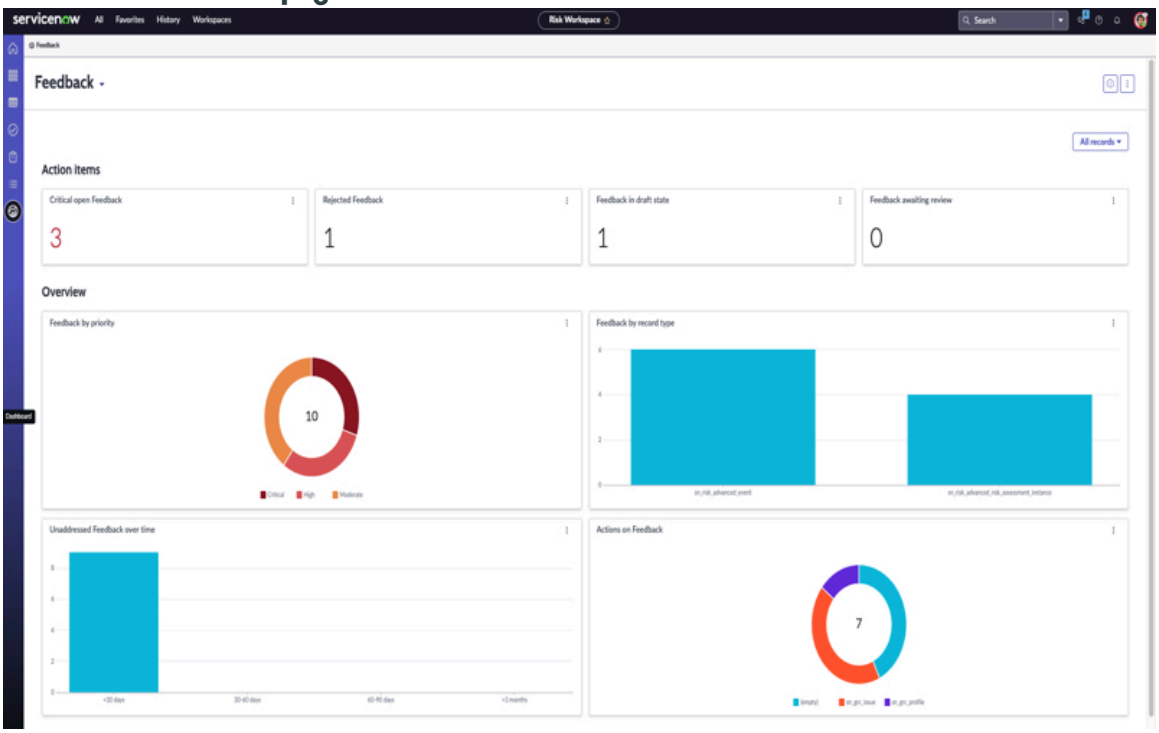
Use the Feedback dashboard to track and manage feedback using the Risk Workspace. The Feedback dashboard organizes feedback according to its status, importance, type, and other specific factors.

Launching Feedback dashboard

You can launch the Feedback dashboard by using the launcher  icon. The following example shows the cards that are available on the Feedback dashboard.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Feedback dashboard page



You can analyze and monitor only relevant information by filtering the dashboard based on different record types. You can navigate to **All records** and select the respective record type to visualize related information on the dashboard. The available record types are based on the active feedback configurations.

The following table describes the cards that are available on the Feedback dashboard landing page.

Feedback dashboard

Section	Card	Description
Action items	Critical open Feedback	Shows the feedback with priority as **Critical**.
	Rejected Feedback	Shows the feedback with response as **Rejected**.
	Feedback in draft state	Shows the feedback that hasn't yet been sent to the respondent.
	Feedback awaiting review	Shows the feedback that hasn't yet been reviewed by the reviewer following the respondent's comments.
Overview	Feedback by priority	Shows the active feedback based on their assigned priorities. This helps in understanding the proportion of feedback categorized by urgency levels.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Feedback dashboard (continued)

Section	Card	Description
	Feedback by record type	Shows the feedback based on their record types. This helps in understanding the proportion of feedback categorized by the source records.
	Unaddressed Feedback over time	Shows the unaddressed feedback over time. The bar chart displays the trend of unresolved feedback, enabling teams to measure their responsiveness and workload distribution.
	Actions on Feedback	Shows the closed feedback with initiated actions and feedback with no actions taken. It facilitates the analysis of what further actions are generally taken as an outcome of the feedback.

Configure a feedback integration

Configure a feedback integration setup in the Advanced Risk application to define the table on which you want to use Parallel Review and Feedback. This setup enables you to define the workspace, reviewer, and respondent for creating feedback on the table records.

Before you begin

Role required: sn_rvw_feedback.admin

Procedure

1. Navigate to **All** > **Parallel Review and Feedback** > **Feedback** > **Administration** > **Feedback Integration Configuration**.
2. Select **New**.
3. On the form, fill in the fields.

   For a description of the field values on the Feedback Integration Configuration form, see Feedback integration configuration form.
4. Select **Submit**.

Feedback integration configuration form

Use the Feedback integration configuration form to define a setup for the Parallel Review and Feedback.

See the following table for a description of the field values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Feedback integration configuration form

Field	Description
Table	Name of the table to integrate review and feedback. For example, if you want to provide feedback on the risk event records, you must select the sn_risk_advanced_event table.
Reviewer group	Reviewer group who can provide feedback on the selected table records.
Active	State of the feedback integration configuration. Only active configurations can be considered to provide feedback on the selected table records.
Workspace URL path	Workspace URL path to send feedback-related notifications to a particular workspace. For example, to use it on the Risk Workspace, select `risk/risk`.
Respondent	
Respondent type	Respondent who can respond to the raised feedback on the selected table records. The options are as follows: • **User on target record**: Individual who can respond to the feedback. • **Group on target record**: Group of users who can respond to the feedback. • **Specific group**: Specific group who can respond to the feedback when the target record doesn't have a user or group. You can see only those groups that are assigned with the sn_rvw_feedback.respondent role.
Respondent field	User or group field on the target record. For example, if you want the record owner to respond to the raised feedback, select `Owner` in this field.

Create feedback in Advanced Risk

Create feedback on a record or fields in a record in the Advanced Risk application. The feedback enables you to recommend improvements related to data integrity, compliance, operational procedures, and other pertinent areas.

You can create feedback by using one of the following options:

- Create feedback in the Risk Workspace
- Create Feedback from the record side panel

Create feedback in the Risk Workspace

Create feedback on a record or fields in a record, to recommend improvements related to data integrity, compliance, operational procedures, and other pertinent areas, such as disposition and accountability.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: sn_rvw_feedback.reviewer

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the list  icon.
3. From the list, navigate to **Parallel Review and Feedback** and select **Feedback**.
4. Select **New**.
5. On the form, fill in the fields.

   For a description of the field values on the Create New Feedback form, see Create New Feedback form.
6. Select **Save**.
   The feedback is moved to the Draft state.
7. To add feedback items, select the **Items** related list.
8. Select **New**.
9. On the form, fill in the fields.

Create New Feedback Item form

Field	Description
State	State of the feedback item. This field is automatically set to **Open**.
Context	Fields on the record on which you want to provide feedback.
Reviewer comments	Observations or feedback on the selected context.
Respondent comments	Comments or explanations provided by the respondent for the feedback. This is a read-only field for a reviewer.

10. Select **Save**.
11. Select **Send feedback**.
    The feedback is raised and assigned to the respondent. The feedback is moved to the Assigned state.

Create New Feedback form

Use the Create new feedback form to provide feedback on a record or fields in a record.

See the following table for a description of the field values.

Create new feedback form

Field	Description
Name	Name of the feedback.
Description	A brief description of the feedback.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create new feedback form (continued)

Field	Description
Refers to ServiceNow record	Option to select a ServiceNow table record on which you want to provide feedback. Clear this option to select an external record.
Record type	Feedback integration configuration on which you want to provide feedback. This enables you to select the table defined in the configuration. **Note:** This field appears only when the **Refers to ServiceNow record** option is selected.
Priority	Priority of the feedback.
Record	Record on which you want to provide feedback. This enables you to select the records associated in the table defined in the configuration.
Watch list	Individuals to be notified regarding the feedback.
Reviewers	
Reviewer group	Group that is providing the feedback.
Reviewer	Individual providing the feedback. This field is automatically set to your name. You can also provide feedback on behalf of someone.
Respondents	
Respondent group	Group that is responding to the feedback.
Respondent	Individual responding to the feedback.
Response	
Response	State of the response. This is a read-only field for a reviewer.
Respondent comments	Comments or explanations provided by the respondent for the feedback. This is a read-only field for a reviewer.
Activity	
Work notes	Notes or information about the feedback. For example, problems associated with the record and its possible solution.
Additional comments (Customer visible)	Additional information about the feedback that you want to share with the customers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create Feedback from the record side panel

Create feedback on a record or fields in a record from the record side panel using the Advanced Risk application. The feedback enables you to recommend improvements related to data integrity, compliance, operational procedures, and other pertinent areas.

Before you begin

Role required: sn_rvw_feedback.reviewer

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the list  icon.
3. Open the record on which you want to create a Feedback.
4. In the side-panel, select the list  icon.
5. Select **New**.
6. On the form, fill in the fields.

   For a description of the field values on the Create New Feedback form, see Feedback Details form.

7. Select **Save**.
   The feedback is moved to the Draft state.
8. **Optional:** To initiate a Sidebar discussion, select the More actions icon on the feedback, and select **Discuss**.
9. To add feedback items, select the **Add Item**.
10. On the form, fill in the fields.

Feedback item form

Field	Description
Record context	Fields on the record on which you want to provide feedback.
Comments	Observations or feedback on the selected context.

11. Select **Save**.
12. Select **Send feedback**.
    The feedback is raised and assigned to the respondent. The feedback is moved to the Assigned state.

Feedback Details form

Use the Feedback Details form to provide feedback on a record or fields in a record from the record side panel.

See the following table for a description of the field values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Feedback Details form

Field	Description
Name	Name of the feedback.
Description	A brief description of the feedback.
Reviewer group	Group that is providing the feedback.
Reviewer	Individual providing the feedback. This field is automatically set to your name. You can also provide feedback on behalf of someone.
Respondent group	Group that is responding to the feedback.
Respondent	Individual responding to the feedback.
Priority	Priority of the feedback.

Initiate a chat from Sidebar in Parallel Review and Feedback

Initiate a Sidebar chat to collaborate among different stakeholders to brainstorm solutions, clarify details, or coordinate actions regarding the feedback received.

Before you begin

Role required: sn_rvw_feedback.reader

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the list  icon.
3. From the list, navigate to **Parallel Review and Feedback** and select **Feedback**.
4. Open the Feedback that you want to discuss.
5. Select **Discuss**.
   The Start a Sidebar discussion dialog box appears.
6. To initiate Sidebar discussion from the record side-panel, open the record that you want to discuss and do the following:
   a. In the side-panel, select the list  icon.
   b. Select the feedback.
   c. Select the More actions icon on the feedback, and select **Discuss**.
7. In the Start a Sidebar discussion dialog box, fill in the fields as appropriate.

Start a Sidebar discussion

Field	Description
Subject	Option to provide a title for the sidebar discussion.
Add participants	Options to add participants for the sidebar discussion.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: You can include any users with access to this record in this discussion.
Include a brief message for participants	Brief summary about the feedback to be discussed in the sidebar discussion.

8. Select **Start discussion**.

Respond to the feedback

Provide comments or explanations regarding the submitted feedback using the Advanced Risk application. You can either remediate or reject the feedback, provided that there's proper justification.

Before you begin

Role required: sn_rvw_feedback.respondent

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **My tasks**.
2. Open the Feedback that you want to respond.
3. To respond to the feedback from the record side panel, select the list  icon on the record and do the following:
   a. Provide comments or explanations regarding the feedback submitted in the **Response** field. **Response** field is required to reject a feedback item.
   b. Select **Remediate** or **Reject**.
4. To respond to the feedback on the record, navigate to the **Response** section and do the following:
   a. Select the response in the **Response** field.
   b. Provide comments or explanations regarding the feedback submitted in the **Respondent comments**.
   The **Respondent comments** field becomes required when you select the response as **Rejected**.
   c. Select **Save**.
5. To respond to the feedback items, select the **Items** related list and do the following:
   The **Items** related list appears only when the reviewer adds feedback items while providing the feedback.
   a. Select the feedback items.
   b. Select the response in the **State** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

c. Provide comments or explanations regarding the feedback submitted in the **Respondent comments**.
The **Respondent comments** field becomes required when you select the response as **Rejected**.

d. Select **Save**.

6. Select **Send for review**.
You must close all the open items to send the feedback to the reviewer.

Review and close the feedback

Review the feedback response and take further actions using the Advanced Risk application.

Before you begin

Role required: sn_rvw_feedback.reviewer

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **My tasks**.
2. Open the Feedback that you want to review and assess the respondent's comments and response.
3. If you are satisfied with the response, you have the following choices:
   - To close the feedback, select **Close**.
   - To close the feedback with an action, select **Close and initiate an action**.

   Note:
   You can create an issue or link the feedback to an existing record to facilitate follow-up and resolution.

4. **Optional:** If you're unsatisfied with the response, select the more actions ••• icon and do the following:

   a. Select **Move to draft**.
   This action clears previous responses from the respondent.

   b. Select **Ok**.

Roles for Parallel Review and Feedback

When you integrate Parallel Review and Feedback with other applications, users must have the necessary roles to review records, capture feedback, and track the closure of feedback.

The following roles have been introduced to enable users of other applications to use the Parallel Review and Feedback:

Roles installed

Role title [name]	Contained under	Description
sn_rvw_feedback.admin	sn_risk.admin	Users with this role can configure a feedback integration setup to define

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed (continued)

Role title [name]	Contained under	Description
		the table on which you want to use parallel review and feedback.
sn_rvw_feedback.reviewer	sn_risk_workspace.IT_risk_manager sn_risk_workspace.operational_risk_manager	Users with this role can create feedback on a record they're reviewing, suggesting overall improvements, or changes to specific fields in the record.
sn_rvw_feedback.respondent	sn_risk_workspace.business_ops_risk_manager	Users with this role can take necessary actions and provide comments or explanations regarding the submitted feedback.
sn_rvw_feedback.reader	sn_risk.reader	Users with this role have read-access to feedback.

Risk assessment project

You can perform assessments on multiple risks and controls simultaneously by creating a risk assessment project. Risk assessment project enables assessors to review multiple risks and controls to understand their potential impact, likelihood, and associated mitigation strategies.

Overview of a risk assessment project

A Risk assessment project is a structured process designed to assess multiple risks and controls simultaneously, particularly within workshop-based RCSA (Risk and Control Self-Assessment) environments. It replaces manual data entry and fragmented workflows by enabling efficient data collection, collaborative input from stakeholders, and automated reporting. A Risk assessment project simplifies coordination, speeds up processes, and improves data accuracy by providing a unified workspace for evaluating risks collectively and reliably.

Note:
Assessment of multiple risks and controls is supported only in Risk Workspace.

Benefits of a risk assessment project

The following are the key benefits of a risk assessment project:

- Simplifies the RCSA process by enabling multiple risks and controls to be assessed at the same time, which saves time on manual data collection.
- Reduces the chances of errors and inconsistencies by using automated error handling and providing comprehensive error summaries before finalizing assessments.
- Reduces unnecessary back-and-forth interactions among stakeholders by involving all required participants in the assessment project.
- Enables navigation between different stages of risk assessments and access multiple risks and controls simultaneously, without switching screens.
- Provides detailed summary reports on the assessment results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Simplifies the process of signing off on all the risks together within the project.
- Enables access to reference information related to each risk in the sidebar panel.

Personas involved

The following personas are involved with the risk assessment project:

Project owner

The project Owner creates and manages the risk assessment project. It includes setting up the project context, identifying relevant stakeholders, and defining the scope of risks that must be assessed.

Assessor

The project assessor performs assessment on multiple risks and controls within the risk assessment project. They analyze each risk, evaluate the effectiveness of existing controls, and create risk response strategies.

Approver

The Project Approver reviews the completed risk assessments and provides the final sign-off on the project. They ensure that all scoped risks have been assessed and either approve or reject the risk assessment.

Roles required

The following roles are required for a risk assessment project:

- Risk assessment project reader [sn_risk_advanced.risk_asmt_project_reader]: Provides read-only access to the risk assessment projects.
- Risk assessment project user [sn_risk_advanced.risk_asmt_project_user]: Provides the ability to create risk assessment projects and update or delete only the projects created by the user.
- Risk assessment project manager [sn_risk_advanced.risk_asmt_project_manager]: Provides the ability to create, update, and delete any risk assessment projects.

For more information, see Roles installed with the GRC Risk Workspace.

Related topics

Workflow of risk assessment project

Create a risk assessment project

Workflow of risk assessment project

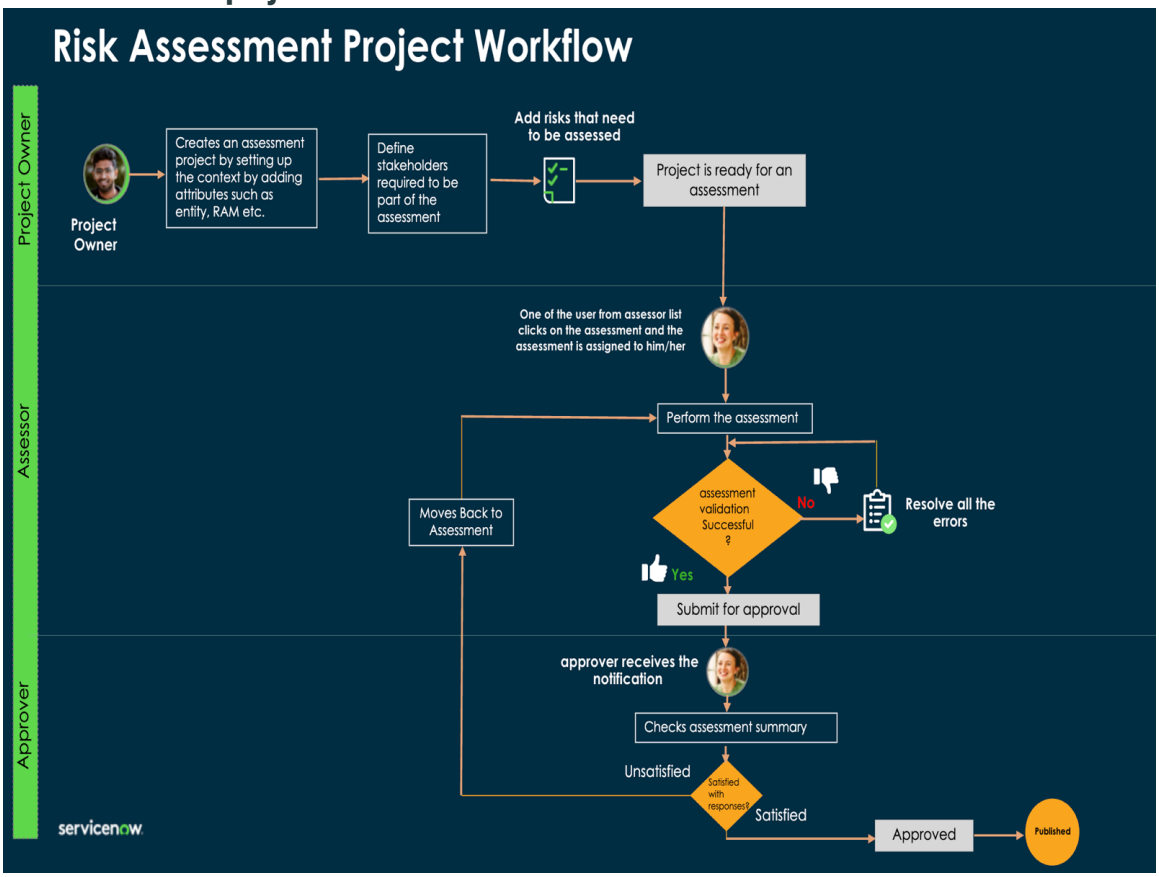
The risk assessment project workflow is a structured process to assess multiple risks and controls simultaneously using Risk Workspace.

Exploring the user journey for a risk assessment project

The following diagram shows the workflow of a risk assessment project.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk assessment project workflow



The stages of a risk assessment project are as follows:

1. **Define**: In this stage, the risk assessment project is created. A risk assessment project user ([sn_risk_advanced.risk_asmt_project_user]) or a risk assessment project manager ([sn_risk_advanced.risk_asmt_project_manager]) can create a risk assessment project and complete the following tasks:
   a. Define the context by including the assessable entity and the risk assessment methodology (RAM).
   b. Specify the project name and description.
   c. Identify and add the relevant stakeholders, including the project owner, assessors, and watchlist users.
2. **Risk scoping**: In this stage, the risk assessment project owner is responsible for defining the risks to be assessed. The following options are available to map risks for the selected composite or single entity:

   Create risks from upstream entities

   Option to add risks based on underlying relationships with selected entities. Risks are automatically mapped from the underlying entities. You can remove them without deleting them from the underlying entities. This option is specific to composite entities.

   Create ad-hoc risk

   Option to add a risk that is not in the library.

   Create risk from risk statements

   Option to add risks from the risk statement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. **Assessment**: In this stage, the assessor evaluates each scoped risk using the defined RAM. Throughout the assessment, the assessor can access a summary of the assessment. Automated error handling enables assessors to validate risk assessment projects, reducing the likelihood of errors and inconsistencies. After the assessment is completed, the assessor submits the assessment for approval.

   Note:
   Assessors can also add risks and controls during the assessment stage.

4. **Approval**: In this stage, the approvers configured in the approval configurator review the assessment summary. Based on the approvers' satisfaction with the assessment, the approver can do one of the following:

   Approve

   The project moves to the Completed stage.

   Reject

   The project moves to the Assessment stage for the assessor to address identified issues and make necessary revisions.

Note:
After the project reaches the Completed state, you can create a new project with the same RAM and entity. When the new project reaches the Completed state, the old project moves to the Archived state.

Create a risk assessment project

Create a risk assessment project to perform assessments on multiple risks and controls simultaneously using Risk Workspace. You can define the project context, including the assessable entity, Risk assessment methodology (RAM), project name, description, and identify and add stakeholders.

Before you begin

Role required: sn_risk_advanced.project_user or sn_risk_workspace.operational_risk_manager or sn_risk_workspace.IT_risk_manager, or sn_risk_workspace.business_op_risk_manager

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the list  icon.
3. From the list, navigate to **Risk assessment projects** and select **New**.
4. Select **New**.
5. In the Define stage, do the following.

   a. In the Context section, fill in the fields.

Context

Field	Description
Assessable entity	Single or composite entity that needs to be assessed.
Risk assessment methodology	Risk assessment methodology (RAM) that you use to assess risks within the project.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

b. Select **Next**.

c. In the Details section, fill in the fields.

Details

Field	Description
Name	Name of the risk assessment project. The name is automatically generated based on the selected assessable entity, followed by the current month and year, with a separator between them. You can modify the name if necessary.
Description	Description about the risk assessment project. It helps the assessors to understand the project in detail.

d. Select **Next**.

e. In the Stakeholders section, fill in the fields.

Stakeholders

Field	Description
Owner	Name of the project owner. This field is automatically set to the user who created the project, but you can modify it if needed.
Assessor type	User or group who is responsible for assessing the project. Choices are as follows: ▪ **Users**: Option to select users responsible for assessing the project. ▪ **Group**: Option to select group of users responsible for assessing the project. ▪ **Entity owner**: Option to select the assessable entity owner as assessor. ▪ **Entity stakeholder**: Option to select assessor from the assessable entity stakeholders list.
Assessors	User who is responsible for assessing the project. This field appears only when **Users** is selected from **Assessor type**.
Assessor group	Group that is responsible for assessing the risk. This field appears only when **Group** is selected from **Assessor type**.
Assessors from entity	Assessors from the assessable entity stakeholders list. This field appears only when **Entity stakeholder** is selected from **Assessor type**.
Watchlist type	Users or group who can view and receive notifications about the project. Choices are as follows: ▪ **Users**: Option to select users who can view and receive notifications about the project. ▪ **Group**: Option to select group of users who can view and receive notifications about the project. ▪ **Entity stakeholder**: Option to select watchlist users from the assessable entity stakeholders list.
Watchlist users	Users who can view and receive notifications about the project. This field appears only when **Users** is selected from **Watchlist type**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Watchlist group	Group who can view and receive notifications about the project. This field appears only when **Group** is selected from **Watchlist type**.
Watchlist users from entity	Watchlist users from the assessable entity stakeholders list. This field appears only when **Entity stakeholder** is selected from **Watchlist type**.

The project moves to the Scope risk stage and you can see a list of risks mapped from the underlying entities.

6. To add risks in the Scope risk stage, you can do the following:
   a. **Optional:** To create risks from the risk statement, select **Create from risk statements**.
   b. **Optional:** To add a risk that is not in the library, select **Create ad-hoc risk**.
   c. **Optional:** To remove risks from the assessment without deleting them from the underlying entities, select the risks, and select **Remove**.
   d. **Optional:** To add any risks that have been removed, select **Add risk**.
7. Select **Next**.
   The project moves to the Assess stage, and a notification goes to the assessor.

Perform assessment on a risk assessment project in stacked view

Perform assessments on multiple risks and controls simultaneously in a risk assessment project using Risk Workspace. You can assess inherent risks, effectiveness of controls, residual risks, and target risks. You can define risk responses that enable you to manage and mitigate the risks identified during the risk assessment process.

Before you begin

Role required: sn_grc.business_user, sn_risk_workspace.IT_risk_manager, and sn_risk_workspace.operational_risk_manager

Note:
You must manually add the sn_risk_advanced.risk_asmt_project_reader and sn_risk_advanced.ara_assessor roles to sn_grc.business_user to perform assessments on the risk assessment project.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **My tasks**.
2. Open the risk assessment project that you want to assess.
3. Select **Stacked view** to assess the risk assessment project.
4. Select **Open assessment**.
5. To start the assessment, select **Let's get started**.
   If you're performing reassessment, Copy risk assessments dialog box appears. Select **Yes** to copy responses from the previous risk assessment.
6. **Optional:** To reassign the project, select the ⋮, and select **Reassign**.
7. **Optional:** To add risks to the project, you can do the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. To create risks from the risk statement, select the icon, and select **Create from risk statements**.

b. To add a risk that is not in the library, select the icon, and select **Create ad hoc risk**.

c. To add any underlying risks that have been removed, select the icon, and select **Add risk**.

The risks with an in-progress assessment can't be added as part of the risk assessment project.

8. **Optional:** To remove risks from the project, you can do the following:
   Removed scoped risks remain part of the project but are marked as not applicable for reporting purposes. However, removed ad hoc risks are completely deleted.

   a. Select **Actions**.

   b. Select **Remove risk**.
   Remove risk dialog box appears.

   c. In the remove risk dialog box, provide justification and select **Remove**.
   The selected risk is deleted, along with all associated responses.

9. Respond to all the factors in Inherent, Control, and Residual assessments, and define a risk response strategy for each risk within the project.
   The application automatically saves your responses and calculates the overall risk score.
10. To view the complete summary of the assessment, select **View summary**.
11. To check for any errors in the assessment before you submit the assessment, select the icon, and select **Validate**.
    You can see the list of errors, if any, that must be resolved in the side panel for the selected risk.
12. Identify the errors and resolve them.
13. Select **Validate** to check if the errors have been resolved.
14. To submit the risk assessment project for approval, select **Submit**, and select **Confirm Submission**.
    Assessments are validated again in this stage. Review the assessment summary before you submit. You can't make any changes after submission.

Perform assessment on a risk assessment project in grid view

Perform assessments on multiple risks and controls simultaneously in a risk assessment project using the grid view. You can assess inherent risks, effectiveness of controls, residual risks, and target risks. You can define risk responses that enable you to manage and mitigate the risks identified during the risk assessment process.

Before you begin

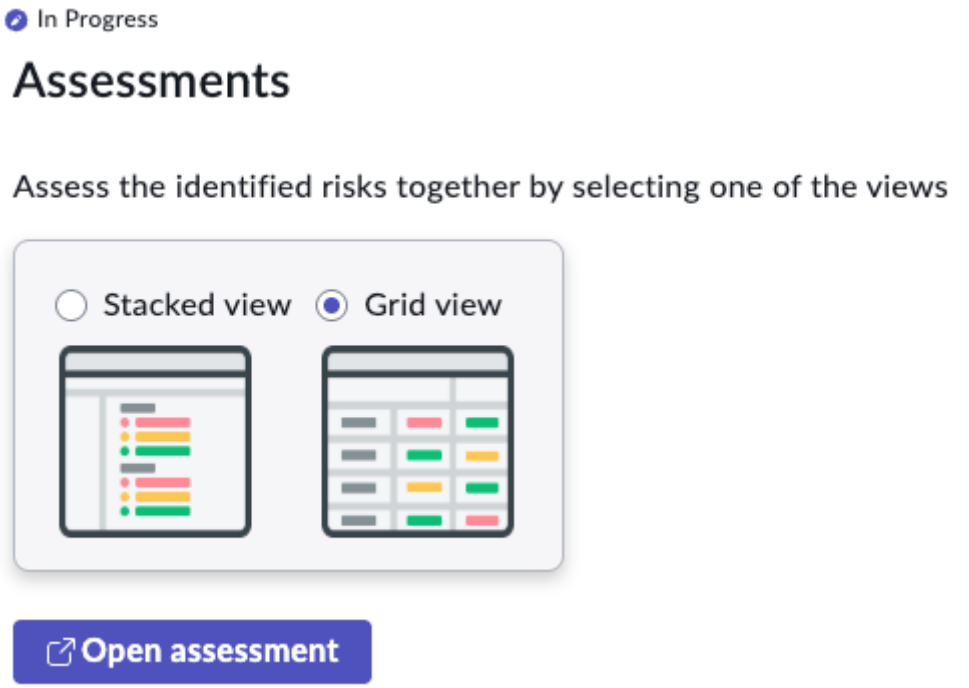
Role required: sn_grc.business_user, sn_risk_workspace.IT_risk_manager, and sn_risk_workspace.operational_risk_manager

Note:
You must manually add the sn_risk_advanced.risk_asmt_project_reader and sn_risk_advanced.ara_assessor roles to sn_grc.business_user to perform assessments on the risk assessment project.

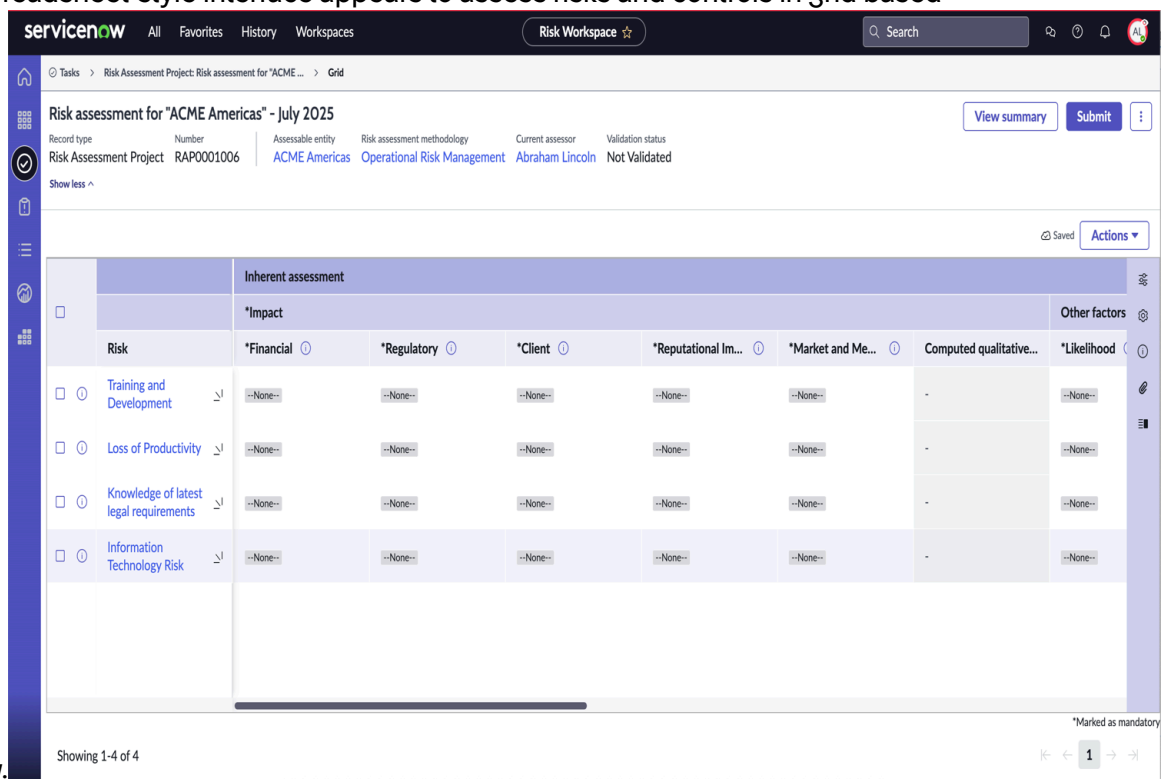
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **My tasks**.
2. Open the risk assessment project that you want to assess and do one of the following.
3. Select **Grid view** to assess the risk assessment project.



4. Select **Open assessment**.
   A spreadsheet-style interface appears to assess risks and controls in grid based view.



5. **Optional:** To reassign the project, select the ⋮, and select **Reassign**.
6. **Optional:** To add risks to the project, you can do the following:

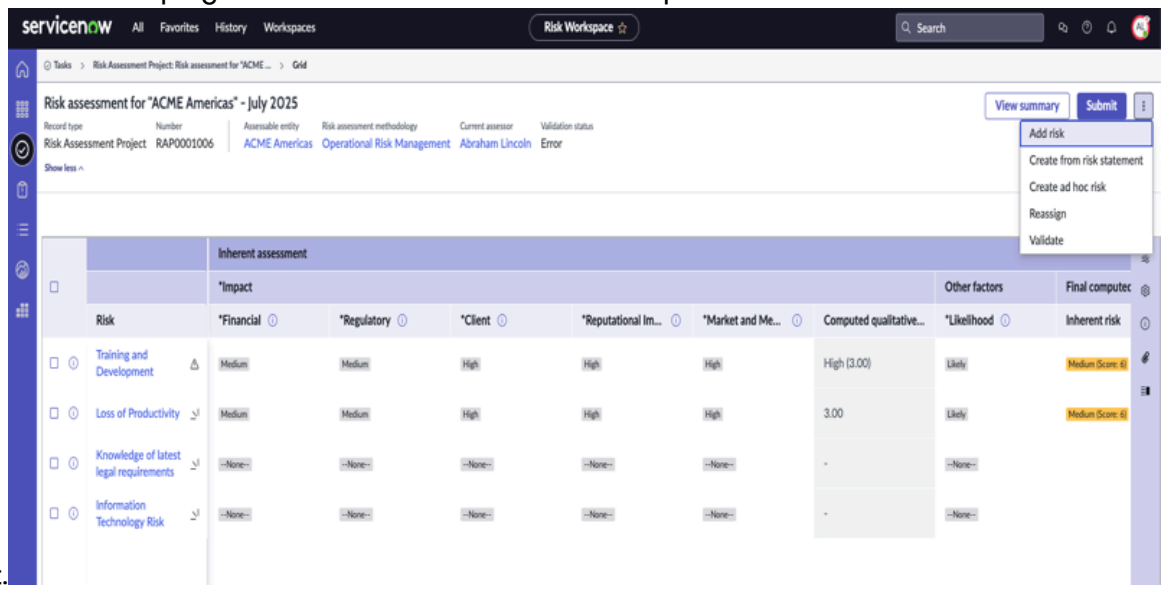
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. To create risks from the risk statement, select the ⋮ icon, and select **Create from risk statements**.

b. To add a risk that is not in the library, select the ⋮ icon, and select **Create ad hoc risk**.

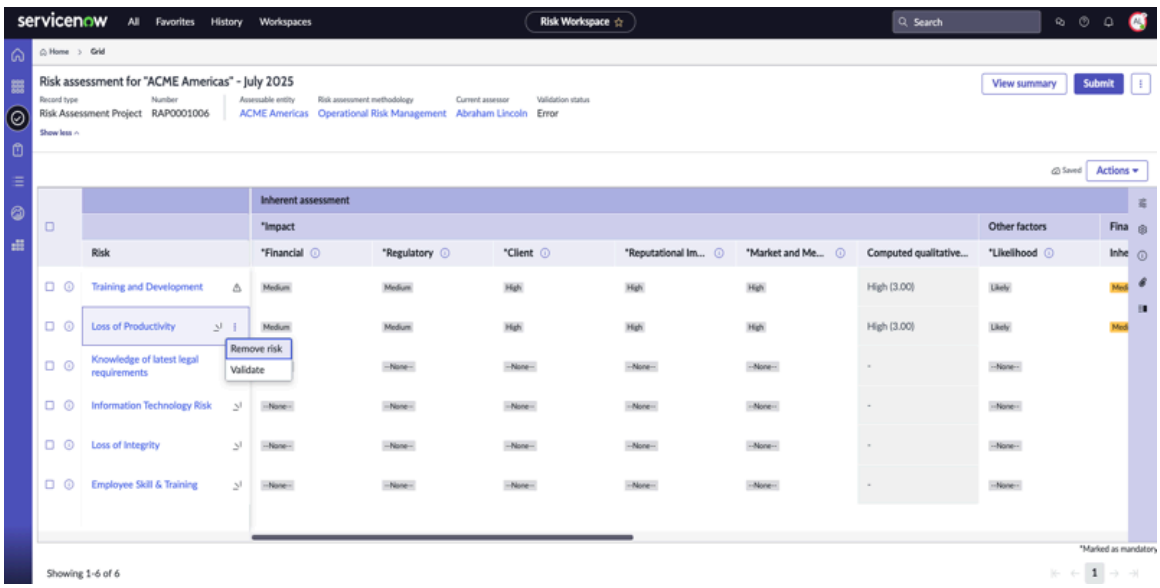
c. To add any underlying risks that have been removed, select the ⋮ icon, and select **Add risk**.

The risks with an in-progress assessment can't be added as part of the risk assessment project.



7. **Optional:** To remove risks from the project, you can do the following:
Removed scoped risks remain part of the project but are marked as not applicable for reporting purposes. However, removed ad hoc risks are completely deleted.

a. Select **Actions**.

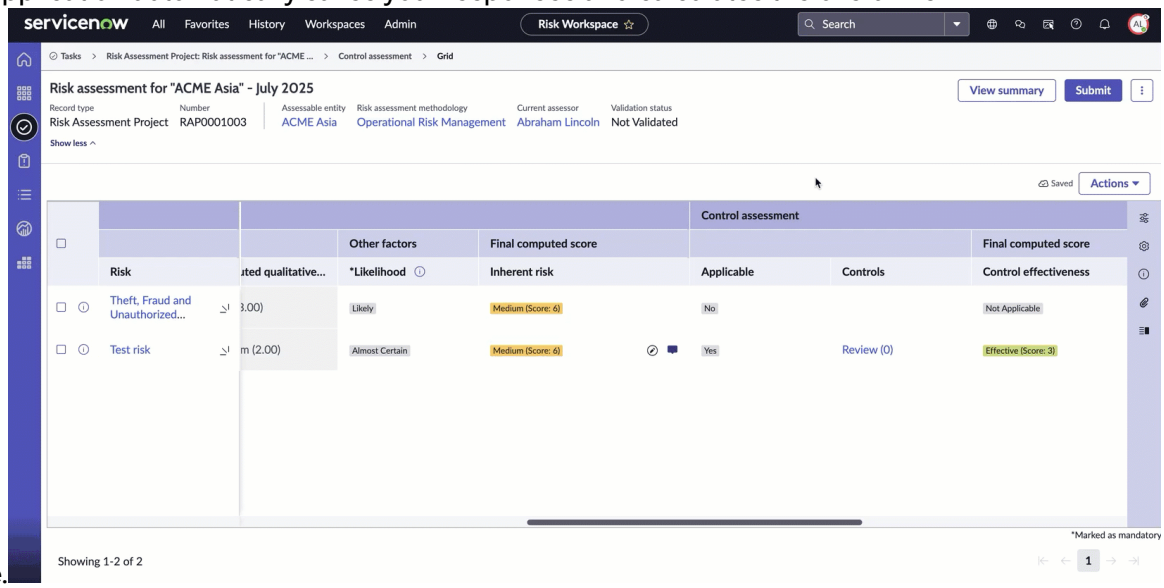


b. Select **Remove risk**.
Remove risk dialog box appears.

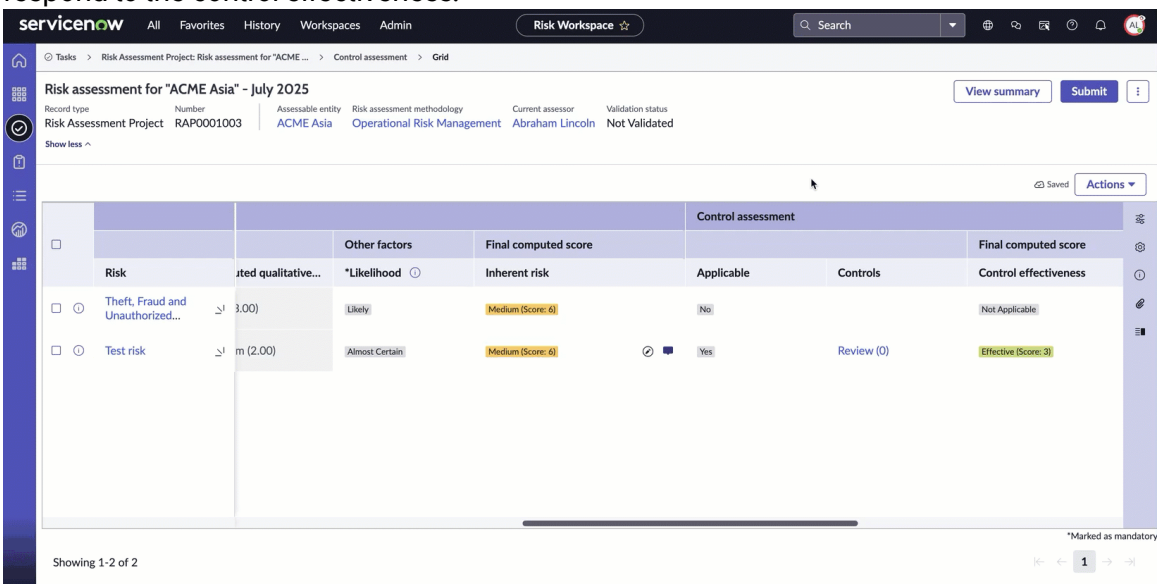
c. In the remove risk dialog box, provide justification and select **Remove**.
The selected risk is deleted, along with all associated responses.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. Respond to all the factors in Inherent assessment for each risk within the project.
   The application automatically saves your responses and calculates the overall risk score.

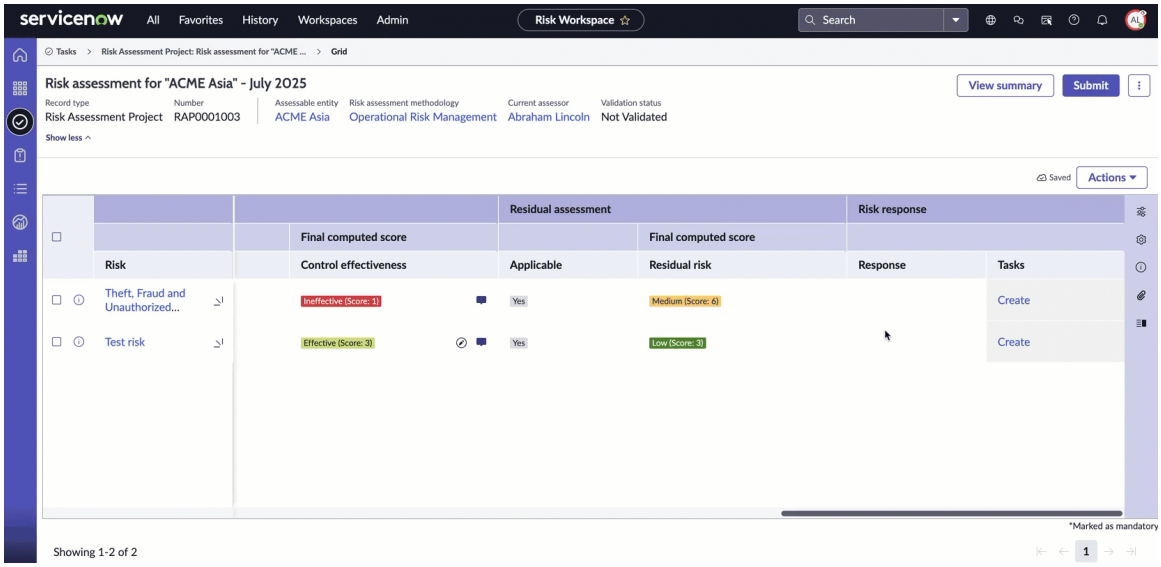


9. To assess controls, select **Yes** in the Applicable column under Control assessment, and then respond to the control effectiveness.



10. To assess residual and target assessment, select **Yes** in the Applicable column.
    The application automatically calculates the final computed scores for individual assessments.
11. Select a risk response strategy and create a risk response task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



12. To view the complete summary of the assessment, select **View summary**.
13. To check for any errors in the assessment before you submit the assessment, select the icon, and select **Validate**.
    You can see the list of errors, if any, that must be resolved in the side panel for the selected risk.
14. Identify the errors and resolve them.
15. Select **Validate** to check if the errors have been resolved.
16. To submit the risk assessment project for approval, select **Submit**, and select **Confirm Submission**.
    Assessments are validated again in this stage. Review the assessment summary before you submit. You can't make any changes after submission.

Reassess a risk assessment project

Reassess a risk assessment project to assess any completed risk assessment project. It verifies that risks are reviewed and updated to reflect new insights or changing conditions, maintaining alignment with organizational goals.

Before you begin

Role required: sn_grc.business_user, sn_risk_workspace.IT_risk_manager, and sn_risk_workspace.operational_risk_manager

Note:
You must manually add the sn_risk_advanced.risk_asmt_project_reader and sn_risk_advanced.ara_assessor roles to sn_grc.business_user to perform assessments on the risk assessment project.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the list icon.
3. From the list, navigate to **Risk assessment projects**, and select **Completed**.
4. Open the Risk assessment project that you want to reassess.
5. Select **Reassess**.
   A Reassess project dialog box appears.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. Select the reason for reassessment and provide additional context in the Reassess project dialog box.
7. Select **Confirm**.
   The risk assessment project is created and moves to the Scope Risk stage, with the details in the Define stage pre-filled from the previous assessment.
8. **Optional:** To change the risk assessment project details, select **Redefine**.

What to do next

Perform assessment on a risk assessment project in stacked view

Reassign assessor for a risk assessment project

Reassign assessors for multiple in-progress risk assessment projects simultaneously to minimize disruptions during stakeholder transitions.

Before you begin

Role required: sn_risk_advanced.risk_asmt_project_manager

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the list  icon.
3. From the list, navigate to **Risk assessment projects**, and select **In progress**.
4. Select the Risk Assessment projects for which you want to reassign assessors.
   Reassign project dialog box appears.
5. In the Reassign project dialog box, select the assessor in the **Select assessor** field.
6. Select **Confirm**.

Matrix report in Risk Workspace

Matrix report is a structured report that you can configure to view in a grid or table format in the Risk Workspace. You can use the matrix report to access and analyze the risk posture of your organization using entity-related data, such as risks, controls, KRIs, and events.

The Matrix Report offers a configurable, grid-based view within the Risk Workspace, designed to centralize and simplify access to entity-related risk data, including risks, controls, KRIs, and events. By consolidating fragmented information into a single interface, the Matrix Report provides risk managers with a clear, comprehensive picture of an entity's risk posture.

The Matrix report is accessible from both the Entity Risk Profile Matrix landing page and the individual entity record page. The Matrix Report helps reduce the need to switch between different views, making it easier to assess an entity’s overall risk profile. It supports faster identification of data gaps and enables more efficient risk analysis and decision-making.

Benefits of Matrix report

The benefits of the Matrix report are as follows:

- Displays risks, controls, KRIs, and events linked to an entity in one place, reducing the need to navigate across multiple records or pages.
- Offers a grid-based layout that helps you to understand the relationships between data elements more easily.
- Enables admins to configure columns based on their requirement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Minimizes time spent switching between different sections of the application by bringing key data together.
- Helps risk managers to assess the risk posture of an entity and identify gaps or issues that need attention.

Configure Matrix report registry

Configure the Matrix report registry to select the base table. You can create a relationship of the base with the target table to configure the details of the report for an entity-related record or a landing page.

Before you begin

Role required: sn_matrix_report.admin

Procedure

1. Navigate to **All** > **Matrix report** > **Matrix report registry**.
2. Select **New**.
3. Enter the name of the Matrix report registry in the **Name** field.
4. Select **Entity [sn_grc_profile]** in the **Base table** field.
5. Select **Submit**.
   The Matrix report registry is created and appears in a list view.
6. Select the Matrix report registry that you created.
   The base level of the configuration is auto-populated, which contains the base target table and you can select any filter conditions. For the next level configuration, add new relationships between the base table and a target table for the matrix report.
7. In the Matrix relationships related list, select **New**.
8. On the form, fill in the fields.
   For a description of the field values, see Matrix relationship form.
9. Select **Submit**.
   You have configured the base table, which is the level 0 of the matrix report configuration. You can add new configurations as well. For example, if you have selected the base table as Entity, then you can add configurations such as risk related to that entity, which would be level 1. For level 2, you can configure a relationship between controls and issues. Parent record as source helps to identify the record from which the data is taken.

Note:
The Source table and the Relationship can't be the same in the Matrix report registry.

What to do next

After the matrix relationship is complete, you can Configure target table fields as columns for matrix report.

Create Matrix report configuration for Risk Workspace

Create the Matrix report configuration by naming the report, choosing a display type (Landing page or Record page), and setting filter conditions on the base table.

Before you begin

Role required: sn_matrix_report.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Matrix report** > **Matrix report configurations**.
2. Select **New**.
3. On the form, fill in the fields.
   For a description of the field values, see Matrix report configuration form.
4. Select **Submit**.

Matrix report configuration form

Use the Matrix report configuration form to configure the Matrix report in the Risk Workspace.

Matrix report configuration form

Field	Description
Name	Title of the matrix displayed in the report. For example, `Entity Risk Profile Matrix`.
Matrix report	Matrix report registry reference.
Base table	Base table of the Matrix report registry.
Workspace	Workspace to which this report configuration applies. You must select **Risk Workspace**.
Display type	Type of display. The options are as follows: • **Landing page**: Option to select if you want this configuration to apply to the Entity Risk Profile Matrix page. • **Record page**: Option to select if you want this configuration to apply to an individual entity record.
Is default	Option for default display type. The field appears only when **Landing page** is selected from **Display type**.
Matrix configuration	
Filter on	Additional filter conditions applied to the base table. Record or table where this configuration or report is displayed. The field appears only when **Landing page** is selected from **Display type**.
Configured for	Record or table where this configuration or report is displayed. The field appears only when **Record page** is selected from **Display type**.
Filter condition	Filter conditions on the configured table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Matrix report configuration form (continued)

Field	Description
Base table relation	Relationship between the configured table and the base table.

View matrix report in the landing page and record page of Risk Workspace

Access and analyze the risk posture of your organization using entity-related data, such as risks, controls, KRIs, and events in a centralized, configurable grid-based view. The Matrix report reduces time spent switching views and helps risk managers assess data more easily, leading to more proactive and streamlined risk management.

Before you begin

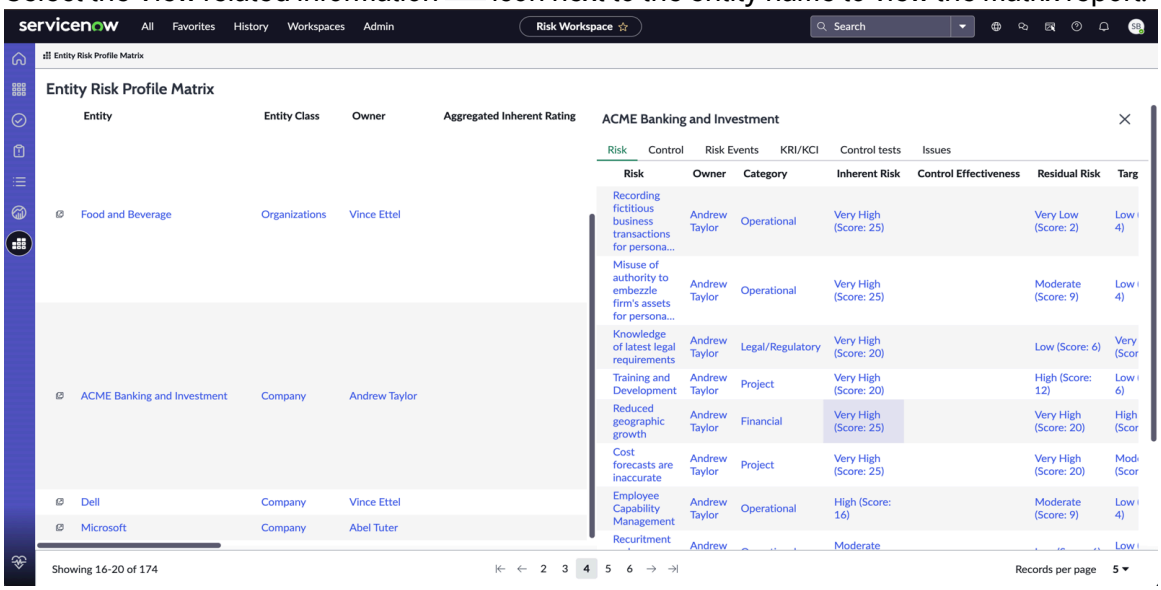
Role required: sn_risk_workspace.operational_risk_manager or sn_risk_workspace.IT_risk_manager or sn_risk_workspace.business_op_risk_manager

Risk Workspace and Matrix report plugin should be installed to use the feature.

About this task

Procedure

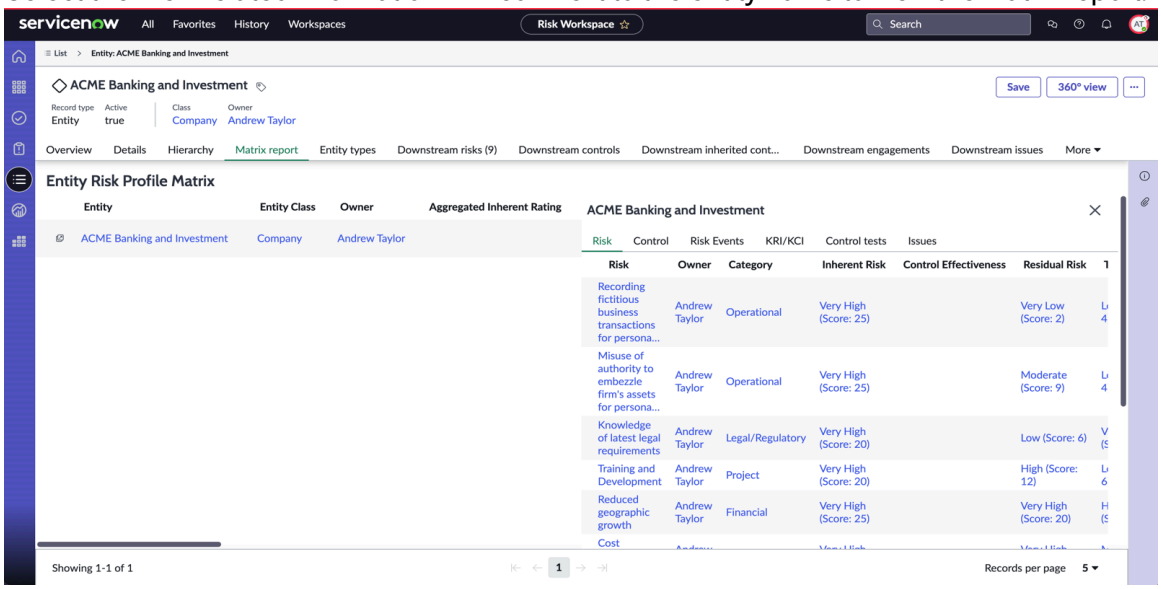
1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the Entity risk profile matrix icon.
   For the landing page display type matrix configuration, you can view the Matrix report in the Risk Workspace.
3. Select the View related information icon next to the entity name to view the matrix report.



4. To view the matrix report on the entity record page, select the list .
5. Open the entity record for which you want to view the matrix report and select the **Matrix report** related list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. Select the View related information icon next to the entity name to view the matrix report.



GRC: Metrics in Integrated Risk Management

Risk metrics are defined as a quantifiable measure that is used to track and assess the status of a specific risk. Metrics help in tracking the exposure of a risk over time.

Risk indicators are an important tool within operational risk management. Indicators facilitate the monitoring and control of risk. Therefore, they may be used to support a range of operational risk management activities and processes, such as risk identification, risk and control assessments, the implementation of effective risk appetite, and the risk management and governance frameworks. Indicators only support one type of results called Pass or Fail and do not support data types such as number, percentage, or monetary amount. Metrics provide better escalation and notification mechanism for indicators, allow specific definition of data owners, and the classification of the indicators.

The key benefits of metrics are as follows.

- Provides continuous visibility into risk and control performance.
- Alerts respective owners about change of risk and control performance.
- Automates metric data collection tasks saving time for organization.
- Efficiently monitors and sharing of risk information across the organization.

Uses of the GRC: Metrics in ESG Management and IRM

The GRC: Metrics application is used by various applications such as Integrated Risk Management and ESG Management.

Risk management and Environmental, Social, and Governance (ESG) are concepts that intersect in several ways, with ESG referring to the criteria used by investors to evaluate a company's sustainability. ESG factors consider issues such as climate change, human rights, diversity and inclusion, corporate governance, and supply chain management, among others. Risk management involves identifying, assessing, and mitigating risks that may affect an organization's ability to achieve its objectives, including financial, operational, and reputational risks, among others. The relationship between risk management and ESG is strong since poorly managed ESG factors can create significant risks for companies. For example, a company with poor environmental practices may face legal and regulatory, reputational, and operational risks. Similarly, a company with weak governance practices may face legal and reputational risks, as

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

well as risks related to conflicts of interest and poor decision-making. By integrating ESG factors into their risk management processes, companies can identify and mitigate these risks, leading to more sustainable and resilient business models. For example, a company that identifies and mitigates its environmental risks may reduce its exposure to future environmental regulations, while a company that improves its governance practices may reduce its exposure to reputational and legal risks. Therefore, companies that effectively manage their ESG risks can improve their overall risk management capabilities, create long-term value, and ensure the sustainability of their business models.

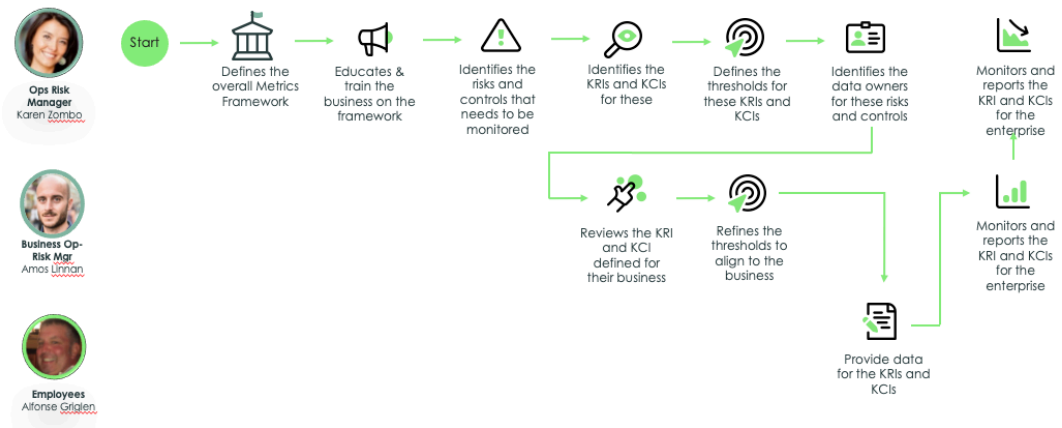
Types of metrics

The following are the types of metrics.

- Key risk indicators (KRIs): These indicators identify the amount of exposure to a given risk or set of risks. Examples of KRIs are: Staff morale determined through employee surveys, number of hacks attempted on IT, number of negative social media posts following a loss event and so on.
- Key control indicators (KCIs): These indicators identify the effectiveness of the controls that have been implemented to reduce or mitigate a given risk exposure.
- Key performance indicators (KPIs): These indicators show how effectively the risk exposure is managed. These indicators show the achievement against objectives.

The following image shows the metrics workflow.

Workflow of metrics



Difference between indicators and metrics

Indicators are used as automated control tests or assessments while metrics are used as KRIs and KCIs monitoring tool. The following table lists the differences between an indicator and a metric.

Indicators versus metrics

GRC Indicators	Metrics
Used for continuous monitoring of risks and controls and for collecting supporting data.	Used to measure the degree to which a system, component, or process, possesses a given attribute.
Can be used to monitor a risk or control.	Can be used to measure any GRC object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicators versus metrics (continued)

GRC Indicators	Metrics
Can have only binary values such as pass or fail.	Can have any value: Quantitative (numbers) or Qualitative (text).

Exploring GRC: Metrics

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

Metrics

The GRC: Metrics application is installed automatically with the ESG Management application from the ServiceNow® Store. The user role that is responsible to read, create, and update the metric definitions and metrics is the ESG Management metrics manager (sn_esg.metrics_manager).

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

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

Qualitative and quantitative metrics

You can classify your metrics into qualitative and quantitative measurements.

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

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

Examples of metrics

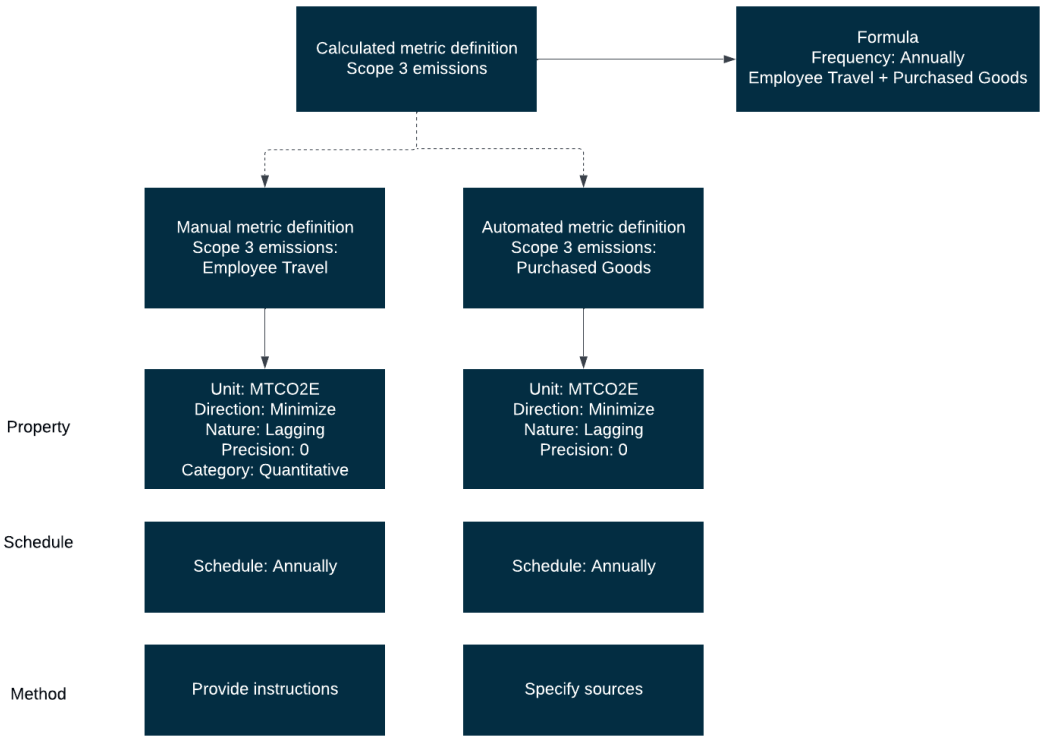
Consider the example of measuring greenhouse gas emissions for business entities in your organization. Greenhouse gas emissions are categorized into three groups called Scopes by the international Greenhouse Gas (GHG) Protocol.

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

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Define a metric



Metric data by entity

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

Components of GRC: Metrics

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

Metric definitions

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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

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

Metric data

When you execute a metric, the metric data gets created. In the case of manual metric definitions, the values of metric data are copied from the metric data tasks when the metric data tasks are closed. To address off-cycle requests for the most up-to-date information on existing metric definitions and metrics, you can create ad hoc metric data tasks on manual metrics. On the metric data form, the option **Ad hoc** denotes if the metric data task was created as an ad hoc task. It is important to note that these ad hoc tasks do not contribute to the aggregated metric definition data, are not considered for entity hierarchy rollup, and are not evaluated for threshold rating, Variance(%). However, in a calculated metric definition, if the **Calculation level** is set to **Entity**, and there are ad hoc tasks from the manual metric definitions, then these tasks are aggregated to derive the calculated metric definition data.

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

Metric definition data

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

Metric data tasks

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

A metrics manager has the authority to determine whether a metric data task needs approval. If approval is necessary, you can choose between two methods: Simple Approval or Advanced Approval by using the *`Metric approval`* property. For more information about this property, see Components installed with ESG Management.

Metric definition types

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

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

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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

Automated metric definition

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

Manual metric definition

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

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

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

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

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

Calculated metric definition

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

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

Applying the metric definition to the entities

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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

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

Apply the metric data definition to an entity



Thresholds in Integrated Risk Management

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

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

Types of threshold

There are two types of threshold for a metric.

- Static: A static threshold for a metric or a metric definition refers to a fixed value used as a limit for tracking a metric.
- Dynamic: Dynamic thresholds are specified in percentages. This means that the percentage variance is calculated based on two factors: direction and the previous data.

  For example, in June 2023, the attrition rate is 12% based on the industry average, indicating a relatively low level of risk. The objective is to minimize attrition risk, so any increase in the metric value is considered undesirable. In July 2023, new metric data is collected, and it shows that the attrition risk metric has deviated by 5%. To evaluate the significance of this increase, you can define different thresholds representing various levels of change. These thresholds are expressed as percentage differences from the previous period's data, in this case, from June 2023. For example, the organization sets a threshold range of 5% to 10%. If the percentage change in the attrition risk metric between June and July falls within this range, the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

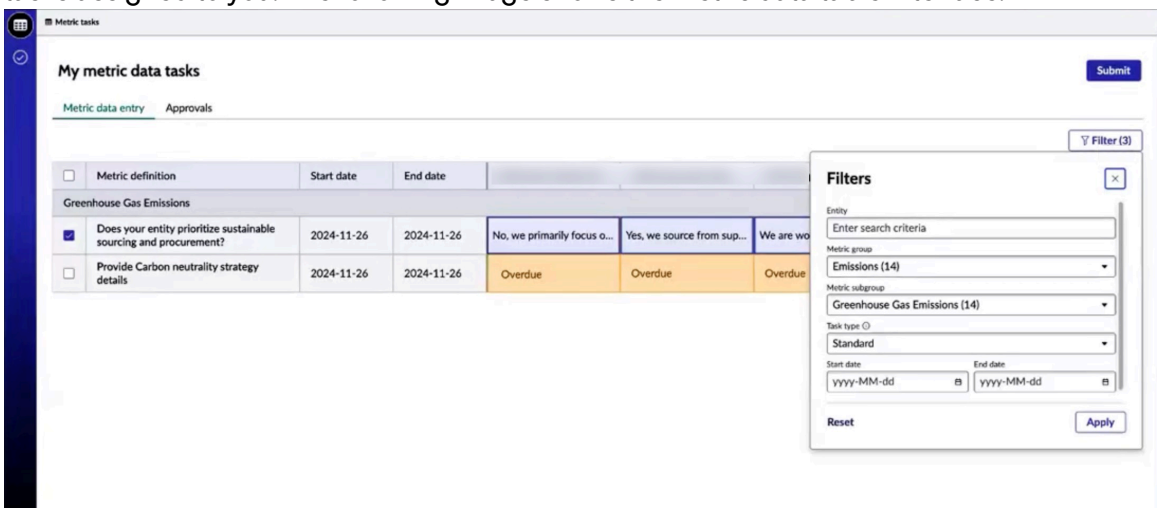
threshold status is classified as "amber." This indicates a moderate level of change, signaling that the metric has deviated from the desired target value but is not yet critical. However, if the percentage change in the attrition risk metric exceeds or reaches 15%, the threshold status is classified as "red." This signifies a significant change that demands immediate attention or corrective action since it deviates greatly from the desired target value. By monitoring these threshold levels, the organization can identify and address the increasing attrition risks promptly, enabling effective risk management.

For more information, refer to Create a threshold for a metric definition.

Metric data table

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

As a data owner, you can access the metric data table ( ) and complete the tasks assigned to you. The following image shows the metric data table interface.



The metric data table offers the following benefits:

- Simplifies data collection across the entire organization.
- Enables you to view all the metrics that the data owner must respond to in a single place instead of navigating across multiple tasks.
- Displays a maximum of 700 tasks at a time.
- Simplifies the process of providing data by enabling you to filter metric data tasks by entity, metric groups, metric subgroups, start date, end date, and approval level.
- Displays the open tasks with the number of open tasks in parentheses.
- Maintains an audit trail of all changes to the data and the users who made the changes.
- Enables you to view the metrics segregated by entities.
- Gives additional information to the data owner for reference such as instructions to follow while providing the data.
- Provides the ability for the users to attach files in the Contextual side panel and attach the relevant documents and links.
- Enables ESG program managers and metrics managers to view the data submitted by the data owners and approve or reject multiple data tasks with comments.
- Enables data owners to view the rejection comments in the Activity tab.
- Helps you to view how the past three data for quantitative metrics is trending.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Enables you to see the approvers of your task and the approval status.
- Displays the percentage variance of data when compared to the data of the previous period.
- Displays the threshold status if the metric exceeds the threshold.
- Enables you to view the last period's data.

Configuring metrics

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

As a metrics administrator, you can do the following:

- Create a manual metric definition
- Create a calculated metric definition
- Create an automated metric definition
- Update a metric
- Create a metric unit
- Create a metric
- Create a threshold for a metric definition

Create a manual metric definition

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

Before you begin

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

About this task

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

Note:
The forms for creating an automated metric definition or a manual metric definition point to the same sn_grc_metric_definition table. The difference between the two forms is the method of the collection.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Lists** > **Metrics** > **Manual metric definitions**.
2. Click **New**.
3. On the form, fill in the fields.
   For information about the fields, refer to Manual metric definition fields.
4. Click **Save**.

Result

The metric definition is saved in the Metric definitions list.

What to do next

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

Manual metric definition fields

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New manual metric definition form

Field	Description
Basic details	
Name	Name of the manual metric definition. For example, `Number of incidents`.
Active	Option to mark the manual metric definition as active.
Description	Brief description of the manual metric definition.
Category	Category of the metrics data. The choices are as follows: • **Qualitative**: Qualitative data is intangible and non-numerical in nature. It's defined by the characteristics of a process or business activity. • **Quantitative**: Quantitative data is tangible and numerical in nature. It's defined by the numbers or key performance indicators. **Note:** This fields **Nature**, **Direction**, **Precision**, and **Unit** are only displayed only when the category of the manual metric definition is **Quantitative**.
Calendar	Calendar to use for metric aggregation. Only the configured calendar options are available for selection. This field is automatically set to **Standard Calendar**. **Note:** Standard calendar refers to the Gregorian calendar.
Aggregation method	Method used to calculate the metric data for all the entities. For example, if you have a metric that you want to measure for multiple entities such as people, departments, or regions, you might want to know how to calculate the scores for each entity into a single score that represents the overall performance. Your choice of aggregation method depends on your goal of metric collection. For example, if you're interested in overall performance and want to account for differences in scale or size between entities, the sum or average may be more appropriate. If you're interested in identifying the best-performing entity, the maximum may be more appropriate, while if you're interested

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New manual metric definition form (continued)

Field	Description
	in identifying the worst-performing entity, the minimum may be more appropriate. The aggregation happens across time periods based on the frequency defined in the metric definition. If the frequency is monthly, the calculation takes place every month. The four choices for aggregation methods are as follows: • **Sum**: The metric data for all entities are added together to create a single score. • **Average**: The metric data for all entities are averaged to create a single score. • **Maximum**: The highest metric data among all entities is used as the single score. • **Minimum**: The lowest metric data among all entities is used as the single score.
Unit	Unit for the manual metric definition.
Precision	Number of decimal places after the decimal point on a score. This field is automatically set to **0**. When the Precision is set to 0, the result is rounded to the nearest whole number. For example, if a metric definition with Precision 0 calculates the values 7 + (5 / 2), the result rounds up to 10. When the Precision is set to greater than 0, the result is rounded to the nearest decimal point for the given precision. For example, Precision 1 rounds a result of 4.45 as 4.5.
Frequency	Frequency at which the metric definition should collect the scores. The choices are as follows: • **Daily** • **Weekly** • **Monthly** • **Quarterly** • **Semi-annually** • **Annually**
First run date	Start date of the metric definition execution for the collection of data according to the frequency.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New manual metric definition form (continued)

Field	Description
Data collection	
Data owner assignment type	Type of the data owner assignment for the metrics within the metric definition. The choices are as follows: • **Simple** The system assigns the specified Data owner or Data owner group to the Metric. • **Advanced** The system assigns a Data owner based on the assignment configuration. ESG admins [sn_esg.admin] or Risk admins [sn_risk.admin] can set assignment configurations to dynamically assign data owners. For more information on creating assignment configurations see, Create an assignment configuration and Assignment Configuration New Record. **Note:** This is available if you have the GRC: Approver Configurator application installed. For more information see, Using Approver Configurator for setting up approvals.
Data owner type	Type of the data owner responsible for the manual metric definition. The choices are as follows: • **User** • **User group** **Note:** Only groups that include at least one member with the ESG Metrics Manager role or higher can be selected for this field.
Data owner	Data owner responsible for the manual metric definition. Select a data owner from the list. **Note:** If you selected the advanced option for **Data owner assignment type**, this will be the assigned data owner if the assignment configuration doesn't return any results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New manual metric definition form (continued)

Field	Description
Result type	The format that you want to be available for responses in assigned metric data tasks. This applies to responses and overridden responses. • Text: Users can enter a plain text response. • HTML: Users can enter HTML code as a response. • Choice: Users can select a choice from a list. This field appears when the **Category** field is set to **Qualitative**.
Choice table	Table the choices are being populated from. This field appears when the **Category** field is set to **Qualitative**.
Choice field	Field and its values from the selected table that are displayed for each choice. This field appears when the **Category** field is set to **Qualitative**.
Choice condition	Option to only show certain fields or certain values within the Choice field under set conditions. Select **Set conditions** to open the condition builder. This field appears when the **Category** field is set to **Qualitative**.
Instructions	Instructions for the data owner. Method of collection for the manual metric definition.
Approval required	Option to indicate if an approval is required for the manual metric definition. **Note:** When the **Approval required** option is enabled, the **Approver type** and **Approver** fields are displayed.
Approver type	Type of the approver of the metric definition. The choices are as follows: • **User** • **User group** **Note:** This field appears only when the Metric approval property is set to **Simple**. For more information see, Components installed with ESG Management.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New manual metric definition form (continued)

Field	Description
	Note: Only groups that include at least one member with the ESG Metrics Manager role or higher can be selected the User Group.
Approver	Approver user or approver group that is responsible to approve the metric definition. The choices are as follows: • **Approver**: Displayed when the User option is selected. • **Approver group**: Displayed when the User option is selected. **Note:** This field appears only when the Metric approval property is set to **Simple**. For more information see, Components installed with ESG Management. **Note:** Only users with the ESG Program Manager role or higher can be selected.
Metric Properties	
Type	Method used to determine if the score is collected manually or in an automated manner. The choices are as follows: • **Automated** • **Manual** Select **Manual**.
Enterprise Owner Type	Type of enterprise owner responsible for the manual metric definition. The choices are as follows: • **User** • **User group** **Note:** Only groups with at least one member with the ESG Metrics Manager role or higher can be selected in this field.
Direction	Direction that you want to see the metric in. The choices are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New manual metric definition form (continued)

Field	Description
	• **None**: If you don't want any change in the metric direction, select this option. • **Minimize**: If the desired metric direction is downward, select this option. • **Maximize**: If the desired metric direction is upward, select this option. • **Milestone**: When the metric direction isn't applicable, but the metric is tracked against a milestone, select this option. **Note:** Thresholds can be set for all directions excluding **Milestone**. For more information on creating thresholds, see Create a threshold for a metric
Group	Area that the metric relates to.
Reporting classification	Tag used to categorize the metric.
Due date offset	Number of business days after the schedule end date when the metric data task becomes overdue. For example, if the frequency of a metric definition is monthly and if you enter `15` in this field, then the due date for metric data task will be overdue 15 business days after the month ends. If set to 0, the due date is set to one day after the end date. **Note:** The offset is based on the applied schedule.
Enterprise owner	Enterprise owner of the manual metric definition. **Note:** Only users with the ESG Metrics Manager role or higher can be selected in this field.
Nature	Nature of the manual metric definition. The choices are as follows: • **None**: If you don't want any change in the metric direction, select this option. • **Leading** (Predictive) Metric: Is predictive and helps anticipate future outcomes. In this case, the company may use a leading metric related to GHG emissions, such as the amount of energy consumed per production

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New manual metric definition form (continued)

Field	Description
	unit. By tracking energy consumption, the company can predict its future GHG emissions based on the energy sources used and the efficiency of its production processes. This leading metric enables the company to proactively identify areas for improvement and make informed decisions to reduce emissions. • **Lagging** (Measures Impact) Metric: Measures the impact of past actions or events. In the example, a lagging metric related to GHG emissions could be the total emissions produced by the company in a given year. This metric provides an assessment of the company's historical environmental impact. By monitoring this metric over time, the company can evaluate the effectiveness of its emission reduction efforts and identify areas where further improvements are needed. Lagging metrics help measure the outcomes of past actions and inform future strategies. • **Current** metric: Monitors ongoing processes and identifies real-time improvement areas. For GHG emissions, a current metric could be the emissions intensity, which measures the emissions generated per unit of production. By tracking emissions intensity, the company can identify specific areas within its operations that contribute to higher emissions. This metric helps the company identify real-time improvement opportunities, such as optimizing energy usage, implementing energy-efficient technologies, or adopting renewable energy sources.
Subgroup	Subgroup that the metric relates to
Key metric	Option to indicate if it's a key metric for your business.
Confidentiality	

Note:
This section only appears when:

- The *sn_grc.enable_record_confidentiality* property is enabled under GRC properties.
- The record is in **Draft** state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New manual metric definition form (continued)

Field	Description
Confidential	Option to mark the record as confidential.
Allowed users	Users who can view the record. **Note:** By default, the logged-in user is added to the list of confidential users.
Allowed groups	Groups that can view the record.

Create an assignment configuration

Create an assignment configuration for a manual metric definition to have data owners dynamically assigned to metrics.

Before you begin
Role required: admin, sn_esg.admin, or sn_risk.admin

About this task
In the manual metric definition, you can choose between a simple or advanced option for the assignment of data owners. For the advanced option, you must configure how the data owner is assigned by creating a new assignment configuration record. For more information, on the manual metric definition form and fields, see Manual metric definition fields.

Procedure
1. Navigate to **All** > **Assignment and Approval Configurations** > **Assignment configurations**.
2. Click **New**.
3. On the form, fill in the fields.
   For information about the fields, refer to Assignment Configuration New Record.

   Note:
   You cannot have more than one approval configuration applying to the table with the same priority.

4. Select **Save**.

Result
Data owners will be assigned to metrics based on the parameters set in your assignment configuration.

Note:
If the assignment configuration does not return any results the user defined in the **Data owner** field of the metric definition record will be the assigned as the data owner.

Create an automated metric definition

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

Before you begin
Role required: sn_grc_metric.manager, sn_risk.user, and sn_compliance.user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

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

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Lists** > **Metrics** > **Automated metric definitions**.
2. Click **New**.
3. On the form, fill in the fields.
   For a detailed explanation of the fields, refer to Automated metric definition fields.
4. Click **Save**.

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

Result

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

What to do next

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

Automated metric definition fields

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

New automated metric definition form

Field	Description
Basic details	
Name	Name of the automated metric definition. For example, `Number of incidents`.
Active	Option to mark the automated metric definition as active. When enabled, the metric definition becomes active and ready for use.
Description	Brief description of the automated metric definition.
Unit	Unit for the automated metric definition. You can define the units in which the data is shown.
Aggregation method	The Aggregation method refers to the method used to calculate the metric data for all the entities. For example, if you have a metric that you want to measure for multiple entities such as people, departments, or regions, you might want to know how to calculate the data for each entity into a single score that represents the overall performance. Your choice of aggregation method depends on

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New automated metric definition form (continued)

Field	Description
	your goal of metric collection. For example, if you are interested in overall performance and want to account for differences in scale or size between entities, the sum or average may be more appropriate. If you are interested in identifying the best-performing entity, the maximum may be more appropriate, while if you are interested in identifying the worst-performing entity, the minimum may be more appropriate. The aggregation happens across time periods based on the frequency defined in the metric definition. If the frequency is monthly, the calculation will take place every month. The four choices for aggregation methods are as follows: • **Sum**: The metric data for all entities are added together to create a single score. • **Average**: The metric data for all entities are averaged to create a single score. • **Maximum**: The highest metric data among all entities is used as the single score. • **Minimum**: The lowest metric data among all entities is used as the single score.
Class	Class to which the metric definition belongs. The choices are as follows: • **KPI**: Indicates how well the risk exposure is managed against objectives. Use this option to add entities and additional entities to the metric definition. • **KRI**: Indicates the amount of exposure to a given risk or set of risks. Use this option to add risks and risk statements to the metric definition. This option is available if the Advanced Risk plugin is activated. • **KCI**: Indicates the effectiveness of any controls that have been implemented to reduce or mitigate a given risk exposure. Use this option to add controls and control objectives to the metric definition. This option is available if the Policy and Compliance Management plugin is activated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New automated metric definition form (continued)

Field	Description
	Important: This field appears only when the metric definition is created from the IRM suite of applications. It does not appear for Environmental, Social, and Governance Management.
Precision	Number of decimal places after the decimal point on a score. When an indicator has a Precision of 0, the indicator rounds the result to the nearest whole number. For example, if an indicator with Precision 0 calculates the values 7 + (5 / 2), the indicator rounds the result up to 10. When an indicator has a Precision greater than 0, the indicator rounds to the nearest decimal point for the given precision. For example, an indicator with Precision 1 rounds a result of 4.45 as 4.5.
Calendar	Calendar to use for metric aggregation. Only the configured calendar options are available for selection. This field is automatically set to **Standard Calendar**. **Note:** Standard calendar refers to the Gregorian calendar.
Frequency	Collection frequency with which the metric is executed. Indicates how often the metric definition should collect the data. The choices are as follows: • **Daily** • **Weekly** • **Monthly** • **Quarterly** • **Semi-annually** • **Annually**
First run date	Start date for the collection frequency schedule for the automated metric definition.
Data collection	
Method Type	Type of automated metric. The choices are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New automated metric definition form (continued)

Field	Description
	• **Basic**: Indicates using aggregation methods such as sum, average, maximum, minimum, and count distinct. • **Scripted**: Indicates using a script to collect the data. This option can be used when, for example, you want to collect data from multiple tables. • **External Source**: Indicates that the data will be collected from external sources. For example, if you want to source data about the number of employees in your organization and their gender ratio, you can obtain the information from an external source such as Workday which is an application that stores human resources data. **Note:** If you select **Scripted**, you must save the form and select **Add script** to add your script. Only users with the sn_grc_metric.developer role can add scripts.
Table	Table from which data is obtained for the metrics. This field only appears if the **Method Type** field is set to **Basic**.
Criteria	Condition for the record from which data is collected. Build a filter by adding conditions that contain a field, operator, and values and then click **Set**. For example, you can build a condition that you want to collect data for only those incidents the due date for which is in the current month. **Note:** Select a value for the **Table** field before modifying this field.
Aggregate	Method or the calculation used to aggregate the data from the chosen table. When an option is selected in the **Aggregate** field, a new **Aggregation Field** is displayed next to the **Aggregate** field. The **Aggregation Field** displays the selected record. The choices for the **Aggregate** field are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New automated metric definition form (continued)

Field	Description
	• **Count**: Count of the number of records that are obtained from the chosen table. For example, if you want a count of the incidents, you can select this option. **Note:** The **Aggregation Field** is not displayed when **Count** is selected. • **Sum**: Sum of the column that is selected in the **Aggregation Field**. • **Average**: Average of the values of the column that is selected in the **Aggregation Field**. • **Maximum**: Maximum of the values of column that is selected in the **Aggregation Field**. • **Minimum**: Minimum of the values of the column that is selected in the **Aggregation Field**. • **Count Distinct**: Number of groups in the result set that is grouped by the **Aggregation Field**.
Table field	Column or field of the table that is selected in the **Table** field. For example, you can select the **Caller** column in the Incident table. This selection enables you to understand that which callers are associated with the Incident table and compare them with the callers of your entities. **Note:** Select a table before modifying this field.
Aggregation field	Column or field from the table that is selected in the **Table** field on which the aggregation must be performed. **Note:** This field does not appear if **Count** is selected in the **Aggregate** field.
Entity field	Column or field from the entity table. The entities are matched based on the field selected in the **Table field** and the field selected in the **Entity field**. This field is automatically set to **Applies to record**. In the context of the Incident table in this procedure,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New automated metric definition form (continued)

Field	Description
	this field enables you to compare, for example, which particular incident has been logged by which caller.
Create metric data task	Option to mark the creation of metric data task.
Data owner assignment type	Type of the data owner assignment for the metrics within the metric definition. The choices are as follows: • **Simple** The system assigns the specified Data owner or Data owner group to the Metric. • **Advanced** The system assigns a Data owner based on the assignment configuration. ESG admins [sn_esg.admin] or Risk admins [sn_risk.admin] can set assignment configurations to dynamically assign data owners. For more information on creating assignment configurations see, Create an assignment configuration and Assignment Configuration New Record. **Note:** This is available if you have the GRC: Approver Configurator application installed. For more information see, Using Approver Configurator for setting up approvals.
Data owner type	Type of the data owner responsible for the metric definition. The choices are as follows: • **User** • **User group**
Data owner	Data owner responsible for the metric definition. Select a data owner from the list. **Note:** If you selected the advanced option for **Data owner assignment type**, this will be the assigned data owner if the assignment configuration doesn't return any results.
Instructions	Instructions for the data owner.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New automated metric definition form (continued)

Field	Description
Collect supporting data	Option to enable collection for supporting data. **Note:** Collected supporting data is automatically deleted after a certain period, with the retention time varying according to the data frequency. • Daily: After 30 days • Weekly: After 30 days • Monthly: After 3 months • Quarterly: After 3 quarters • Semiannually: After 3 semi-annual periods • Yearly: After 3 years
Supporting data fields	Specifies the data fields to be shown in the supporting data. **Note:** For optimal performance, please limit your selection to 4-5 fields if your data is extensive. Selecting more fields may result in performance issues.
Approval required	Option to indicate if an approval is required for the metric definition. **Note:** When the **Approval required** option is enabled, the **Approver type** and **Approver** fields are displayed.
Approver type	Specifies the type of approver for the metric definition. The choices are as follows: • **User** • **User group** **Note:** This field appears only when the Metric approval property is set to **Simple**. For more information see, Components installed with ESG Management.
Approver	Approver user or approver group that is responsible to approve the metric definition. The choices are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New automated metric definition form (continued)

Field	Description
	• **Approver**: Displayed when the User option is selected. • **Approver group**: Displayed when the User option is selected. **Note:** This field appears only when the Metric approval property is set to **Simple**. For more information see, Components installed with ESG Management.
Metric Properties	
Type	Method used to determine if the data is collected manually or in an automated manner. The choices are as follows: • **Automated** • **Manual** Select **Automated** because the procedure is to create an automated metric definition.
Enterprise Owner Type	Type of enterprise owner who is responsible for the automated metric definition. The choices are as follows: • **User** • **User group**
Direction	Direction that you want to see the metric in. The choices are as follows: • **None**: If you don't want any change in the metric direction, select this option. • **Minimize**: If the desired metric direction is downward or descending, select this option. For example, you want to minimize the fuel consumption. • **Maximize**: If the desired metric direction is upward or ascending, select this option. For example, you want to maximize the use of natural resources in your organization. • **Milestone**: When the metric direction isn't applicable, but the metric is tracked against a milestone, select this option. For example, if your organization is going to launch a new

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New automated metric definition form (continued)

Field	Description
	renewable energy product in the market, the upcoming launch date is considered as a milestone.
Group	Area that the metric relates to. For example, the metric may be related to the area of gender diversity, energy, water consumption, or may be related to Scope 3 emissions, and so on.
Reporting classification	Tag used to categorise the metric.
Enterprise owner	User who is the owner of the metric and is responsible for the metric. For example, for a metric such as revenue collection, the vice president or the general manager of the business unit could be the enterprise owner.
Nature	Nature of the automated metric definition. The choices are as follows: • **None**: If you don't want any change in the metric direction, select this option. • **Leading** (Predictive) Metric: Is predictive and helps anticipate future outcomes. In this case, the company may use a leading metric related to GHG emissions, such as the amount of energy consumed per production unit. By tracking energy consumption, the company can predict its future GHG emissions based on the energy sources used and the efficiency of its production processes. This leading metric enables the company to proactively identify areas for improvement and make informed decisions to reduce emissions. • **Lagging** (Measures Impact) Metric: Measures the impact of past actions or events. In our example, a lagging metric related to GHG emissions could be the total emissions produced by the company in a given year. This metric provides an assessment of the company's historical environmental impact. By monitoring this metric over time, the company can evaluate the effectiveness of its emission reduction efforts and identify areas where further improvements are needed. Lagging metrics help measure the outcomes of past actions and inform future strategies. • **Current** metric: Monitors ongoing processes and identifies real-time improvement areas. For GHG emissions, a current metric

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New automated metric definition form (continued)

Field	Description
	could be the emissions intensity, which measures the emissions generated per unit of production. By tracking emissions intensity, the company can identify specific areas within its operations that contribute to higher emissions. This metric helps the company identify real-time improvement opportunities, such as optimizing energy usage, implementing energy-efficient technologies, or adopting renewable energy sources.
Subgroup	Subgroup that the metric relates to.
Key metric	Option to indicate if the metric is a key metric for your business.
Confidentiality	
Note: This section only appears when: • The *sn_grc.enable_record_confidentiality* property is enabled under GRC properties. • The record is in **Draft** state.	
Confidential	Option to mark the record as confidential.
Allowed users	Users who can view the record. **Note:** By default, the logged in user is added to the list of confidential users.
Allowed groups	Groups that can view the record.

Create a calculated metric definition

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

Before you begin

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

About this task

Add the automatic metric definition and the manual metric definition as children to the parent calculated metric definition. Specify the frequency and the method to aggregate the two metric definitions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Lists** > **Metrics** > **Calculated metric definitions**.
2. Click **New**.
3. On the form, fill in the fields.
   For information about the fields, refer to Calculated metric definition form.
4. Click **Save**.

Result

The metric definition is saved in the Metric definitions list.

What to do next

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

Calculated metric definition form

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

New calculated metric definition form

Field	Description
Basic details	
Name	Name of the calculated metric definition. For example, `Number of employees`.
Active	Option to mark the calculated metric definition as active.
Description	Brief description of the calculated metric definition.
Unit	Unit for the metric definition. You can define the units in which the scores are shown. The most commonly used units are provided by default.
Precision	Number of decimal places after the decimal point on a score. This field is automatically set to **0**. When the Precision is set to 0, the result is rounded to the nearest whole number. For example, if a metric definition with Precision 0 calculates the values 7 + (5 / 2), the result rounds up to 10. When the Precision is set to greater than 0, the result is rounded to the nearest decimal point for the given precision. For example, Precision 1 rounds a result of 4.45 as 4.5.
Calendar	Calendar to use for metric aggregation. Only the configured calendar options are available for selection. This field is automatically set to **Standard Calendar**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New calculated metric definition form (continued)

Field	Description
	Note: Standard calendar refers to the Gregorian calendar.
Frequency	Frequency for the calculated metric definition. This field indicates how often the metric definition should roll up the scores. The choices are as follows: • **Daily** • **Weekly** • **Monthly** • **Quarterly** • **Semi-annually** • **Annually**
Calculation	
Calculation level	Level at which the calculation is performed. The choices are as follows: • **Metric definition**: If you calculate the data at the metric definition level, then the data across all child metric definitions or child metrics is used for calculation. • **Entity**: If you calculate data at the entity level and specify the calculation method using the formula builder, then the common entities across all the child metric definitions are matched and the data is calculated for each entity. To aggregate the data to get an overall score at the metric definition level, select **Entity**.
Aggregation method	Method to aggregate the metric score at the entity level. The choices are as follows: • **None** • **Sum** • **Average** • **Maximum** • **Minimum** This field only appears when the **Calculation level** field is set to **Entity**.
Metric Properties	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New calculated metric definition form (continued)

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New calculated metric definition form (continued)

Field	Description
	total emissions produced by the company in a given year. This metric provides an assessment of the company's historical environmental impact. By monitoring this metric over time, the company can evaluate the effectiveness of its emission reduction efforts and identify areas where further improvements are needed. Lagging metrics help measure the outcomes of past actions and inform future strategies. • **Current** metric: Monitors ongoing processes and identifies real-time improvement areas. For GHG emissions, a current metric could be the emissions intensity, which measures the emissions generated per unit of production. By tracking emissions intensity, the company can identify specific areas within its operations that contribute to higher emissions. This metric helps the company identify real-time improvement opportunities, such as optimizing energy usage, implementing energy-efficient technologies, or adopting renewable energy sources.
Group	Area that the metric relates to. For example, the,metric may be related to the area of energy, water emissions, and so on.
Reporting classification	Tag used to categorise the metric.
Subgroup	Subgroup that the metric relates to.
Key metric	Option to indicate if it is a key metric for your business.
Confidentiality	
Note: This section only appears if the following situations are true: • The *sn_grc.enable_record_confidentiality* property is enabled under GRC properties. • The record is in Draft state.	
Confidential	Option to mark the record as confidential.
Allowed users	Users who can view the record. **Note:** By default, the logged in user is added to the list of confidential users.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New calculated metric definition form (continued)

Field	Description
Allowed groups	Groups that can view the record.

Formula building in a calculated metric definition

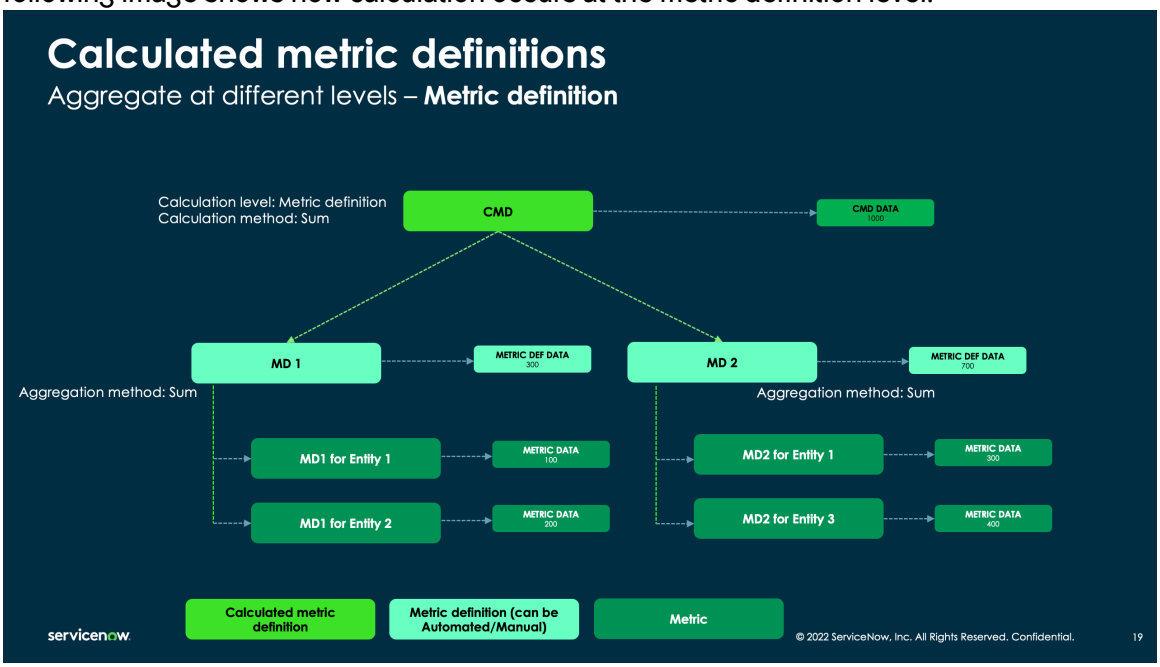
In a calculated metric definition, you can create formulas to perform calculations for any data that you may require.

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

You can set default values for operands in the Calculated Metric Definition Settings table to ensure metric calculations continue smoothly even when data is missing or undefined. When a formula encounters an empty operand, the system automatically applies the configured default value from this table, allowing the calculation to proceed without interruption. Users can activate the shipped default record or create custom entries with preferred values for specific operands. This setup enhances the reliability and flexibility of metric logic, reduces manual intervention, and supports consistent results across varying data conditions.

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

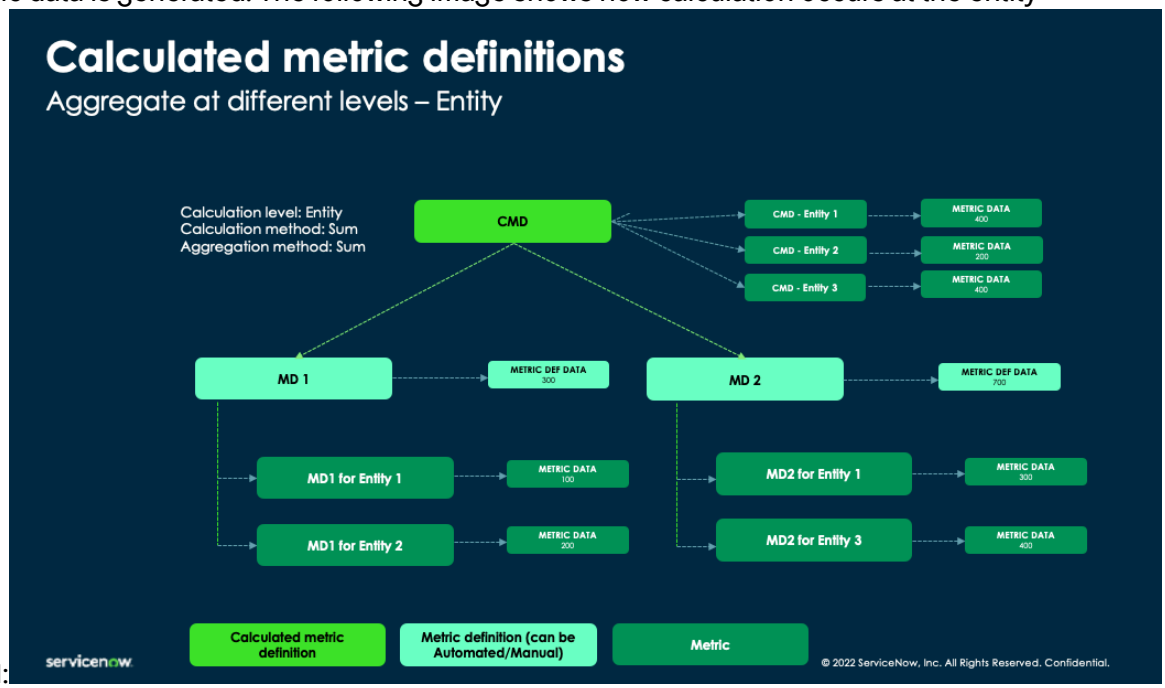
- **Metric definition**: If you select **Metric definition** in the **Calculation level** field, then the data across all child metric definitions or child metrics is used for calculation. When you select **Execute**, the formula is applied and the calculated metric definition data is generated. For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



- **Entity**: If you select **Entity** in the **Calculation level** field and specify the calculation method using the formula builder, then the child metrics are created for the calculated metric

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

definition. These metrics are created for each distinct entity that is associated with the metric definitions that have been used as operands in the formula. When you Execute the metric definition, the formula is applied and the metric data is generated. When you Aggregate the metric definition, the metric data is aggregated and the calculated metric data is generated. The following image shows how calculation occurs at the entity level:



Activate default values for CMD calculations

Activate default values for missing operands in CMD formulas using the Calculated Metric Definition Settings table, or configure new records as needed. This ensures uninterrupted calculations and allows customization for specific operand requirements.

Before you begin

Role required: sn_esg.program_manager

Procedure

1. Navigate to **All** > **Environmental, Social, and Governance** > **Administration** > **Metric Definition Settings**.
2. To setup default values you can do one of the following:
   - Select the default record on the list and activate the record.

     Note:
     If required you can make updates to the default record.

   - Select **New**.
3. On the form, fill in the fields.
   For information on the fields of the form, see Metric definition setting record fields.
4. Select **Submit**.

Metric definition setting record fields

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Metric definition setting record

Field	Description
Name	Name for the record. For example, `Default record for CMD calculations`.
Active	Option to mark the default values record as active.
One for null record	You can select relevant operators in the field. If a metric operand is null or undefined during formula execution, and the adjacent operator matches the one selected, the system assigns a default value of 1 to that operand—ensuring the calculation proceeds without error.
Order	Determines the priority of the record when multiple records are available. The record which has the highest number is selected
Skip null record	You can select relevant operators in the field. If a metric operand is null or undefined during formula execution and the adjacent operator matches the one selected, the system will skip that operand from the calculation. This prevents errors and ensures the formula continues without interruption.
Zero for null record	You can select relevant operators in the field.If a metric operand is null or undefined during formula execution and the adjacent operator matches the one selected in this field, the system assigns a value of 0 to that operand. This ensures the calculation proceeds without error and maintains consistency in results.
Type	Displays the type of metric definition. This field is automatically set to **Calculated metric definition**.
Table name	Specifies the name of the table where the default values are stored. This field is auto-populated.
Filter	Specifies the condition under which the default values defined in this record should be applied during CMD formula execution. You can setup multiple criteria conditions.

Configure the formula builder

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

Before you begin

Role required: admin

About this task

It's necessary to configure the formula builder before a formula can be built in a calculated metric definition. During configuring, you can specify the formula context, the tables to use, and their conditions. In the context of ESG Management, if you build the formula at the metric definition

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

level, you must select the metric definition table and the metric table during configuration. To build the formula at the entity level, you must select the metric definition and the emission factor table. Other applications can use the tables that are required for their use. You can configure the columns and their labels that you want to display along with the emission factor during building the formula. These labels help in easily identifying the emission factors.

Procedure

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

Formula builder configuration form

Field	Description
Formula context	Configuration available to create the formula for a specific option. The choices for ESG are as follows: ○ **Calculation level - entity** ○ **Calculation level - metric definition** **Note:** Users of other applications can select different context options.
Application	Scope of the application. This field is automatically set.
Table	Tables that you want to use while building the formula.
Condition	Criteria using which the records are filtered from the selected table when building the formula. For example, you can build a condition that **Domain is ESG**.
Display field	Unique display name for the operands such as the **Name** field or the **ID** field.
Identifier	An abbreviated two-letter combination of lowercase letters that is associated with a specific table name. For example, if your table name is Hardware accessories, your identifier can be `ha`. **Note:** Using `fn` as an identifier isn't permitted as fn refers to function.
Show additional columns	Option to decide if you want additional columns to be displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: This option is useful in cases where there are duplicate emission factor names. Showing additional details can help metric managers to select the right emission factor.
Primary column	Primary column that you 'd like displayed for the emission factor during formula building. For example, if you select **From unit**, then the emission factor's From unit will be displayed along with the factor name.
Secondary column	Secondary column that you'd like displayed for the emission factor during formula building. For example, if you select **To unit**, then the emission factor's To unit will be displayed along with the factor name. **Note:** When defining calculated metric definitions, you can use emission factors with different units than the collected data.
Primary column label	Preferred label of the primary column selected. For example, if you selected **Short Description** in the **Primary column** field, you can provide the preferred label as `Short Desc`.
Secondary column label	Preferred label of the secondary column selected.

4. Select **Submit**.

Create a formula

Build your own formula using either entities or metric definitions.

Before you begin

Role required: sn_esg.program_manager

sn_risk.user (for Risk users).

About this task

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

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to one of the following locations depending on which application you're using for creating the formula.
   - **All** > **Environmental, Social, and Governance** > **ESG Workspace** > **Metrics** > **Calculated metric definitions**.
   - **All** > **Risk Management** > **Risk Workspace** > **Metrics** > **Calculated metric definitions**.
2. Open the metric definition for which you want to build a formula and select **Build formula** > **Formula builder**.
3. In the formula text field, type \ to start building your formula.
4. To build the formula either at the metric definition level or the entity level, perform the following steps.

   a. To build a formula at the metric definition level, select two metric definitions or metrics, and an operator between them.

      Example
      For example, you can select GHG emissions from employee commuting + Data Center emissions (market-based) to calculate a sum.

   b. To build a formula at the entity level, select two metric definitions or emission factors, and an operator between them.

5. To copy, reset, or preview the formula, do the following.
   a. To copy the formula, select **Copy**.
   b. To reset the formula to its initial state, select **Reset**.
   c. To view the formula without any identifiers in a neat format, select **Preview**.
6. To save the formula, select **Save formula**.
7. To execute the formula, select **Execute**.
   It's important to save the formula before you execute it.
8. On the formula builder page, select **Need help?** to receive guidance on the necessary steps to build the formula.

Update a metric definition

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

Before you begin
Role required: sn_grc.metric_manager, sn_risk.user and sn_compliance.user

About this task
You can use the same form for updating the automated metric definition, manual metric definition, and composite metric definition.

Procedure

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Update metric definitions tabs and related lists

Field	Description
Tabs and related lists	
Details tab	Details of the metric, such as metric definition, metric properties, method, and schedule in the automated metric definition. Details of the metric, such as collection method, schedule, data collection details, approval in the manual metric definition. Details of the metric, metric properties, and roll up properties in the calculated metric definition. The fields on the Details tab are explained in the Metric definition forms.
Entity type	Details of the entity type to be associated with the metric. For example, provides the name, description, and conditions, such as active, need update, and processing entities. To add a new entity type, click **Add**. **Note:** The Entity type related list is displayed only for an automated metric definition and a manual metric definition. It isn't displayed for the calculated metric definition.
Additional entities	Additional entities that can be associated with the metric definition. Provides details, such as name, owned by, class, and compliance score in percentage (%). To add new entities, click **Add**. **Note:** This related list is displayed only for an automated metric definition and a manual metric definition. It isn't displayed for the calculated metric definition.
Child Metric Definition	Child metric definition associated with the parent metric definition. Displays the details such as name, frequency, and description of the child metric definition. To add a new child metric definition, click **Add**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: This related list is displayed only for the calculated metric definition. It isn't displayed for the automated metric definition and the manual metric definition.
Metrics	Details of the metrics, such as name, associated entity, and active state of the metric. To add a new metric, click **New**.
Citations	Details of the citations such as reference, name, authority document, description, and compliance score in percentage (%). To add a new citation, click **Add**.
Goals	Details of the goals, such as name, state, category, start date, end date, owner, and status. To add a new goal, click **Add**.
Targets	Details of the target, such as name, owner, state, status, progress, actual value, target value, and end date. To add a new target, click **Add**.
Metric definition data	Details of the metric definition data, such as collection frequency, collection definition, interval end date, value, and state. **Note:** This related list is displayed only for an automated metric definition and a manual metric definition. It isn't displayed for the calculated metric definition.
Calculated metric data	Details of the calculated metric data, such as interval end date, roll up frequency, and value. **Note:** This related list is displayed only for the calculated metric definition. It isn't displayed for the automated metric definition and the manual metric definition.

4. To save the metric definition, click **Save**.
5. To calculate the composite metric data for the composite metric definition, click **Aggregate**. The **Aggregate** action calculates the composite metric data for the current interval end date and roll-up frequency to its parent metric definition. The composite metric data record is displayed under the Composite metric data related list. A composite metric definition score is created if it doesn't exist for the current interval.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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

Create a metric

Create a metric to perform calculations on your data.

Before you begin

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

About this task

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

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Lists** > **Metrics** > **Metrics**.
2. Click **New**.
3. On the form, fill in the fields.

New automated metric definition form

Field	Description
Name	Name of the automated metric definition. For example, `Number of incidents`.
Description	Brief description of the automated metric definition.
Active	Option to mark the automated metric definition as active.
Class	Class to which the metric definition belongs. The choices are as follows: ○ **KPI**: Indicates how well the risk exposure is managed against objectives. Use this option to add entities and additional entities to the metric definition. ○ **KRI**: Indicates the amount of exposure to a given risk or set of risks. Use this option to add risks and risk statements to the metric definition. This option is available if the Advanced Risk plugin is activated. ○ **KCI**: Indicates the effectiveness of any controls that have been implemented to reduce or mitigate a given risk exposure. Use this option to add controls and control objectives to the metric definition. This option is available if the Policy and Compliance Management plugin is activated.
Type	Method used to determine if the score is collected manually or in an automated

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	manner. This field is automatically set to **Automated** but the value changes when you select the metric definition and gets updated to the type of the metric definition.
Key metric	Option to indicate if the metric is a key metric for your business.
Domain area	The workspace from where the metric definition is created. This field is automatically set. For example, if you create a metric definition from the Risk Workspace, then this field is set to **Risk**.
Enterprise Owner Type	Type of enterprise owner who is responsible for the automated metric definition. The choices are as follows: ○ **User** ○ **User group**
Metric Score Aggregation	Method used to summarize the score at the metric definition level. The choices are as follows: ○ **Sum**: Sum of all active metrics. ○ **Average**: Average of all active metrics. ○ **Maximum**: Maximum value of all active metrics. ○ **Minimum**: Minimum value of all active metrics.
Value	Value obtained after the metrics are executed.
Enterprise owner	Enterprise owner of the automated metric definition.
Metric Properties	
Direction	Direction of the automated metric definition. The choices are as follows: ○ **None**: If you don't want any change in the metric direction, select this option. ○ **Minimize**: If the desired metric direction is downward or descending, select this option. For example, you want to minimize the fuel consumption. ○ **Maximize**: If the desired metric direction is upward or ascending, select this option. For example, you want to maximize the use of natural resources in your organization. ○ **Milestone**: When the metric direction isn't applicable, but the metric is tracked against a milestone, select this option. For example, if your organization is going to

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	launch a new renewable energy product in the market, the upcoming launch date is considered as a milestone.
Precision	Number of decimal places after the decimal point on a score. When an indicator has a Precision of 0, the indicator rounds the result to the nearest even, whole number. For example, if an indicator with Precision 0 calculates the values 7 + (5 / 2), the indicator rounds the result up to 10. However, if the formula calculates 2 + (5 / 2), the indicator rounds the result down to 4. When an indicator has a Precision greater than 0, the indicator rounds to the nearest decimal point for the given precision. For example, an indicator with Precision 1 rounds a result of 4.45 as 4.5.
Unit	Unit for the automated metric definition. You can define the units in which the scores are shown. The most commonly used units are provided by default.
Nature	Nature of the automated metric definition. The choices are as follows: ○ **None** ○ **Leading**: If the metric is an indicator of future events, select this option. For example, consider the number of sales that a store makes on new solar batteries. This number is a leading indicator for the support requests that the store may receive in the future. ○ **Lagging**: If the metric is an indicator of past events, select this option. For example, consider the number of sales that a store has made in the previous year. This number is a lagging indicator for the support requests that the store has received in the past year. ○ **Current**: If the metric is an indicator of the current state of the events, select this option. For example, consider the number of sales that a store has made in the current year. This number is an indicator of the current support requests received by the store.
Method	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Method Type	Type of automated metric. The choices are as follows: ○ **Basic** ○ **Scripted** **Note:** If you select **Scripted**, you must save the form and select **Add script** to add your script. Only users with the sn_grc.developer role can add scripts.
Table	Table that is queried for creating the automated metric definition.
Criteria	Condition for the record from which a score is obtained. Build a filter by adding conditions that contain a field, operator, and values and then click **Set**. **Note:** Select a value for the **Table** field before modifying this field.
Aggregate	Method to aggregate the automated metric definition score. When an option is selected in the **Aggregate** field, a new **Aggregation Field** is displayed next to the **Aggregate** field. The **Aggregation Field** displays the selected record. The choices for the **Aggregate** field are as follows: ○ **Count**: Count of the number of records that are rendered by the table query that is set in the filter criteria. ○ **Sum**: Sum of the values of the parameters based on the selected value in the **Aggregation Field**. ○ **Average**: Average of the values of the parameters based on the selected value in the **Aggregation Field**. ○ **Maximum**: Maximum of the values of the parameters based on the selected value in the **Aggregation Field**. ○ **Minimum**: Minimum of the values of the parameters based on the selected value in the **Aggregation Field**. ○ **Count Distinct**: Number of groups in the result set that is grouped by the **Aggregation Field**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: The **Aggregation Field** is displayed for all the options except **Count**.
Reference field	Field based on which the metric data can be segregated. This field connects the entity to the selected scoring table and it calculates a score that is specific to an entity. **Note:** Ensure that the table that the reference field points to matches with the table of the records that the associated entities point to, through the **Applies to** field in the entity form. **Note:** It is the user's responsibility to validate the criteria mentioned in the note as the system doesn't validate it. Select a table before modifying this field.
Schedule	
Calendar	Calendar to use for metric collection. Only the configured calendar options are available. This field is automatically set to **Standard Calendar**. Standard calendar refers to the Gregorian calendar. This field can be modified only if the metric definition for this metric doesn't use the standard calendar.
Frequency	Collection frequency for the metric definition. This field is automatically set based on the frequency of the selected metric definition.
First run date	Date the metric is run the first time.
Due date offset	Number of days after the schedule end date when the metric data task becomes overdue. For example, if the frequency of a metric definition is monthly and if the you enter `15` in this field, then the due date for metric data task will be overdue 15 days after the month ends. This field only appears when the metric definition associated with the metric is of type Manual.
Next run date	Date when the metric going to be executed.
Period date	Date used to specify the start and end dates for the data collection period.
Data Collection Details	
Data owner type	Data owner type, such as User.
Data owner	Name of the user as the data owner.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Approval **Note:** This section appears only when the Metric approval property is set to Simple. For more information see, Properties installed with Advanced Risk.	
Approval required	Option to indicate if an approval is required.
Approver type	Type of the approver of the metric definition. The choices are as follows: ○ **User** ○ **User group**
User	Approver user or approver group that is responsible to approve the metric definition. The choices are as follows: ○ **Approver**: Displayed when the User option is selected. ○ **Approver group**: Displayed when the User group option is selected. **Note:** By default, the approver is the user specified in the metric definition, but this can be overridden at the metric level.
Classification	
Group	Area that the metric relates to.
Reporting classification	Tag used to categorise the metric.
Subgroup	Subgroup that the metric relates to.
Confidentiality **Note:** This section only appears when: ○ The *sn_grc.enable_record_confidentiality* property is enabled under GRC properties. ○ The record is in **Draft** state.	
Confidential	Option to mark the record as confidential.
Allowed users	Users who can view the record. **Note:** By default, the logged in user is added to the list of confidential users.
Allowed groups	Groups that can view the record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Click **Save**.

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

Result
The metric is saved in the Metrics list.

Create a metric unit

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

Before you begin
Role required: sn_grc_metric.manager, sn_risk.user and sn_compliance.user.

Procedure
1. Navigate to **All** > **Risk** > **Risk Workspace** > **Metrics** > **Units**.
2. Click **New**.
3. On the form, fill in the fields.

New metric unit form

Field	Description
Name	Name of the unit. For example, $.
Format	Format of the unit. For example, `{0} MWh` gives you the number of Megawatt-hours with the abbreviation MWh.

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

Result
The metric unit is saved in the Units list.

Create a unit family

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

Before you begin
Role required: admin

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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

Procedure

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

Unit family form

Field	Description
Name	Name of the unit family. For example, `Temperature`.
Conversion factor	Conversion factor that must be applied when converting units from the family. The choices are as follows: ○ **Direct**: Use this option if the conversion of the units in the family can be done directly. For example, you can convert kilometers to miles using direct conversion. ○ **Calculated**: Use this option if the conversion formulas are complex. For example, to convert temperatures in degrees Celsius to Fahrenheit, the formula is °F = °C × (9/5) + 32.

4. Select **Submit**.

Convert metric data to a different unit

Convert any metric data into a preferred reporting unit.

Before you begin

Role required: admin

About this task

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

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

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

Unit conversion form

Field	Description
Name	Name of the unit conversion. For example, `Litres to gallons`.
From unit	Unit to convert.
To unit	Unit to convert to.
Unit family	Unit family to which the unit belongs. For example, **Volume**.
Value	Conversion value. For example, the conversion value from liters to gallons is `0.264172`.

4. Select **Submit**.

Update a metric

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

Before you begin

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

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Lists** > **Metrics** > **Metrics**.
2. Select a metric from the list.
3. On the form, update the fields as necessary.

Update metric tabs and related lists

Field	Description
Tabs	
Name	Name for the metric. For example, `Number of incidents- ACME Asia`.
Description	Brief description of the metric.
Metric definition	Metric definition associated with the metric.
Entity	Entity associated with the metric.
Enterprise Owner Type	Enterprise owner type who is responsible for the metric. This field is automatically set to display the enterprise owner type.
Type	Type of the automated metric definition. This field is automatically set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Active	Option to mark the metric definition as active.
Key metric	Option to mark the metric definition as a key metric.
Enterprise owner	Enterprise owner of the metric definition. This field is automatically set.
Metric Properties	
Direction	Direction of the metric definition. This field is automatically set.
Precision	Precision for the metric definition. This field is automatically set.
Unit	Unit for the metric definition. This field is automatically set.
Nature	Nature of the metric definition. This field is automatically set.
Method	
Method Type	Type of method used to collect the metric data.
Table	Table that is queried for creating the metric definition. This field is automatically set.
Criteria	Conditions for querying the table. This field is automatically set.
Aggregate	Method to aggregate the metric definition. This field is automatically set.
Reference field	Reference field for the metric definition method. This field is automatically set.
Schedule	
Schedule	Collection frequency for the metric definition. This field is automatically set.
First run date	Date for the first run time. This field is automatically set.
Next run date	Date for the next run time.
Data Collection Details	
Data owner type	Data owner type such as User.
Data owner	Name of the user as the data owner.
Approval	
Approval required	Option to be enabled if an approval is requested for the metric.
Metric data tasks tab	Information about the metric data task, such as name, number, assigned to, priority, and state.
Related lists	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Goals	Details of the goals associated with the metric, such as name, state, category, start date, end date, owner, and status. To add a new goal, click **Add**.
Metric data	Details of the metric data such as start date, end date, value, collector metric data, collection frequency, and type. Start date: The start date is the date the data collection begins. End date: The end date is the end of the period date that determines the interval for which the score is calculated. The end date depends on the frequency of the metric definition. The end date is used for tracking the scores. Every score is time-dependent and it has a reference to the interval end date. Collection frequency: The options in the collection frequency field are: ○ **Daily**: Score that gets created for each day. ○ **Weekly**: Score that gets created by the end of the week date (Sunday). Monday is the start of the week and Sunday is the end of the week. ○ **Monthly**: Score that gets created by the end of the month. ○ **Quarterly**: Score that gets created by the end of the quarter. For example, Q1 ends on March 31, Q2 ends on June 30, Q3 ends on September 30, and Q4 ends on December 31 in a year. ○ **Semi-annually**: Score that gets created by the end of the 6-month period. The end date for the semester is June 30 and December 31 in a year. ○ **Annually**: Score that gets created by the end of the year. The end date for the year is December 31.
Targets	Details of the targets associated with the metric, such as name, state, owner, start date, end date, type, and measure. To add a new target, click **Add**.
Citations	Details of the citations, such as reference, name, authority document, description, and compliance score percentage (%). To add a new citation, click **Add**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. To save the metric, click **Save**.
5. To delete the metric definition, click **Delete**.
6. To execute the metric, click **Execute**.
   A metric data score is created if it doesn't exist for the current interval. Re-executing a metric or a metric definition for the current interval only updates the score.
7. To visually explore the 360° relationship view of the metric definition, click **360° view**.

Update a manually created metric

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

Before you begin

Role required: sn_grc.metric_manager, sn_risk.user and sn_compliance.user

About this task

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

Procedure

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

Update metric tabs and related lists

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Precision	Precision for the metric definition. This field is automatically set.
Unit	Unit for the metric definition. This field is automatically set.
Nature	Nature of the metric definition. This field is automatically set.
Method	
Instructions	Instructions for the data owner. Method of collection for the manual metric definition. This field is automatically set.
Schedule	
Calendar	Calendar to use for metric aggregation. Only the configured calendar options are available for selection. This field is automatically set to **Standard Calendar**. **Note:** Standard calendar refers to the Gregorian calendar.
Frequency	Collection frequency with which the metric is executed. Indicates how often the metric definition should collect the data. The choices are as follows: ○ **Daily** ○ **Weekly** ○ **Monthly** ○ **Quarterly** ○ **Semi-annually** ○ **Annually** This field is automatically set.
First run date	Date for the first run time. This field is automatically set.
Next run date	Date for the next run time.
Period date	Date used to specify the start and end dates for the data collection period.
Due date offset	Number of days after the schedule end date when the metric data task becomes overdue. For example, if the frequency of a metric definition is monthly and if you enter `15` in this field, then the due date for metric data task will be overdue 15 days after the month ends. This field is automatically set.
Data Collection Details	
Data owner type	Data owner type such as User.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Data owner	Name of the user as the data owner.
Approval	
Approval required	Option to be enabled if an approval is requested for the metric.
Metric data tasks tab	Information about the metric data task, such as name, number, assigned to, priority, and state
Classification	
Group	Area that the metric relates to. This field is automatically set.
Subgroup	Tag used to categorise the metric. This field is automatically set.
Reporting classification	Tag under which the metric definition and metric is categorized. For example, **GRI**, **SASB**, or **Steering Committee Review**.
Related lists	
Goals	Details of the goals associated with the metric, such as name, state, category, start date, end date, owner, and status. To add a new goal, select **Add**.
Metric data	Details of the metric data such as start date, end date, value, collector metric data, collection frequency, and type. Start date: The start date is the date that the data collection begins. End date: The end date is the end of the period date that determines the interval for which the score is calculated. The end date depends on the frequency of the metric definition. The end date is used for tracking the scores. Every score is time-dependent and it has a reference to the interval end date. Collection frequency: The options in the collection frequency field are: ○ **Daily**: Score that gets created for each day. ○ **Weekly**: Score that gets created by the end of the week date (Sunday). Monday is the start of the week and Sunday is the end of the week. ○ **Monthly**: Score that gets created by the end of the month. ○ **Quarterly**: Score that gets created by the end of the quarter. For example, Q1 ends

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	on March 31, Q2 ends on June 30, Q3 ends on September 30, and Q4 ends on December 31 in a year. ○ **Semi-annually**: Score that is created by the end of the 6-month period. The end date for the semester is June 30 and December 31 in a year. ○ **Annually**: Score that gets created by the end of the year. The end date for the year is December 31.
Targets	Details of the targets associated with the metric, such as name, state, owner, start date, end date, type, and measure. To add a new target, select **Add**.
Citations	Details of the citations, such as reference, name, authority document, description, and compliance score percentage (%). To add a new citation, select **Add**.
Thresholds	Details of the thresholds associated with the metric, such as type, related metric, valid dates, threshold color, and target value. To add a new citation, select **Add**.

4. To save the metric, select **Save**.
5. To delete the metric definition, select **Delete**.
6. To execute the metric, select **Execute**.
   A metric data score is created if it doesn't exist for the current interval. Re-executing a metric or a metric definition for the current interval only updates the score.
7. To visually explore the 360° relationship view of the metric definition, select **360° view**.

Create a threshold for a metric definition

Evaluate the performance of your quantitative metric definition by defining threshold for your metric definitions.

Before you begin

Role required: admin

About this task

After you create a metric definition, you can define threshold limits for a metric and a metric definition to determine the performance of the metric. When the threshold value is breached or crossed, the system notifies the relevant owners. For example, you can create a metric definition to monitor employee attrition and define your target value for the metric, the amber threshold value and the red threshold value for a specified period. Now, consider that you defined your threshold value as 5, and your amber value as 8, and your red value as 10. This means that when there is an attrition of 8 people, the system will notify you about the metric performance as Amber. If your attrition reaches 10, the system will notify you about the metric performance as Red. This notification will enable you to take appropriate actions. You can create more than one threshold for a metric. If a threshold is defined before the metric is created, then the metrics inherit the rules of the threshold. You can create thresholds for all types of metric definitions. In this procedure, automated metric definition is used as an example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If the threshold is created after the metric definition is created, you can copy the thresholds to the metrics.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **Metrics** > **Metrics**.
2. Select and open the metric for which you want to define the threshold.
3. Select the Thresholds related list.
4. Select **New**.
5. On the form, fill in the fields.

Metric Definition Threshold form

Field	Description
Threshold type	Type of threshold. The choices are the following. ○ Static: A static threshold for a metric or a metric definition refers to a fixed value used as a limit for tracking a metric. ○ Dynamic: Dynamic thresholds are specified in percentages. This means that the percentage variance is calculated based on two factors: direction and the previous data For more information, see Thresholds for metrics.
Amber threshold	Percentage value that signifies moderate change in the variance of target value.
Valid from	Date the data is valid from.
Target value	Previous data against which the percentage variance is compared.
Red threshold	Percentage value that signifies critical change in the variance of target value.
Valid until	Date the data is valid until.

6. Select **Submit**.
7. To copy the thresholds to the metrics, select **Copy threshold**.

Using GRC: Metrics to provide data

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

Provide data for a metric data task

Use the metric data task to provide data for a manual metric.

Before you begin

Role required: sn_grc_metric.user, sn_risk.reader, and sn_compliance.reader

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

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

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

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

Related Document form

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

8. Select **Submit**.

Provide responses for multiple metrics

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

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

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

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the Metric data table icon ( )
3. Select the filter icon and set the Entity, Metric group, Metric subgroup, Task type, Start date, and End date filters to show the tasks for which you want to provide data.

   Only those Groups which have open metric data tasks appear in the filter.
4. Select **Apply.**
5. Double-click the cell for the entity in which you want to provide data.
6. Enter the information needed for your response and select **Save**.
   Perform this step for each cell for which you want to provide data. You can scroll the cells to provide responses for all the tasks.

   Note:
   You have the option to select a choice or enter HTML depending on how the related metric definition has been set up. These formats are available when the manual metric definition **Category** field is set to **Qualitative**. For more information, see Create a manual metric definition and Manual metric definition fields.
7. Select the tasks for which you want to submit the responses.
8. To provide any evidence for the data that you've entered, select the **Attachments and links** tab on the Contextual side panel and add the links and attachments as required.
9. Select **Submit**.
   To select all cells for each individual metric definition for submission, select the check box in the corresponding row. To select all cells for submission, select the check box in the header row of the Metric data tasks table.
10. **Optional:** Select the check boxes that you want and then select **Submit**.

Review a metric data task

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

Before you begin

Role required: sn_grc_metric.admin, sn_grc_metric.manager, and sn_grc_metric.reader

About this task

If you have been assigned as an approver as part of a metric definition record, your approval task appears in the approvals tab of a metric data task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Select the Metric data table icon ( ).
3. Review the metric data tasks and perform one of the following actions.
   You can approve or reject cells in bulk at the individual metric definition level or for all cells by selecting the check box for each row or the check box in the header row of the Metric data tasks table.
4. **Optional:** Select the check boxes that you want and then select **Reject** or **Approve**.

Override metric data task response

As a metrics manager, if you think that the response provided for a quantitative or qualitative metric must be modified, you can edit the data and provide a justification for the modification.

Before you begin

Role required: sn_grc_metric.admin, sn_risk.admin, and sn_compliance.admin

Procedure

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

Override metric data

If the metric data provided by the data owner is inaccurate, then you can modify or override the metric data provided by the data owner.

Before you begin

Role required: sn_grc_metric.admin, sn_risk.admin, and sn_compliance.admin

About this task

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

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace** > **List** > **Metrics** > **My metric data tasks**.
2. Open the record you want to modify.
3. On the Metric information form, under the Metric input section, select the **Override Metric Data** option.
4. In the **Overridden metric data** field, provide a new value.
5. In the **Justification** field, provide a valid justification for overriding the data.
6. In the **Additional comments** field, provide additional comments, if any.
7. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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

Reviewing calculation details with formula trees

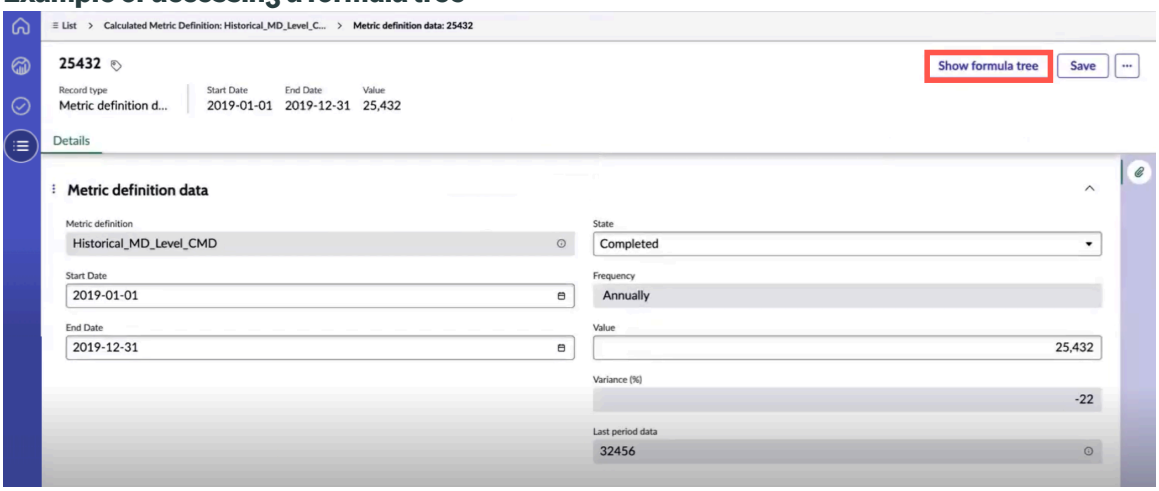
Review calculated metric definitions by viewing a structured and visual representation of the entire calculation chain. By using a formula tree, you can access the calculation details and view how the different metrics and emission factors are interconnected.

The formula tree is a tool that enhances transparency in calculated metric values. Navigate to the calculated metric data record you want and view the formula tree, which shows a detailed breakdown of the calculation. It displays the values of the operands and how they're combined to produce the final result. This feature helps users and auditors understand and verify the accuracy of complex calculations.

Note:
Formula trees are available for the generated Calculated metric data when the **Calculation level** is set to Metric Definition and for the generated metrics when the **Calculation level** is set to Entity. For more information on Formula building, see Formula building in a calculated metric definition.

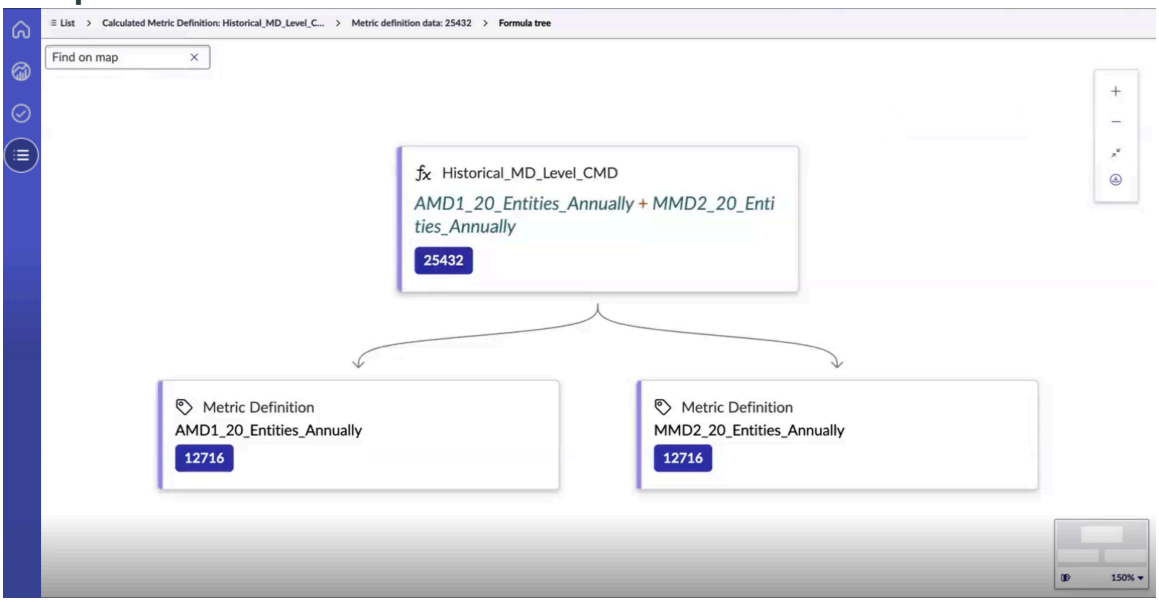
As shown in the following examples, you can navigate to the calculated metric data record and select **Show formula tree** to view the associated formula tree.

Example of accessing a formula tree



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example of a formula tree



Note:
A formula tree displays the values of operands by applying the level of precision provided in the CMD.

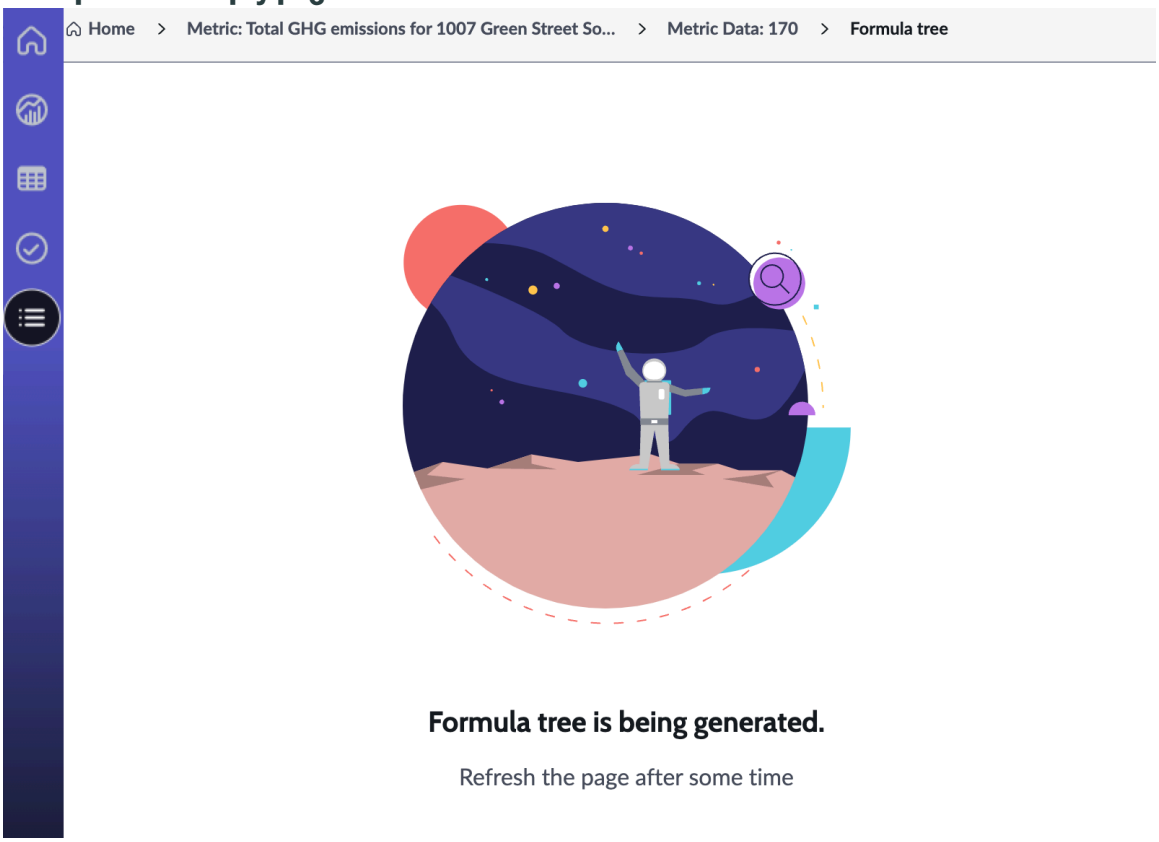
For example, if the CMD specifies a precision of 2 decimal places, the formula tree displays all operand values with two decimal places, even if the actual values have more or fewer decimal places.

As shown in the following examples, if you're seeing an empty page, it's because the formula tree or formula operands are currently empty and are being updated asynchronously. If you're seeing an error page, it's due to errors in the formula operands that need to be corrected.

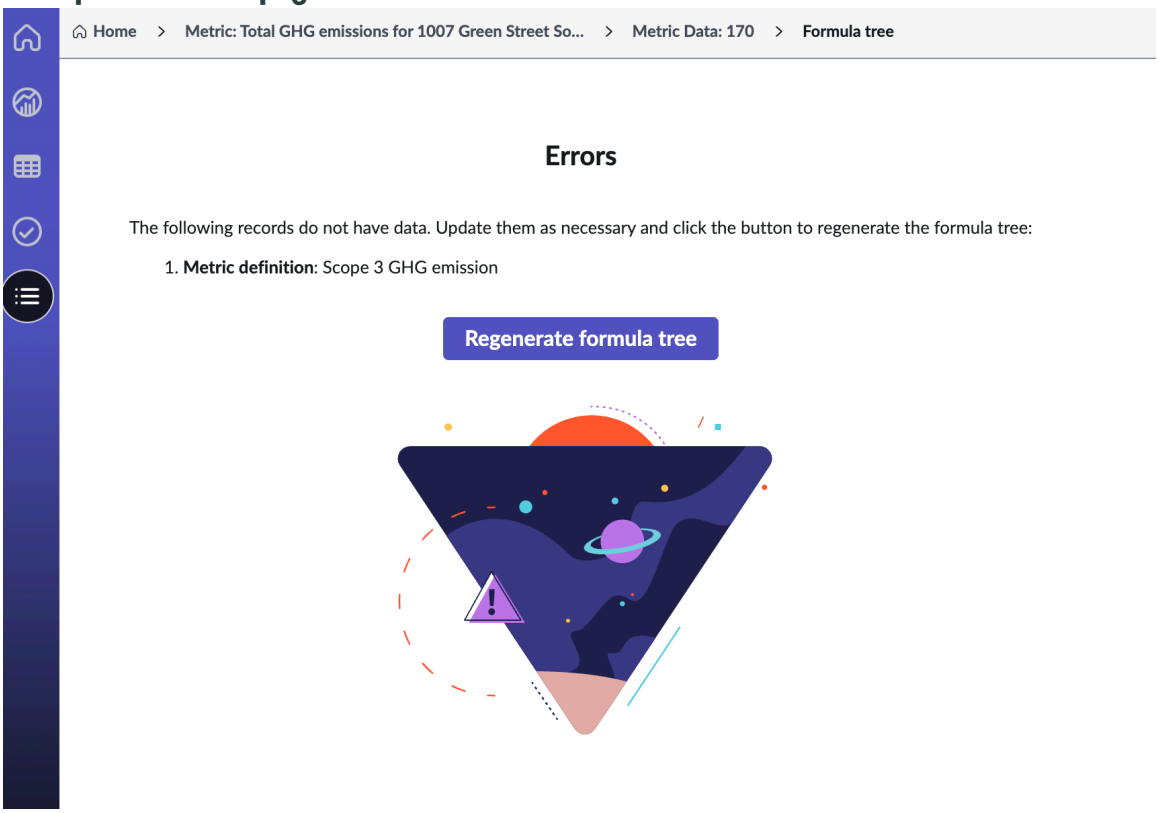
Note:
If a value is missing for any operand in a CMD formula, you can use the Calculated Metric Definition Settings table to define a default value for that operand. The system will automatically retrieve and apply the specified default value, ensuring the formula executes without interruption. Users can customize these default values or add new records as needed to suit their calculation requirements. For more information, refer to Activate default values for CMD calculations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example of an empty page



Example of an error page



To learn more about formula trees, see:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

View the calculation breakdown in a formula tree

View a structured and visual representation of the entire calculation chain.

Before you begin

Role required: sn_esg.admin, sn_esg.metric_manager, sn_esg.program_manager, sn_esg.reporting_disclosure_manager

sn_risk.user (for Risk users).

About this task

A formula tree provides transparency by displaying the detailed breakdown of how values are calculated, including all the operands and operations. This is especially helpful for auditing data and debugging.

Procedure

1. Navigate to one of the following locations depending on which application you're using.
   - **All** > **Environmental, Social, and Governance** > **ESG Workspace** > **Metrics** > **Calculated metric definitions**.
   - **All** > **Risk Management** > **Risk Workspace** > **Metrics** > **Calculated metric definitions**.
2. Open the metric definition for which you want to view formula tree data for and select **Calculated Metric Data**.
3. Select the calculated metric data record that you want and then select **Show formula tree**. You can view a visual representation of the entire calculation chain. The formula, associated metric definitions, sub formulas, functions, and so on, are shown.

Note:
If you're seeing an empty page, it's because the formula tree or formula operands are currently empty and are being updated asynchronously. If you're seeing an error page, it's due to errors in the formula operands that need to be corrected.

GRC: Metrics reference

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

Components installed with the GRC: Metrics application

When the Risk Management application is activated, the GRC: Metrics application is automatically installed. The GRC: Metrics application adds roles that are listed here.

Roles installed

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

Roles installed with the GRC: Metrics application

Role	Description	Contains
sn_grc_metric.admin	This role serves as the Administrator within the application, and contains the responsibilities of the Metric Manager role. The role possesses the ability to override metric data results in metric data tasks and	sn_grc_metric.manager, schedule_admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed with the GRC: Metrics application (continued)

Role	Description	Contains
	has the authority to delete metric definitions and metrics. Typically, this role is assigned to individuals holding positions as product owners or application administrators.	
sn_grc_metric.manager	This role possesses the ability read, create, and update metric definitions and metrics. It is primarily assigned to risk managers, compliance managers, or business managers, who require the authority to define metrics within their respective areas of responsibility.	sn_grc_metric.user
sn_grc_metric.reader	This role is restricted to read-only access. It does not possess the privileges to create, edit, or update any metric definitions or metrics. However, as a metric reader, this role is authorized to review and approve metric data tasks where they have been designated as an approver. This role can be assigned to managers and executives if they want to access dashboards with metrics data to monitor the performance of the metrics.	None
sn_grc_metric.user	This role is primarily assigned to data owners, enabling them to respond to manual metric data entry tasks. Typically, these users are from the business and hold ownership responsibilities within the organization.	sn_grc.reader, sn_grc_metric.reader
sn_grc_metric.developer	Users with this role possess the privilege to write and edit the script for data collection automated metric definition.	None

Analytics and reporting solutions for Risk Management

Platform Analytics Solutions contain preconfigured dashboards. These dashboards contain actionable data visualizations that help you improve your business processes and practices.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This Platform Analytics Solution is available on the ServiceNow Store.

Request apps on the Store

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

Platform Analytics data visualizations use Performance Analytics indicator data to show you data over time, helping you analyze your business processes and identify areas of improvement. With Platform Analytics Solutions, you can get value from Performance Analytics for your application with minimal setup. You can always create your own objects as well.

Important:
Set up and test Platform Analytics Solutions on a non-production instance before enabling them in production.

To enable the Analytics and Reporting solution for GRC: Risk Management, perform these steps.

1. Visit the ServiceNow Store and obtain an entitlement to the Performance Analytics - GRC: Risk Management application and associated applications. See Install a ServiceNow Product on the ServiceNow Store.
2. On the instance, navigate to **System Applications** > **All Applications** > **All**.
3. Locate and install the Performance Analytics - GRC: Risk Management application.

The following reports and dashboards are available in the Risk Management application.

Important:

Starting with version 18.1.0 of the Risk Management application, the Analytics and Reporting solutions for Risk Management are available in the Next Experience UI Framework.

Operational risk heatmap for Advanced Risk Assessment in the Risk Workspace

As an operational risk manager, you can configure and manage your risk heatmaps in the Risk Workspace.

A risk heatmap is a data visualization tool that is used for communicating the specific risks that threaten an organization. Heatmaps are considered a critical component of enterprise risk management because it helps to identify risks that need more attention. In the Risk Workspace, you can configure your Advanced risk assessment heatmaps using the UI Builder. The heatmaps provide detailed information about your inherent and residual risks. The axes of the heatmaps can be configured in the inherent risk and residual risk configurations. To see how you can configure the axes details for the heatmap, see Configure an inherent assessment and Configure a residual assessment.

To view the operational risk heatmaps, ensure the following:

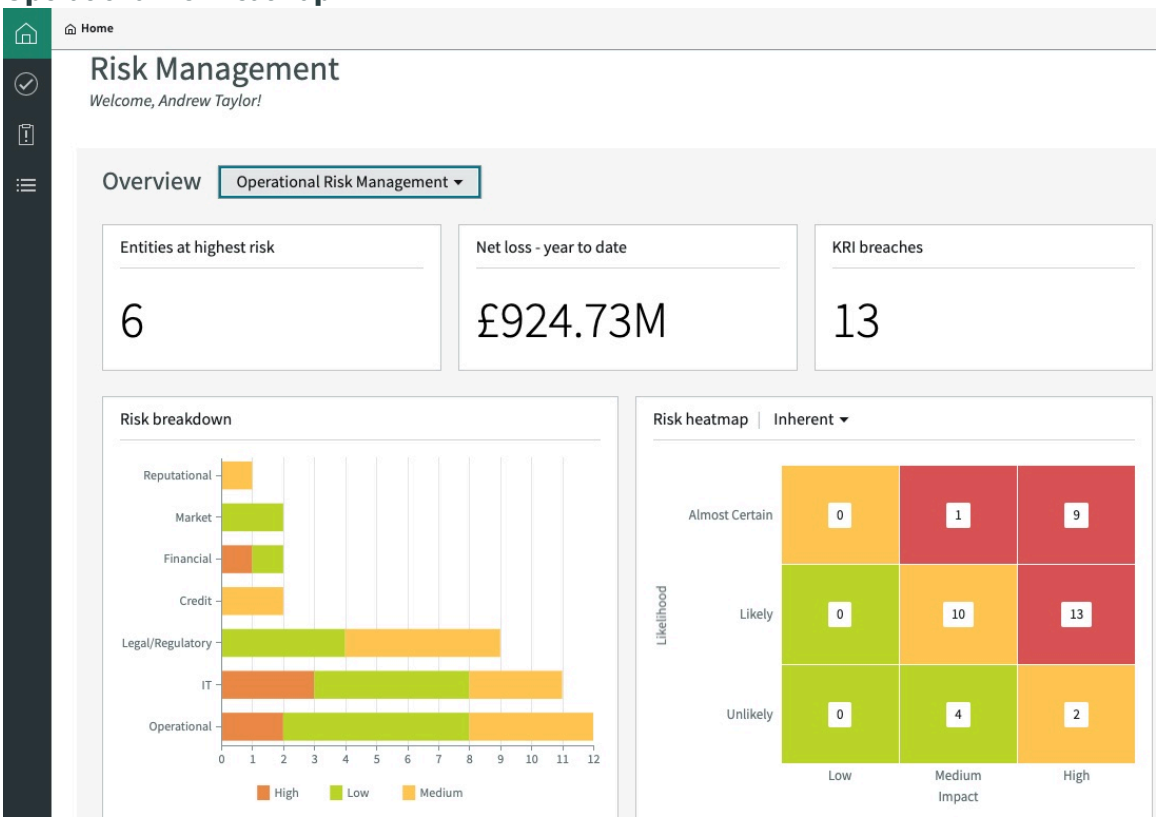
- Activate the **GRC: Risk Management workspace** (com.sn_risk_workspace) plugin.
- Activate the **GRC: Advanced Risk** (com.sn_risk_advanced) plugin.
- Enable the *`Migrate to Advanced Risk Assessments`* property.

In the **Summary** field, you can select the risk assessment methodology for which you want to view the heatmap. When you click any tile of the heatmap, you can view all the risks and their scores assessed for that particular risk assessment methodology. You can view the risk response

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

strategy selected for those risks. If you want to define colors for your heatmaps, you can define the colors according to your preferences. For more information, see Create risk color styles.

Operational risk heatmap



To add or configure the heatmap in other pages or workspaces, see the Risk Heatmap Documentation [KB0994328] article in the Now Support Knowledge Base

Risk heatmap for classic risk assessment

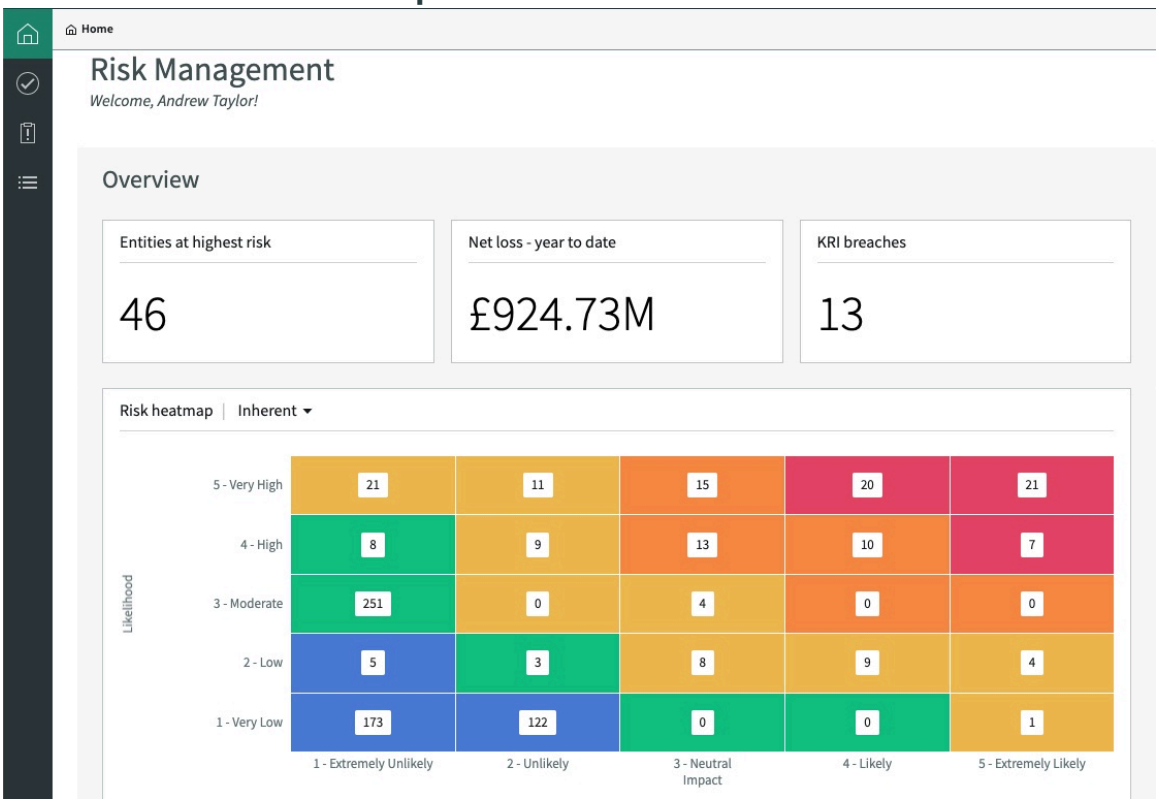
As an operational risk manager, if you opt to use the classic risk assessment to assess the risks in your organization, you can view the risk heatmap to get an overview of the risk posture for your organization.

A risk heatmap is a data visualization tool that is used for communicating the specific risks that threaten an organization. A risk heatmap is considered a critical component of enterprise risk management because it helps to identify risks that need more attention.

To view the operational risk heatmaps, ensure that you activate the GRC Risk Management (sn_risk) plugin. When you click any tile of the heatmap, you can view the risk records and see the entity, the risk statement, the owning group, the owner and the calculated scores.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Classic risk assessment heatmap



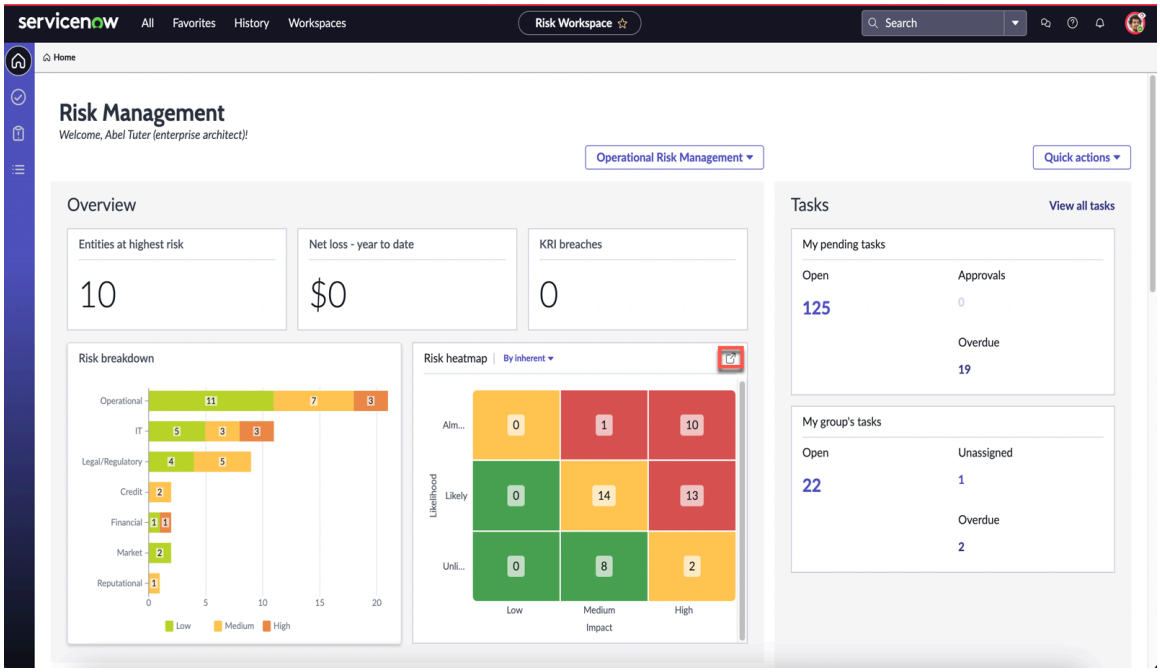
Risk heatmap workbench

As an operational risk manager, you can visualize the risk details and better understand the risk posture of your entity by using the risk heatmap workbench in the Advanced Risk application.

Overview of the heatmap workbench

A risk heatmap is a graphical representation of your risk data where the individual values that are contained in a matrix are represented in colors that denote a meaning. You can use risk heatmaps to see your risk assessment results in a convenient, visually attractive, and succinct format. Starting in version 14.0, you can launch the risk heatmap workbench with the launch workbench icon ( ).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

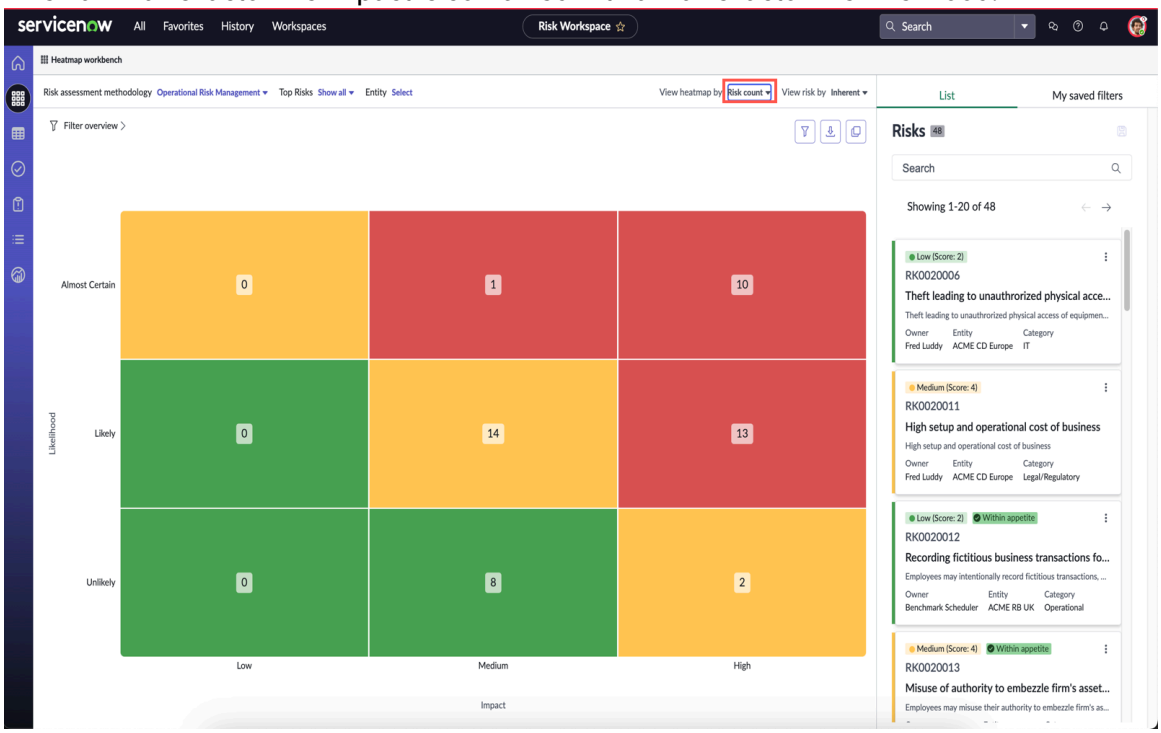


Features of the heatmap workbench

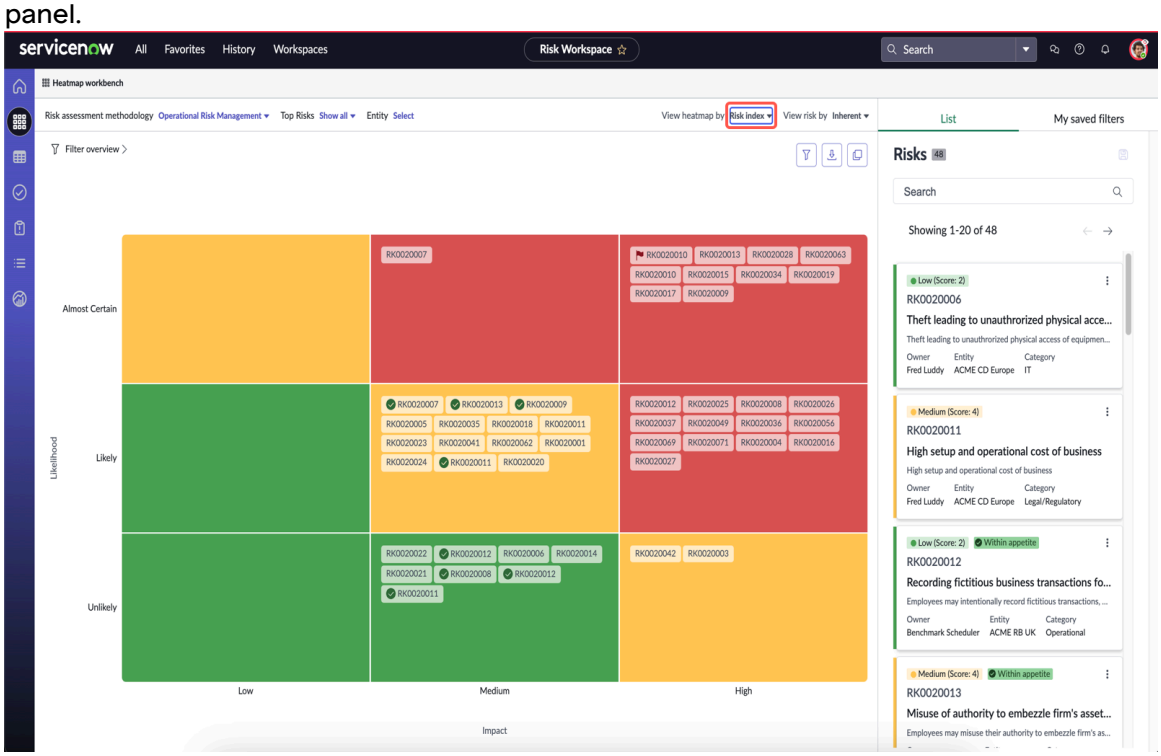
By using the risk heatmap workbench, you can view the following aspects for risks:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Risk count: Shows the number of risks that are in each cell on a heatmap such as when an X-axis factor like Impact is combined with a Y-axis factor like Likelihood.

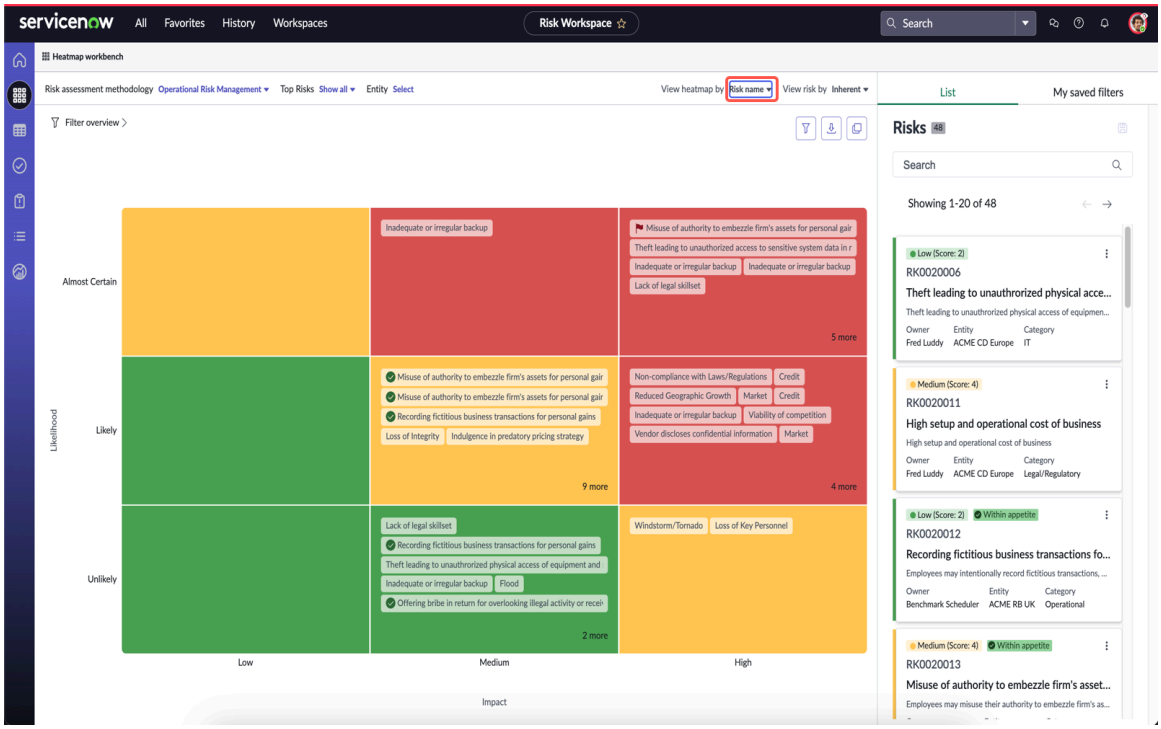


- Risk index: Shows the risk IDs in each cell and the details of each risk on the contextual side panel.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Risk name: Shows the names of all the risks in each cell.



- Top Risks: Shows the top risks on the heatmap workbench. For example, if you select 10 from the Top Risks filter selection list, you can see all the top 10 risks that are associated with the selected Risk Assessment Methodology (RAM) on the heatmap.
- Entity: Shows the risks that are associated with the specific entities and their downstream entities on the heatmap workbench. You can filter the risks that are associated with the specific entities that are defined in the RAM.

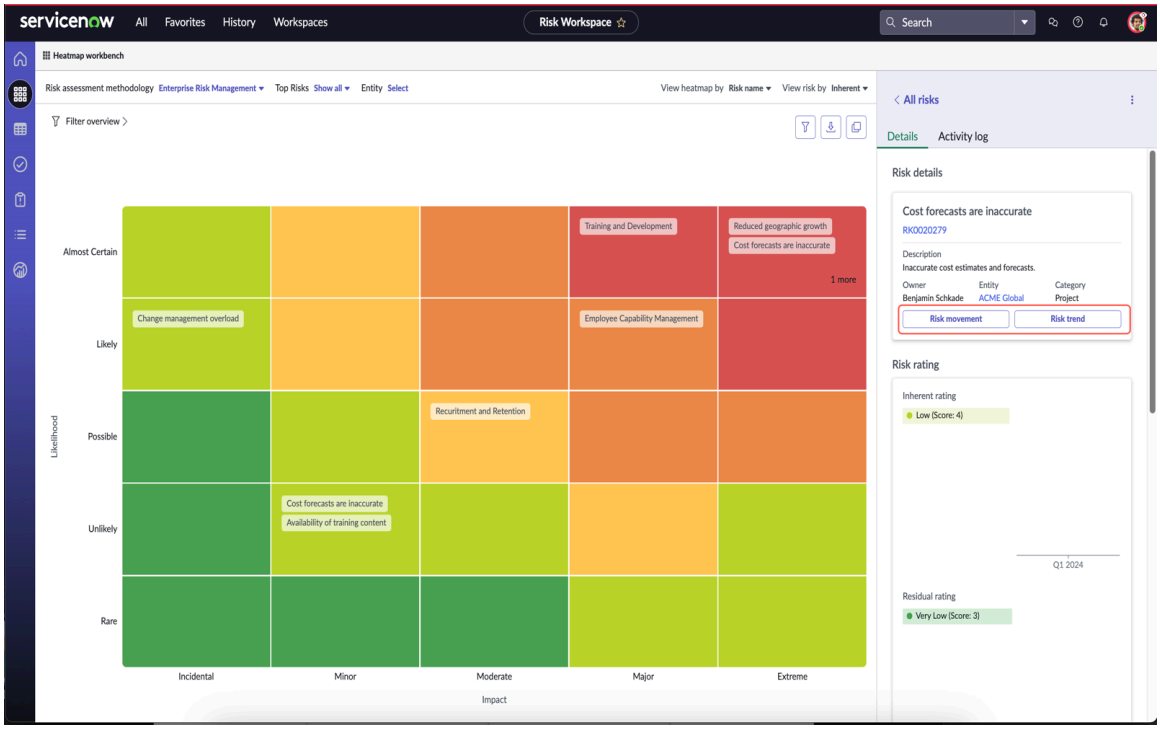
By pointing to each risk, you can quickly get details about the risk. For example, you can see who the risk owner is, the entity to which the risk belongs, and the category of the risk. The contextual side panel shows 20 entries at a time on a page. You can configure the total number of entries that you want to see. You can either view all the risks as cards or select a single risk and view its details. After you select a risk from the heatmap cell, you can see the details of that risk on the side panel. For example, you can see the risk rating, the risk response, the risk tracking, and the risk hierarchy. The activity log captures all the activities that are performed on a risk. If you click the more actions icon ⋮, you can see the following options:

- **Open**: Provides the risk record.
- **360° view**: Provides an overview of the associated entities, controls, risk statements, risk assessments, and risk response tasks.
- **View assessment**: Provides an assessment summary of the risk.

Reporting in the heatmap workbench

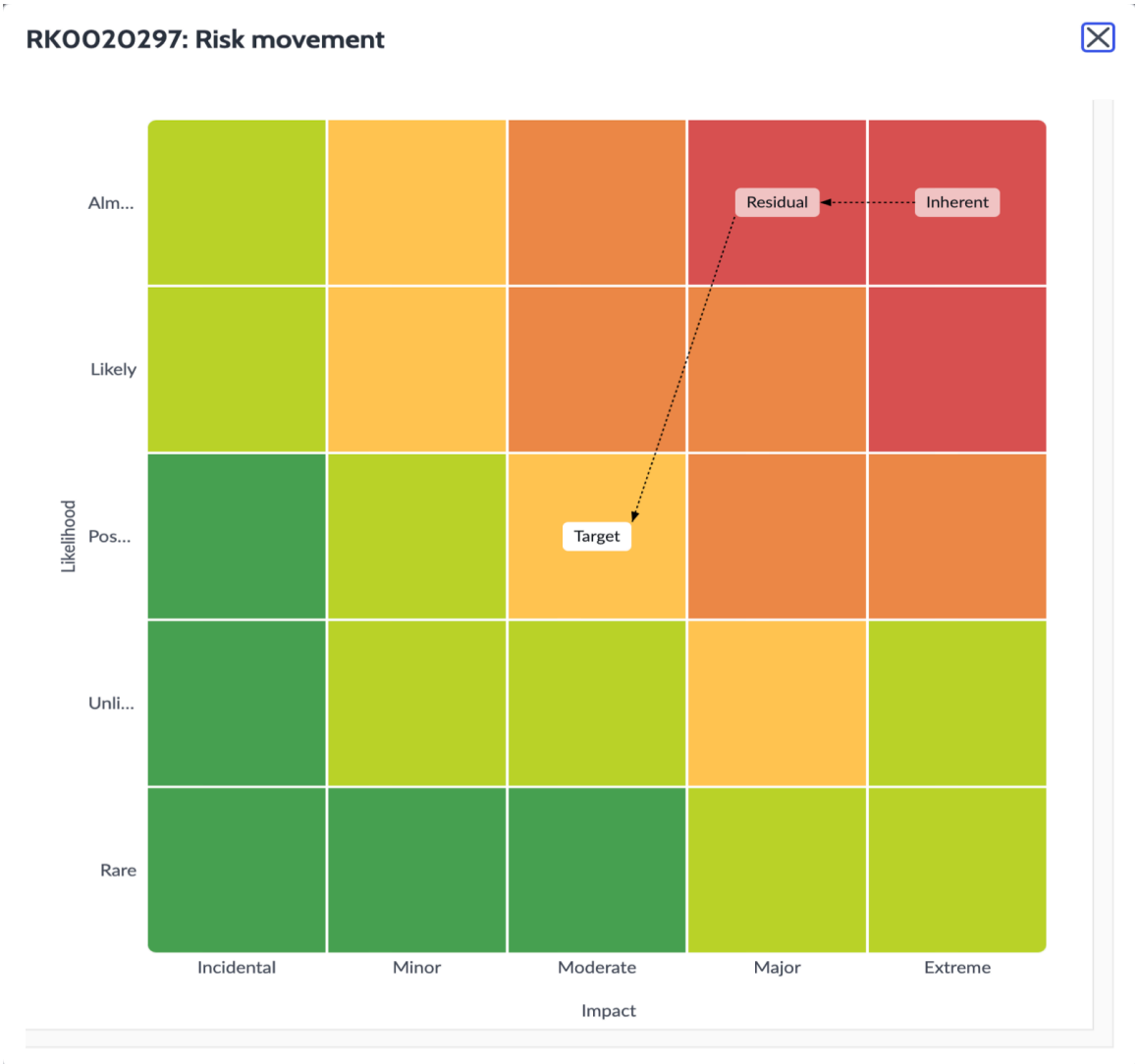
The heatmap workbench is the primary tool that you use for risk reporting and analysis. By looking at the Risk movement and Risk trend, you can visualize your organization's risk profile and share that information with your stakeholders.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can view the risk movement from inherent (risk level without controls or mitigating actions), to residual risk (leftover risk after the implementation of controls), finally to target risk (risk level that you want to achieve in future) on the heatmap workbench. This information helps you to analyze the assigned controls to mitigate if the risks are effective or not. The risk movement is available only for RAMs where the residual risk has the same factors as an inherent risk.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can view the risk score movement across multiple assessments on the heatmap workbench. The risk trend shows how the risk has changed and analyzes how you have been managing the risk. The risk trend is available for the last five risk assessments. You can also disable the trend line on the heatmap for a clear and less cluttered view.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

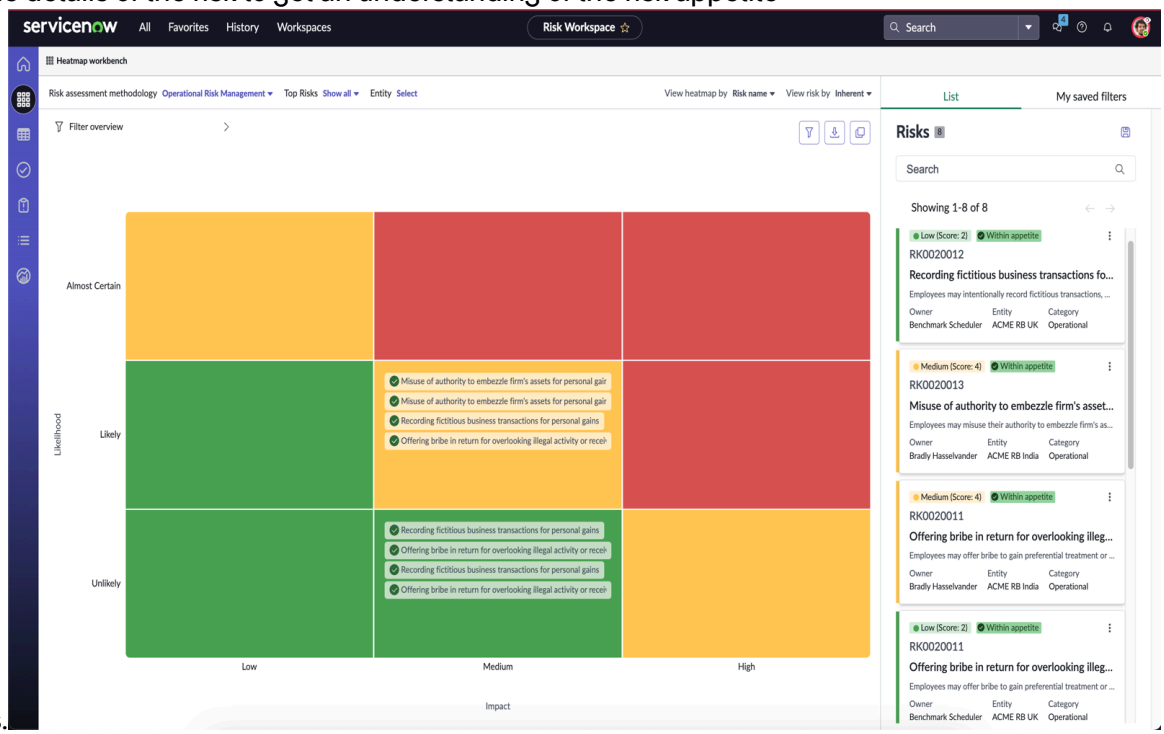


Risk appetite in the heatmap workbench

You can view the status of the risk appetite on the heatmap workbench. The risk appetite trend is also available on the heatmap. You can also

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

see the details of the risk to get an understanding of the risk appetite status.



Filtering in the heatmap workbench

You can filter the data that you see on the heatmap workbench. For example, let's say that you see 40 entries on the heatmap and you'd like to filter those risks where the entity is ACME Global. You can use the condition builder and apply your filters. After the filters are applied, the heatmap is refreshed and displays the data based on the filter conditions that you have applied. For more information on how to filter the data, see Filter data in the risk heatmap workbench. The ability to filter is only available in the workbench view. You can save the frequently used filters in the My saved filters section.

Downloading and copying in the heatmap workbench

You can download or copy the risk heatmap information to include in reports or share with relevant stakeholders as needed. The download icon enables you to download the heatmap as an image. The copy icon enables you to copy the heatmap information in your clipboard. You can then paste it into emails, reports, presentations, or other documents to share the visual data representation as needed.

Searching in the heatmap workbench

As a risk user, while looking for a particular risk, you can quickly search a risk by the name, owner, or any of the other information that is shown in the card. You can also filter the data by searching the risks. In the contextual side panel, you can enter your keyword in the search field and the filtered results are visible.

Note:
The search feature considers the risk name, risk description, and fields that are shown in the card. For example, if you search for the word Operational, then all risks that have the word operational will appear in the search result.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

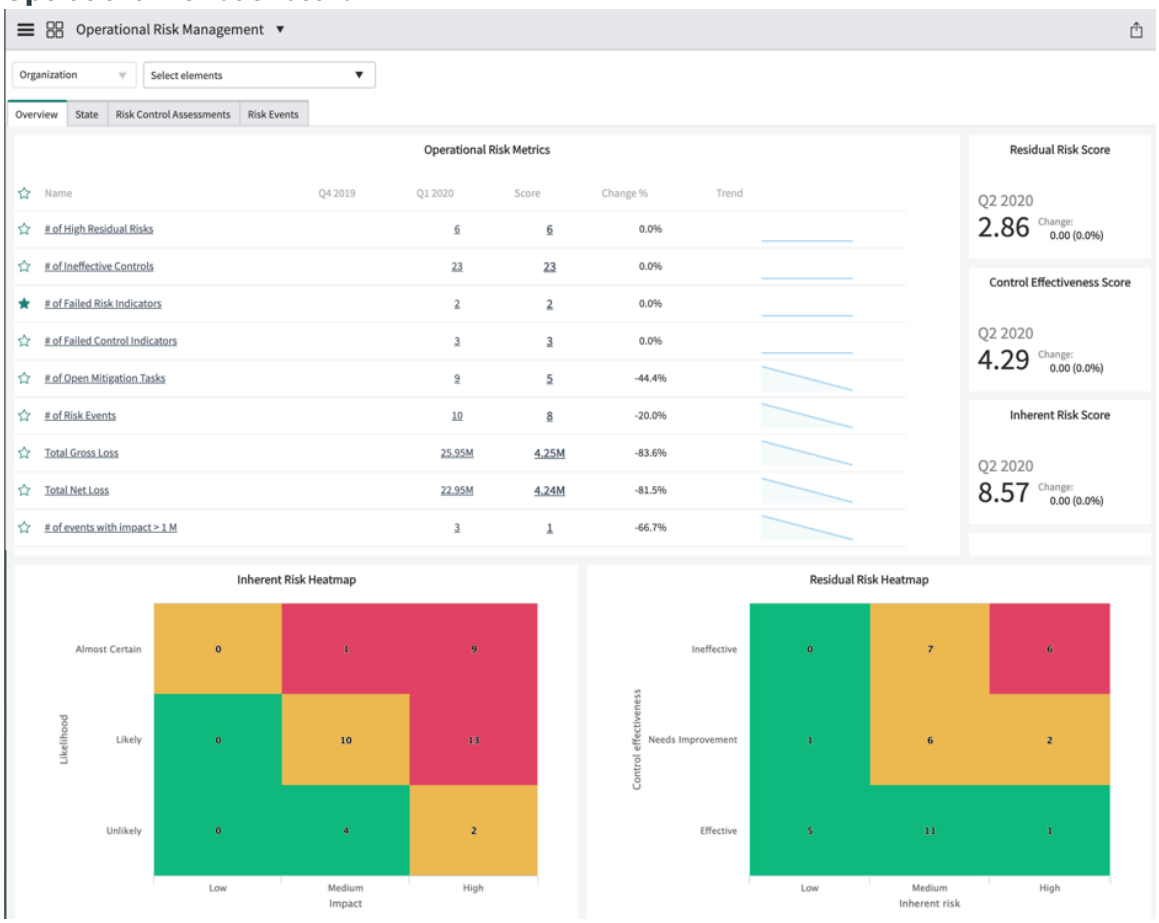
Immersive view of the heatmap workbench

With the immersive view of the heatmap, you can view the expanded form of the heatmap where the X-axis and the Y-axis values are highlighted. The benefit of this view is that if you have too much information in one zone, you can focus on that zone and analyze each risk. The pagination enables you to see all records. You can point to a risk to quickly understand more details about the risk. You can also view the different values of both the axes by clicking the value. For example, let's say that in the heatmap, the X-axis has the values low, medium, and high and the Y-axis has the values unlikely, likely, and almost certain. You can click any value in both the axes to see the risks for that combination.

Operational Risk Management dashboard

The Operational Risk Management dashboard enables an entity owner, with the role sn_risk.user, to view the complete risk posture for the enterprise in a single consolidated report. This dashboard makes it easy to analyze the risk posture efficiently and take necessary corrective actions to ensure that there are no losses.

Operational risk dashboard



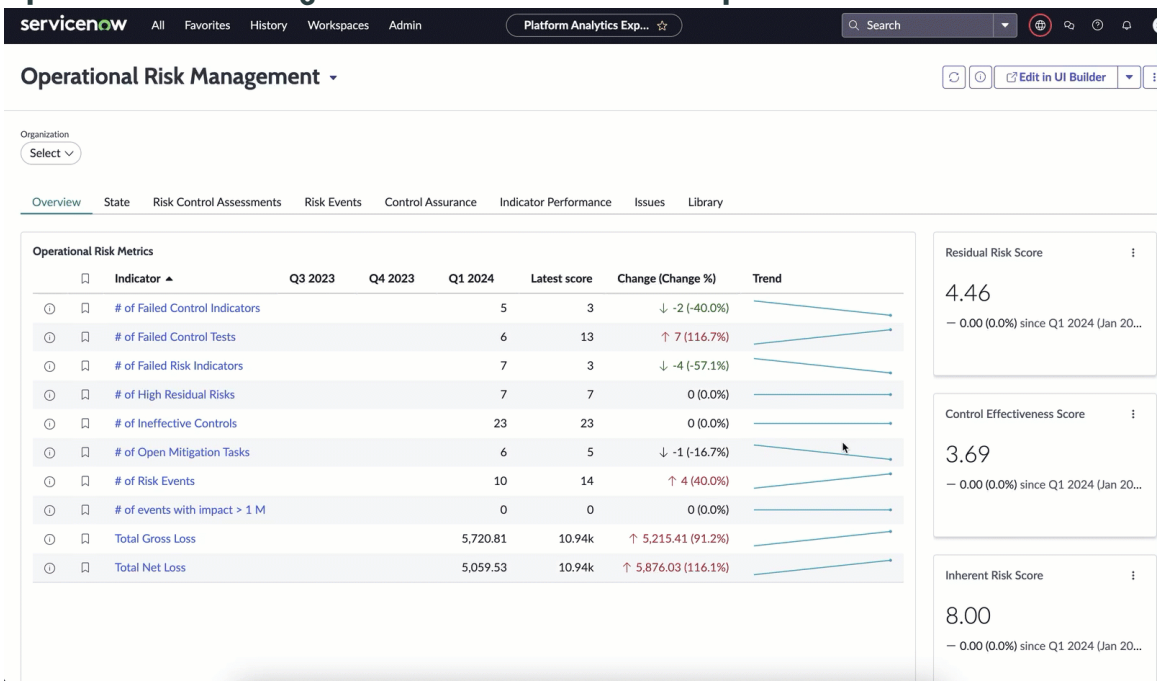
Important:
Starting with version 18.1.0 of the Advanced Risk application, the Operational Risk Management dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

To open the dashboard, navigate to **All** > **Advanced Risk Assessment** > **Analytics Operational Risk Dashboard**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Operational Risk Management dashboard in the Next Experience



End user and roles

End user and goal	Required role	Benefits
Risk user: Operational risk captures business continuity plans, environmental risk, process systems, operations risk, and people-related risks.	sn_risk.user	• Improves the reliability of business operations. • Improves the effectiveness of risk management operations. • Strengthens the decision-making process. • Reduces losses caused by unidentified or poorly-identified risks. • Detects unlawful activities early. • Lowers compliance costs. • Reduces potential damage from future risks.

Operational risk is the risk of loss that is incurred from inadequate or inefficient internal processes, people, and systems, or from external events. Operational risk captures the following to provide the complete risk posture of an organization:

- Risk identification and assessment
- Risk events data
- Identifying and assessing internal controls
- Monitoring and reporting of risks

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicators

Indicators define a performance measurement taken at regular intervals of a business service, an activity, or organizational behavior. These performance measurements result in a series of indicator scores over time. To view this dashboard, users must have Advanced Risk and Policy and Compliance Management plugins activated

To view the list of all indicators for all the associated plugins, see the following:

- GRC Advanced Risk plugin indicators
- GRC Policy and Compliance Management plugin indicators
- GRC Audit Management plugin indicators
- GRC Risk Management plugin Performance Analytics indicators
- GRC Profiles plugin indicators

Note:
There are two jobs that you must run to collect data for this dashboard.

- **Daily Data Collector job**: This job is used to collect data for the Indicators. This jobs runs daily. To run this job, you must fill the **Run as** field with an appropriate value. This job is preconfigured.
- **Historical Data Collector job**: This job is used to collect data over a period of time. This job is generally preconfigured with the demo data. Therefore, if you enable demo data, while activating the plugin, then you can view this job. To run this job, you must fill the **Run as** field with an appropriate value.

Breakdowns

Organization (Entity)

Data visualizations

Title	Type	Description
Risk Response by Residual Risk Rating	Heatmap	Heatmap which shows the number of different risk response tasks for each residual risks.
Controls by owner	Horizontal bar	Controls distributed on the basis of their owners.
Risks by owner	Horizontal bar	Risks distributed on the basis of their owners.
Inherent risks by category	Horizontal bar	Number of risk assessments with different inherent risk levels grouped by risk statement categories such as credit, market and so on.
Residual risks by category	Horizontal bar	Number of risk assessments with different residual risk levels grouped by risk statement categories such as credit, market, and so on.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Title	Type	Description
Control Test	List	List of all controls.
Control Indicators	List	Indicators associated with each control.
Risk Indicators	List	Indicators associated with each risk.
Controls by classifications	Pie chart	Controls distribution on the basis of its classification like preventive or detective.
Controls by attestation frequency	Pie chart	Controls distributed on the basis of attestation frequency.
Risks by category	Pie chart	Risk distribution on the basis of category.
Overdue issues	Single score	Number of open issues that are past their planned end date.
Active risk events	Single score	Number of active risk events.
Pending attestations	Single score	Number of controls awaiting attestation.
Overdue assessment task	Single score	Number of risk assessments with the substate as Overdue.
Upcoming acceptance expiry	Single score	Number of risk acceptance tasks with acceptance end date in next 10 days.
Open mitigation tasks	Single score	Number of open mitigation tasks.
Open indicator tasks	Single score	Number of open indicator tasks.
Overdue control tests	Single score	Number of open control tests that are past their planned end date.

GRC Advanced Risk plugin indicators

The GRC Advanced Risk plugin contains various indicators.

The Advanced Risk plugin includes the following indicators:

# of high residual risks

Number of high residual risks per quarter.

# of ineffective controls

Number of ineffective controls per quarter.

Maximum of maximum calculated ALE for this quarter

Maximum of maximum calculated ALE for this quarter.

Maximum of maximum acceptable loss expectancy for this quarter

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

All active risk statements updated within the current quarter and calculates the average of maximum_acceptable_loss_expectancy

Number of open mitigation tasks

Number of risk mitigation tasks in open state in this quarter.

# of risk events

Number of risk events that were reported in this quarter.

Total gross loss

Total gross loss from financial risk events per quarter.

Total net loss

Total net loss from financial risk events per quarter.

Active Events

Number of active risk events per quarter.

# of events with impact > 1 M

Number of risk events with financial impact greater than one million USD.

Average residual risk

Average residual risk score per quarter.

Average control effectiveness

Average control effectiveness per quarter.

Average Inherent Risk

Average inherent risk score per quarter.

Risk Assessments (Open)

Open risk assessments.

Issues (created this quarter)

Issues created per quarter.

Indicator task (created this quarter)

Indicator tasks per quarter.

Control tests (created this quarter)

Control tests per quarter.

Risk assessments in Monitor state

Risk assessments in monitor state.

Non-financial risk events

Number of non-financial risk events per quarter.

Total potential loss

Total potential loss from financial risk events per quarter.

Total expected loss

Total expected loss from financial risk events per quarter.

# of events with high non-financial impact

Number of risk events with high non financial impact per quarter.

Average gross loss per event

Average of the gross loss incurred for each active risk event.

Average net loss per event

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Average net loss per event. Net loss = Gross loss minus recovery loss.

Average recovery made per loss event

Average recovery made per loss event per quarter.

Average additional cost per event

Average additional cost per financial risk event per quarter.

Annual Loss Expectancy

Average ALE monthly is measured monthly as unit.

Number of entity

Number of entities which are in active state and updated during or before this quarter.

Near Miss

Number of near miss risk events per quarter.

Number of risk statements

Number of risk statement which are in active state and updated during or before this quarter.

Total control indicators

Number of control indicators running per quarter

High risks with failed indicators

Number of risks with high rating and failed indicators in the quarter.

Overdue indicator tasks

Number of indicator tasks due in the quarter.

Percentage of risk indicators failed

Percentage of failed risk indicators.

Total Failed Indicators Quarterly

Number of failed indicators in the quarter.

High Risk with Failed Control

Number of High Risk with Failed Control Test

Total Risk Indicators

Number of risk indicators running per quarter.

# of ineffective controls

Number of ineffective controls per quarter.

# of failed risk indicators

Number of failed risk indicators per quarter.

# of Failed Control Tests

Number of failed control tests per quarter.

Failed Control Test Quarterly

Number of Failed Control Test Quarterly

By this quarter

Total number of remediation task that needs to be completed by this quarter.

Key Controls with Failed indicators

Key Controls with Failed indicators is measured quarterly

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC Audit Management plugin indicators

The GRC Audit Management plugin contains various indicators.

The Audit Management plugin includes the following indicators:

Key controls not tested

Number of key controls that are not tested.

Failed Controls

Number of controls whose control tests are ineffective.

Open Audit Issue

Number of open audit issues

Passed controls

Number of controls whose control tests are effective.

Ongoing Control Test

Number of Ongoing Control Tests

Failed control test quarterly

Number of failed control tests in a quarter.

New controls

Number of new controls.

GRC Policy and Compliance Management plugin indicators

The GRC Policy and Compliance Management plugin contains various indicators.

The Policy and Compliance Management plugin includes the following indicators:

# of failed control indicators

Number of failed control indicators per quarter.

Controls (not retired)

Number of non-retired controls.

Control not Attested

Number of controls whose state is in draft or attest.

Orphan controls

Number of controls without control objective

Mandated Controls

Number of controls whose enforcement is mandatory.

Key Controls

Number of key controls

Controls without Test Plans

Number of controls without test plans.

Exempted controls

Number of exempted controls.

Controls without KCI's

Number of controls without indicators.

Active Controls

Number of active controls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC Risk Management plugin Performance Analytics indicators

The GRC Risk Management plugin contains various Performance Analytics indicators.

The GRC: Risk Management plugin includes the following Performance Analytics indicators:

Risk without mitigating control

Number of risks without mitigating control.

Active Risk

Number of Active Risks

New risk

Number of risks which are in draft state.

Risk without KRI's

Number of Risk's without KRI's.

Orphan risks

Number of risks without risk statement.

Risk not assessed

Number of risks which are not assessed.

GRC Profiles plugin indicators

The GRC Profiles plugin contains various indicators.

The GRC: Profiles plugin includes the following indicators:

Open remediation tasks

Number of open remediation tasks

Today

Number of issues closed today.

Today

Number of issues created today.

By this year

Total number of issues that need to be resolved by this year.

By this quarter

Total number of issues that needs to be resolved by this quarter.

By this month

Total number of issues that need to be resolved by this month.

All open issues

Number of open issues

All Unassigned Issues

Number of unassigned issues.

Remediation Task Aging Indicator

Remediation Task Age Distribution on the basis of state.

All Open Issues QoQ

All Open Issues Quarter to Quarter

Issues Aging Indicator

Issue Age Distribution on the basis of state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

By this week

Total number of issues that needs to be resolved by this week.

This quarter

Number of issues closed on this quarter.

New issues

Number of new issues

This month

Number of issues created this Month.

By today

Total number of remediation task that needs to be completed by today.

This week

Number of issues closed on this week.

This week

Number of issues created this week

By today

Total number of issues that need to be resolved by today.

This quarter

Number of issues created in this quarter.

By this year

Total number of remediation tasks that need to be completed by this year.

By this month

Total number of remediation task that needs to be completed this month.

By this week

Total number of remediation tasks that needs to be completed by this week.

This month

Number of issues closed on this month

Risk register in the Risk Workspace

The risk register contains the information about identified risks, results of risk analysis such as risk scores, and risk response plans. The risk register enables you to monitor and control the risks of your organization.

A risk register is a crucial risk analysis tool used in enterprise risk management. It is a record of information of identified risks. A risk register is used for regulatory compliance and keeps risk managers updated about the enterprise risks. It is important to regularly monitor risks and responses. A risk register simplifies this task by showing at a glance:

- Which risks exist?
- Which risks are the most threatening?
- How must the enterprise deal with those risks?
- Should some risks be accepted?
- What is the mitigation plan?

To view the Risk Register, navigate to **Risk Workspace** > **Risk assessments** > **Risk Register**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The components of the Risk Register are the following:

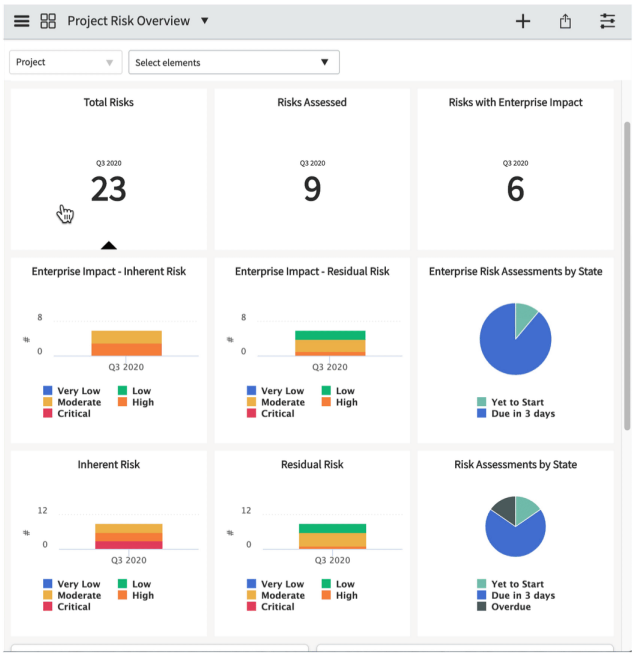
- Entities that are assessed for risks.
- The risk assessment methodology that is used for risk assessment.
- The assessor of the risk assessment
- The risk assessment scores for:
  - Inherent risks
  - Control effectiveness
  - Residual risk
- The risk responses for each risk.

Project Risk Overview dashboard

The project risk dashboard is useful for project managers and the enterprise risk managers. Using this dashboard, the project managers and enterprise risk managers can view the risk performance and the overall risk posture. This dashboard helps risk managers to reduce the overall risks in an organization.

Important:
Starting with version 18.1.0 of the Advanced Risk and Risk Management applications, the Project Risk Overview dashboard is deprecated. If you're on a legacy release or already using the dashboard, you can continue to use it.

Project Risk Overview dashboard



Required roles

- To edit the dashboard, users must have it_pps_admin or sn_risk.admin roles.
- To view the dashboard, users must have sn_risk.reader role or it_project_manager, or sn_ppm.read roles.
- To view the details of the records, users must have the sn_grc.business_user role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use cases

For examples of how different people in your organization would use this dashboard, see these use cases.

User	Dashboard use
Enterprise risk manager	The enterprise risk manager can view the different enterprise risks and understand how many risks are critical, high, moderate, low, and very low. This dashboard provides an understanding of the overall enterprise risk posture.
Project manager	The project manager can select the project for which they want to view the risks. They can view the trend of the risks on a quarter-by-quarter basis, the number of risks assessed, the number of risks that affect the enterprise, and so on. The heatmap aggregates all the project risks that are assessed. It helps to keep a track of the bad risks and helps to manage them. This reduces the overall risk exposure for an organization.

Indicators

PPM-Total Risks

Count of all risks with a parent project.

PPM-Enterprise Risk Assessments

Count of all risk assessments with risk assessment methodology as Enterprise Assessment for Projects and the entity class as Project.

PPM- Project Risk Enterprise

Count of all risk assessments with risk assessment methodology as Project Risk Assessment and with table as risk.

PPM-Risks Assessed

Count of all risks with project risk assessment in the Monitor state.

PPM-Risks with Enterprise Impact

Count of all risks with enterprise risk assessment in the Monitor state.

Breakdowns

- Project
- Project and Enterprise Risk Assessment States
- Qualitative Rating Criteria - Enterprise Inherent Assessment
- Qualitative Rating Criteria - Enterprise Residual Assessment
- Qualitative Rating Criteria - Project Inherent Assessment
- Qualitative Rating Criteria - Project Residual Assessment

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data visualizations

This dashboard displays the following visualizations:

Title	Type	Description
Total risks	Single score	Total number of project risks identified.
Risks assessed	Single score	Total number of project risks assessed.
Risks with enterprise impact	Single score	Total number of risks with enterprise impact.
Enterprise impact- inherent risk	Bar graph	Number of inherent risks with enterprise impact.
Enterprise impact- residual risk	Bar graph	Number of residual risks with enterprise impact.
Enterprise risk assessments by state	Pie chart	Number of enterprise risk assessments by states.
Inherent risk	Bar graph	Number of inherent project risks.
Residual risk	Bar graph	Number of residual project risks.
Risk assessment by state	Pie chart	Number of project risk assessments by states.
Inherent risk by likelihood and impact	Heatmap	Aggregation of all the inherent project risks and their impact.
Residual risk by likelihood and impact	Heatmap	Aggregation of all the residual project risks and their impact.

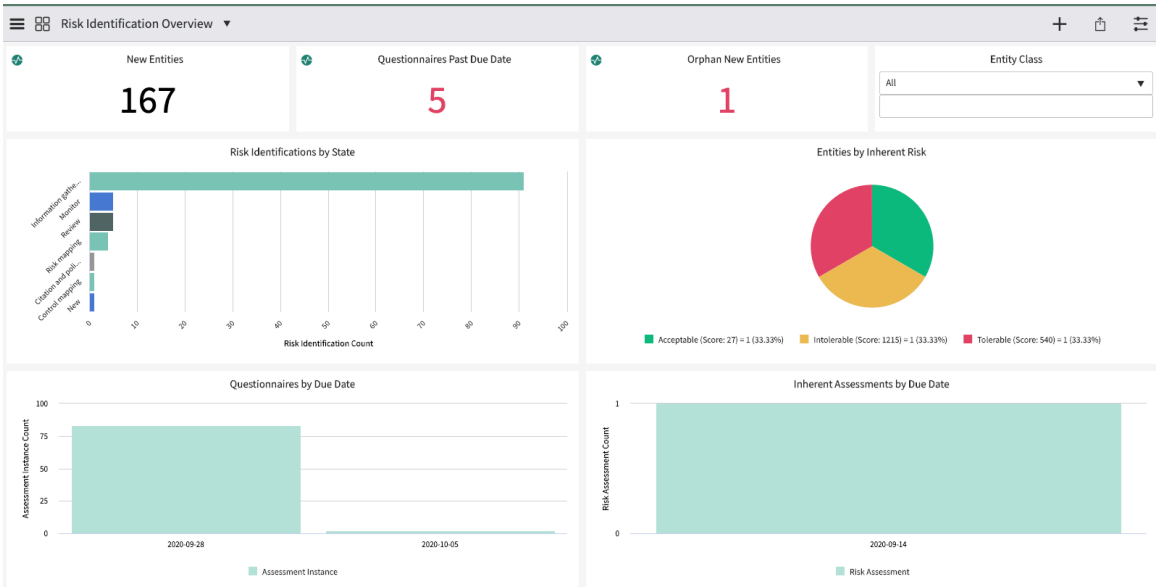
Risk Identification Overview dashboard

The risk identification dashboard is useful for risk managers and helps them to keep a track of various records or objects which are in transit in the risk identification workflow.

This dashboard offers various insights for the users. These insights enable risk managers to decide the required action and helps them to prioritize the risk identification records that need attention. For example, if there are questionnaires past their due date, the risk managers may want to follow up with the person who was assigned the questionnaire.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Identification Overview

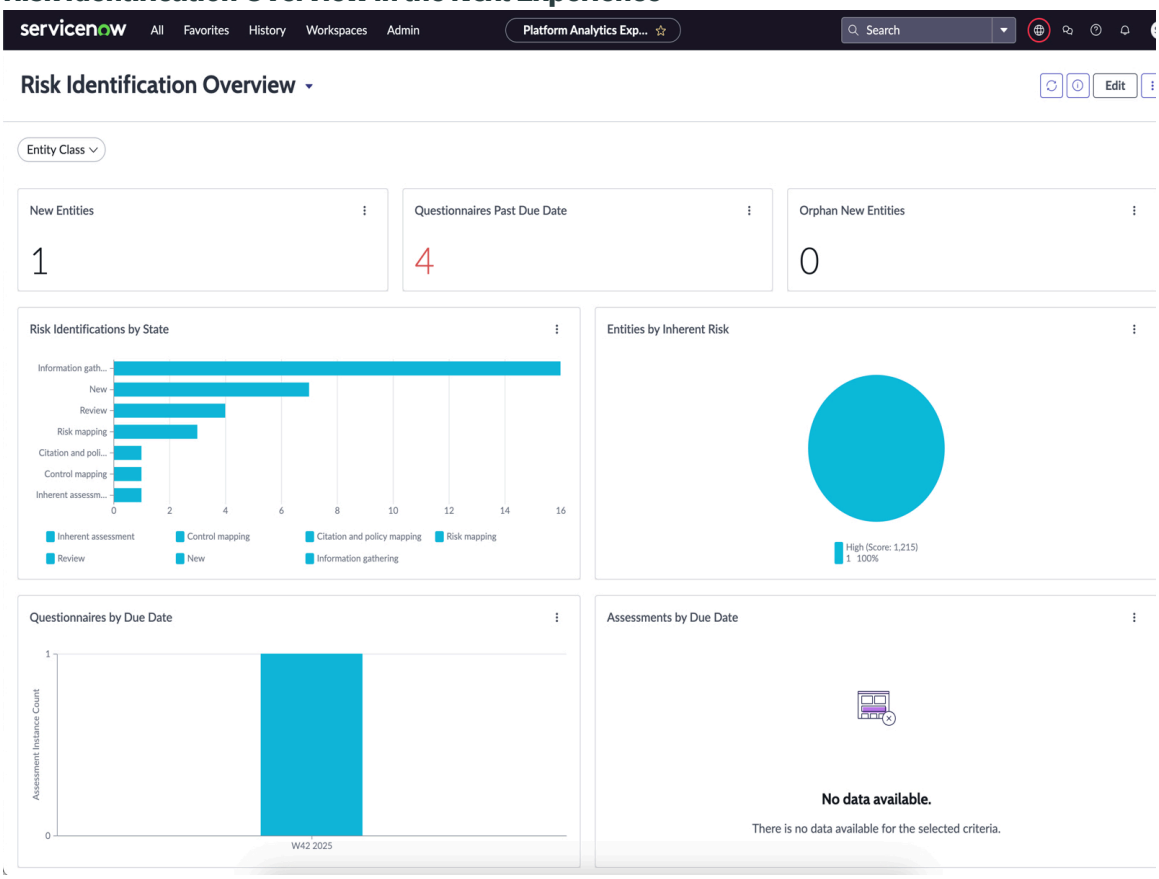


Important:
Starting with version 18.1.0 of the Risk Management and Advanced Risk applications, the Risk Identification Overview dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

To open the dashboard, navigate to **All** > **Advanced Risk Assessment** > **Risk Identification** > **Analytics Overview**.

Risk Identification Overview in the Next Experience



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reports

This dashboard displays the following reports:

Title	Type	Description
New Entities	Single score	The number of new entities created in GRC in the last week. This report notifies the risk manager of the new entities. The risk manager can map the risks and controls for the new entities and check if the risk identification workflow is initiated or not.
Questionnaires Past Due Date	Single score	The number of questionnaires that have past their due date. This allows the risk manager to track the number of overdue questionnaires and take necessary actions.
Orphan New Entities	Single score	The number of new entities created weekly that do not have an owner. Orphan entities have risks and controls with no one acting upon those risks. This report allows the risk manager to track entities for which an owner is missing and identify an owner to respond to the survey.
Risk Identifications by State	Horizontal bar	The number of risk identification records grouped by state such as: • New • Information gathering • Control mapping • Citations and Policies • Risk Mapping • Review • Monitor
Entities by Inherent Risk	Pie chart	The number of risk identifications grouped by inherent risk ratings. This report allows the risk manager to track risk identification based on inherent risk ratings and highlight the critical

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Title	Type	Description
		entities that need immediate attention.
Inherent Assessments by Due Date	Bar graph	The number of upcoming inherent assessments assigned to a user based on the due date. This is a weekly report.
Questionnaires by Due Date	Bar graph	The number of upcoming questionnaires assigned to a user based on the due dates. This is a weekly report.

Basel dashboard

The Basel dashboard is a medium to share the Basel reports with external regulators for Basel regulations. This dashboard is useful for banking and financial domains where it is compulsory to share the Basel reports.

As a business user, you can choose to enable or disable displaying this dashboard by configuring the *`Show Basel attributes and properties`* property under *`Risk Event Properties`*.

This dashboard has two tabs:

- LOB to Category Mapping reports:
  - Net loss by Business Line & Category (YTD)
  - Net loss by Business Line & Category (QTD)
  - Number of Events by Business Line & Category (YTD)
  - Number of Events by Business Line & Category (QTD)
- Risk Events by Open & Closed State reports:
  - Open Risk Events by Basel Category
  - Closed Risk Events by Basel Category
  - Open Risk Events by Line of Business
  - Closed Risk Events by Line of Business

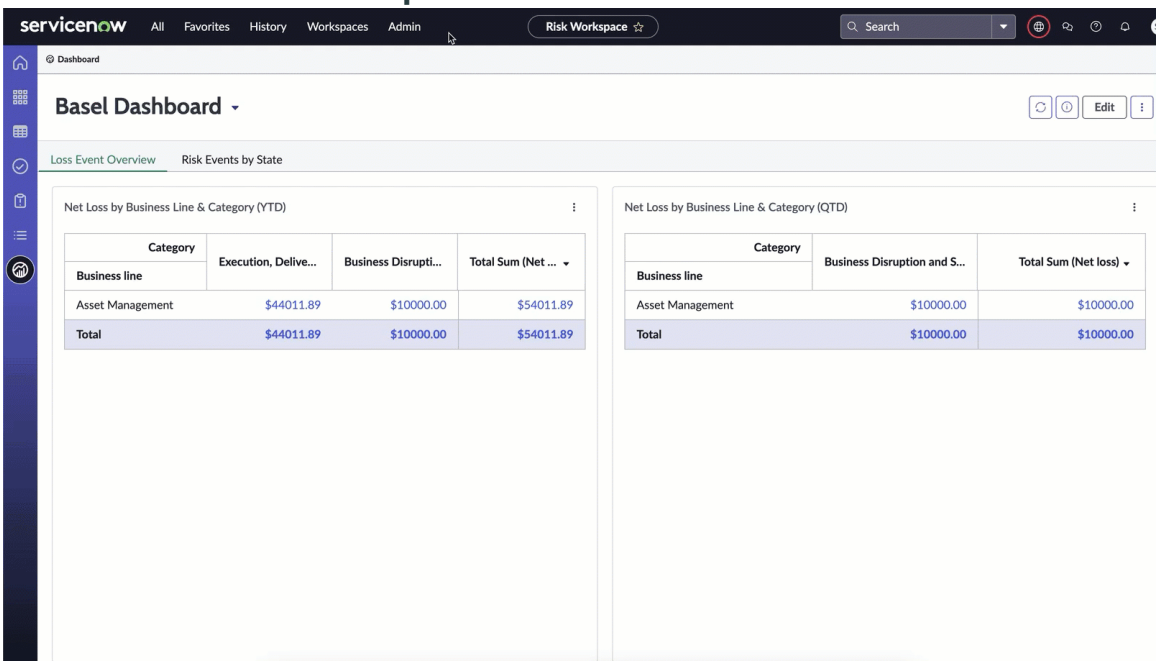
Important:
Starting with version 18.1.0 of the Risk Management and Advanced Risk applications, the Basel dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

To open the dashboard, navigate to **All** > **Risk Events** > **Analytics Basel Dashboard**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basel Dashboard in the Next Experience



The Basel Dashboard has two tabs:

- Loss Event Overview:
  - Net loss by Business Line & Category (YTD)
  - Net loss by Business Line & Category (QTD)
  - Number of Events by Business Line & Category (YTD)
  - Number of Events by Business Line & Category (QTD)
- Risk Events by State:
  - Open Risk Events by Basel Category
  - Closed Risk Events by Basel Category
  - Open Risk Events by Line of Business
  - Closed Risk Events by Line of Business

GRC Risk Overview dashboard

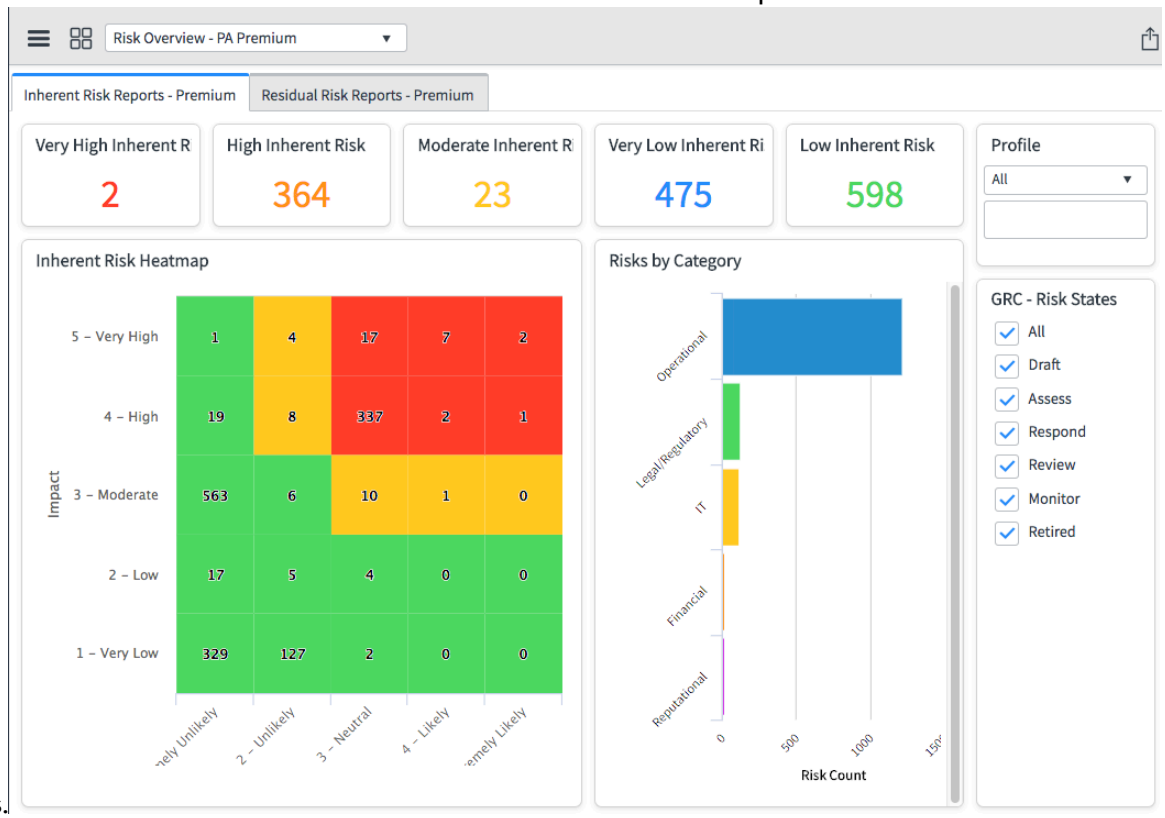
The Risk Overview dashboard provides an executive view into the status and workflows of inherent and residual enterprise and IT risks. The user can drill down into risks by framework, response, and exception.

There are two versions of this dashboard. The Premium version utilizes interactive filters and requires the licensed version of Performance Analytics.

The Risk Overview dashboard has two views, one with inherent risk reports and one with residual risk reports. The Premium version of the dashboard, which uses interactive filters, is shown. The

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

other version of the dashboard has a third tab with static filtered reports instead of the interactive filters.



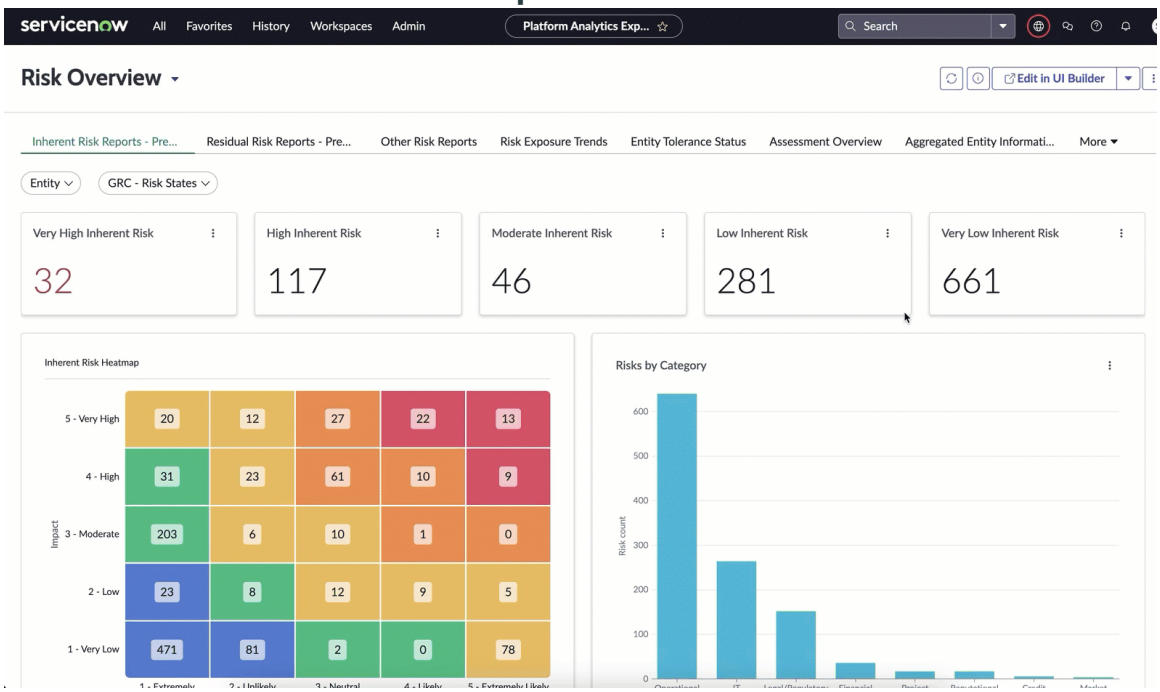
Important:
Starting with version 18.1.0 of the Risk Management and Advanced Risk applications, the Risk Overview PA Premium dashboard is available in the Next Experience UI Framework and renamed as Risk Overview dashboard.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

To open the dashboard, navigate to **All** > **Risk** > **Analytics Overview**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Overview dashboard in the Next Experience



End users

End user and goal	Required role
Audit Manager: Needs clear visibility into the overall state and volume of vulnerabilities within the organization.	sn_risk.manager
Audit Administrator: Needs to pinpoint areas of concern quickly	sn_risk.admin
Audit Analyst: Needs to quickly prioritize which risks/tasks to focus on based upon criticality to the organization.	sn_risk.user

Data visualizations

The Risk Overview dashboard contains the following visualizations:

Name	Type	Description
High Inherent Risk	Single Score	Number of risks with High Inherent Risk status
High Residual Risk	Single Score	Number of risks with High Residual Risk status
Inherent Annual Loss Exposures	Box	Calculation of the inherent Annualized Loss Expectancy (ALE)
Inherent Risk	Bubble	Calculation of the inherent risk score from the likelihood and significance of a risk.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Type	Description
Inherent Risk Heatmap	Heatmap	Inherent risk heatmap providing total number of risks by very high risk, high risk, moderate risk, low risk and very low risk
Low Inherent Risk	Single Score	Displays the number (count) of low inherent risks.
Low Residual Risk	Single Score	Displays the number (count) of low residual risks.
Moderate Inherent Risk	Single Score	Displays the number (count) of moderate inherent risks.
Moderate Residual Risk	Single Score	Displays the number (count) of moderate residual risks.
Residual Annual Loss Exposures	Box	Calculation of the residual Annualized Loss Expectancy (ALE)
Residual Risk	Bubble	Calculation of the residual risk score from the likelihood and significance of a risk.
Residual Risk Heatmap	Heatmap	Total number of residual risks by very high risk, high risk, moderate risk, low risk, very low risk
Risk by Entity	Bar	Number of total active risks broken down by profile.
Risk Exceptions	List	Listing of all risk exceptions
Risk Issues by Framework (Opened Date)	Line	Total number of open risks over time broken down by framework
Risks by Category	Horizontal bar	Total number of open risks broken down by category
Risks by Response	Horizontal bar	Total number of open risks broken down by response
Very High Inherent Risk	Single Score	Displays the number (count) of very high inherent risks.
Very High Residual Risk	Single Score	Displays the number (count) of very high residual risks.
Very Low Inherent Risk	Single Score	Displays the number (count) of very low inherent risks.
Very Low Residual Risk	Single Score	Displays the number of very low residual risks.

Advanced Governance, Risk, and Compliance Application Risk dashboard

The GRC **Application Risk and Compliance Overview Dashboard** provides the latest view of risk and compliance aspects for the business applications that are used in an enterprise.

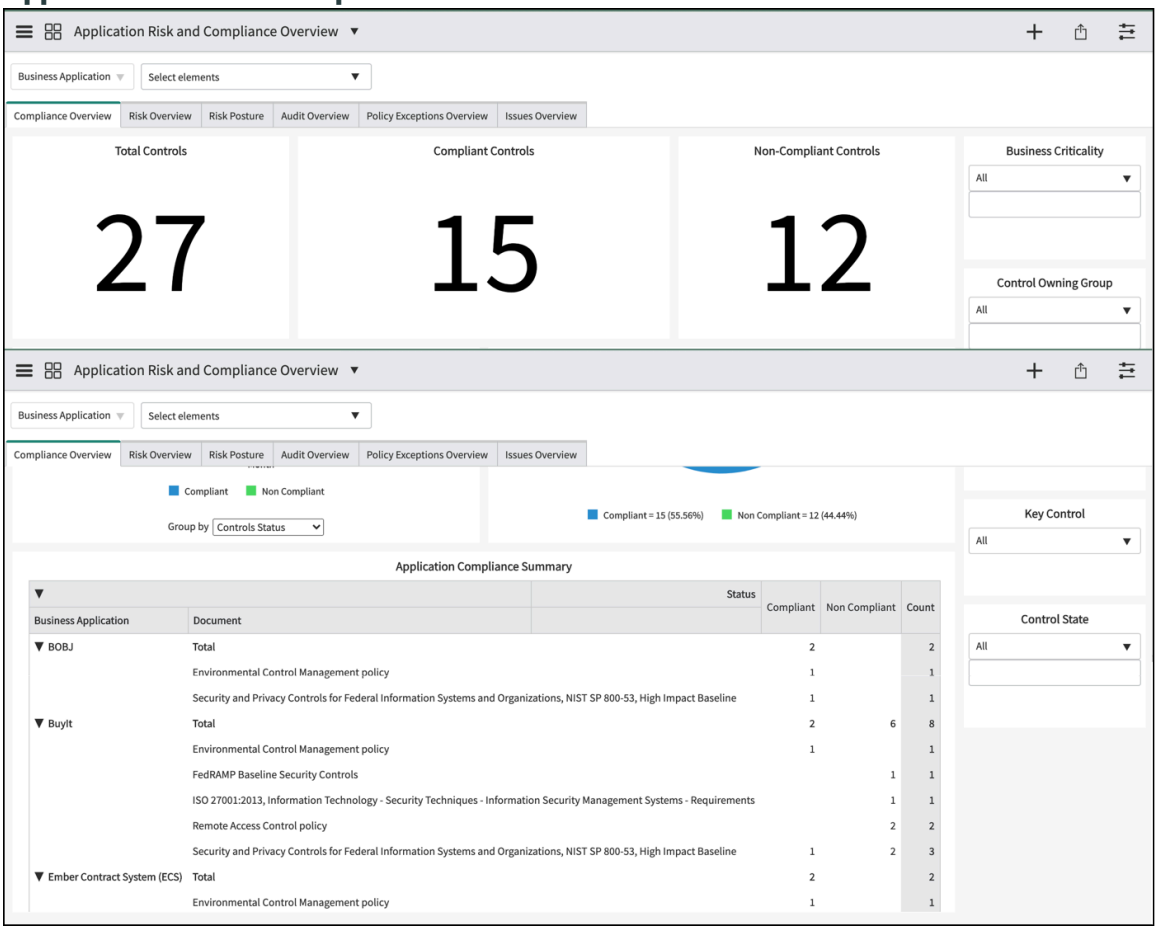
The Application Risk Dashboard is useful for the Chief Information Officer (CIO) and application owners. Both these users must have the sn_compliance.reader, sn_risk.reader, and sn_audit.user roles to view the dashboard. Navigate to **Advanced GRC Dashboard** > **Application Risk Dashboard**. The **Application Risk and Compliance Overview Dashboard** is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
To be able to view this dashboard, you must activate the GRC: Advanced Dashboards (com.sn_grc_pa_advanced) plugin and the GRC: Policy and Compliance Management (sn_compliance) plugin.

The Application Risk and Compliance Overview dashboard provides you a detailed report of the risk and compliance posture of all the business applications in an organization.

Application Risk and Compliance Dashboard



This dashboard highlights the following:

- The compliance impact of applications in use.
- The risk posture of applications.
- The state of remediation and exceptions activity of the issues.
- The audit activity around applications and status.

This dashboard provides answers to the following questions that are of interest to the CIO and the application owner:

1. What are the key applications, and are they all operational and delivering the required services optimally?
2. What are the policies and authority documents that the applications must be compliant to? Are the applications compliant to them?
3. What are the risks faced by the applications? Are any of them high to raise a concern? Are there enough mitigations in place? Are there adequate controls in place and are they working effectively?

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. For applications that need remediation, are the remediations being done on time according to the Service Level Agreements (SLAs)? Which are the applications that generate the maximum number of issues?
5. Are exceptions being sought often on the applications and why? Are they within manageable limits?
6. Are the applications due for audit any time? How have the applications performed on these audits?

The dashboard offers various representations such as bar graphs, donut charts, and trend charts. Application owners can use various filters on the dashboard to view reports related to the business applications they own such as, critical business applications, mandated controls related to specific business application, or high priority issues and so on.

Compliance Overview

The Compliance Overview tab appears when you activate the Policy and Compliance plugin. The Compliance Overview tab provides an overview of the compliance posture of the business applications and displays the following reports:

- Total Controls: This report provides the total number of active controls.
- Compliant Controls: This report provides the total number of compliant controls which are not in draft or retired state.
- Non-Compliant Controls: This report provides the total number of non-compliant controls which are not in draft or retired state.
- Compliance Status By Month: This report provides the number of active controls by month.

> **Note:**
> This bar chart shows the compliance status for the current month and can be grouped by either Control Status or Business Application.

- Compliance %: This report provides the percentage of different statuses of active controls such as Compliant, Non Compliant, and Not Applicable.
- Application Compliance Summary: This report provides the summary of policies, authority documents, and the controls associated with business applications.

The following filters can be used to filter data on the reports:

- Business Application
- Business Criticality
- Entity Owner
- Enforcement such as mandatory or voluntary controls
- Key Control
- Control State
- Control Owning Group

Risk Overview

The Risk Overview tab appears when you activate the Advanced Risk plugin. The Risk Overview tab provides an overview of the risks associated with business applications and displays the following reports:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Risk Heatmap by Application Criticality: This report displays the heatmap of the application risks based on criticality of applications versus the risk rating of the application.
- Risk Response Tasks Overview: This report displays the response tasks created for a risk and different states of those tasks.

  Note:
  This bar chart can be grouped by and stacked by risk response, risk response state, risk calculated score, risk response assigned to, or business application.

- Application Risk Summary: This report displays the summary of risks directly associated with the applications that contribute to the overall risk rating of the application. Other downstream risks that contribute to the application risk rating are not represented in this report. The risks considered for this report are very high, high, and moderate.
- Application Risk Mitigating Controls Status: This report provides the information for an application's risks and the associated controls. The risks considered for this report are very high, high, and moderate. The state of controls must not be in draft or retired. The risks for only one year are displayed.

The following filters can be used to filter data on the reports:

- Business Application
- Criticality
- Risk Rating
- Application Owner
- Business Owner

Risk Posture

The Risk Posture tab appears when you activate the Risk plugin. The Risk Posture tab provides information about the risk exposure of business applications. The reports in this tab can also be filtered using the Business Application filter. The Risk Posture tab displays the following:

- Very High Risks: This report displays the very high risks of an application.
- High Risks: This report displays the high risks of an application.
- Moderate Risks: This report displays the moderate risks of an application.
- Acceptance Task Expirations: This report displays the risk response acceptance tasks that have an expiration on the current day, the current week, the current month, the current quarter, and the current year.
- Contributing Risks Trend: This report displays the trend of risks directly associated with business applications and how they are performing over a period. Other downstream risks that contribute to the application risk rating are not represented in this report.

Audit Overview

The Audit Overview tab appears when you activate the Audit plugin. The Audit Overview tab provides an overview of audit and audit activities related to business applications and displays the following reports:

- Open Audit Engagements: This report displays the number of audit engagements in open state.
- Ineffective Controls: This report displays the number of ineffective controls for an audit engagement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Open Issues: This report displays the number of open issues for an audit engagement.
- Past Due Issues: This report displays the number of past due audit issues for an application.
- Upcoming Audit Engagements: This report displays the monthly count for the upcoming audit engagements.
- Open Issues by Audit Engagements: This report displays the monthly count for the open audit issues.
- Past Due Issues by Audit Engagements: This report displays the past due audit issues over a period.
- Ineffective Controls by Audit Engagements: This report displays the information regarding audit engagements and the associated ineffective controls.

The following filters can be used to filter data on the reports:

- Business Application
- Audit Engagement
- Criticality

Policy Exceptions Overview

The Policy Exceptions Overview tab appears when you activate the Policy and Compliance plugin. The Policy Exception Overview tab provides information about policy exceptions requested for business applications. The data displayed in the Policy Exceptions Overview tab can be filtered using the Business Application filter. This tab displays the following reports:

- New Exceptions: This report provides information about the new exceptions requested.
- Approved Exceptions: This report provides information about the number of approved exceptions.
- Rejected Exceptions: This report provides information about the number of rejected exceptions.
- Expired Exceptions: This report provides information about the number of expired exceptions.
- Exceptions Awaiting Approval: This report provides information about the exceptions that are awaiting approval and are due on the current date, the current week, the current month, and the current quarter.
- Extensions Awaiting Approval: This report provides information about the extensions that are awaiting approval and are due on the current date, the current week, the current month, and the current quarter
- Upcoming Exceptions Expirations: This report provides information about the exceptions that are about to expire and which are due on the current date, the day after the current date, the current week, the week after the current week, and the current month.
- Exceptions Requested vs. Approved: This report provides information about the exceptions requested versus the number of exceptions approved per month.

Issues Overview

The Issues Overview tab appears when you activate either the Risk Management plugin or the Policy and Compliance Management plugin. The Issues Overview tab provides information about the various compliance and risk issues associated with business applications. The data displayed in the Issues Overview tab can be filtered using the Business Application filter. This tab displays the following reports:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Open Issues: This report displays the number of issues in open state.
- Critical Priority Issues: This report displays the number of critical priority issues.
- High Priority Issues: This report displays the number of high priority issues.
- Accepted Issues: This report displays the number of issues that are accepted.
- Past Due Issues: This report displays the number of past due issues.
- Issues to be Resolved: This report displays the number of issues that must be resolved on the current date, the current week, current month, current quarter, and current year.
- Remediation Tasks to be Completed: This report displays the number of remediation tasks that must be completed on the current date, the current week, current month, current quarter, and current year.
- Past Due Issues: This report displays the number of past due issues over a time period.
- Past Due Remediation Tasks: This report displays the number of past due remediation tasks over a time period.
- Issue Creation Trend: This report displays the trend of how issues are created over a time period.
- Issue Closure Trend: This report displays the trend of how issues are closed over a time period.
- Remediation Task Creation Trend: This report displays the trend of how remediation tasks are created over a period.
- Remediation Task Closure Trend: This report displays the trend of how remediation tasks are closed over a period.

Performance Analytics dashboards for risk events and risk hierarchy

Use the Performance Analytics (PA) dashboards to view the comprehensive data for risk events and risk hierarchy. Use the Analytics Hub to view data for any time period.

By default, users with the sn_risk.manager role can view data for six months. To view the data for different time periods, purchase and activate the Performance Analytics Premium plugin. Users with the sn_risk.manager role can collate historical data for one year by running the ServiceNow® Governance, Risk, and Compliance (GRC) *`Entity and risk statement historical data collection`* job.

Note:
Run the historical data collection job only once. Running this job more than once leads to inconsistent data collection and might result in a loss of previous data.

Risk Events dashboards

The Risk Events dashboards present the following data:

- Risk Event Overview: This dashboard shows the following trends:
  - Gross Loss
  - Net Loss
  - Events
  - Active Events
  - Near Miss
  - Events by Type
  - Events by State

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

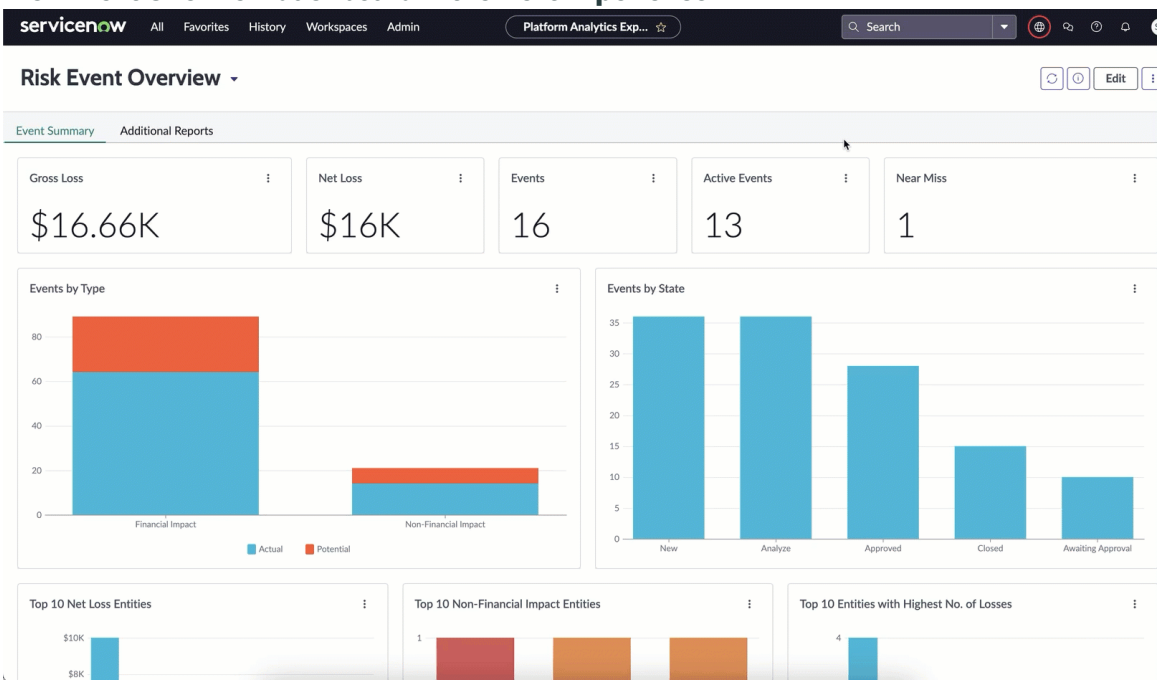
- Top 10 Net Loss Entities
- Top 10 Non-Financial Impact Entities
- Top 10 Entities with Highest No. of Losses

Important:
Starting with version 18.1.0 of the Risk Management and Advanced Risk applications, the Risk Event Overview dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

To open the dashboard, navigate to **All** > **Risk Events** > **Analytics Overview**.

Risk Event Overview dashboard in the Next Experience



- Risk Event Overview by Entity dashboard: Entity owners with the sn.risk_user role can view the aggregated information for gross loss, net loss, and the number of events on a monthly basis. The dashboard also shows the average gross loss per event, average net loss per event, average recovery made per event, and average additional cost per event. Entity owners with the sn.risk_user role can also view the following risk events trends for a particular entity. Administrators with the sn.risk_admin role can edit this dashboard.
  - Gross Loss
  - Net Loss
  - Events
  - Active Events
  - Near Miss
  - Risk Events
  - Risk Events by Non-Financial Impact
  - Annual Loss Expectancy vs Net Loss
  - Risk Event Metrics

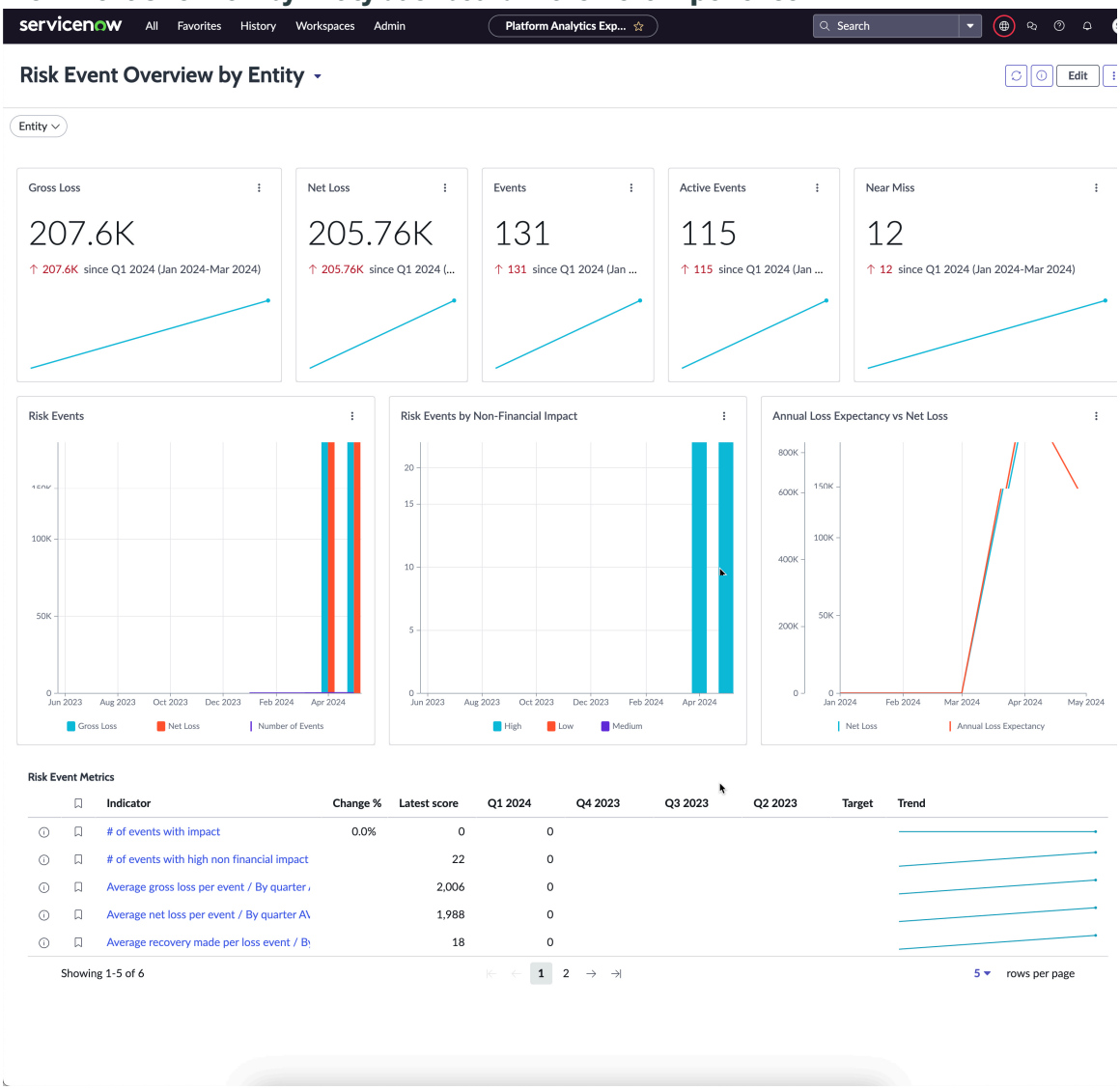
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:
Starting with version 18.1.0 of the Risk Management and Advanced Risk applications, the Risk Event Overview by Entity dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

To open the dashboard, navigate to **All** > **Risk Events** > **Analytics Overview by Entity**.

Risk Event Overview by Entity dashboard in the Next Experience



- Risk Event Overview by Risk Class dashboard: Users with the sn_risk.manager role can view level 1 risk event trends. Users can understand the aggregated gross losses, net loss, number of events created, number of active events, and the total number of near-miss events. This dashboard also shows the following trends:
  - Gross Loss
  - Net Loss
  - Events
  - Active Events

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

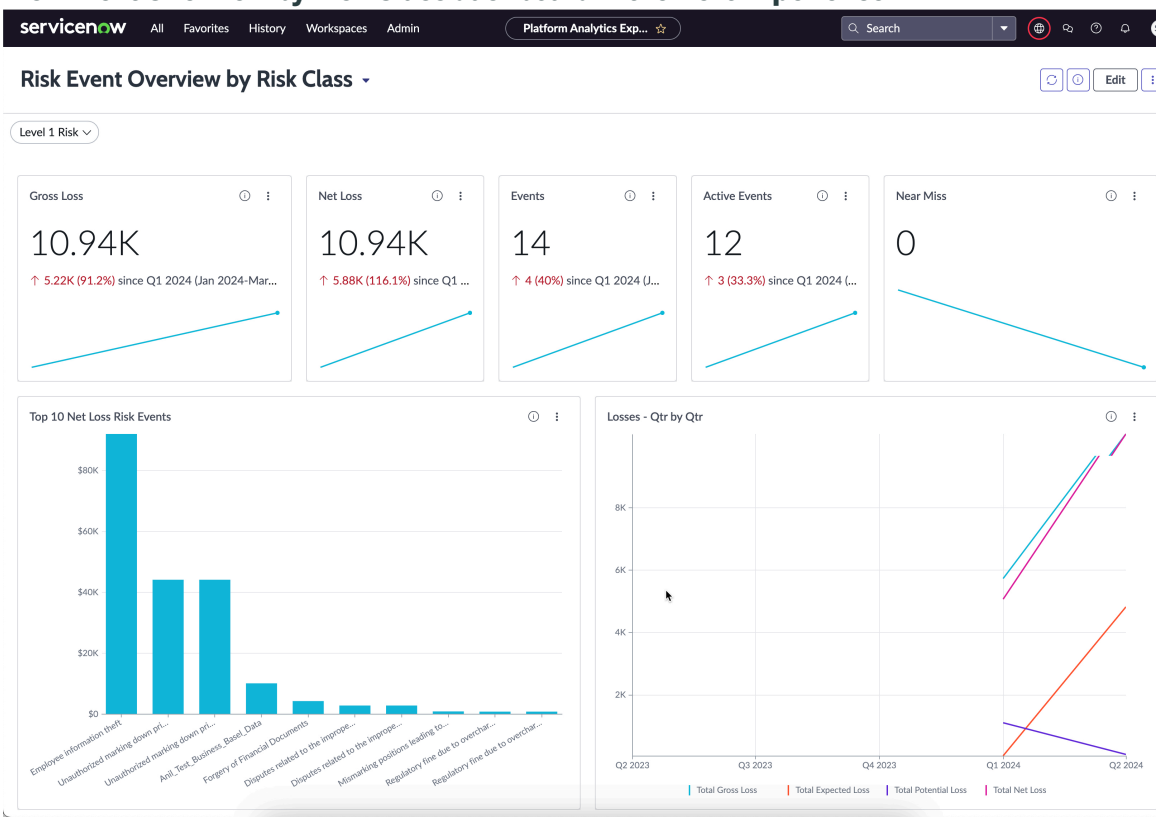
- Near Miss
- Top 10 Net Loss Risk Events
- Annual Loss expectancy vs Net Loss

Important:
Starting with version 18.1.0 of the Risk Management and Advanced Risk applications, the Risk Event Overview by Risk Class dashboard is available in the Next Experience UI Framework.

If you are on Vancouver or Washington DC, you can view the dashboard in the Next Experience UI Framework.

To open the dashboard, navigate to **All** > **Risk Events** > **Analytics Overview by Risk Class**.

Risk Event Overview by Risk Class dashboard in the Next Experience



Exposure by Risk Statements dashboard

To view the Exposure by Risk Statements dashboard, navigate to **Risk** > **Exposure by Risk Statements**. This dashboard is useful for users with the sn_risk.manager role. This dashboard is similar to the Exposure by Entity dashboard, except that the dashboard also displays the risks by risk statement. This dashboard provides the distribution of entities based on tolerance status and calculated scores, as well as annual loss expectancy trends. A heatmap of the risk ratings by tolerance status is included. The Exposure by Risk Statements dashboard displays the following trends:

- Risk Statements per Tolerance Status
- Risk Statements per Rating
- Annual Loss Expectancy
- Risk Ratings by Tolerance Status

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:
Starting with version 18.1.0 of the Advanced Risk and Risk Management applications, the Exposure by Risk Statements dashboard is deprecated. If you're on a legacy release or already using the dashboard, you can continue to use it.

Exposure by Entity dashboard

To view the Exposure by Risk Statements dashboard, navigate to **Risk** > **Exposure by Entity**. This dashboard is useful for entity owners responsible for a particular entity class. The dashboard also shows the entity health by displaying the statuses: Unacceptable, needs attention, and acceptable. Use this dashboard to compare trends across quarters based on annual loss expectancy (ALE). This dashboard displays risk ratings by tolerance status in the form of a heatmap. The heatmap helps you identify the entities that need attention. Annual loss expectancy trends and a heatmap of the risk ratings by tolerance status are also shown. The Exposure by Risk Statements dashboard displays the following trends:

- Entities per Tolerance Status
- Entities per Rating
- Entity Annual Loss Expectancy
- Risk Ratings by Tolerance Status

Important:
Starting with version 18.1.0 of the Advanced Risk and Risk Management applications, the Exposure by Entity dashboard is deprecated. If you're on a legacy release or already using the dashboard, you can continue to use it.

Advanced risk assessment dashboard

Use the Advanced Risk Assessment Overview dashboard for an overview of the performance of any risk assessment methodology based on the risk assessment instances.

Advanced Risk Assessment Overview

Important:
Starting with version 18.1.0 of the Advanced Risk application, the Advanced Risk Assessment Overview dashboard is deprecated. If you're on a legacy release or already using the dashboard, you can continue to use it.

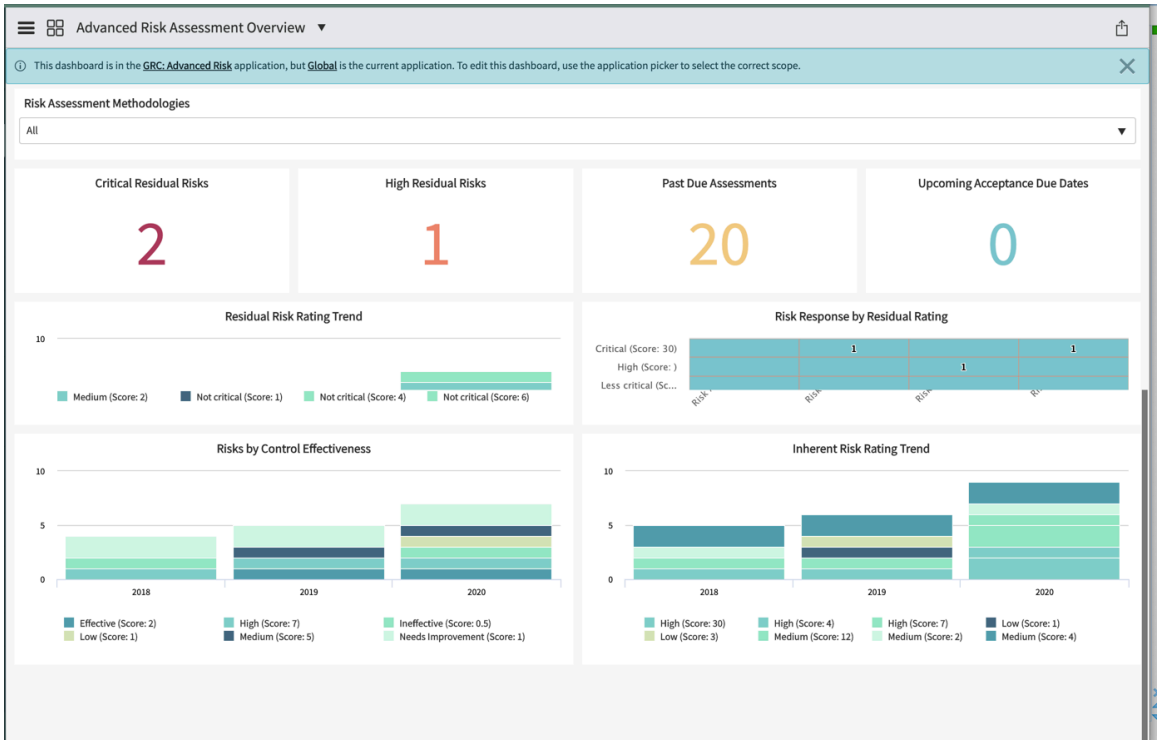
Navigate to **Advanced Risk Assessment** > **Overview**. The Advanced Risk Assessment Overview dashboard displays the following:

- Critical Residual Risks:
- High Residual Risks
- Past Due Assessments
- Upcoming Acceptance Due Dates
- Residual Risk Rating Trend
- Risk Response by Residual Rating
- Risks by Control Effectiveness
- Inherent Risk Rating Trend
- Upcoming acceptance due dates: This number indicates the count of the tasks for which the acceptance due date is within the next 30 days.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This dashboard is visible only to users with the sn_risk.manager role.

Advanced risk dashboard



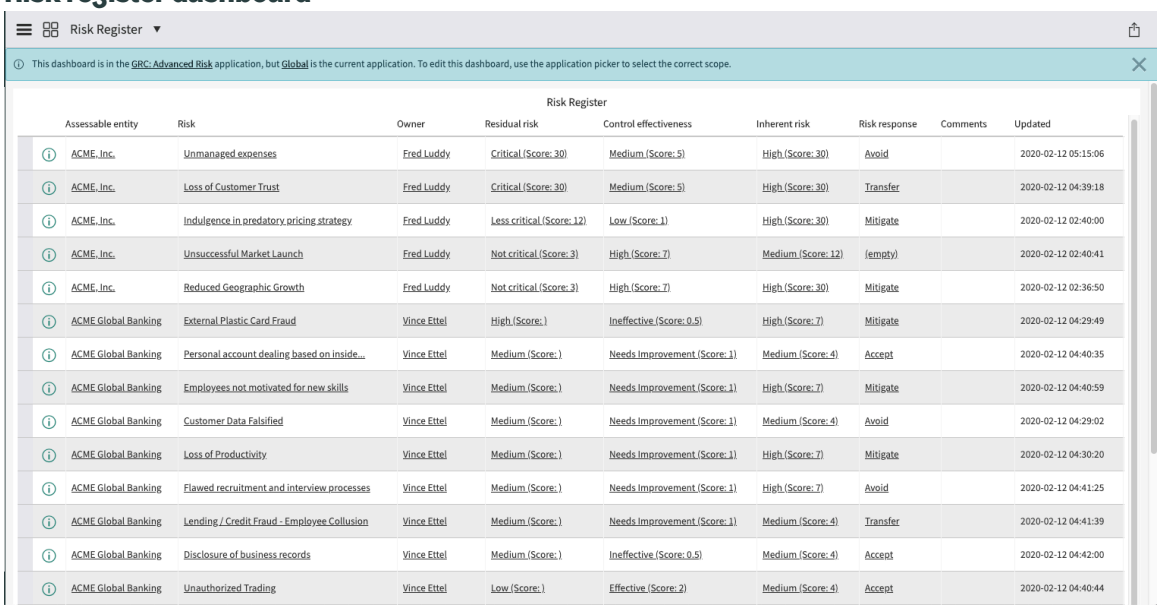
Advanced Risk Assessment Risk Register

> **Important:**
> Starting with version 18.1.0 of the Advanced Risk application, the Risk register dashboard is deprecated. If you're on a legacy release or already using the dashboard, you can continue to use it.

The Risk Register dashboard displays the risk assessments instances in the list view sorted by residual risks.

This dashboard is visible to users with the sn_risk.user role.

Risk register dashboard



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Management reference

Reference topics provide additional information such as tables, roles, and properties that are installed with the Risk Management application.

Components installed with Risk Management

Several types of components are installed with activation of the Risk Management plugin, including tables, user roles, and scheduled jobs.

Note:
The Application Files table lists the components that are installed with this application. For instructions on how to access this table, see Find components installed with an application.

Demo data is available for this feature.

Roles installed with Risk Management

Roles are added with activation of GRC: Risk Management.

Roles installed

Role title [name]	Description	Contains roles
Risk Reader [sn_risk.reader]	In addition to the inherited permissions, the risk reader has read-only access rights to the Risk application and modules. The risk reader can do the following in the GRC scope: • Act on issues assigned to him. • Have read access to all Indicator templates. • Can act on indicator tasks assigned to them. • Have read-access to indicators. • Have read-access to entities. The risk reader can do the following in the Risk Management application: • Act on the Remediation tasks assigned to them. • Have read-access to risks. • Take old risk assessment. • Have read-access to risk statement and risk framework.	• sn_grc.reader • survey_reader • sn_rvw_feedback.reader

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed (continued)

Role title [name]	Description	Contains roles
	• Perform advanced risk assessment. • Create risk events. • Work on risk event tasks and issues. • Access all risk events and risk dashboards. • Have read-access to feedback.	
Risk User [sn_risk.user]	Contains the reader and business user roles in sn_grc scope, and the reader role in the Risk Management application and business user role in the sn_grc scope. In addition to the inherited permissions, the risk user can view: • entity types • entities • risks • remediation tasks • control • control objectives • policy exceptions The risk user can also create risks. The risk user can be assigned risks and has read-only access to the Policy and Compliance Management application and modules. Risk user can do everything that the risk reader can do. The risk reader can do the following in the Risk Management application: • Work on risk acceptance tasks and remediation tasks. • Create risks. • Access the Advanced Risk related dashboards.	• sn_grc.user • sn_compliance.reader • sn_risk.reader • survey_reader • sn_grc.business_user • sn_risk_advanced.ara_creator

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed (continued)

Role title [name]	Description	Contains roles
	• Have read-access to the risk identification functionality of Advanced Risk and can take assessment related to risk identification. • Create assessment scope.	
Risk Manager [sn_risk.manager]	Contains the reader, user, and manager roles in sn_grc scope, and the reader and user roles in the Risk Management application. In addition to the inherited permissions, the risk manager can do the following in the GRC scope • Create issues and issue ratings. • Create entity, entity types, and entity classes and class rules. • Create content references. • Create indicators and indicator templates. • Have read-access to entity tier. In the Risk Management application, the risk manager can: • Create risk frameworks • Create risk statements • Create risks • Create risk event response template. • Create risk identifications and can view the dashboard related to risk identification. • Create remediation tasks. • Create assessment scheduler.	• sn_grc.manager • sn_risk.user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed (continued)

Role title [name]	Description	Contains roles
	• Associate risk statements to Information objects using Associate risk statements module.	
Risk Admin [sn_risk.admin]	Contains the reader, user, manager, and admin roles in sn_grc scopes, and the reader, user, and manager roles in the Risk Management application. In addition to the inherited permissions, in the GRC scope, the risk admin can create an entity tier. In the Risk Management application, the risk administrator can: • Delete risk frameworks. • Delete entity, tables, indicator, risks, issues, tasks. • Create risk statements and risks. • Modify admin properties. • Modify risk criteria. • Create causes and consequences of risk event. • Access to risk, advanced risk related properties. • Create risk identification configuration. • Create a risk assessment methodology, all types of factors. • Perform administrative activities. • Configure a feedback integration setup for any record type.	• sn_grc.admin • sn_risk.user • sn_risk.manager • sn_grc_appr.admin • sn_rvw_feedback.admin
Assessment Creator [sn_risk.asmt_creator]	The assessment creator is used for creating GRC risk assessment metric types.	assessment_admin
GRC Business User [sn_grc.business_user]	Users with this role can perform the following tasks:	None

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed (continued)

Role title [name]	Description	Contains roles

	• Take risk assessment.
	• Create risk response tasks.
	• View risk statements.
	• View risk assessment scope.
	• View and report risk events.
	• Work on assigned risk event tasks.
	• View indicator supporting data.
	• Respond to indicator tasks.
	• Respond to risk identification questionnaire.
	• Respond to metrics data tasks.
	• Report issues.
	• Submit issue triage requests.
	• Work on assigned remediation tasks.
	• Work on assigned issues.
	• If there is an integration with Project Portfolio Management:
	  ○ View the Project Risk Overview dashboard
	  ○ Create risks from library.
	  ○ Elevate enterprise risks.
	  ○ Initiate any object assessment.	

Roles installed with the GRC Risk Workspace

The GRC: Risk Workspace application installs the roles for Operational risk manager and IT risk manager for the users to perform their respective tasks.

Roles and their descriptions

Role title [name]	Description	Contains roles
Operational risk manager (sn_risk_workspace.operational_risk_manager)	Operational Risk Managers are a part of the operational risk team that manages	• sn_risk.manager • sn_compliance.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and their descriptions (continued)

Role title [name]	Description	Contains roles
	the risk posture of the organization. They can do the following tasks: • Perform risk assessments • View risk events related data • View the heatmaps for the risk assessments • Create feedback on records or fields in a record • Create, modify, and delete any risk assessment projects. **Note:** The Operational risk manager role is available only when both the Risk Workspace and Advanced Risk applications are installed.	• sn_audit.manager • sn_rvw_feedback.reviewer • sn_risk_advanced.risk_asmt_project_manag
IT Risk manager (sn_risk_workspace.IT_risk_manager)	IT risk managers work with various stakeholders to ensure that IT risks are managed within the risk appetite of the organization. They can do the following tasks: • Identify risks to assess • Manage risk responses • Create key risk indicators • Create feedback on records or fields in a record • Create, modify, and delete any risk assessment projects.	• sn_risk.manager • sn_compliance.manager • sn_audit.manager • sn_rvw_feedback.reviewer • sn_risk_advanced.risk_asmt_project_manag
Business operational risk manager (sn_risk_workspace.business_op_risk_manager) manager	Business operational risk managers are the first lines of defense for each individual line of business. They are responsible to manage the	• sn_risk.user • sn_compliance.user • sn_audit.user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles and their descriptions (continued)

Role title [name]	Description	Contains roles
	risk posture of their specific business units.	• sn_rvw_feedback.respondent • sn_risk_advanced.risk_asmt_project_user

Properties installed with Risk Management

Properties are added with activation of GRC: Risk Management.

Properties installed

Name	Description
States for which the risk is active (the first state is the default active state) sn_risk.active_states	• **Type**: string • **Default value**: draft, assess, review, monitor • **Location**: **Risk** > **Administration** > **Properties**
States for which risk is inactive (the first state is the default inactive state) sn_risk.closed_states	• **Type**: string • **Default value**: retired • **Location**: **Risk** > **Administration** > **Properties**
Name of the assessment metric type that is used for risk assessment sn_risk.default_assessment	• **Type**: string • **Default value**: Risk Assessment • **Location**: **Risk** > **Administration** > **Properties**
Use qualitative impact scores as input sn_risk.qualitative_impact	• **Type**: true or false • **Default value**: false **Note:** If upgrading from Geneva (or earlier) or Helsinki (or later) and the value was previously set to true, this value is set to true after upgrading. • **Location**: **Risk** > **Administration** > **Properties**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties installed (continued)

Name	Description
Use qualitative likelihood scores as input sn_risk.qualitative_likelihood	• **Type**: true or false • **Default value**: false • **Location**: **Risk** > **Administration** > **Properties**
Make risk statement mandatory in risk sn_risk.risk_statement_mandatory	• **Type**: true or false • **Default value**: false. **Note:** If false, allows risk creation with out any associated risk statement, if true risk statement is mandatory for risk creation
Compare risk tolerance based on sn_risk_advanced.risk_tolerance	• **Type**: choice list • **Default value**: Sum • **Location**: **Risk** > **Administration** > **Properties** **Note:** This property is only available if you activate the Advanced Risk plugin.
Compare calculated risk score with sn_risk_advanced.risk_rating_config	• **Type**: choice list • **Default value**: Average calculated ALE • **Location**: **Risk** > **Administration** > **Properties** **Note:** This property is only available if you activate the Advanced Risk plugin.
Hide upstream and downstream risks sn_risk.hide_upstream_downstream_risks	• **Type**: true or false • **Default value**: true. • **Location**: **Risk** > **Administration** > **Properties** **Note:** This property is only available if you activate the Advanced Risk plugin.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties installed (continued)

Name	Description
Auto close issue created by indicator sn_grc.auto_indicator_issue_closure	• **Type**: yes or no • **Default value**: no. • **Location**: **Risk** > **Administration** > **Properties**
A list of tables that are available in the 'Applies to' field on the Risk form. sn_risk.risk_applies_to_tables	• **Type**: string • **Default value**: Risk Assessment • **Location**: **Risk** > **Administration** > **Properties**

Tables installed with Risk Management

Tables are added with activation of GRC: Risk Management.

Tables installed

Table	Description
Risk [sn_risk_risk]	Extends Item table [sn_grc_item] and stores specific risks associated with entities
Risk Statement [sn_risk_definition]	Extends Content table [sn_grc_content] and stores definitions of risks.
Risk Framework [sn_risk_framework]	Extends Document table [sn_grc_document] and stores all risk frameworks, a collection of risk statements
Risk Framework to Entity Type [sn_risk_m2m_framework_profile_type]	Extends Document to Entity Type table [sn_grc_m2m_document_profile_type] and is a many-to-many relationship table that is used to manage the relationships between risk frameworks and entity types
Entity Type to Risk Statement [sn_risk_m2m_risk_definition_profile_type]	Extends Content to Entity Type table [sn_grc_m2m_content_profile_type] and is a many-to-many relationship table that is used to manage the relationships between entity types and risk statements
Risk Tasks [sn_risk_m2m_risk_task]	Stores many-to-many relationships between risks and tasks
Risk Transfer [sn_risk_transfer_task]	When a risk is analyzed, there are four ways to respond to it. This table provides a way for a risk manager to transfer a risk.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed (continued)

Table	Description
Color Setting [sn_risk_color_setting]	This table is used for the reports to relate impact/likelihood with palette colors.
Risk Avoidance [sn_risk_avoidance_task]	When a risk is analyzed, there are four ways to respond to it. This table provides a way for a risk manager to avoid a risk. For example, by having a building in California, you are exposed to earthquake risk. You can avoid this risk by choosing not to have buildings in California.
Risk Acceptance [sn_risk_acceptance_task]	When a risk is analyzed, there are four ways to respond to it. This table provides a way with an approval process that allows a risk manager to approve (accept) or reject the risk.
Risk Mitigation [sn_risk_mitigation_task]	When a risk is analyzed, there are four ways to respond to it. This table provides a way for a risk manager to mitigate a risk.
Risk to Control sn_risk_m2m_risk_control	Contains relationships of risks to controls.
Risk Statement to Control Objective sn_risk_m2m_risk_definition_policy_statement	Contains relationships of Risk statements to Control objectives. On addition of entry to this, related risks to controls relationships get created in Risk to Control table with matching entity.
Risk Mitigation to Control sn_risk_m2m_risk_mitigation_control	Controls added to Risk mitigation task as part of the task's flow to mitigate risk are added to this table.
Risk Relationship sn_risk_m2m_risk_risk	Contains upstream-downstream/parent-child relationship between two risks.
Risk Response Task sn_risk_response_task	Base table to Risk Acceptance, Risk Avoidance, Risk Mitigation, Risk Transfer tasks.

Note:
All additional tables installed by the dependent plugins are also needed for GRC: Risk Management.

Components installed with Advanced Risk

Activating the GRC: Advanced Risk (sn_risk_advanced) plugin adds or modifies several tables, user roles, and other components. The Advanced Risk plugin enables you to perform advanced risk assessments and manage risk events.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
The Application Files table lists the components that are installed with this application. For instructions on how to access this table, see Find components installed with an application.

Note:
Demo data is available for this feature.

Tables installed with Advanced Risk

Tables are added with activation of GRC: Advanced Risk.

Table	Description
Risk Event Task [sn_risk_advanced_mitigation]	Track the mitigation tasks associated with the risk event reported.
Aggregated Risk Report [sn_risk_advanced_risk_report_definition]	Create this definition where the customer can choose entities and associate some risk statements with these entities to report aggregated risk scores.
Risk Report [sn_risk_advanced_risk_report]	Based on the aggregated risk report definition, a record for each combination of entity and risk statement is created. The tolerance status and calculated score is also displayed.
Event Entry [sn_risk_advanced_event_impact]	Impact entries for the risk event to be added by the Risk Manager during the Analyze state.
Risk Event to Risk [sn_risk_advanced_m2m_event_risk]	Each risk event can be associated to applicable risks. This table enables tracking the risk event to risk relationships.
Risk Event [sn_risk_advanced_event]	Tracks the loss or gain events reported by different users.
Associated Risk Events [sn_risk_advanced_m2m_event_event]	A risk event can be linked to multiple other risk events. This table contains those associations.
Risk Event to Entity [sn_risk_advanced_m2m_event_profile]	A Risk Manager can relate multiple entities that are impacted by the risk event. This table tracks the impacted entities linked to the risk event.
Risk Event to Control [sn_risk_advanced_m2m_event_control]	A Risk Manager can relate multiple controls related to the entities that are linked to the risk event. This table tracks the impacted entities linked to the risk event.
Risk Event to Citation [sn_risk_advanced_m2m_event_citation]	A risk manager can relate risk events to regulatory obligations and citations. This association facilitates breach reporting and compliance with regulations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
All additional tables installed by the dependent plugins are also needed for GRC: Advanced Risk.

Roles for performing advanced risk assessment

When you integrate advanced risk assessment with other applications, you must ensure the users have the necessary roles to perform and approve the assessments.

Starting with version 14.1.2, several new roles have been introduced to enable users of other applications to successfully use the advanced risk assessments feature. These independent roles have been created to provide the users the required ability to perform advanced risk assessment without requiring the Integrated Risk Management specific roles such as Risk Admin, GRC Business User.

Note:
You must manually assign the advanced risk assessment roles to the sn_grc.business_user role. To understand how you can adjust granting of roles and groups, see the How to adjust granting of roles and groups to use background jobs [KB0963693] article in the Now Support Knowledge Base. To understand more about the GRC business user role, see the GRC Business User [KB0864247] article in the Now Support Knowledge Base article in the Now Support Knowledge Base. You must log in to Now Support to view the article.

Roles installed

Role title [name]	Contained under	Description	Contains roles
sn_risk_advanced.ara_admin	sn_risk.admin	Users with this role can: • Create risk assessment methodologies • Create and manage factors	• sn_risk_advanced.ara_creator • sn_risk_advanced.ara_assessor • sn_risk_advanced.ara_approver • sn_risk_advanced.ara_reader
sn_risk_advanced.ara_creator	sn_risk.user	Users with this role can create object assessments.	sn_risk_advanced.ara_reader
sn_risk_advanced.ara_assessor	sn_grc.business.user	Users with role can: • Take assessments • Perform assessment related actions such as taking the assessment and responding to or reassigning the assessment	sn_risk_advanced.ara_reader
sn_risk_advanced.ara_approver	sn_grc.business.user	Users with role can perform assessment related actions such	sn_risk_advanced.ara_reader

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed (continued)

Role title [name]	Contained under	Description	Contains roles
		as approving the assessment.	
sn_risk_advanced.ara_reader	sn_risk.reader	Users with role can read all the information on a risk assessment instance. Users with this role have read access to all tables within advanced risk assessment. If there are users who only need to have access to reports, they can use this role.	
sn_risk_advanced.qualitative_risk_appetite_reader	sn_risk.user sn_risk.reader	Users can view the qualitative risk appetite fields.	
sn_risk_advanced.quantitative_risk_appetite_reader	sn_risk.user sn_risk.reader	Users can view the quantitative risk appetite fields.	

Properties installed with Advanced Risk

Properties are added with activation of GRC: Advanced Risk. There are also properties that are available for the various capabilities such as risk events and advanced risk assessments.

Properties for Advanced Risk

All the properties for Advanced Risk, are listed on the System Properties page. To access the System Properties page, in the filter navigator, type *`sys_properties.list`*.

Advanced risk plugin properties

Property	Description
Maximum number of levels for risk hierarchy [sn_risk_advanced.risk_hierarchy_max_levels]	Set the maximum number of levels of risk hierarchy. • **Type**: Integer • **Default value**: 5
Configure risk rating [sn_risk_advanced.risk_rating_config]	Compare calculated risk score with either of choices Maximum calculated ALE, Minimum calculated ALE, Average calculated ALE.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Advanced risk plugin properties (continued)

Property	Description
	• **Type**: choice list • **Default value**: avg **Note:** This property works with classic risk scoring.
Compare risk tolerance [sn_risk_advanced.risk_tolerance]	Compare risk tolerance based on either of the choice Average, Maximum, Minimum, Sum. • **Type**: choice list • **Default value**: sum
Enable the GRC enterprise risk licensing features [sn_risk_advanced.enable_irm_advanced_risk_enterprise]	This property enables the GRC enterprise risk licensing features. • **Type**: true or false • **Default value**: false

Properties for Risk Events

To access the risk event properties, navigate to **All** > **Risk Events** > **Administration** > **Properties**.

Risk event properties

Property	Description
Machine learning solution for predicting similar risk events [ml_sn_sn_grc_pred_intel_global_similar_risk_events]	Solution definition for predicting similar risk events.
Show Basel attributes and reports [sn_risk_advanced.show_basel_attr_reports]	Set this property to true if you want to enable the Basel categorization of risk events. This property is useful for customers in the banking domain. • **Type**: True or false • **Default value**: false
Define risk event currency conversion configuration [sn_risk_advanced.risk_event_currency_conversion_date_config]	Property to define currency conversion dates for the risk event entries. You can select specific dates for currency conversion rather than relying solely on the date of impact to calculate

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk event properties (continued)

Property	Description
	the net loss. The options are as follows: • **Risk event entry date** • **First loss entry date** • **Last loss entry date** • **First recovery entry date** • **Last recovery entry date** • **Custom date** **Note:** You can also override the defined currency conversion dates in the risk response template configuration. These changes apply to both new and ongoing risk event workflows.
Make risk event to risk relationship mandatory [sn_risk_advanced.make_riskevent_to_risk_relation_mandatory]	Set this property to true if you want to ensure that each risk event has corresponding risks. • **Type**: True or false • **Default value**: false
No. of days for Rapid Recovery Classification [sn_risk_advanced.no_of_days_for_rapid_recovery_classification]	Customize the number of days that users can set as their rapid recovery threshold. • **Type**: Integer • **Default value**: 5
Show ORX External events [sn_risk_advanced.show_orx_events]	Users can choose to see the ORX External Events. ORX provides a platform for the secure exchange of high-quality operational risk loss data from around the world. This property is useful for customers in the banking domain. Customers import the ORX information as shared by

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk event properties (continued)

Property	Description
	the ORX organization. This information can be related to risk statement or control objectives. This information can be modified by users. • **Type**: True or false • **Default value**: false
How many years of risk event data to be shown on the report [sn_risk_advanced.number_of_years_report_data]	Select how many years of risk event data must be shown on the report. • **Type**: Integer • **Default value**: 2 **Note:** This property is visible on the System Properties page.

Properties for advanced risk assessment

To access the advanced risk assessment properties, navigate to **All** > **Advanced Risk Assessments** > **Administration** > **Properties**.

Properties for Advanced Risk Assessment

Property	Description
Migrate to Advanced Risk Assessments [sn_risk_advanced.hide_risk_legacy_lifecycle]	Migrate to Advanced Risk Assessments. • **Type**: yes or no • **Default value**: no
Enable Advanced Risk PPM Integration [sn_risk_advanced.enable_advanced_risk_ppm_integration]	Perform project risk assessments. Only users with the it_pps_admin or sn_risk.admin roles can enable this property. • **Type**: yes or no • **Default value**: no For more information, see Configure Project Portfolio Management and Advanced Risk integration

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties for Advanced Risk Assessment (continued)

Property	Description
	Note: This property is only available when Project Portfolio Management is installed.
sn_risk_advanced.metric_approval	Enables Risk administrators to define either the simple approval flow or the advanced approval flow for all the metrics and metric definitions. **Note:** This property is available only when the sn_grc_appr plugin is activated and must be set while configuring the ESG Management application. The choices are as follows: • **Simple**: By choosing this option, the Approval section will be enabled both on the manual metric definition form and within the metrics. Using this section, you can designate approvers directly on the metric definition form. • **Advanced**: When you choose this option, the Approval section will be unavailable on the manual metric definition form and the metric form. Instead, approval can be configured by setting the approval conditions, tables, and approvers in the GRC: Approver Configurator application. This application also allows you to define multiple levels of approvals. For more information see, Using Approver Configurator for setting up approvals.

Business process roles

Various roles are available for business process users and managers.

The following table lists the roles that you must use for managing your business processes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles used for managing business processes

Role title	Description
Business process administrator business_process_admin	This role provides create, read, update, and delete (CRUD) access to all records and their relationships in the business process. This role is assigned to users who are administrators and have thorough information and training on business processes. In the context of GRC, users with the sn_grc.admin role who manage GRC applications and their setup automatically gain access to this role. This access enables the GRC administrators to administer business process and its records similar to other GRC tables.
Business process manager business_process_manager	This role is assigned to business process managers who are usually specialists and manage multiple business processes in the organisation. They can create, read and update any business process and manage the relationship of business process with other records. Such users generally work with other employees and are experts around business processes. In the context of GRC, users with the sn_grc.manager role automatically inherit this role that enables them to manage the business processes for the entire organization.
Business process user business_process_user	This role must be assigned to the respective process owners who manage the business process that they own. With this role, they can update the business processes that they own and can also read any business process. This role can also be provided to users who are required to view the business processes in the organization and understand them better. In the context of GRC, users with the sn_risk.user role are automatically assigned this role as this role enables them to manage the business processes they own as well as read all business processes.

Domain separation in Risk Management

Domain separation is supported for Risk Management. Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Support level: Basic

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Business logic: Ensure that data goes into the proper domain for the application's service provider use cases.
- The application supports domain separation at run time. The domain separation includes separation from the user interface, cache keys, reporting, rollups, and aggregations.
- The owner of the instance must set up the application to function across multiple tenants.

Sample use case: When a service provider (SP) uses chat to respond to a tenant-customer's message, the customer must be able to see the SP's response.

For more information on support levels, see Application support for domain separation.

Overview of domain separation

Domain separation is best for those customers who:

- Need to enforce absolute data segregation between business entities (data separation).
- Customize business process definitions and user interfaces for each domain (delegated administration).
- Maintain some global processes and global reporting in a single instance.

These users can choose to expand or collapse the domain scope to show or hide data from other domains.

Note:
Users always have access to data from domains that have been explicitly granted to them by domain visibility.

How domain separation works in GRC

- While GRC supports separation of data, separation of logic and process is not fully supported.

- Many types of records in GRC are automatically generated through user processes. Entities, controls, risks, indicators, and control tests are all fields that can be generated automatically. For records that are automatically generated, the domain of the record is determined by the domain iterator configured for the job. Otherwise, it defaults to the default domain (if defined) or to the Global domain. For records that are manually generated, the domain is derived from the domain of the user creating the record.

  Automatic generation should be kept in mind when working in a domain-separated GRC implementation. Users should be sure that they are creating / generating records at the right domain level so that they are visible to the right set of users.

  For example, suppose you have domains that look like:

  - Global
  - TOP
    - Domain A
    - Domain B

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- If you have a risk or control that you want to be assessed by users in domains A and B, the risk or control should be generated or manually created at the global level. If the risk or control is created in Domain B, you will not be able to recreate the risk or control in Domain A due to indexing.
- If you have a risk or control that you want to be assessed by users in TOP and Domain A, you can create the risk or control in Domain A.

Unless the risks and controls are in the Global domain, users should not assign risks or controls in a higher domain to users in a lower domain. In the example above, if you have a control in the TOP domain, you should not assign it for attestation to users in Domains A or B since those users would not have access to the control; thus the attestation or assessment questionnaire would not be generated.

Similarly, users should not assign control objectives and risk statements in a higher domain to attestations and assessments in a lower domain. Otherwise the attestation or assessment questionnaire would not be generated.

Use case

GRC data for IT can be separated from the GRC data of other departments. Each business area using the GRC application can have separate data that cannot be shared with other departments. Therefore each department can have its own entities, policies, controls, risks, and so on.

When looking at a control from the IT domain, the user can choose to expand the domain scope to show values from the Finance domain or collapse the domain scope to show only controls that match the IT domain.

By default, domain separation adds a domain field to the Task `[task]` and Configuration Items `[cmdb_ci]` tables and their extensions.

You can extend domain separation to any new tables you create by adding `sys_domain` and `sys_domain_path` fields to the table's dictionary definition. By default, the system only domain-separates platform and baseline application tables where appropriate.

Warning:
ServiceNow does not recommend domain separating platform tables (any table with the sys_ prefix such as the Dictionary Entry `[sys_dictionary]` and Dictionary Entry Override `[sys_dictionary_override]` tables) because it can produce unexpected results.

In this use case, client scripts, business rules, workflows, processes, and so on can be domain-separated.

While the behavior offered with domain separation provides multi-tenancy support, multi-tenancy is still contained within a single instance. This means that some global properties, some global data, and some global processes are shared across all domains. For example, the system's "Remember me" option on the login page is global and cannot be specified per domain.

If you need complete and total separation of all system properties and do not require global reporting or global processes, separate instances are the best option.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

How domain values are allocated to GRC objects

Records that are automatically generated, the domain of the record is determined by the domain iterator configured for the job. The following table shows how domain values are allocated to different GRC objects:

GRC objects	Domain source
Risk	Gets domain value from Entity.
Risk assessment	Gets domain value from Risk.
Object assessment	Gets domain value from Object.
Risk assessment response	Gets domain value from Risk Assessment instance.
Risk identification	Gets domain value from Entity.
Aggregated risk	Gets domain value from Entity and Risk statement.
Basel reports	Gets domain value from Risk events.
Risk to control	Gets domain value from Risk.

Note:
When the domain source is global or nil, then that object's domain will be set to Default.

Smart Assessment Engine

The ServiceNow® Smart Assessment Engine (SAE) application helps you to reduce the manual burden and costs of your assessment processes through automation.

Get started

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

Explore	Configure	Use
Learn about Smart Assessment Engine	Configure the Smart Assessment Engine application	Set up Smart Assessment Engine templates

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Manage	Reference	
		
Manage Smart Assessment Engine tasks	Components installed with Smart Assessment Engine	

Troubleshoot and get help

- Search the Known Error Portal for known error articles.
- Learn how to build apps on the developer site.
- Contact Customer Service and Support.

Exploring Smart Assessment Engine

The ServiceNow® Smart Assessment Engine (SAE) helps you reduce the manual burden and costs of your assessment processes through automation.

Smart Assessment Engine

In Governance, Risk, and Compliance (GRC) workflows such as compliance management, vendor risk management, privacy management, audit management, business continuity, and operational risk management, organizations face challenges in gathering input from employees and making informed decisions. Manual processes can be inefficient, time-consuming, and prone to errors, leading to increased operational costs and compliance risks.

SAE is designed to automate and optimize assessment processes, reducing manual efforts and costs. It provides an intuitive, configurable, and access-controlled assessment experience, enabling organizations to design and execute assessments seamlessly while ensuring compliance and efficiency. SAE is a versatile and business-friendly assessment engine that simplifies data collection, risk analysis, and compliance management. It supports a drag-and-drop template designer for effortless assessment creation and includes predefined roles to align with standard user personas. SAE ensures end-to-end workflow automation, post-assessment actions, and seamless collaboration.

By implementing SAE, organizations can streamline assessments, enhance accountability, and ensure regulatory compliance while optimizing overall efficiency. It enables organizations to track risks, maintain compliance, and improve decision-making through standardized evaluation processes.

Smart Assessment Engine benefits

The following table shows the benefits of the Smart Assessment Engine application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Benefit	Feature	Users
See an overview of all your assessment template-related information. You can review the published and unpublished assessment templates and access the template designer.	Accessing templates in the Assessment Workspace	Template reader [sn_smart_asmt.template_reader], Template manager [sn_smart_asmt.template_manager], or Assessment admin [sn_smart_asmt.assessment_admin]
Use the template designer for the following tasks: • Create and customize the assessment templates that support a range of types including Control Attestation and Risk Identification. • Set the assessment parameters such as the question types, justifications, and conditional visibility. • Add the instructions, questions, and reference information by using the template designer.	Using the template designer Create an assessment template Add instructions and questions to an assessment template Add reference information to an assessment template	Template manager [sn_smart_asmt.template_manager] or Assessment admin [sn_smart_asmt.assessment_admin]
Trigger assessments by using the Workflow Studio or scripts in Workflow Studio.	Triggering assessments	Flow designer [flow_designer]
Respond to the assessments and collect the responses from within your workspace. As an assessor, your work is automatically saved, which eliminates the need for manual saving and helps to prevent data loss. You can also reassign the in-progress assessments to another user or cancel the assessments that are no longer needed.	Responding to assessments	Assessment actor [sn_smart_asmt.actor]
Combine multiple assigned assessments into a single, streamlined view. You can manage, submit, or reassign these combined assessments at one time. Use Bulk Submit or Bulk Reassign assessments to handle all the assessments in one action.	Submit combined assessments	Assessment actor [sn_smart_asmt.actor]
Migrate the metric types to the SAE assessment templates to use the assessment designs that you already created.	Migrate a legacy metric type to an assessment template	Assessment admin [sn_smart_asmt.assessment_admin]
Set up scoring for your assessment responses to calculate meaningful scores at the assessment, section, or subsection level.	Scoring assessments	sn_smart_asmt.template_manager and sn_smart_asmt.assessment_admin
Automate actions based on assessment responses. These actions use the responses from an assessment to automate tasks	Post-assessment automations	sn_smart_asmt.assessment_admin or sn_smart_asmt.template_manager and sn_smart_imp_auto.automation_creato

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles of SAE users

Assessment actor

A user with the assessment actor [sn_smart_asmt.actor] role can respond to the assessments that are assigned to them. They can also reassign these assessments.

Assessment reader

A user with the assessment reader [sn_smart_asmt.assessment_reader] role can read the assessments within the categories that they're assigned to. Additionally, they can read and comment on the assessments they created, and view and comment on the assessments that are generated from those templates.

> **Note:**
> The Assessment reader role field in the template determines the minimum user role that is required to view and comment on assessments. Only users with the specified role and the Assessment reader [sn_smart_asmt.assessment_reader] role can access the assessments that are generated from this template.

Assessment Admin

A user with the assessment admin [sn_smart_asmt.assessment_admin] role can create, view, update, and delete both template categories and assessment templates. Additionally, the user with this role can view all the assessments, modify their states, reassign the assessments, and migrate the existing metric types to new assessment templates.

Template reader

A user with the template reader [sn_smart_asmt.template_reader] role can read specific assessment templates that are based on the categories mapped to the templates.

> **Note:**
> Each template must be mapped to one or more template category. A template reader must have this role to view the templates that are mapped with that category. A template reader must be able to access a template category to view the template.

Template Manager

A user with the template manager [sn_smart_asmt.template_manager] role can read, write, or create specific assessment templates that are based on the categories that are mapped to these templates. Their access to the template categories during the creation process is governed by the same rules that apply to the template readers.

Template Developer

A user with the template admin or template manager role and template [sn_smart_asmt.developer] role can read, write, and create the script for response automation in assessment questions.

For more information, see Roles in Smart Assessment Engine.

Accessing templates in the Assessment Workspace

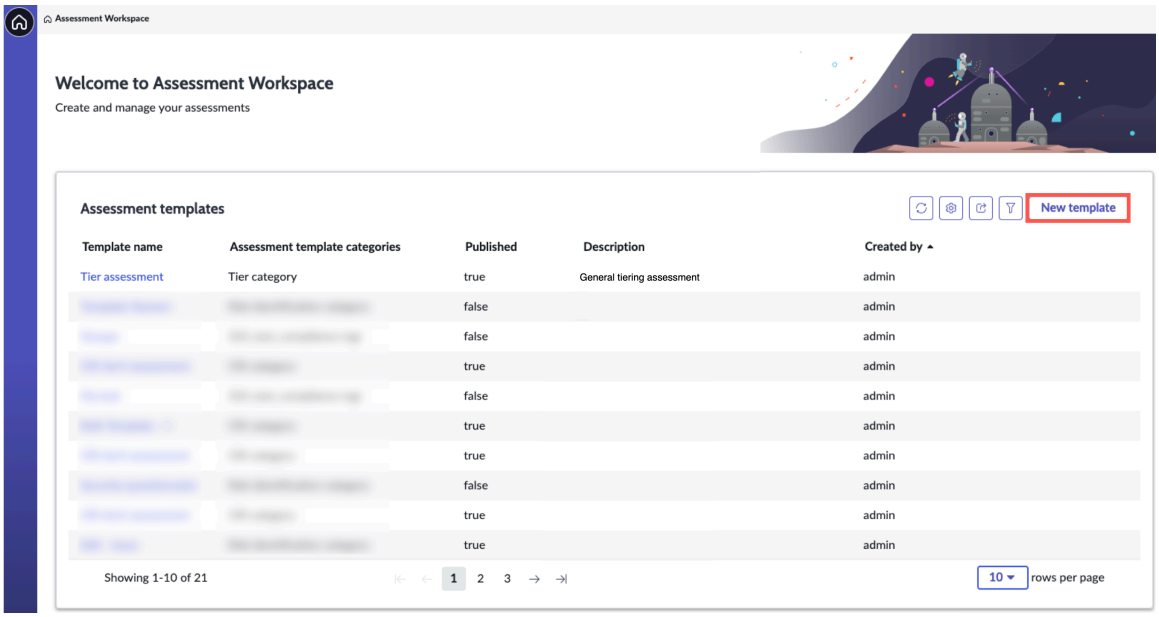
You can see all your assessment template-related information on the Assessment Workspace landing page. You can review the published and unpublished assessment templates and create assessment templates by using the Smart Assessment Engine application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Smart assessment workspace

You can view all your assessment template-related information by navigating to **Workspaces** > **Assessment Workspace**. If you have the sn_smart_asmt.assessment_admin or sn_smart_asmt.template_manager roles, you can create the assessment templates or update the unpublished assessment templates in the Assessment Workspace. A template manager's ability to create or update the assessment templates is determined by their category role. Any team member with the Template reader [sn_smart_asmt.template_reader] role can view the specific templates for their category role. For more information on the assessment categories, see Create an assessment template category. You can also access the Assessment Workspace landing page by selecting the home icon .

As shown in the following example, you can view all of your published and unpublished assessment templates with their names, categories, and descriptions.



Creating assessment templates

You can create a template by selecting **New template** and filling out the Template details form. For more information, see Create an assessment template and Using the template designer.

Domain separation and Smart Assessment Engine (SAE)

Domain separation is supported for Smart Assessment Engine. Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Support level: Basic

- Business logic: Ensure that data goes into the proper domain for the application's service provider use cases.
- The application supports domain separation at run time. The domain separation includes separation from the user interface, cache keys, reporting, rollups, and aggregations.
- The owner of the instance must set up the application to function across multiple tenants.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sample use case: When a service provider (SP) uses chat to respond to a tenant-customer's message, the customer must be able to see the SP's response.

For more information on support levels, see Application support for domain separation.

Smart Assessment Overview

The ServiceNow® Smart Assessment Engine (SAE) application helps you to reduce the manual burden and costs of your assessment processes through automation.

You can use the Smart Assessment Engine application to create and distribute assessments to employees for evaluating various situations, aspects, or records.

How domain separation works in Smart Assessment Engine

- To use a domain-separated model, the platform version must be in at least the Xanadu release.
- Templates in SAE are process-separated.
- Assessments are data-separated.
- All actors including the assessment group should belong to the same domain or global domain.
- The assessment template should be accessible in the common domain where the assessment is created.
- Domain overrides aren't supported.

Note:
The Smart assessment connected plugin [com.sn_smart_asmt_connect] must be installed for domain separation to be available.

The table displays different scenarios within the assessment domain, illustrating the relationship between the domain of the scope item and the domain of the assessment actors. Each row represents a different scenario, indicating whether the assessment actor has access the assessment template.

Scope item	Assessment actor	Assessment
Domain A	Domain B	Not possible
Domain A	Domain A	Domain A
Not applicable	Domain A	Domain A
Global	Domain A	Domain A
Domain A	Global	Domain A

Domain-separated tables

- sn_smart_asmt_template
- sn_smart_asmt_section
- sn_smart_asmt_question
- sn_smart_asmt_response_option
- sn_smart_asmt_template_category
- sn_smart_asmt_context_item
- sn_smart_asmt_instance

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- sn_smart_asmt_combined_assessment
- sn_smart_asmt_m2m_instance_combined_assessment
- sn_smart_asmt_section_instance
- sn_smart_asmt_question_instance
- sn_smart_asmt_response_option_instance
- sn_smart_asmt_m2m_instance_persona
- sn_smart_asmt_m2m_instance_scope_item
- sn_smart_asmt_condition
- sn_smart_asmt_condition_result
- sn_smart_asmt_condition_result_set
- sn_smart_asmt_m2m_question_condition
- sn_smart_asmt_duration
- sn_smart_asmt_assessment_group

Related topics

Domain separation for service providers

Configuring Smart Assessment Engine

You can activate or upgrade the Smart Assessment Engine application by downloading it from the ServiceNow Store and then configuring the settings in the initial setup checklist to meet your needs.

Configuration overview

Install or upgrade ServiceNow® Smart Assessment Engine (SAE) by completing the task on the initial setup checklist.

Initial setup checklist for SAE

Consider printing the following checklist so that you can check off the tasks as you complete them. To generate a PDF, select **Save As PDF** ( ) and then select **Selected topic**.

Setup tasks for standard SAE application

Task	Description
☐	Activate the **Smart Assessment Core** plugin (com.sn_smart_asmt). Role required: admin
☐	Activate the **Smart Assessment Designer** plugin (com.sn_smart_asmt_desg). Role required: admin
☐	Activate the **Smart Assessment Connected** plugin (com.sn_smart_asmt_conn). Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To see the instructions for downloading a GRC application from the ServiceNow® Store, see Download a GRC application from the ServiceNow Store for the first time.

Setup tasks for advanced SAE features

Task	Description
☐	Activate the **Smart Assessment Migration Tools** plugin (com.sn_smart_asmt_mig). Role required: admin **Note:** The migration plugin is necessary only if you have existing assessment designs. This plugin migrates your existing metric types to the new assessment templates. For more information on migrating metric types to assessment templates, see Creating an assessment template from legacy assessment metric types.
☐	Activate the **Smart Assessment Dependencies** plugin (com.sn_smart_asmt_dep). Role required: admin **Note:** This plugin is necessary if you want to use the features domain separation and post-assessment actions.
☐	Activate the **Smart Assessment Post-Assessment Actions** plugins (com.sn_impact_fwk) and (com.sn_smart_imp_auto). Role required: admin **Note:** The Smart Assessment Dependencies plugin must be activated before activating the Smart Assessment Post-Assessment Actions plugins.
☐	Activate the **Advanced Response Automation for Smart Assessment** plugin (com.sn_smart_resp_auto). Role required: admin
☐	Activate the **Basic Scoring for Smart Assessment** plugin (com.sn_smart_scoring). Role required: admin
☐	Activate the **Smart Assessment Collaboration** plugin (com.sn_smart_collab). Role required: admin

To see the instructions for downloading a GRC application from the ServiceNow® Store, see Download a GRC application from the ServiceNow Store for the first time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
After installing the required plugins, you can do the following:

- Assign SAE roles to users and user groups. Roles determine the permissions and access in the Smart Assessment Engine application. For more information, see Roles in Smart Assessment Engine.
- Activate a language. The ServiceNow AI Platform uses American English by default. You can configure SAE to use a different language. For more information, see Activate a language.
- Refer to the upstream application documentation for further steps. For example, after installing the plugins from the setup checklist, you can refer to the Policy and Compliance Management documentation to enable smart assessments in Policy and Compliance Management.

Triggering assessments

You can trigger a Smart Assessment Engine assessment from the Workflow Studio or from a script. With either method, you specify a published assessment template, the assessors who respond, and other optional inputs.

Important:
You can create an assessment only from a published assessment template. You can update a published template only if no active assessment is associated with the template.

Trigger an assessment from Workflow Studio

Configure the Trigger Smart Assessment flow action to initiate the Smart Assessment Engine assessments and send them to the specified assessors. You then add the action to your flow.

For more information, see Configure the Trigger Smart Assessment Flow action.

Trigger an assessment from a script

Use a script to execute the Trigger Smart Assessment flow action to generate Smart Assessment Engine assessments and assign them to the assessors.

An example trigger condition might be that the state in the control table changes to **Attest**.

For more information, see Trigger assessments from a script.

Related topics

Flow Designer

Building flows

Create a flow in Workflow Studio

Configure the Trigger Smart Assessment Flow action

Configure the Trigger Smart Assessment flow action to initiate the Smart Assessment Engine assessments and send them to the specified assessors. You then add the action to your flow.

Before you begin
Role required: flow_designer

About this task
The flow includes both a trigger condition and the Trigger Smart Assessment flow action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

An example trigger condition might be that the state in the control table changes to **Attest**.

Procedure

1. Navigate to **All** > **Process Automation** > **Workflow Studio**.
2. On the **Action** tab, select **Trigger Smart Assessment**.
3. Fill in the Trigger Smart Assessment action form to design the action.
   The settings on the form are described in Trigger Smart Assessment action form.
4. Test the action as described in Building flows.
   For descriptions of all these settings, see Settings in the Test action pop-up window.
5. Select **Save**.

> **Note:**
> After you save the configuration, select **Activate** to trigger the assessment.

Result
Assessments are triggered.

Related topics

Flow Designer

Building flows

Create a flow in Workflow Studio

Trigger assessments from a script

Use a script to execute the Trigger Smart Assessment flow action to generate Smart Assessment Engine assessments and assign them to the assessors.

Before you begin
Role required: flow_designer

About this task
In the script, you specify the assessment template for the generated assessments and the conditions that trigger the assessments.

Procedure

1. Navigate to **All** > **Process Automation** > **Workflow Studio**.
2. On the **Actions** tab, select **Trigger Smart Assessment**.
3. In the More actions icon (...), select **Create code snippet**, and then copy and paste the snippet into your script.

Result

> **Note:**
> In the snippet, you have the option to specify whether the action should execute synchronously or asynchronously. Select the asynchronous option to help avoid stalling, especially when processing large templates.

The call to the Trigger Smart Assessment action is now part of the script.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

Specify the required and optional input settings for the action. The settings are defined on the Trigger Smart Assessment action form and are described in Trigger Smart Assessment action form.

Related topics

Flow Designer

Creating an assessment template from legacy assessment metric types

You can use the assessment designs that you have already created by migrating the metric types to the Smart Assessment Engine assessment templates. You can leverage the existing assessment designs to support SAE assessment automation, analysis, and reporting.

Overview of the migration process

The sets of questions that are defined in the ServiceNow® Assessments and Surveys application are saved as metric types and are what you are migrating into SAE. When you migrate a legacy metric type to an SAE assessment template, the original metrics are saved as question types. For more information on which metric types are supported and how they are mapped to SAE, see How legacy metric types are migrated to sections in templates.

The migration process does not support all metric types in the ServiceNow® Assessments and Surveys application. The following table lists the metric types that are not supported.

Metric types not supported for migration

Metric Type	Description
Custom	Metric type used to create a nonstandard question.
Duration	Metric type used to create a question related to the time duration. For example, a question about the planned duration or actual duration in an assessment.
Image scale	Metric type used to create a question where users select an image to use for scales.
Percentage	Metric type used to create a question where users enter a percentage.
Rankings	Metric type used to create a question where users select a different order number for each option to rank them.
Ratings	Metric type used to create a question where users can enter a rating.

Note:
Migrating metrics in a data-type template that enables the image flag to be selected aren't supported.

Migration Process

Generate an assessment template from an existing metric type by following this process:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. Fill in a form:
   - Specify which metric type to migrate.
   - Specify the assessment template category that you want the template to be associated with. An assessment template category specifies the group of users that can access the template.
2. Start the migration process. The following activities then transform the metric type data into an SAE assessment template:
   - Metric categories become sections in the template.
   - Metrics become questions in the template.
   - Metric definitions become response options in the template.
   - The template is given the name of the original metric type.
   - The template is mapped to the template categories that you specified on the form.

   Note:
   The template definitions are migrated as response options if the metric data type is a template.

   For more information, see How legacy metric types are migrated to sections in templates.
3. On the Assessment Workspace, validate the assessment template and update it as needed. After the template is published, you can use it to generate assessments.

   Note:
   The migrated assessment templates are in the draft state after migration. You must review and publish the template before you can use it for assessments.

For more information about migrating the legacy metric types, see Migrate a legacy metric type to an assessment template.

Related topics

How legacy metric types are migrated to sections in templates

Results of migrating a metric category to an assessment template

Migrate a legacy metric type to an assessment template

Migrate an existing metric type to an SAE assessment template. You can leverage the existing assessment designs while using Smart Assessment Engine.

Before you begin
Role required: sn_smart_asmt.assessment_admin

About this task
SAE must be running on the same instance as the metric data to migrate.

Procedure
1. Navigate to **All** > **Smart Assessment Engine** > **Administration** > **Template Migrations**.
2. On the Assessment template migrations list, select **New** and then fill in the Assessment template migration form.

   You specify the metric type to migrate and the template category that the assessment template should be associated with. The system automatically fills in the other settings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment template migration form

Field	Description
Number	Unique number, starting with the text ATMIG, that the system assigned to the migration record for the metric type. You can use the number to search for the record.
Source metric type	Metric type to migrate to the assessment template format.
Purpose	Purpose that the new assessment template should be a member of. For example, Risk, Performance, Security, Personal data, and so on. Template categories that enforce the data segregation for templates. A category controls which users can view a template. Each assessment template is associated with one or more template categories. To view a template in a category, you must have a category role that is associated with the category. By default, newly defined template categories are active. **Note:** You can only select one purpose.
Migration status	Value that changes as the template migration process proceeds. ○ New: Status of a template migration definition before you start migration. ○ In progress: Status for after you start the migration process, the process is in progress until it finishes. ○ Completed: Status of a template migration if all items (metric type, metric categories, and metrics) migrate, which means that the template is ready for you to review, update, and eventually publish. ○ Partially completed: Status when any of the downstream elements like the questions, sections, or metric category haven't migrated successfully. In this case, you must address the errors and restart the migration process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Errored: Status when an error occurs during the migration. In this case, you must address the errors and restart the migration process.
Target assessment template	New template that the existing metric type is migrated to. **Important:** If the migration status is **Errored**, the field shows no value.

3. Select **Migrate**.

Result
The Section migration related list is updated as migration proceeds. You can view the data that was migrated from the metric type to the Smart Assessment Engine assessment template in the related lists on the Assessment template migration form. See Results of migrating a metric category to an assessment template.

Related topics

How legacy metric types are migrated to sections in templates

Results of migrating a metric category to an assessment template

Manage smart assessment lifecycle

Use template designer to create assessment templates. After the templates are published, assessors can respond to assigned assessments, track progress, and save their input automatically.

Use this section to manage the full lifecycle of smart assessments, from designing templates to submitting responses.Using the template designer, template managers and administrators can create structured assessment templates with instructions, questions, reference information, and configure automations. After the templates are published, assessors can respond to assigned assessments, track progress, and save their input automatically.

Using the template designer

You can create assessment templates and add instructions, questions, and reference information by using the template designer in the Smart Assessment Engine application. Smart assessments can help you to evaluate various situations, aspects, or records.

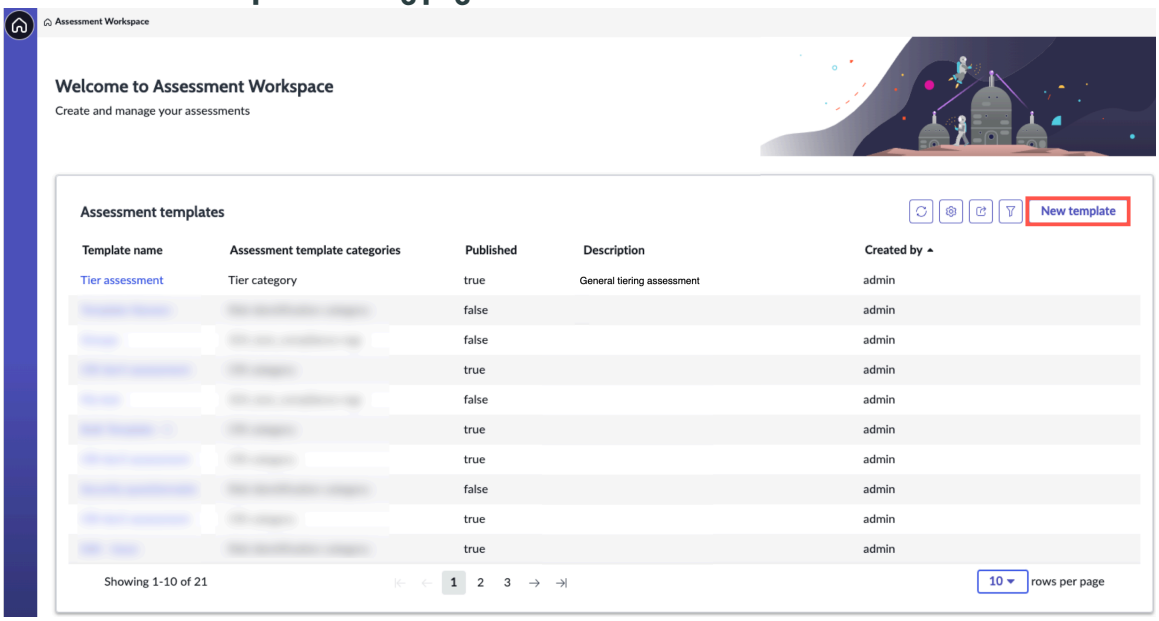
Overview of using the template designer

If you have the template manager [sn_smart_asmt.template_manager] or assessment admin [sn_smart_asmt.assessment_admin] role, you can create and update assessment templates by navigating to the Assessment Workspace landing page. You can create a template by selecting the **New template** button and update an assessment template by selecting an existing unpublished assessment template from the Assessment templates list.

The following example shows the Assessment Workspace landing page, where you can view all templates and open the template designer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment Workspace landing page



In the template designer, you can view and edit the assessment template details on the **General** tab. From this tab, you can access the Settings page to configure the key settings. For example, configuring the assessment duration sets the time frame for your responders to complete the assessment.

Adding instructions and questions to a template

Instructions help you set clear expectations for your responders, and questions help you gather precise and relevant information from your responders. You can add instructions and questions to a new assessment template or an existing assessment template. You can add sections to categorize your questions by different areas. Each section requires a name and specific questions.

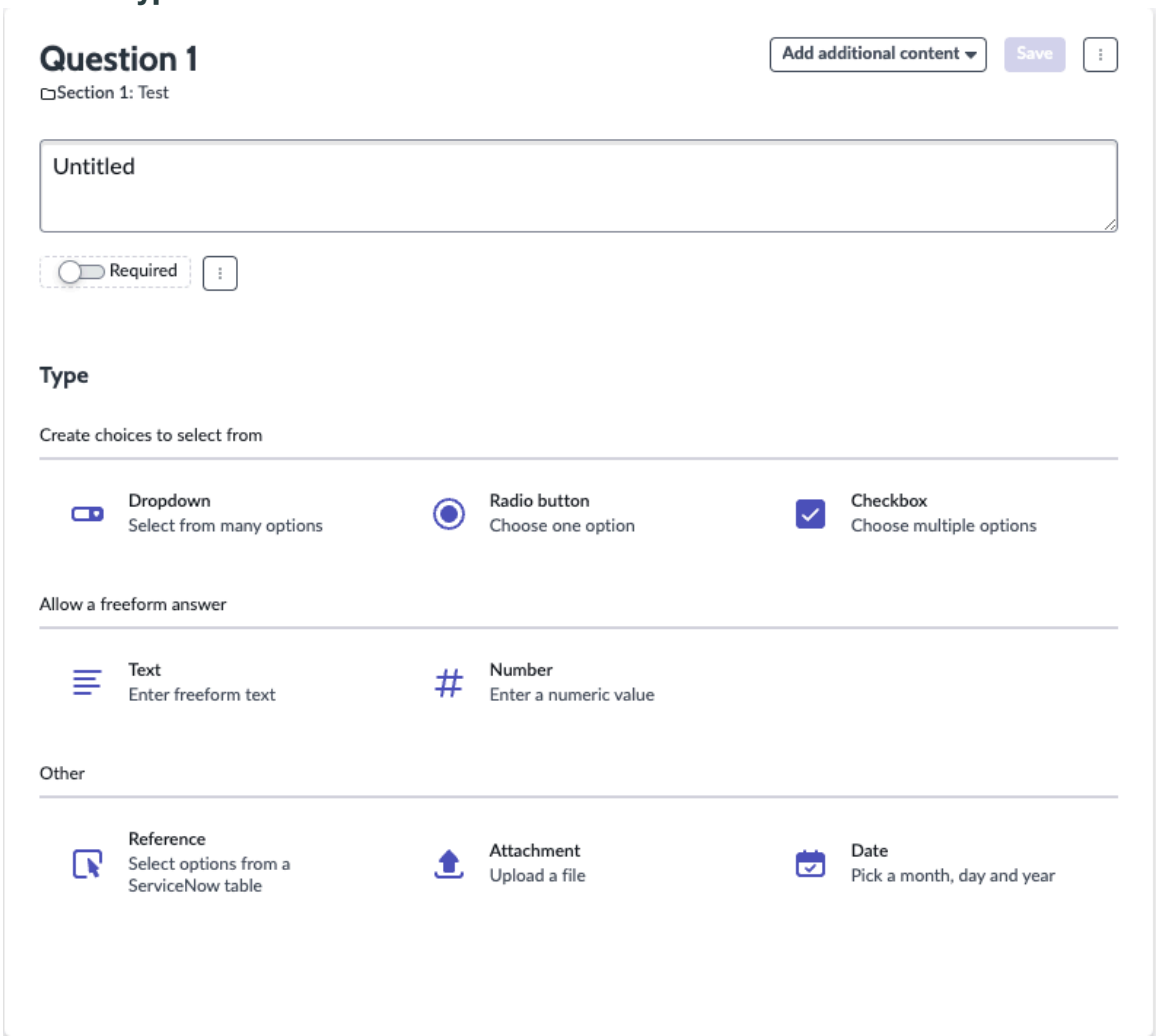
You can choose from the following question types:

- Text question
- Drop-down list question
- Radio button question
- Check box question
- Number question
- Reference question
- Attachment question
- Date question

You can also customize the attributes of the question, such as its visibility conditions, setting up default automated response, and justification requirements to ensure well-supported answers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Question types



You can use instructions and questions to help gather precise and relevant information from your responders. For more information, see Add instructions and questions to an assessment template.

Adding reference information to a template

You can add reference information that assessors can see while they complete the assessment. The reference information can include any live data from the assessment scope. For example, you can include information on any of the associated incidents, work notes, or domain. Adding necessary reference information to assessments can help minimize the need for external references. For information on how to add reference information, see Add reference information to an assessment template.

Creating categories for an assessment template

Template categories determine who can access the template. Before you can add an assessment template category to a new or existing unpublished assessment template, you must make a template category. You can't create a template category within the template designer, and after a template is associated with a template category, you can't update it. For information on how to create assessment template categories, see Create an assessment template category.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Searching within assessment templates

Search for text within the assessment template sections, subsections, or questions. The search results appear in place of the content tree, and the first match is highlighted. If no matches are found, a `No results found` message is displayed. You can select the search icon in the navigation pane to display the search box.

Triggering assessments

After you finalize and publish these templates, you can use them to trigger the assessments. For more information on triggering the assessments, see Triggering assessments.

Note:
You can create an assessment template only from a published assessment. If there isn't an associated active assessment, you can modify and publish these published templates again.For more information, see Accessing templates in the Assessment Workspace and Create an assessment template.

Create an assessment template

Create an assessment template by using the Smart Assessment Engine application by naming it, specifying its categories, and optionally, specifying the tables that have the records as the assessment target or scope. You can then add questions and other attributes to the template. Alternatively, you can also copy an existing template including all questions, sections, instructions and existing configurations.

Before you begin
Role required: sn_smart_asmt.template_manager

About this task

Important:
You can create an assessment only from a published assessment template. You can update a published template only if no active assessment is associated with the template.

Procedure

1. Navigate to **Workspaces** > *Assessment Workspace* to access the Assessment Workspace landing page.
2. Create a template by selecting **New template**, and then fill in the template details form.

   Note:
   You can also copy an existing template including all questions, sections, instructions, and existing configurations. For more information on how to copy an existing template refer to Copy an assessment template.

3. On the Create assessment template form, fill in the fields.
   For a description of the field values, see Create assessment template form.
4. Select **Save**.

What to do next
You can fill in the template with instructions, questions, and optional guidance for responding to a question, as well as sections that group the related questions. See Add instructions and questions to an assessment template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

Create an assessment template category

Copy an assessment template

Add instructions and questions to an assessment template

Add instructions and questions to an assessment template by using the Smart Assessment Engine application. You can use instructions and questions to help gather precise and relevant information from designated responders.

Before you begin

Role required: sn_smart_asmt.template_manager or sn_smart_asmt.assessment_admin

Procedure

1. Open an assessment template for updates by either going to the landing page or when you create a template and save it.
   The Details page on the **General** tab displays the information that you provided to create the template.
2. Select the Settings page and then fill in the values.

Settings page

Field	Description
Duration	Default time period in days between when the assessment is sent and when the responders are expected to return a completed assessment. This setting is used to calculate the **Due date** value for assessments that are generated from this template.
Assessment reader role	Role that is required to view an assessment that is generated from this template.

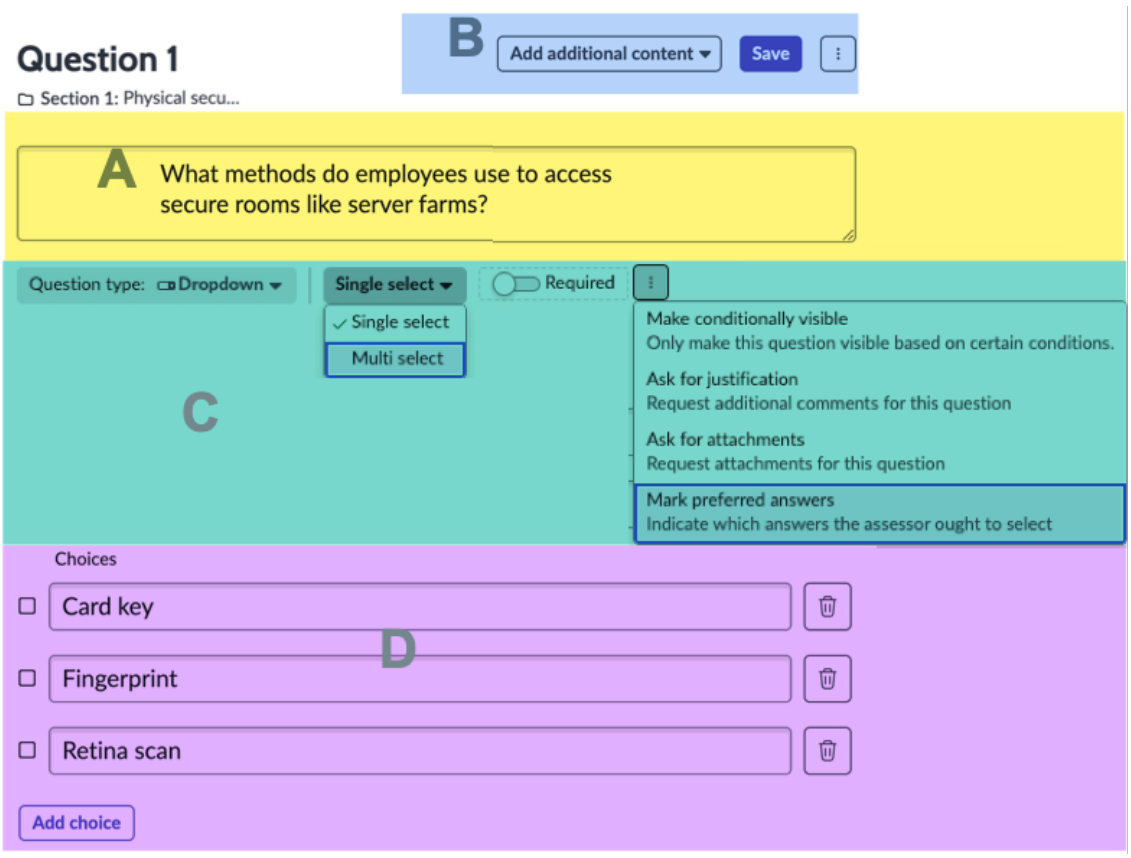
3. Add instructions to the assessment.
   a. On the **Questions** tab, select **Add instructions**.
   b. Enter the information that a responder might find useful in the Instructions text box.
      This information could include the purpose of the assessment, the ways that the responses are used or analyzed, and so on.
   c. Select **Save**.
4. On the **Questions** tab, select **Add instructions**.
5. Enter the information that a responder might find useful in the Instructions text box.
   This information could include the purpose of the assessment, the ways that the responses are used or analyzed, and so on.
6. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. Add a section that can hold questions by selecting **Add section**.
   The sections organize the questions into manageable groups. For example, an assessor who is knowledgeable about a subject can answer all questions in one section and an assessor with a different area of expertise can respond to questions in another section. The sections can contain either the subsections or questions, but not both. The subsections can only contain questions but no other subsections.

   Note:
   At any time, you can select a section in the list and then select **Delete** to delete that section.

8. Enter a name and description for the section and then select **Save**.
9. Select a section in the list and then select **Add question**.



For each question type, you configure the following settings:

A: Enter the text of the question

Enter the question text that the assessor reads.

B: Add additional content (optional)

Add a plain text description that appears after the question and Guidance text that could contain HTML or images by selecting **Question description**. You can provide descriptive text that appears in addition to the question text and provide guidance on how best to answer the question.

C: Specify the question type and set the attributes for the type

Configure any one of several question types (check box, text, date, and so on).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can customize each type of question with attributes like whether a response is required or visible only when specified conditions are met, whether particular responses are correct or preferred, whether a justification is required, and so on.

Note:
The option to have one or multiple records selected as answers to one question is available only for the drop-down list, check box, and reference question types.

D: Specify possible responses

Configure a specified set of possible responses to some question types.

For more information on configuring a question, see one of the following topics.

Description	Location
Create and configure text type questions.	Create a text question
Create and configure drop-down list type questions.	Create a drop-down list question
Create and configure radio button type questions.	Create a radio button question
Create and configure check box type questions.	Create a check box question
Create and configure number type questions.	Create a number question
Create and configure reference type questions.	Create a reference question
Create and configure attachment type questions.	Create an attachment question
Create and configure date type questions.	Create a date question
Create and configure code type questions.	Create a code question

Create a text question

Enable the assessors to respond to a question by using simple text in an assessment. Specify any of several attributes to qualify the question, for example, whether a response is required or an attachment is requested as part of your assessment template by using the Smart Assessment Engine application.

Before you begin

Role required: sn_smart_asmt.template_manager or sn_smart_asmt.assessment_admin

Procedure

1. Open the assessment template to add questions on the landing page or create a template to add questions.
2. On the **Questions** tab for the template, select the section that you want to add the question to and then select **Add question**.
3. In the Type section, select **Text** and then enter the question in the text box.

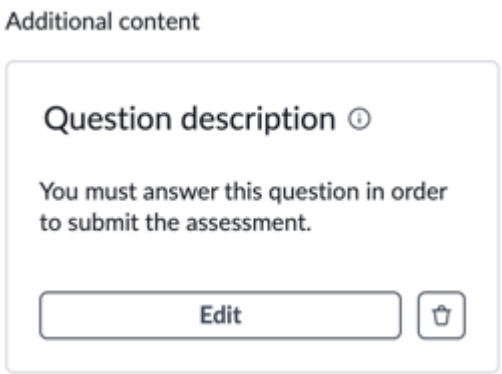
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Preview section displays an example of the text box that the assessor uses for the response.

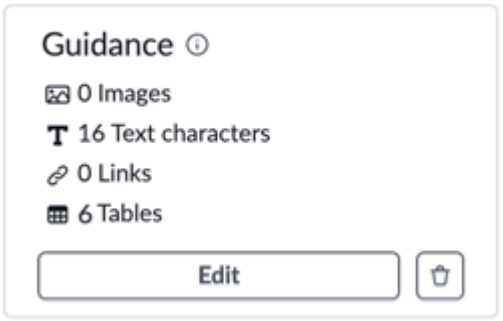
4. Specify any number of attributes for the question.

5. Select **Save**.

6. **Optional:** If you want to add content that helps the assessor answer this question, select **Add additional content**.

Option	Description
Question description	(Optional) Enter the descriptive text that fol lows the question when the assessor access es the question. A confirmation box displays the text as an as sessor sees it. Update the text by selecting **Edit**. 
Guidance	(Optional) Enter the content that explains how best to answer the question. Add the for matted text, table, images, links, and attach ments. The content appears in a pop-up win dow when the assessor accesses the ques tion. A confirmation box displays the list of items that are provided to an assessor. Update the content by selecting **Edit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Description
	Additional content 

7. Select **Save**.

Create a drop-down list question

Enable the assessors to respond to a drop-down list question by making one or more selections from a list. Specify any of several attributes to qualify the question, for example, whether a response is required or an attachment is requested as part of your assessment template by using the Smart Assessment Engine application.

Before you begin

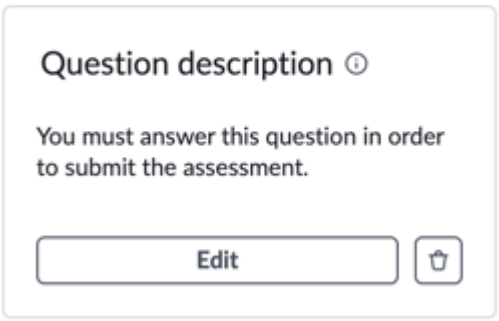
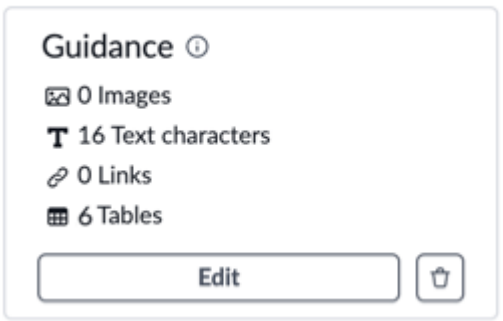
Role required: sn_smart_asmt.template_manager or sn_smart_asmt.assessment_admin

Procedure

1. Open the assessment template to add questions on the landing page or create a template to add questions.
2. On the **Questions** tab for the template, select the section that you want to add the question to and then select **Add question**.
3. In the Type section, select **Drop-down list** and then enter the question in the text box.
   The system adds two **Choice** text fields.
4. In the Choices section, enter the text for the response choices that appear to the assessors in the assessments.
   Create additional choices by selecting **Add choice**.
5. Specify any number of attributes for the question and select **Save** after every change.
6. **Optional:** If you want to add content that helps the assessor answer this question, select **Add additional content**.

Option	Description
Question description	(Optional) Enter the descriptive text that fol lows the question when the assessor access es the question. A confirmation box displays the text as an as sessor sees it. Update the text by selecting **Edit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Description
	Additional content 
Guidance	(Optional) Enter the content that explains how best to answer the question. Add the for matted text, table, images, links, and attach ments. The content appears in a pop-up win dow when the assessor accesses the ques tion. A confirmation box displays the list of items that are provided to an assessor. Update the content by selecting **Edit**. Additional content 

7. Select **Save**.

Create a radio button question

Enable the assessors to respond to a radio button question by making a selection from a limited list of options. Only one selection is allowed for this question type. Specify any of several attributes to qualify the question, for example, whether a response is required or an attachment is requested as part of your assessment template by using the Smart Assessment Engine application.

Before you begin

Role required: sn_smart_asmt.template_manager or sn_smart_asmt.assessment_admin

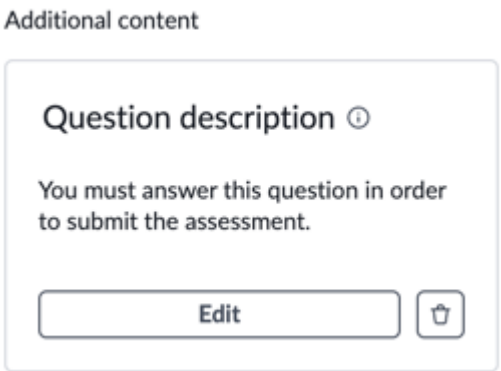
Procedure

1. Open the assessment template to add questions on the landing page or create a template to add questions.

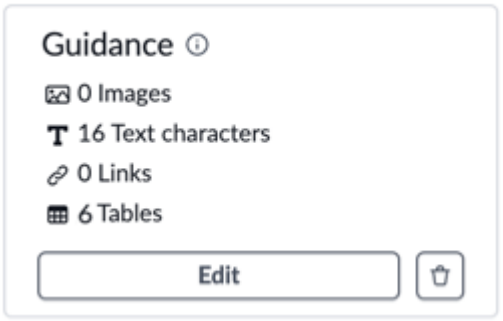
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. On the **Questions** tab for the template, select the section that you want to add the question to and then select **Add question**.
3. In the Type section, select **Radio button** and then enter the question in the text box.
   The system adds two **Choice** text fields.
4. In the Choices section, enter the text for the response choices that appear to the assessors in the assessments.
   Create additional choices by selecting **Add choice**.
5. Specify any number of attributes for the question and select **Save** after every change.

6. **Optional:** If you want to add content that helps the assessor answer this question, select **Add additional content**.

Option	Description
Question description	(Optional) Enter the descriptive text that fol lows the question when the assessor access es the question. A confirmation box displays the text as an as sessor sees it. Update the text by selecting **Edit**. 
Guidance	(Optional) Enter the content that explains how best to answer the question. Add the for matted text, table, images, links, and attach ments. The content appears in a pop-up win dow when the assessor accesses the ques tion. A confirmation box displays the list of items that are provided to an assessor. Update the content by selecting **Edit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Description
	Additional content 

7. Select **Save**.

Create a check box question

Enable the assessors to respond to a check box question by selecting one or more options in a specified list of options. Specify any of several attributes to qualify the question, for example, whether a response is required or an attachment is requested as part of your assessment template by using the Smart Assessment Engine application.

Before you begin

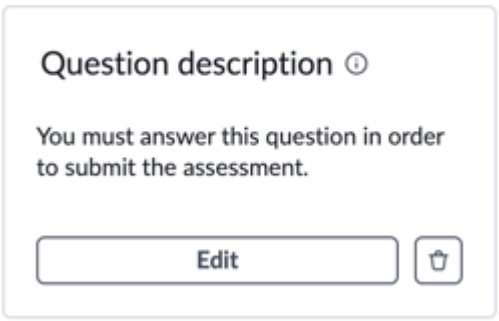
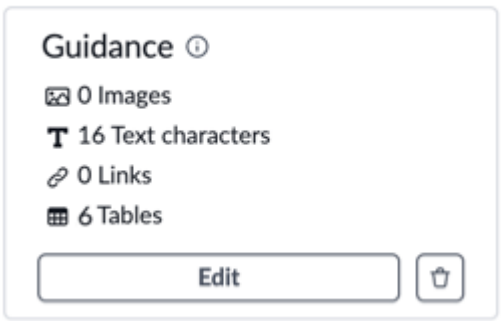
Role required: sn_smart_asmt.template_manager or sn_smart_asmt.assessment_admin

Procedure

1. Open the assessment template to add questions on the landing page or create a template to add questions.
2. On the **Questions** tab for the template, select the section that you want to add the question to and then select **Add question**.
3. In the Type section, select **Check box** and then enter the question in the text box.
   The system adds two **Choice** text fields.
4. In the Choices section, enter the text for the response choices that appear to the assessors in the assessments.
   Create additional choices by selecting **Add choice**.
5. Specify any number of attributes for the question and select **Save** after every change.
6. **Optional:** If you want to add content that helps the assessor answer this question, select **Add additional content**.

Option	Description
Question description	(Optional) Enter the descriptive text that fol lows the question when the assessor access es the question. A confirmation box displays the text as an as sessor sees it. Update the text by selecting **Edit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Description
	Additional content 
Guidance	(Optional) Enter the content that explains how best to answer the question. Add the for matted text, table, images, links, and attach ments. The content appears in a pop-up win dow when the assessor accesses the ques tion. A confirmation box displays the list of items that are provided to an assessor. Update the content by selecting **Edit**. Additional content 

7. Select **Save**.

Create a number question

Enable the assessors to respond to a number question with a numerical value. Specify any of several attributes to qualify the question, for example, whether a response is required or an attachment is requested as part of your assessment template by using the Smart Assessment Engine application.

Before you begin

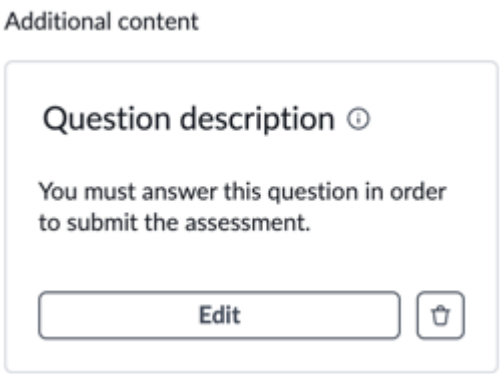
Role required: sn_smart_asmt.template_manager or sn_smart_asmt.assessment_admin

Procedure

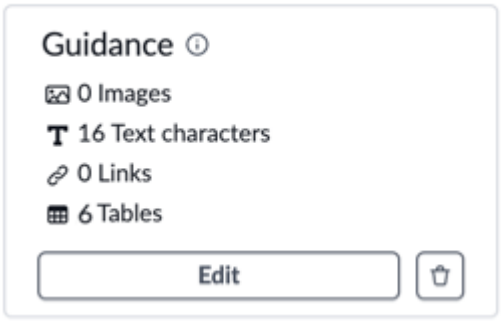
1. Open the assessment template to add questions on the landing page or create a template to add questions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. On the **Questions** tab for the template, select the section that you want to add the question to and then select **Add question**.
3. In the Type section, select **Number** and then enter the question in the text box.
   The Preview section displays an example of the text box that the assessor uses for the response.
4. Specify any number of attributes for the question and select **Save** after every change.
5. **Optional:** If you want to add content that helps the assessor answer this question, select **Add additional content**.

Option	Description
Question description	(Optional) Enter the descriptive text that fol lows the question when the assessor access es the question. A confirmation box displays the text as an as sessor sees it. Update the text by selecting **Edit**. 
Guidance	(Optional) Enter the content that explains how best to answer the question. Add the for matted text, table, images, links, and attach ments. The content appears in a pop-up win dow when the assessor accesses the ques tion. A confirmation box displays the list of items that are provided to an assessor. Update the content by selecting **Edit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Description
	Additional content 

6. Select **Save**.

Create a reference question

Enable the assessors to respond to a reference question by selecting an item from a list. The list is generated dynamically from the data in the table that you specify. Specify any of several attributes to qualify the question, for example, whether a response is required or an attachment is requested as part of your assessment template by using the Smart Assessment Engine application.

Before you begin

Role required: sn_smart_asmt.template_manager or sn_smart_asmt.assessment_admin

Procedure

1. Open the assessment template to add questions on the landing page or create a template to add questions.

2. On the **Questions** tab for the template, select the section that you want to add the question to and then select **Add question**.
3. In the Type section, select **Reference** and then enter the question in the text box.
   The system adds two fields that enable you to configure the source and content of the possible responses.

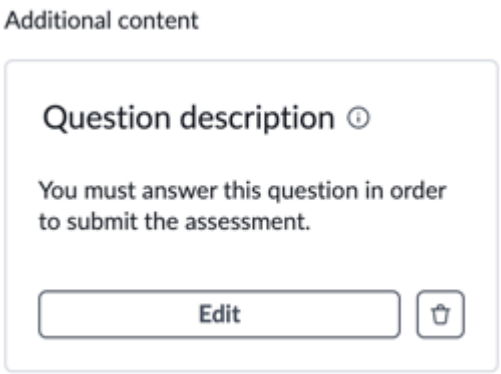
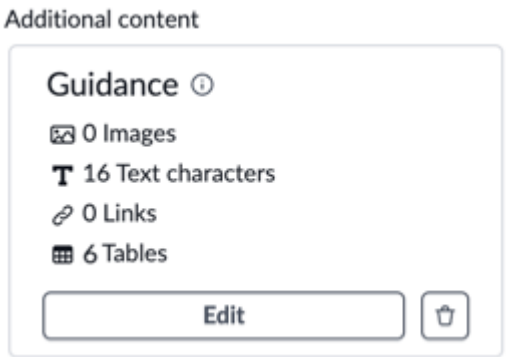
Configure the reference type question

Table	Source of the data that becomes available dynamically as possible responses.
Field to display in drop-down list	Field in the specified table whose data is presented as potential responses.

4. Specify any number of attributes for the question and select **Save** after every change.

5. **Optional:** If you want to add content that helps the assessor answer this question, select **Add additional content**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Description
Question description	(Optional) Enter the descriptive text that fol lows the question when the assessor access es the question. A confirmation box displays the text as an as sessor sees it. Update the text by selecting **Edit**. 
Guidance	(Optional) Enter the content that explains how best to answer the question. Add the for matted text, table, images, links, and attach ments. The content appears in a pop-up win dow when the assessor accesses the ques tion. A confirmation box displays the list of items that are provided to an assessor. Update the content by selecting **Edit**. 

6. Select **Save**.

Create an attachment question

Enable the assessors to respond to an attachment question by adding one or more files as a response. Specify any of several attributes to qualify the question, for example, whether a response is required or an attachment is requested as part of your assessment template by using the Smart Assessment Engine application.

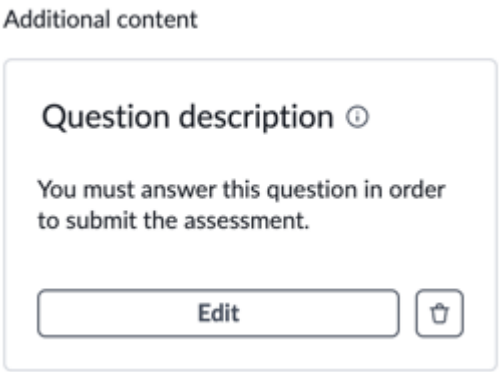
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

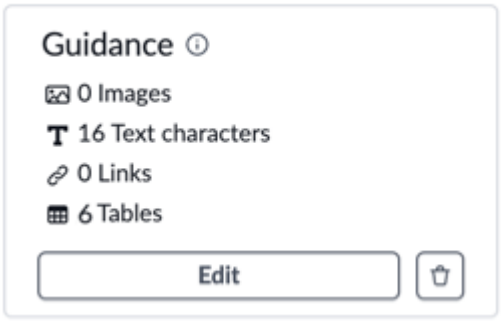
Role required: sn_smart_asmt.template_manager or sn_smart_asmt.assessment_admin

Procedure

1. Open the assessment template to add questions on the landing page or create a template to add questions.
2. On the **Questions** tab for the template, select the section that you want to add the question to and then select **Add question**.
3. In the Type section, select **Attachment** and then enter the question in the text box.
   The Preview section displays an example of how the attached file appears to the assessor.
4. Specify any number of attributes for the question and select **Save** after every change.
5. **Optional:** If you want to add content that helps the assessor answer this question, select **Add additional content**.

Option	Description
Question description	(Optional) Enter the descriptive text that fol lows the question when the assessor access es the question. A confirmation box displays the text as an as sessor sees it. Update the text by selecting **Edit**. 
Guidance	(Optional) Enter the content that explains how best to answer the question. Add the for matted text, table, images, links, and attach ments. The content appears in a pop-up win dow when the assessor accesses the ques tion. A confirmation box displays the list of items that are provided to an assessor. Update the content by selecting **Edit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Description
	Additional content 

6. Select **Save**.

Create a date question

Enable the assessors to respond to a date question by specifying a date or a date and time. Specify any of several attributes to qualify the question, for example, whether a response is required or an attachment is requested as part of your assessment template by using the Smart Assessment Engine application.

Before you begin

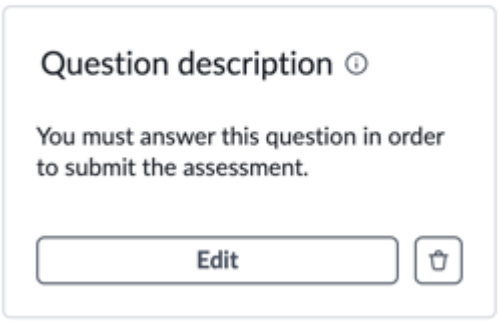
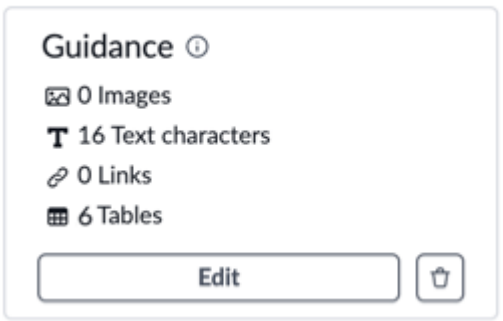
Role required: sn_smart_asmt.template_manager or sn_smart_asmt.assessment_admin

Procedure

1. Open the assessment template to add questions on the landing page or create a template to add questions.
2. On the **Questions** tab for the template, select the section that you want to add the question to and then select **Add question**.
3. In the Type section, select **Date** and then enter the question in the text box.
   The Preview section displays an example of how the date or date/time field appears to the assessor.
4. Specify any number of attributes for the question and select **Save** after every change.
5. **Optional:** If you want to add content that helps the assessor answer this question, select **Add additional content**.

Option	Description
Question description	(Optional) Enter the descriptive text that fol lows the question when the assessor access es the question. A confirmation box displays the text as an as sessor sees it. Update the text by selecting **Edit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Description
	Additional content 
Guidance	(Optional) Enter the content that explains how best to answer the question. Add the for matted text, table, images, links, and attach ments. The content appears in a pop-up win dow when the assessor accesses the ques tion. A confirmation box displays the list of items that are provided to an assessor. Update the content by selecting **Edit**. Additional content 

6. Select **Save**.

Create a code question

Enable the assessors to respond to a question by using entering a barcode number or scanning a QR code in an assessment.

Before you begin

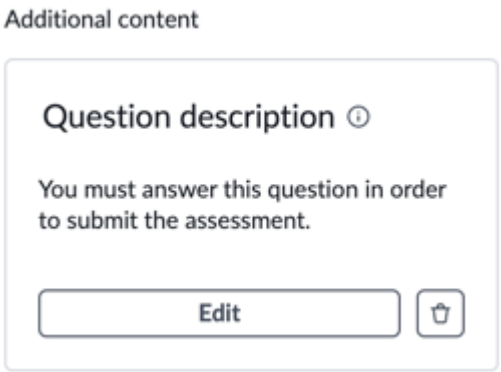
Role required: sn_smart_asmt.template_manager or sn_smart_asmt.assessment_admin

Note:
Users with the sn_smart_asmt.template_manager role must also have the appropriate template category role assigned.

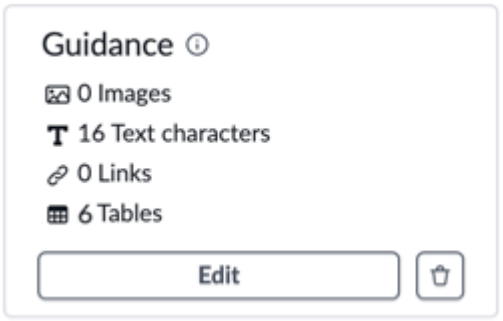
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Open the assessment template to add questions on the landing page or create a template to add questions.
2. On the **Questions** tab for the template, select the section that you want to add the question to and then select **Add question**.
3. In the **Type** section, select **Code**.
4. Enter the barcode manually or select scanner and scan the QR code.
   The Preview section displays an example of the text box with the code or scanned QR code that the assessor uses for the response.
5. Specify any number of attributes for the question.
6. Select **Save**.
7. **Optional:** If you want to add content that helps the assessor answer this question, select **Add additional content**.

Option	Description
Question description	(Optional) Enter the descriptive text that fol lows the question when the assessor access es the question. A confirmation box displays the text as an as sessor sees it. Update the text by selecting **Edit**. 
Guidance	(Optional) Enter the content that explains how best to answer the question. Add the for matted text, table, images, links, and attach ments. The content appears in a pop-up win dow when the assessor accesses the ques tion. A confirmation box displays the list of items that are provided to an assessor. Update the content by selecting **Edit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Description
	Additional content 

8. Select **Save**.

Add reference information to an assessment template

Add reference information to an assessment template to help ensure that assessors can access to the information they need while responding to assessments by using the Smart Assessment Engine. With an assessment template, you can minimize the need for external references and can improve the efficiency of the assessment process.

Before you begin

You must select one or more assessment targets as part of the assessment template. The assessment targets are the table records that are selected to be assessed, otherwise known as the assessment scope. Multiple tables can be added as the assessment target, which makes the scope a combination of records from each table. For more information, see Create an assessment template.

Role required: sn_smart_asmt.template_manager or sn_smart_asmt.assessment_admin

Procedure

1. Open an assessment template for updates by either going to the landing page or when you create a template and save it.
   The Details page on the **General** tab displays the information that you provided to create the template.
2. Select the **Questions** tab and then select **Add assessment reference**.
3. In the **Card description** field, enter the text describing what information is being provided in the reference card.
4. Select the **Assessment target** for the reference card.
   This table is referenced when populating the reference card with information. You can select fields that are available within the current assessment target (application scope) or dot walk to access fields from the assessment target's related tables. The **Assessment target** field is automatically filled in if only one **Assessment target** was selected for the template.
5. In the Available columns section, select the fields that you want to be used to fill in the reference card.
   You can drag the field selections into any order in the Select columns section. The information appears in the same order in the reference card.
6. Select **Add** and then **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create an assessment template category

Create an assessment template category in the Smart Assessment Engine application so that you can organize and grant access to the assessment templates that are related.

Before you begin

Role required: sn_smart_asmt.assessment_admin

About this task

Template categories that enforce the data segregation for templates. A category controls which users can view a template. Each assessment template is associated with one or more template categories. To view a template in a category, you must have a category role that is associated with the category.

Procedure

1. Navigate to **All** > **Smart Assessment Engine** > **Administration** > **Template Categories**.
2. On the Assessment template categories list, select **New** and then fill in the form.

Assessment template category form

Field	Description
Name	Unique meaningful name for the template category. For example, `Food storage compliance`.
Category role	Minimum role that you must have to view any template that is a member of this category. To view a template in a particular category, you must have one of the category roles that is associated with the category. Each category has one category role.
Description	Text that helps others to understand the purpose of including templates in this category.
Active	Option to activate the category. By default, newly defined template categories are active.
Set defaults for templates	
Enable normalization	Automatically enables normalization when this category is assigned to an assessment template.
Normalization strategies	Normalization strategies available. This field appears only when **Enable normalization** field is selected.
Default normalization strategy	Default normalization strategy for an assessment assigned with this category. This field appears only when **Enable normalization** field is selected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Select **Submit**.
   The system generates the assessment template category and adds it to the list of categories that can be specified when designing an assessment template. Active categories are only available for use while categorizing templates.

Copy an assessment template

Make a copy of an existing assessment template in the Smart Assessment Engine to help reduce the amount of manual input needed. The copied template includes all questions, sections, instructions, and existing configurations from the original template, which you can then customize to meet new requirements or scenarios.

Before you begin
Role required: sn_smart_asmt.template_manager and sn_smart_asmt.assessment_admin

About this task
You can copy an assessment template that is in the Draft or Published state. The user who copies the template is marked as the creator and the duplication time is added as the creation time.

Procedure
1. Navigate to **Workspaces** > *Assessment Workspace* to access the Assessment Workspace landing page.
2. Open the existing assessment template that you want to copy.
3. Select the  icon.
   - The user is navigated to the copied template, and the copying process begins, which may take some time.
   - While the copy is in progress, both the source and copy template are locked for editing.
   - After the copying is completed, you can update the assessment template details as needed.

Result
The system generates a copied template in the Draft state. When you open the template, you can see the all questions, sections, instructions, and existing configurations from the original template. You can update it as required.

Related topics
Create an assessment template category

Scoring assessments

Scoring in Smart Assessment Engine is a systematic way to evaluate responses to various questions within an assessment. By attributing scores to answers, you can translate qualitative responses into quantitative data, offering a measurable and comparable outcome for each assessment.

Exploring scoring

In Smart Assessment Engine, scoring involves assigning numerical values to responses based on predefined criteria. You can apply scores to individual questions or to entire sections or subsections of questions. Scoring can be done for various question types, like radio buttons, check boxes, drop-down lists, and number fields. Each possible answer can be preassigned with a score, or scores can be calculated based on ranges or combinations of responses. Scoring provides a clear, objective measurement of the responses given in an assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Scoring logic varies by question type:

- For multiselect question types, you can assign scores to options, apply functions, and set question weights.
- For radio question types, you can assign scores to choices and set question weights.
- For number question types, the assessor's numeric response is used as the score.

You can also normalize the scores in which raw scores (the actual score earned on questions) are transformed into a standardized range or distribution. For more information, refer to Normalization in assessment.

Scoring levels

Scores can be calculated using predefined functions at various levels within an assessment:

Assessment level

Aggregates the scores from all sections and questions within that assessment.

Section level

Aggregates the scores from all subsections and questions within that section.

Subsection level

Aggregates the scores from all questions within that subsection.

Question level

Calculates the scores for each individual question.

Functions, such as *Sum*, *Min*, *Max*, *Average*, and *Weighted average*, are available at the assessment, section, and subsection levels. At the question level, all functions except *Weighted average* are available. However, only one function can be defined at all levels.

The following function can be used:

Average

The sum of all scores is divided by the number of sections or questions.

Maximum

The maximum score among all sections or questions is selected.

Minimum

The minimum score among all sections or questions is selected.

Sum

Scores for all sections or questions are added.

Weighted average

A weighted average assigns greater importance to values based on their weight. To calculate it, multiply each question, section or subsections score by its weight, sum up the results, and divide by the total weight.

Scoring results

The final scores are displayed based on the upstream application requirement. They determine how and where the scores are shown to the end user, providing flexibility for score visualization and presentation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Each section or assessment level has a metric record connected to it through a metric_mapping record. To identify the scores, metric_mapping can be used to check the metric associated with each section, and from the associated metric record, the metric_instance can be located.

Once the scoring is completed, the final scores are available as follows:

- Question level scores are stored in the question instance (sn_smart_asmt_question_instance) table for individual questions.
- Section, subsection, and assessment level scores are stored in the (sn_smart_scoring_metric_instance) table.

Benefits of scoring

id="ul_m4c_r4q_wdc">

Scoring in Smart Assessment Engine transforms subjective responses into objective data. This data enables you to understand and use assessment results effectively, such as for identifying areas of improvement, evaluating progress, or tracking outcomes. Benefits of scoring include the following:

- Aids in analyzing complex data and making informed decisions by providing clear, objective metrics.
- Aligns assessments with your specific goals and needs because scores can be assigned and calculated in various ways.
- Simplifies the process of interpreting results. Instead of sifting through qualitative data, you can quickly glance at numerical scores to analyze performance.
- Confirms that all responses are evaluated consistently, reducing the likelihood of bias.

Configure scoring for an assessment

Set up scoring for your assessment responses to calculate meaningful scores at the assessment, section, or subsection level.

Before you begin

- Confirm that the smart assessment scoring plugin [com.sn_smart_scoring] is installed.
- Role required: sn_smart_asmt.template_manager or sn_smart_asmt.assessment_admin

About this task

- Scoring can only be configured on a draft template. Once the template is published, you can no longer configure scoring for it.
- If questions are skipped and not answered, they’re excluded from the score calculation.

Procedure

1. Navigate to **Workspaces** > **Assessment Workspace** to access the assessment workspace landing page.
2. Create an assessment or open an existing assessment template, which is in a draft state to configure scoring.
3. Select the **Scoring** tab.
4. Under **Scoring settings**, select the **Enable scoring for this template** option.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The **Enable scoring for this template** option enables you to apply scoring at the assessment, section, subsection, and question levels.
- Once scoring is enabled, you can enable normalization and configure its default settings. For more information, refer to Configure normalization in assessment

5. **Optional:** To activate scoring at assessment level, select the **Assessment score** option. Enabling the **Assessment Score** option initiates the calculation of the assessment-level score, which can be grouped by sections or questions.
6. On the form, fill in the fields.

Assessment scoring form

Field	Description
Group By	Option to select how the assessment score is calculated. **All sections together** Score is calculated by combining the scores from all sections. **All questions together** Score is calculated by combining the scores of all individual questions.
Apply function	Function used to calculate the assessment score. For example if you select sum, scores for questions are added and that is the final score. The following function can be used: **Average** The sum of all scores is divided by the number of sections or questions. **Maximum** The maximum score among all sections or questions is selected. **Minimum** The minimum score among all sections or questions is selected. **Sum** Scores for all sections or questions are added. **Weighted average** A weighted average assigns greater importance to values based on their weight. To calculate it, multiply each

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	question, section or subsections score by its weight, sum up the results, and divide by the total weight.

7. Select **Save**.
8. Select the **Questions** tab.
9. Turn on the toggle switch on the question for which you want to configure scoring.
10. On the form, fill in the fields.

Question scoring form

Field	Description
Scores	Relevant score for the option. For number question types, the assessor's numeric response is used as the score.
Question Weight	Question weight shows how important a question is within the section or subsection, affecting its impact on the section or subsection's score. By default, the weight is added as 1. You can update it as necessary.
Scoring when unanswered	If questions are unanswered, this setting determines how they're scored. **Note:** By default, the option **Skip scoring if question is unanswered** is checked. If you cleared this option, the **Default score** field is displayed.
Default score	Default score for the question, which is used in case the question goes unanswered.

Note:
Scoring logic varies by question type.

- For multi-select, you can assign scores to options, apply functions, and set question weights.
- For radio options, you can assign scores to choices and set question weights.
- For number-type questions, the assessor's numeric response is directly used as the score.

11. Select **Save**.
12. **Optional:** Turn on the toggle switch on the subsection for which you want to configure scoring.
13. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Subsection scoring form

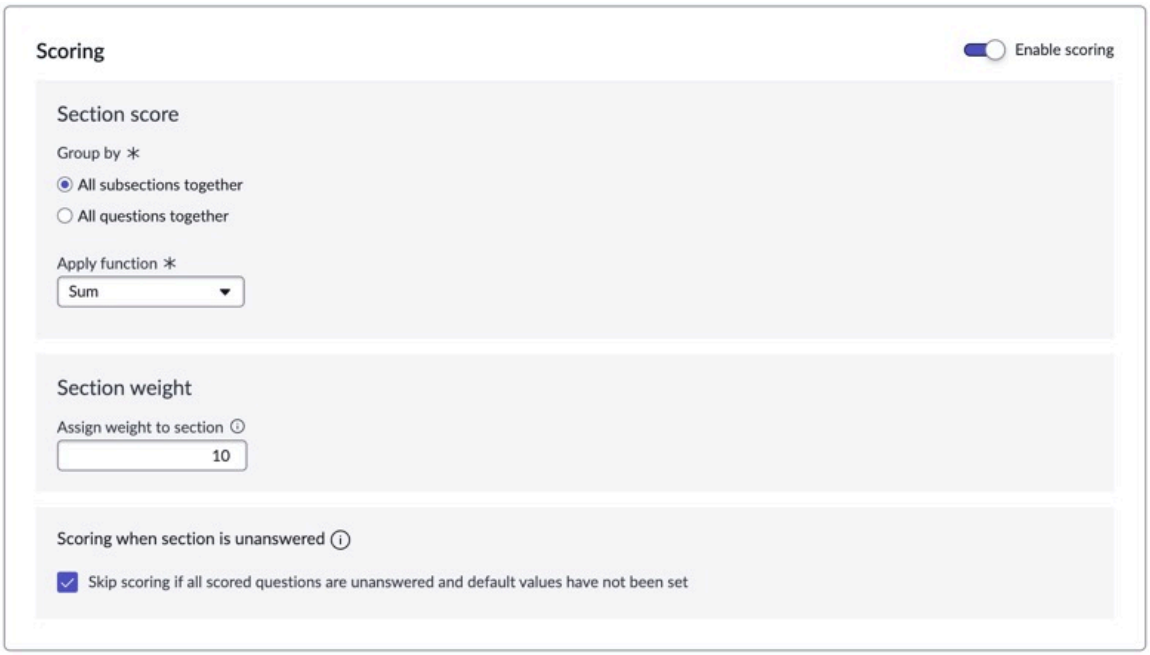
Field	Description
Apply function	Function used to calculate the subsection score. For example if you select sum, scores for questions are added and that is the final score. The following function can be used: **Average** The sum of all scores is divided by the number of sections or questions. **Maximum** The maximum score among all sections or questions is selected. **Minimum** The minimum score among all sections or questions is selected. **Sum** Scores for all sections or questions are added. **Weighted average** A weighted average assigns greater importance to values based on their weight. To calculate it, multiply each question, section or subsections score by its weight, sum up the results, and divide by the total weight.
Subsection weight	Subsection weight shows how important a subsection is within a section, affecting its contribution to the section's score. By default, the weight is added as 1. You can update it as necessary.
Scoring when subsection is unanswered	If all questions within a subsection remain unanswered, this setting determines how they're scored. **Note:** By default, the option **Skip scoring if all scored questions are unanswered and default values have not been set** is checked. If you cleared this option, the **Set default score for subsection** field is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Set default score for subsection	Default score for the subsection, which is used in case the all questions within the subsection are unanswered.

Note:
The subsection scores are calculated by grouping question scores based on the defined criteria.

14. Select **Save**.
15. **Optional:** Turn on the toggle switch on the section for which you want to configure scoring.



16. On the form, fill in the fields.

Section scoring form

Field	Description
Group By	Option to select how the section score is calculated. **All subsections together** Score is calculated by combining the scores from all subsections. **All questions together** Score is calculated by combining the scores of all individual questions.
Apply function	Function used to calculate the Section score. For example if you select sum, scores for questions are added and that is the final score. The following function can be used:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Average The sum of all scores is divided by the number of sections or questions. **Maximum** The maximum score among all sections or questions is selected. **Minimum** The minimum score among all sections or questions is selected. **Sum** Scores for all sections or questions are added. **Weighted average** A weighted average assigns greater importance to values based on their weight. To calculate it, multiply each question, section or subsections score by its weight, sum up the results, and divide by the total weight.
Section weight	Section weight shows how important a section is within an assessment, affecting its contribution to the assessment's score. By default, the weight is added as 1. You can update it as necessary.
Scoring when section is unanswered	If all questions within a section remain unanswered, this setting determines how they're scored. **Note:** By default, the option **Skip scoring if all scored questions are unanswered and default values have not been set** is checked. If you cleared this option, the **Set default score for section** field is displayed.
Set default score for section	Default score for the section, which is used in case all questions within the section are unanswered.

17. Select **Save**.

Result

The scoring is now configured at all required levels.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Normalization in assessment

Normalization in Smart Assessment Engine refers to adjusting assessment question scores to a common scale to promote fair comparison and prioritization.

Exploring normalization

Scoring in Smart Assessment Engine enables you to translate qualitative responses into quantitative data, which provides a measurable and comparable outcome for each assessment. For more information on scoring, refer to Scoring assessments. Normalization in scoring addresses the issue of inconsistent scoring scales across different assessments, promoting fairness and comparability. It enables for accurate aggregation and analysis of scores, regardless of varying question difficulty or formats. Without normalization, scores from different assessments or sections can be misleading, leading to unfair evaluations and inaccurate insights. Normalization is supported for number, drop-down, radio button, and check box type questions.

Normalization is the process by which raw scores (the actual score earned) are transformed into a standardized range or distribution. This transformation facilitates comparison across different questions, sections, subsections, or entire assessments. The normalization feature confirms that scores from various components, which may differ in structure, difficulty, or scoring methods, are adjusted to a common scale. This is essential for providing fair comparisons, accurate analytics, and consistent insights. Normalization helps standardize these measurements, enabling different metrics or scores to be evaluated on the same scale.

The assessment admin defines the default normalization strategy for template categories, confirming consistent scoring logic across assessments. They can also configure the normalization formula or create custom formulas.

The template manager can do the following:

- Enables or disables normalization after scoring and aggregation details are set up.
- Defines normalization parameters at various aggregation levels (assessment, section, subsection or questions)
- Overrides default normalization parameters to determine the best strategy for their assessment.

Learn how normalization adjusts individual assessment scores to a common scale, enabling comparison across different assessments. For more information, refer to Score normalization.

Default Normalization

A template's purpose determines its default normalization settings, including whether normalization is enabled and which normalization strategy is used. Changing the purpose resets normalization settings, but reassigning the purpose is required to update template values. You can define a default normalization configuration and apply it automatically at various levels within an assessment, including the assessment itself, sections, subsections, and individual questions. The Linear normalization strategy is available by default. You can also create a custom normalization strategy. For more information, refer to Create a normalization strategy.

Normalization configuration behavior

Normalization behaves differently depending on whether it's overridden at a specific level. An override happens when you manually change the normalization settings at a level, for example, turning it on when it's off by default, turning it off when it's on by default, or modifying the strategy or input values while it's enabled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you don't override the configuration, enabling scoring at a level will automatically apply normalization using default values, and any changes to those defaults will be reflected across levels. Disabling scoring will also disable normalization.

However, if you override the configuration, any changes made to the default settings won't affect that level, it will retain the customized behavior you've set.

States of normalization

The normalization state can vary at all levels based on the normalization strategy used or any updates made to it.

Default strategy from template settings

This state is displayed when default normalization is enabled and no configurations are overridden.

Default strategy with some overrides

This state is displayed when default normalization is enabled and only input values are changed, with the same strategy as default.

Custom strategy

This state is displayed when the normalization strategy differs from the default or when normalization is enabled explicitly at the level despite being turned off by default.

Set up normalization

This state is displayed when normalization is turned off at the level, either due to default settings or explicit user action.

Benefits of normalization

Normalization in Smart Assessment Engine offers numerous benefits, confirms that all scores are on the same scale, making it easier to aggregate and analyze data.

- Normalization provides transparency in the assessment process, as scores are adjusted to a common scale, making it easier to understand the results.
- Normalization simplifies aggregation by removing the complexity of aggregating scores across different scoring scales and methodologies.
- Normalization creates a uniform scoring model, enabling consistent and fair comparisons, and facilitating apples-to-apples comparisons.
- Normalization makes it easier to understand and interpret scores, as they're all on the same scale.
- Normalization enables decision-makers to make more informed decisions, as they're based on a consistent and fair comparison of scores.

Score normalization

In Smart Assessment Engine normalization maps the actual scores to a standardized scale, typically from 0 through 100, enabling for a unified evaluation framework.

Normalization approach overview

In Smart Assessment Engine normalization adjusts individual assessment scores to a common scale, enabling comparison across different assessments. Normalization of assessment scores can be achieved through two approaches: Maximizing values, where higher scores are desirable, and minimizing values, where lower scores are preferred.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To maximize the value	Maximize the value when higher values are better. The following formula is used to get the normalized score: `Normalized Score (High) = ((raw score - minimum Score) / (maximum score - minimum score)) * (scale factor maximum - scale factor minimum) + scale factor minimum`
To minimize the value	Minimize the value when lower values are better. The following formula is used to get the normalized score: `Normalized Score (High) = (1 - (raw score - minimum Score) / (maximum score - minimum score)) * (scale factor maximum - scale factor minimum) + scale factor minimum`

Where,

- Raw score = Actual score calculated
- Minimum score = The minimum value of the current scale.
- Maximum score = The maximum value of the current scale.
- Scale factor maximum = The minimum value of the target scale.
- Scale factor minimum = The maximum value of the target scale.
- Scale definition = Specifies the scoring direction: 'high' for higher scores being better or 'low' for lower scores being better.
- Relative Scaling = When enabled the normalized score is calculated relative to the maximum value.

Note:
This approach is applicable only when the linear normalization strategy is used. The formulas may vary if a different strategy is selected.

Configure normalization in assessment

Set up normalization for your assessment responses to adjust individual scores to a common scale at the assessment, section, or subsection level.

Before you begin

- Confirm that the smart assessment scoring plugin [com.sn_smart_scoring] is installed.
- Role required: sn_smart_asmt.template_manager and sn_smart_asmt.assessment_admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

- To configure normalization, first set up scoring. For more information, refer to Configure scoring for an assessment.
- Normalization is supported for questions with number, drop-down, radio button, and check box types.

Procedure

1. Navigate to **Workspaces** > **Assessment Workspace** to access the assessment workspace landing page.
2. Create an assessment or open an existing assessment template, which is in a draft state to configure normalization.
3. Select the **Scoring** tab.
4. Select the **Enable normalization for this template** option.
   - To enable normalization on a template, normalization and its defaults must be enabled in the purpose assigned to that template. For more information, refer to Create an assessment template category.
   - The **Enable normalization for this template** option enables you to apply normalization rules at the section, subsection, and question levels.
5. **Optional:** To define default normalization values to be applied at section, subsection, and question levels automatically, select **Define default normalization to apply at different levels automatically** option and on the form, fill in the fields.

Note:
The input fields shown below are specific to the default Linear normalization strategy. The fields may differ when using alternative normalization strategies.

Set up defaults

Field	Description
Normalization Strategy	The default normalization strategy to be used.
Minimum	The minimum value of the current scale.
Maximum	The maximum value of the current scale.
New scale minimum	The minimum value of the target scale.
New scale maximum	The maximum value of the target scale.
Scale definition	Specifies the scoring direction: 'high' for higher scores being better or 'low' for lower scores being better.
Relative scaling	When enabled the normalized score is calculated relative to the maximum value.
Choose where to apply these defaults	
Assessment level	Default normalization values are applied for assessment level scores.
All sections	Default normalization values are applied for all section level scores.
All subsections	Default normalization values are applied for all subsection level scores.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
All questions	Default normalization values are applied for all question level scores.

6. **Optional:** If the **Assessment score** option is selected, to use aggregate score at the assessment level, you can select **Use normalized score for aggregation**.
   a. To edit the normalization values for the assessment score, select edit icon and update normalization values.
   b. To delete the normalization values for the assessment score, select delete icon and select **Remove normalization**.
7. Select **Save**.
8. Select the **Questions** tab.
9. **Optional:** To customize normalization values, select the specific section, subsection, or question you wish to update.
   a. To edit the normalization values for the assessment score, select edit icon and update normalization values.
   b. To delete the normalization values for the assessment score, select delete icon and select **Remove normalization**.
   Default normalization is automatically applied at multiple levels sections, subsections, and individual questions.
10. Select **Save**.

Create a normalization strategy

You can create a custom normalization strategy as required.

Before you begin

- Confirm that the Basic Scoring for Smart Assessments plugin [com.sn_smart_scoring] is installed.
- Role required: sn_smart_asmt.assessment_admin and sn_smart_asmt.developer

Procedure

1. Navigate to **All** > **Smart Assessment Engine** > **Administration** > **Normalization Strategies**.
2. On the Scoring normalization strategies list, select **New** and then fill in the form.

Scoring normalization strategy form

Field	Description
Name	Unique meaningful name for the normalization strategy.
Published	Displays checked when the normalization strategy is published.
Retired	Displays checked when the normalization strategy is retired.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Description	Text that helps others to understand the purpose of this normalization strategy.
Strategy	Enables the script for the normalization strategy. **Note:** When ECMAScript 2021 (ES12) mode is enabled, you can use the latest supported JavaScript features in your script. If this mode is turned off, your script will be limited to the JavaScript features supported by the application's default environment.

3. Select **Save**.
   A new related list **Scoring normalization strategy inputs** appears.
4. On the Scoring normalization strategies inputs list, select **New** and then fill in the form.

Scoring normalization strategy input form

Field	Description
Normalization strategy	The name of the normalization strategy in which inputs are to be created.
Order	Order of the input.
Type	Type of the input. For example: Number or Choice.
Label	Label of the input.
Name	Name of the input. **Note:** Strategy input names must start with a letter, underscore (_), or dollar sign ($), and may only contain ASCII letters, digits, underscores, or dollar signs. Avoid using spaces, special characters, or reserved keywords, as these are not permitted.
Description	Text that helps others to understand the purpose of this input.

5. Select **Submit**.
   Continue adding inputs as needed by repeating these steps.
   If the input is **Choice**, then a choice related list appears
6. To add choices select the corresponding choice label from the Scoring normalization strategy inputs list.
7. On the related list Scoring normalization strategy input choices list, select **New** and then fill in the form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoring normalization strategy input form

Field	Description
Normalization strategy input	The name of the normalization strategy input in which choices are to be created.
Order	Order of the input choice.
Label	Label of the choice.
Value	Value of the choice.

8. Select **Update**.
   Continue adding input choices as needed by repeating these steps.
9. Update the strategy script to incorporate the newly created input values for normalizing raw scores.
   - You can create scripts to define the transformation logic or formula needed to normalize the raw score effectively.
   - You can also set up conditions within the script.
   - You can confirm that the input in **result.value** must always be floating-point number for all question types.
10. Select **Publish**.
    After creating a custom strategy, you can manage it further by moving it back to draft to make edits, retiring it when it's no longer needed, or deleting it permanently.

Edit a normalization strategy

You can edit a normalization strategy only if it is in a draft state and not being used by any category.

Before you begin

- Confirm that the smart assessment scoring plugin [com.sn_smart_scoring] is installed.
- Role required: sn_smart_asmt.template_manager and sn_smart_asmt.assessment_admin

Procedure

1. Navigate to **All** > **Smart Assessment Engine** > **Administration** > **Normalization Strategies**.
2. On the Scoring normalization strategies list, select the normalization strategy you want to update.
3. On the top panel select **Move to draft**.
   To update a normalization strategy, it must be in a draft state. If the strategy is currently published, you must first move it back to a draft state before making any edits.
4. Make the required updates and select **Save**.
5. Select **Publish**.

Retire a normalization strategy

You can retire a normalization strategy to confirm it is no longer active. Once retired, it cannot be reactivated or changed back to draft or published. However, any purposes currently using this strategy will continue to do so.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

- Confirm that the smart assessment scoring plugin [com.sn_smart_scoring] is installed.
- Role required: sn_smart_asmt.template_manager and sn_smart_asmt.assessment_admin

Procedure

1. Navigate to **All** > **Smart Assessment Engine** > **Administration** > **Normalization Strategies**.
2. On the Scoring normalization strategies list, select the normalization strategy you want to retire.
3. On the top panel select **Retire**.
   The normalization strategy is retired and moved to an inactive state.

Delete a normalization strategy

You can delete a normalization strategy only if it is in draft state. Deleting a strategy removes it permanently, so confirm it is no longer in use before proceeding.

Before you begin

- Confirm that the smart assessment scoring plugin [com.sn_smart_scoring] is installed.
- Role required: sn_smart_asmt.template_manager and sn_smart_asmt.assessment_admin

Procedure

1. Navigate to **All** > **Smart Assessment Engine** > **Administration** > **Normalization Strategies**.
2. On the Scoring normalization strategies list, select the normalization strategy you want to delete.
3. On the top panel select **Move to draft**.
   To delete a normalization strategy, it must be in a draft state. If the strategy is currently published, you must first move it back to a draft state.
4. On the top panel select **Delete**.
   A confirmation message with a warning is displayed, review it carefully.
5. Select **Delete**.

Automate response

Set up default responses for questions so that assessors can complete assessments quickly and provide quality results.

Response automation aims to make the assessment process efficient by reducing manual data entry and providing a static response or script-based approach to automate responses. A template manager can make the responses read-only or editable. You can set up the automated responses with the following:

Default Response field

Enables you to set default answers for the following question types:

- Text
- Drop-down lists
- Radio buttons
- Check boxes
- Date

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

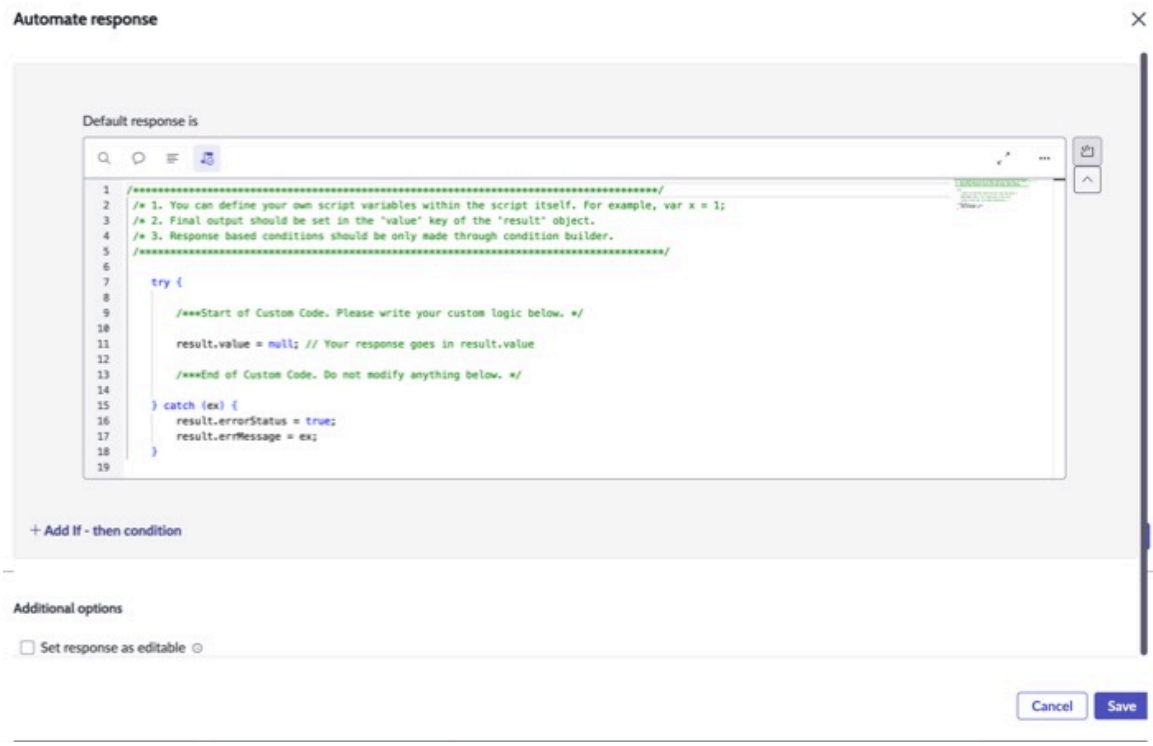
- Date & time
- Number

You can select a default response that doesn't have a condition or one that is dependent on multiple conditions. Assessors can then verify, adjust, or keep these default responses.

Scripts

Enables you to create dynamic automated responses. You can create scripts that retrieve, transform, and map data from various sources, such as other questions, tables, or templates. You can then integrate this data into the response. With these scripts, you can:

- Generate dynamic default responses based on other questions, creating real-time adaptability.
- Query tables to fetch specific data and incorporate it into the response, confirming relevant information is included.
- Set up conditions within the script to handle different scenarios, enabling complex and dynamic automation workflows.



When setting up the automated response, you can use if-then conditions to build the required criteria for the response. For more information, see Configure an automatic response for a question.

Configure an automatic response for a question

Set up automatic responses for assessment questions using either static responses or script-based responses based on specific conditions. You can configure default responses for text, drop-down list, radio button, check box, date, and number question types. This feature helps save assessors time and effort by reducing the number of questions that require answers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

The Advanced Response Automation for Smart assessment plugin (com.sn_smart_resp_auto) must be installed.

> **Note:**
> If you have the assessment admin or template manager role, you can configure a default or conditional default response for a question. To create scripts, you need the developer role in addition to the assessment admin or template manager role.

Role required: sn_smart_asmt.assessment_admin or sn_smart_asmt.template_manager and sn_smart_asmt.developer

Procedure

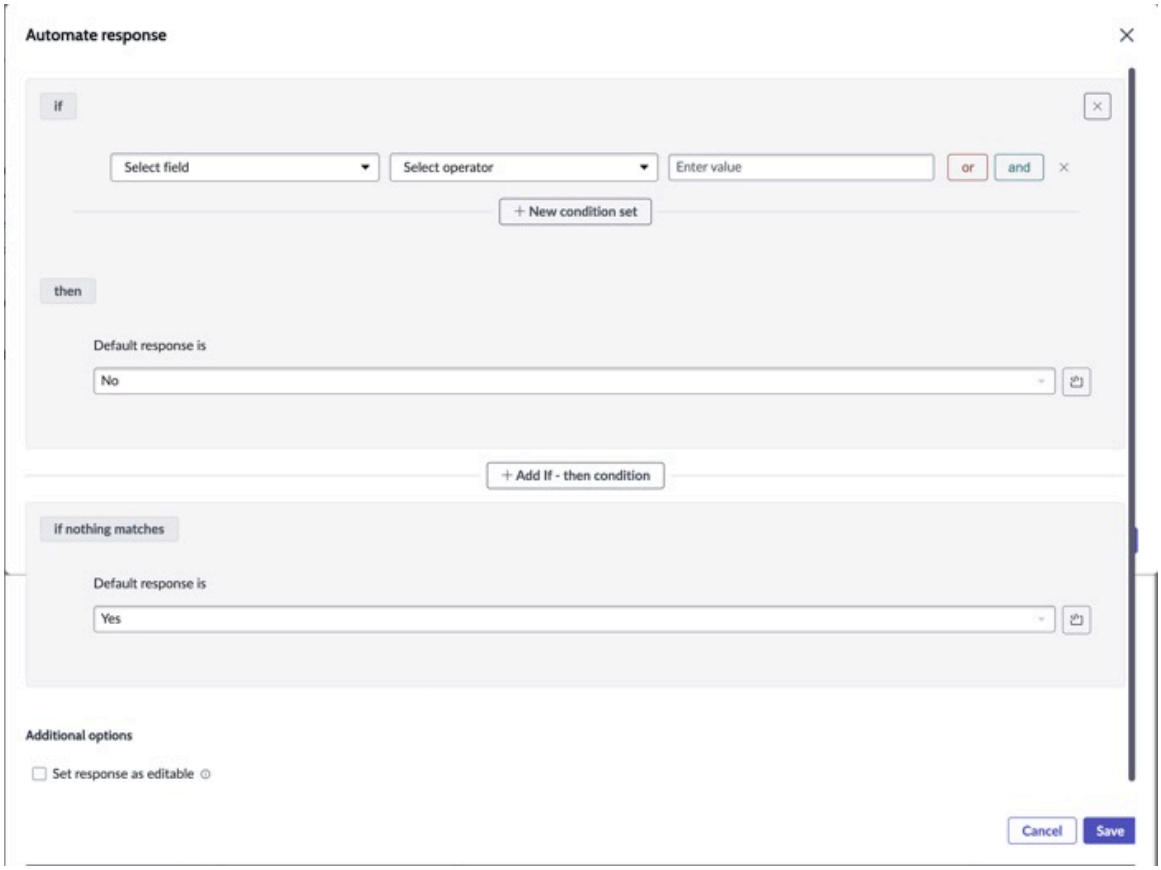
1. Navigate to **Workspaces** > **Assessment Workspace** to access the Assessment Workspace landing page.
2. Create an assessment template or open an existing assessment template that is in the Draft state.
   For more information on creating a template, see Create an assessment template.
3. Select a question for which you want to configure an automatic response.
4. Select the ⋮ **Configuration options**, then select **Automated response**.
5. In the **Default response is** field of the **Automated response** pop-up window, select a default response for the question based on the question type or create a script.

   a. **Optional:** Create a script for a dynamic response by selecting the script icon  .

   b. Update the `result.value = <null>` with the required input.
   In the script, **result.value** holds the response. The input in **result.value** must match the corresponding question type. For example, a text-type question should have a string value and while a number-type question should have an integer value.

6. **Optional:** Set up a condition by selecting **Add If-then condition**.
7. Select **+ New condition set** under **If** condition to set the condition.
   - Add details to **If** and **Then** conditions using the condition builder. For more information, refer to Condition builder.
   - You can set up multiple conditions within a single **If** condition by selecting **+ New condition set**. Within a single condition row, you can combine multiple conditions using **and** or **or** logical operators.
8. **Optional:** Set up one or more subsequent if-then conditions by selecting **Add If-then condition**.
   - Add details to **Otherwise if** and **Then** conditions using the condition builder. For more information, refer to Condition builder.
   - The first condition that meets the criteria triggers the default response. Priority is determined by the order of the conditions. For instance, if you have three conditions and the first one is true, the system doesn't check the remaining two.
9. **Optional:** In the **Default response is** field in the **If nothing matches** section, set the default response for situations where none of the condition sets meet the set criteria.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



10. **Optional:** Create a script for a dynamic response by selecting the script icon .
11. Update the **result.value** field with the required input.
    In the script, **result.value** holds the response. The input in **result.value** must match the corresponding question type. For example, a text-type question should have a string value and while a number-type question should have an integer value.
12. **Optional:** Under **Additional options**, select the **Set response as editable** option.
    - Selecting the **Set response as editable** option enables the assessors to edit the response. If cleared, the response becomes read-only.
    - For a question to be marked as required, the **Set response as editable** option must be selected. If **Set response as editable** is cleared, the **Required** option is automatically turned off.
13. Select **Save**.

Post-assessment automations

Post-assessment automations, also known as post-assessment actions, in Smart Assessment Engine are actions that happen automatically after an assessment is complete. These actions use the responses from an assessment to automate tasks. Using action sets, automated actions, trigger conditions, and evaluation criteria, post-assessment actions can help your assessments be efficient, consistent, accurate, and scalable.

Post-assessment actions overview

Post-assessment actions help automate decision-making processes. You can configure them to execute rules based on specific conditions or to run automatically without any conditions. It provides a structured and user-friendly interface to set up these rules without requiring technical expertise.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Using post-assessment actions, the template designer can complete actions like updating fields, creating follow-up assessments, or generating other records automatically after an assessment is submitted. Post-assessment automation involves the following key components:

- Action sets
- Automated actions
- Trigger conditions
- Evaluation criteria

Action sets

Action sets help you automate tasks by setting conditions and corresponding actions. By using action sets, you can confirm that the most important criteria are checked first. You can add multiple action sets in a single automation. You can also edit or delete an action set that is no longer needed. There are the following types of action sets:

Conditional action set

Checks conditions from the **If** field in order and stops when it finds the first true condition. Then, it executes the corresponding action from the **Then** field and doesn't check the rest of the conditions.

Standalone action set

Executes actions that happen without any specific conditions. You can add multiple actions in a single standalone action set.

Automated actions

Automated actions, also known as subflows, are predefined sequences of actions or processes that can be executed automatically based on certain conditions. The subflows are mapped to an action category, and the action category is mapped to a template assessment category. During the runtime of the subflow, the conditions are evaluated, and the corresponding subflows are executed. For example, if a response to a question meets a defined condition, a subflow can be triggered to create or update records, send notifications, or perform other automated tasks.

Trigger conditions

Trigger conditions are user-defined condition sets based on the assessment responses. When the condition sets are met, the automated actions are triggered. For example, if a response to a question meets a set condition defined as high risk, it might trigger an action.

Evaluation criteria

The configured post-assessment actions are executed when the assessment is submitted.

Benefits of post-assessment actions

Efficiency

Post-assessment actions automate routine tasks, enabling you to focus on more strategic activities.

Consistency

Predefined rules help ensure that actions are carried out uniformly across all assessments, maintaining standardization.

Accuracy

Automation reduces the risk of errors that can occur during manual processing.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scalability

The system can handle a large volume of assessments and actions without manual intervention.

Configure post-assessment actions

The post-assessment actions feature in Smart Assessment Engine enables you to automate actions based on assessment responses. The template designers can predefine actions using a rule engine, such as updating fields, creating follow-up assessments, or generating other records.

Before you begin

- A subflow must be available and mapped to the assessment template category for which you want to configure post-assessment actions. For more information about how to create and build subflows, refer to Create a subflow in Workflow Studio and Building subflows.
- The Reusable Impact Framework plugin (sn_impact_fwk) and Post Assessment Actions for Smart Assessments plugin (sn_smart_imp_auto) must be installed.

Role required: sn_smart_asmt.assessment_admin or sn_smart_asmt.template_manager and sn_smart_imp_auto.automation_creator

Procedure

1. Navigate to **Workspaces** > **Assessment Workspace** to access the Assessment Workspace landing page.
2. Create an assessment template or open an existing assessment template for which you want to configure post-assessment actions.
   Post-assessment actions can only be set on a published assessment template and remains in the Draft state until manually activated. After activated, post-assessment actions can't be moved back to the Draft state while the template remains published. They can only be deactivated.
3. Select the **Automations** tab.
4. Select **Create Automation**.
5. Provide a unique name and a description for the automation.
6. Add either a conditional action set or a standalone action set.
7. If the conditional action set is selected, to set condition select **If**.
8. In the **Set actions** dialog box, fill in the fields as appropriate.
9. If a standalone action set is selected, to set an action by selecting **then**.
10. Select an option for the **Action type** list.
    Based on the selected action type, new fields appear requiring additional details.

    The options displayed in the **Action type** field are subflows linked to the chosen template's categories. For more information on automated actions, see Post-assessment automations.
11. Select **Activate**.
12. Acknowledge the **I understand the automation will no longer be editable** informational check box and then select **Activate**.
    The automation is now activated, and a confirmation message is displayed. When the assessor submits the assessment, the automation you set up is executed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

Flow Designer

Responding to assessments

Use the Smart Assessment Engine application to help assessors complete survey requests. Track your progress and let the system automatically save your information. Administrators and template managers manage the assessment process.

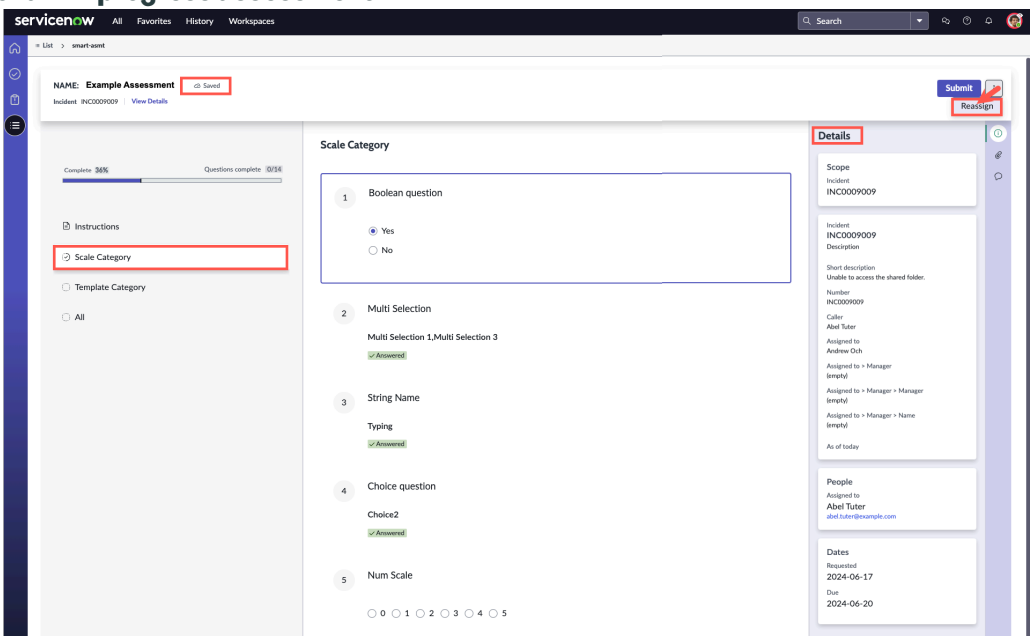
If you have the Assessment actor [sn_smart_asmt.actor] role, you can submit responses to an assigned assessment. Here are some more key functionalities:

- A progress indicator displays how much of the assessment you have completed.
- Questions are paginated, making it easier to navigate through the assessment.
- Your work is automatically saved, eliminating the risk of potential data loss.
- An assessment administrator [sn_smart_asmt.assessment_admin] can cancel assessments that are no longer needed.

If you have the assessment reassign [sn_smart_asmt.reassign] role, you can reassign in-progress assessments to another user. If your template manager or administrator has added reference information, such as scope-related information, you can view it in the Details section of your assessment. If relevant to the state of the assessment, the scope, requester, assignee, the requested and due dates are listed in the Details section by default.

The following example shows how your progress, save status, assessment status, reference information, actions, and more are indicated in the assessment view.

Example of an in-progress assessment



Assessment response features

Navigating assessments

Assessment actors can navigate through an assessment by selecting the section of questions they're ready to answer.

Saving assessments

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

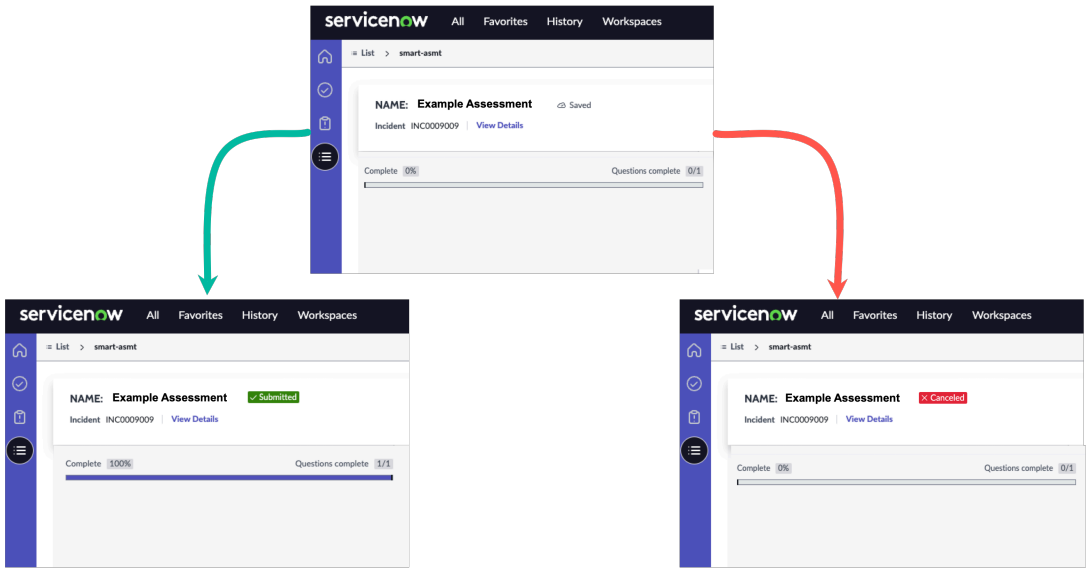
Your assessment progress is automatically saved and your save status is indicated by the saved badge Saved.

Progress tracking in assessments

The progress bar indicates how many questions remain in the assessment including required and optional questions.

The following example shows how the progress bar and state badges are updated when you complete an assessment and submit it or cancel it.

Example of progress bar and state badges



Respond to an assessment

Respond to an assessment that has been assigned to your queue. Your responses to the assessment help with making informed decisions and taking targeted actions by using the Smart Assessment Engine application.

Before you begin

Role required: sn_smart_asmt.actor

About this task

When you're assigned a task to respond to an assessment, you submit your responses to the assessment within the relevant workspace. Smart assessments are available for use with Control attestation and Risk identification. Your responses can help with gathering evidence to prove that a control is implemented or help identify gaps that can lead to potential risk.

Procedure

1. Navigate to your workspace.
2. Navigate to your list of assigned assessments.
   Here's an example of how to navigate to this list in the Compliance Workspace.
   a. Navigate to **Workspaces** > **Compliance Workspace**
   b. Select the task icon ( ) and then navigate to **My pending tasks** > **Control attestations** > **Smart Assessments**.
3. Review any instructions or reference information.
   You may see additional question guidance text for your review as you complete the questions.
4. Answer all relevant questions in the questionnaire.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Your responses are automatically saved.

5. Select **Submit**.

Submit an assessment

You must have the assessment actor role to complete and submit the assessment. The submit button becomes enabled once all required questions are answered.

Before you begin
Role required: sn_smart_asmt.reassign

About this task
A lock icon next to the submit button indicates the number of required questions remaining. Hovering over the lock icon displays the exact count, helping you track your progress.

Procedure

1. Navigate to your workspace and then to your list of assessments.
   Here's an example of how to navigate to this list in the Compliance Workspace.
   a. Navigate to **Workspaces** > **Compliance Workspace**
   b. Select the list icon ( ).
   c. Navigate to **Control attestations** > **Smart Assessments**.
2. Select the assessments that you want to submit.
3. To submit the assessment, on the top pane select **Submit**.
   The submit dialog box appears.
4. Read the confirmation message and select the check box.
5. Select **Submit**.

Reassign an assessment

Reassign assessment to redirect them to different users, enabling for flexible task management.

Before you begin
Role required: sn_smart_asmt.reassign

About this task
You can reassign an assessment to anyone if you have the assessment reassign [sn_smart_asmt.reassign] and the template category role that is associated with the assessment template.

Procedure

1. Navigate to your workspace and then to your list of assessments.
   Here's an example of how to navigate to this list in the Compliance Workspace.
   a. Navigate to **Workspaces** > **Compliance Workspace**
   b. Select the list icon ( ).
   c. Navigate to **Control attestations** > **Smart Assessments**.
2. Select the assessments that you want to reassign.
3. To reassign the assessment, on the top pane select more action icon ⋮ and select **Reassign**.
   A reassign dialog box appears.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. In the Reassign dialog box, select the assessor name in the **Reassign to** field.
5. Select **Reassign**.

Filter unanswered questions

Filter your assessments to show only unanswered questions, making it faster to complete them. It enables you to identify unanswered questions efficiently at a glance, eliminating the need to review them individually.

Before you begin

Role required: sn_smart_asmt.actor

Procedure

1. Navigate to your workspace and then to your list of assessments.
   Here's an example of how to navigate to this list in the Compliance Workspace.
   a. Navigate to **Workspaces** > **Compliance Workspace**
   b. Select the list icon ( ).
   c. Navigate to **Control attestations** > **Smart Assessments**.
2. Select the assessments in which you want to filter the questions.
3. To see only unanswered questions, on the top pane change the filter to **Unanswered Questions** from **All questions**.
   To see all questions, change the filter back to **All Questions**.

Adding attachments to assessment

You may have documents or image files that provide additional information for the assessment, you can attach these documents to assessments in the open state. These documents and image files can be added as attachments to the assessment for reference.

Before you begin

Role required: sn_smart_asmt.actor

Procedure

1. Navigate to your workspace and then to your list of assessments.
   Here's an example of how to navigate to this list in the Compliance Workspace.
   a. Navigate to **Workspaces** > **Compliance Workspace**
   b. Select the list icon ( ).
   c. Navigate to **Control attestations** > **Smart Assessments**.
2. Select the assessments in which you want to add the attachments.
3. From the contextual sidebar, select the **Attachment** icon .
   The **Attachments** sidebar appears.
4. Select the **Select file** button.
5. Select a file from your local computer and select **Open**.
   The selected file appears in the Attachments list.
6. Repeat the process to add multiple attachments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Adding comments to assessments

Comments can be added to an assessment at any time by the owner or contributors, regardless of its current state. This feature enables for clarification on questions or other aspects of the assessment.

Before you begin
Role required: sn_smart_asmt.actor

Procedure

1. Navigate to your workspace and then to your list of assessments.
   Here's an example of how to navigate to this list in the Compliance Workspace.
   a. Navigate to **Workspaces** > **Compliance Workspace**
   b. Select the list icon ( ).
   c. Navigate to **Control attestations** > **Smart Assessments**.
2. Select the assessments in which you want to add a comment.
3. From the contextual sidebar, select the **Comment** icon .
4. Provide your comment in the **Comment** field.
5. Select **Post Comments**.
   The comment appears in the comment list.

Cancel assessment

If an assessment is no longer needed, you can cancel it to terminate its progress. Once canceled, the assessment becomes read only.

Before you begin
Role required: admin

Procedure

1. Navigate to your workspace and then to your list of assessments.
   Here's an example of how to navigate to this list in the Compliance Workspace.
   a. Navigate to **Workspaces** > **Compliance Workspace**
   b. Select the list icon ( ).
   c. Navigate to **Control attestations** > **Smart Assessments**.
2. Select the assessments that you want to cancel.
3. To cancel the assessment, on the top pane select more action icon and select **Cancel**.
4. In the **Confirmation** dialog box, select **Confirm**.

Copying responses from previous assessments

You can copy responses from previous assessments to save time and reduce repetition.

Copy smart assessment responses action

If you have the flow designer [flow_designer] or system admin privileges, you can add the Copy smart assessment responses Workflow Studio action to your flows and subflows. This flow action enables you to reuse responses from a previous assessment.

The following table shows the Copy smart assessment responses action form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Copy smart assessment responses action form

Field	Description
Source Assessment [Smart assessment instance]	Assessment that you're copying responses from for reuse. You must use the assessment instance record reference for this selection.
Target assessment [Smart assessment instance]	Assessment that you're copying responses into. You must use the assessment instance record reference for this selection.

Both the source assessment that you're copying from and the target assessment for reusing responses must be based on the same template. The target assessment must be in an Open state. After this flow action is implemented, the answers from the source assessment are automatically available as answers for the assessor's responses.

For more information on adding actions to flows in Workflow Studio, see Create a flow in Workflow Studio.

Combining assessments and copying responses

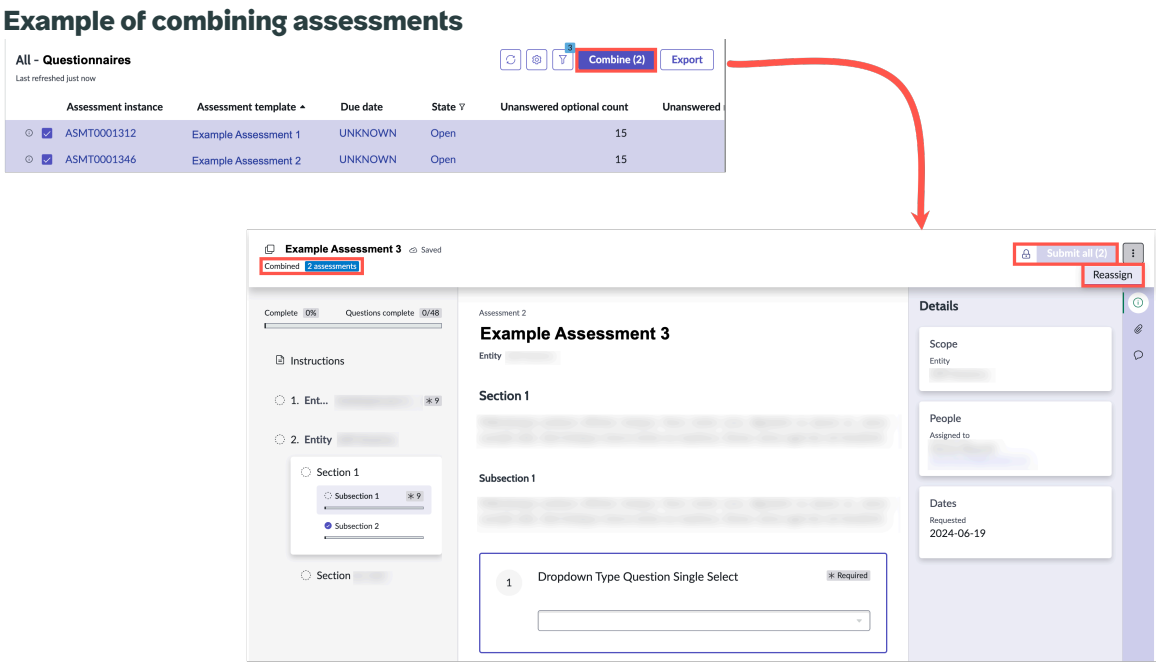
You can combine multiple assessments assigned to you into a single, streamlined view, enabling you to submit or reassign them all at once. You can also copy your response from one assessment and apply it to the other assessments. This feature enables you to work on all the assessments together more efficiently.

When you combine assessments, you can submit or reassign them in bulk, streamlining your workflow. To further simplify the process, you can enable the auto-copy feature. This feature automatically replicates your responses across all applicable assessments, eliminating the need for manual entry. The auto-copy feature is available when all combined assessments originate from the same template. If the assessments are based on different templates, the auto-copy feature remains inactive and cannot be enabled.

You can answer questions in any assessment within the combined group, and the corresponding questions in other assessments are updated with the response. The attachments and comments in the side panel remain specific to each individual assessment.

When you select multiple assessments, the number of selected assessments appears on the **Combine** button. After combining the assessments, a new assessment opens. From that assessment, you can see how many assessments have been combined by viewing both the header of the assessment and the **Submit all** button.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Benefits of combining assessments

Combining assessments in Smart Assessment Engine enables multiple benefits to assessment responders such as:

- Unified experience for the responders, allowing them to answer multiple assessments from the same or different templates within a single interface, which eliminates the need to open and respond to each assessment separately.
- Users retain context across related questions, making it easier to compare and contrast information from different templates.
- By consolidating fragmented and repetitive assessment requests, combined assessments help prevent cognitive overload for assessors, making the process smoother and less stressful.
- Submission and auditability of combined assessments remain consistent with existing procedures, ensuring changes are traceable and compliance with audit requirements is maintained.

For more information on how to combine assessments, see Submit combined assessments.

Submit combined assessments

Combine your Smart Assessment Engine assessments so you can respond to all of them together. You can also configure your responses to replicate automatically across all applicable assessments so you don't need to fill them in manually.

Before you begin

Role required: sn_smart_asmt.actor

Procedure

1. In your workspace, navigate to your list of assessments.
   Here's an example of how to navigate to this list in the Compliance Workspace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Navigate to **Workspaces** > **Compliance Workspace**

b. Select the list icon ().

c. Navigate to **Control attestations** > **Smart Assessments**.

2. Select the assessments that you want to combine.
   To combine assessments, they must be created from the same template. Assessments from different templates can't be combined.
3. Select **Combine**.
4. On the **Combine Assessments** pop-up window, complete the following:

   a. In the **Combined assessment name** field, enter a name for the combination of assessments.

   b. Copy your responses across all combined assessments by turning on the **Enable auto copy** toggle switch.

      - The auto-copy feature is activated when the combined assessment is created and can't be changed later. For more details, refer to Combining assessments and copying responses.
      - The auto-copy feature is available only when combined assessments originate from the same template. If the assessments are from different templates, the auto-copy feature remains disabled and cannot be activated.

5. Select **Continue**.
   A combined assessment instance opens that shows all the selected assessments within one assessment view. The scope, reference information, and instructions for each original assessment are preserved.
6. Respond to the questions in the combined assessment.
7. Select **Submit all**.

Collaboration in assessments

Collaboration in Smart Assessment Engine allows you to add multiple contributors to an assessment and support live collaboration with real-time updates. It also displays presence indicators to show who is currently active on the assessment.

Exploring Collaboration

The Collaboration feature in the Smart Assessment Engine aims to enhance the efficiency and effectiveness of team-based assessments by allowing multiple users to work together in real-time. It enables assessments to be assigned and reassigned to contributors, with simultaneous editing supported, each user's changes appear instantly to others. Presence indicators also show who is currently active on the assessment.

The Owner has the authority to assign or reassign the assessment to multiple individuals or groups, determine who will collaborate on it, and add or remove Contributors. Only the Owner can submit the assessment for review or completion and has access to a full suite of collaboration features, including managing comments and attachments made by Contributors. Contributors can view the assessments assigned to them and see all collaborators involved in the sidepanel, but they cannot reassign or submit the assessment. Instead, Contributors can also add comments and attachments to the assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Benefits of Collaboration

Collaboration in Smart Assessment Engine enables multiple stakeholders to contribute, review, and refine content in real-time. It introduces flexibility, accountability, and improved quality into the process.

- Tasks can be distributed and completed in parallel, significantly reducing turnaround time.
- Every change is tracked, ensuring accountability and offering a transparent view of who contributed what and when.
- Leveraging the knowledge of multiple experts ensures more thorough and reliable assessments.
- Large and complex assessments become manageable by dividing work among contributors

Collaboration transforms assessments from isolated, siloed activities into dynamic, team-driven processes. By enabling structured collaboration, organizations can not only increase the quality and speed of assessments but also foster greater alignment, transparency, and decision-making confidence across teams.

Add contributors to assessments

The assessment owner can add contributors to an assessment as needed, allowing multiple individuals to collaborate effectively. Contributors can work simultaneously on the assessment, enabling real-time collaboration and efficient progress.

Before you begin

Role required: sn_smart_asmt.actor

Procedure

1. Navigate to your workspace and then to your list of assessments.
   Here's an example of how to navigate to this list in the Compliance Workspace.
   a. Navigate to **Workspaces** > **Compliance Workspace**
   b. Select the list icon ( ).
   c. Navigate to **Control attestations** > **Smart Assessments**.
2. Select the assessments in which you want to add contributors.
   The assessment owner and admin can add additional contributors to the assessment.
3. From the contextual sidebar, select the **Contributors** icon .
4. Select the **+ Add** button.
5. On the **Add contributors** pop up, add the names of the users in **Select users to add to this assessment** field.
6. Select **Add contributors**.

Remove assessment contributors

The assessment owner can remove contributors from an assessment as needed.

Before you begin

Role required: admin

Procedure

1. Navigate to your workspace and then to your list of assessments.
   Here's an example of how to navigate to this list in the Compliance Workspace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Navigate to **Workspaces** > **Compliance Workspace**

b. Select the list icon ( ).

c. Navigate to **Control attestations** > **Smart Assessments**.

2. Select the assessments from which you want to remove the contributors.
   The assessment owner and admin can remove contributors from the assessment.
3. Select the Contributors icon on the contextual sidebar.
4. Select **Remove user** option using the ⋮ on the contributor tile that you wish to remove.
5. Read the warning message in the confirmation dialog and select **Remove user**.

Smart Assessment Engine reference

Reference topics provide the detailed descriptions of tables, properties, forms, and roles that are installed with the Smart Assessment Engine application.

Roles in Smart Assessment Engine

Roles determine the permissions and access in the Smart Assessment Engine application.

Flow actions for fulfillment subflow definitions

If you define your own fulfillment subflows in Workflow Studio, you can use the standard flow actions that are available in the ServiceNow AI Platform. Each action deals with different aspects of the fulfillment or inventory maintenance, which can help bring some consistency in how data is retrieved and updated.

Roles in Smart Assessment Engine

Roles determine the permissions and access in the Smart Assessment Engine application.

Flow actions for fulfillment subflow definitions

If you define your own fulfillment subflows in Workflow Studio, you can use the standard flow actions that are available in the ServiceNow AI Platform. Each action deals with different aspects of the fulfillment or inventory maintenance, which can help bring some consistency in how data is retrieved and updated.

Settings in the Test action pop-up window

You select **Test** on the Trigger Smart Assessment action form to test the design of an assessment. You then specify the settings for the test on the Test action pop-up window.

Trigger Smart Assessment action form

Use the Trigger smart assessment action form to add assessment actions to a flow or to obtain a code snippet for a script as part of the process for triggering Smart Assessment Engine assessments.

Roles in Smart Assessment Engine

Roles determine the permissions and access in the Smart Assessment Engine application.

Flow actions for fulfillment subflow definitions

If you define your own fulfillment subflows in Workflow Studio, you can use the standard flow actions that are available in the ServiceNow AI Platform. Each action deals with different aspects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

of the fulfillment or inventory maintenance, which can help bring some consistency in how data is retrieved and updated.

Settings in the Test action pop-up window

You select **Test** on the Trigger Smart Assessment action form to test the design of an assessment. You then specify the settings for the test on the Test action pop-up window.

Trigger Smart Assessment action form

Use the Trigger smart assessment action form to add assessment actions to a flow or to obtain a code snippet for a script as part of the process for triggering Smart Assessment Engine assessments.

How legacy metric types are migrated to sections in templates

Legacy metric types are migrated to specific sections in the assessment templates in the Smart Assessment Engine application.

Results of migrating a metric category to an assessment template

You can use the assessment template migration form to specify the legacy metric type to migrate and to view the results of a migration.

Roles in Smart Assessment Engine

Roles determine the permissions and access in the Smart Assessment Engine application.

Flow actions for fulfillment subflow definitions

If you define your own fulfillment subflows in Workflow Studio, you can use the standard flow actions that are available in the ServiceNow AI Platform. Each action deals with different aspects of the fulfillment or inventory maintenance, which can help bring some consistency in how data is retrieved and updated.

Settings in the Test action pop-up window

You select **Test** on the Trigger Smart Assessment action form to test the design of an assessment. You then specify the settings for the test on the Test action pop-up window.

Trigger Smart Assessment action form

Use the Trigger smart assessment action form to add assessment actions to a flow or to obtain a code snippet for a script as part of the process for triggering Smart Assessment Engine assessments.

How legacy metric types are migrated to sections in templates

Legacy metric types are migrated to specific sections in the assessment templates in the Smart Assessment Engine application.

Results of migrating a metric category to an assessment template

You can use the assessment template migration form to specify the legacy metric type to migrate and to view the results of a migration.

Roles in Smart Assessment Engine

Roles determine the permissions and access in the Smart Assessment Engine application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SAE roles

SAE roles

Role	Permissions
Assessment actor [sn_smart_asmt.actor]	• Respond to the assessments that are assigned to them. • Reassign the assessments that are assigned to them.
Assessment reader [sn_smart_asmt.assessment_reader]	• Read assessments that are within the categories that have the assessment reader role assigned. • Read, reassign, and comment on the assessments that you have requested. • View and comment on the assessments generated from any templates that have the assessment reader role configured.
Assessment admin [sn_smart_asmt.assessment_admin]	Includes the assessment_admin role. Administrator for the SAE application. • Access the Assessment Workspace. • Create, view, update, or delete a template category. **Note:** A template category can't be deleted until any attached templates are removed. • Create, view, update, or delete an assessment template. • View, cancel, or reassign assessments. • Migrate the existing metric types to the assessment templates.
Assessment reassign [sn_smart_asmt.reassign]	Reassign assessments.
Template reader [sn_smart_asmt.template_reader]	• Access the Assessment Workspace with all details displayed in read-only mode. • Read the assessment template if you have a template category role that is associated with that template.
Template manager [sn_smart_asmt.template_manager]	Includes the template_reader role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SAE roles (continued)

Role	Permissions
	• Read, write, and create the specific assessment templates that are based on the categories that are mapped to the templates. • Access the template categories if you have a template category role that is associated with that template.
Template developer [sn_smart_asmt.developer]	Read, write, and create the script for response automation in assessment questions. **Note:** In addition to this role, you must also have either the assessment admin or template manager role to read, write, and create scripts.
Automation reader [sn_smart_imp.auto.automation_reader]	• Read the automation created for the assessment template. • Access the Assessment Workspace. • Reads an assessment template if you have a template category role that is associated with that template.
Automation creator [sn_smart_imp.auto.automation_creator]	• Read, write, and create the automatons for the assessment template. • Access the Assessment Workspace. • Read an assessment template if you have a template category role that is associated with that template.

Flow actions for fulfillment subflow definitions

If you define your own fulfillment subflows for the Smart Assessment Engine application in Workflow Studio, you can use the standard flow actions that are available in the ServiceNow AI Platform. Each action deals with the different aspects of the fulfillment or inventory maintenance, which can help bring some consistency in how data is retrieved and updated.

The fulfillment flows in the demo data that was shipped with the ServiceNow AI Platform use the flow actions in the following table.

Flow actions available as part of the base system

Action name	Description
Trigger Smart Assessment action	Flow action to create and assign an assessment. The flow action takes the customer order line, configuration item (CI), and sold product as input, and creates the install base item and installed product.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Flow actions available as part of the base system (continued)

Action name	Description
Update Configuration Item	Flow action that includes a prescriptive way to update the configuration items order fulfillment subflow. The flow action takes the sold product, product model ID, and comments as input, and updates the corresponding configuration item that is based on the install base Item.
Get Child Sold Product	Flow action that includes a prescriptive way to retrieve the sold products that are relevant to a specification in a customer order. The flow action takes the specification and the parent sold product as input and retrieves the child sold product from the respective hierarchy. Using this flow action helps with the product inventory updates that occur at the end of the fulfillment process.
Get Customer Order Characteristic Value	Flow action that takes the customer order line Item and characteristic as input and returns a characteristic value from the customer order line item. If the characteristic isn't present in the customer order line item, it returns the default value for the characteristic from the respective order line item offering.

Related topics

- Flow Designer
- Building flows
- Create a flow in Workflow Studio

Settings in the Test action pop-up window

You can select **Test** on the Trigger Smart Assessment action form to test the design of an Smart Assessment Engine assessment. You then specify the settings for the test in the Test action pop-up window.

Test action pop-up window

Settings on the Test action pop-up window

Setting	Description
Assessment template	Assessment template that is the basis for the generated assessments.
Assessors	Persons who are notified of the assessment and typically respond to the assessment or

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Settings on the Test action pop-up window (continued)

Setting	Description
	assign it to another user. One assessment instance is assigned to each assessor. Assessors have the Assessment actor [sn_smart_asmt.actor] role. See Roles in Smart Assessment Engine.
Requester	Contact for questions from the assessor. Each generated assessment includes the contact information.
Description	Text that helps others to understand the intent of the generated assessments.
Template category	Category that the assessment template should be a member of. For example, Risk, Performance, Security, Personal data, and so on. Template categories that enforce the data segregation for templates. A category controls which users can view a template. Each assessment template is associated with one or more template categories. To view a template in a category, you must have a category role that is associated with the category. For more information, see Create an assessment template category. **Note:** You can create an assessment only from a published assessment template. You can update a published template only if no active assessment is associated with the template.
Assessment target	Table records that are selected to be assessed, otherwise known as the assessment scope. Multiple tables can be added as the assessment target, which makes the scope a combination of records from each table.

Trigger Smart Assessment action form

Use the Trigger smart assessment action form to add assessment actions to a flow or to obtain a code snippet for a script as part of the process for triggering Smart Assessment Engine assessments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Trigger Smart assessment action form

Trigger Smart assessment action form

Field	Description
Assessment template	Smart assessment template record to use to generate the assessment.
Assessors	Persons who are notified of the assessment and typically respond to the assessment or assign it to another user. One assessment instance is assigned to each assessor. Assessors have the Assessment actor [sn_smart_asmt.actor] role. See Roles in Smart Assessment Engine.
Collaborative assessment	Assessment which can have multiple contributors. **Note:** The 'Collaboration features for Smart Assessment' plugin must be installed for this to work.
Primary assessor (Required for collaborative)	Assessment owner for the collaborative assessment.
Requester	User that is the contact for questions from the assessor. Each generated assessment includes the contact information.
Due date	Due date that appears in the assessment. This setting overrides the **Duration** setting and the **Duration** setting in the template.
Duration	Time period that is used to calculate the due date of the assessment, starting from when the assessment is triggered. This setting overrides the **Duration** setting in the template.
Duplicate handling	Action to take when a duplicate assessment exists. **Note:** An assessment is considered as a duplicate if there's another open assessment with the same template, scope items, group, or assessors.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Trigger Smart assessment action form (continued)

Field	Description
	• **Do not create duplicate assessments** • **Create duplicate assessments** • **Create new and cancel existing assessments** Create an assessment to change the state of the existing assessment to **Cancelled**.
Assessment group	Assessment group that the generated assessments are associated with. **Note:** The assessment group that you select should be in an open state and contain the assessments that are linked to the same assessment template as the one you are using. If you select an assessment group, the system checks whether the group is open or closed: • Open: The system first validates that the existing group contains at least one assessment that is linked to the same assessment template. If so, then generated assessments are added to the existing group. • Closed: Assessments can't be added to the existing group. **Note:** If you don't select an assessment group, all generated assessments are grouped under a newly created group.
Scope	List of all scope items that the generated assessments are applied to. Each scope item contains two keys: `table` and `record`. For each context item that is configured at the template level, a corresponding scope item must be set up. For example, if the context items for a template include tables such as Controls [sn_compliance_control] and Entity [sn_grc_profile], then at least two scope items should be configured in the scope: one with `table: Entity [sn_grc_profile], record: [profile_record_id]` and another with `table: Controls`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Trigger Smart assessment action form (continued)

Field	Description
	`[sn_compliance_control], record: [control_record_id].` The table records to be assessed are also known as the assessment scope. You can add multiple scope items but not from the same table.

How legacy metric types are migrated to sections in templates

Legacy metric types are migrated to specific sections in the assessment templates in the Smart Assessment Engine application.

How metric types are mapped

This tables shows the mapping used to move the existing metric types to the section in the assessment templates.

Metric types for assessment type

Existing metric type	Mapped to
Name (Translated text) (Max length 255)	**Name** (Translated text) field in the Assessment Template table.
Description (Translated text) (Max length 1000)	**Description** (Translated html) field in the Assessment Template table.
Table (Table Name)	**Table** (Table Name) field in the Context Item table.

How metric categories are mapped

This tables shows the mapping used to move the existing metric categories to the section table in the assessment templates.

Metric categories are mapped to the Section table

Existing metric type	Mapped to the Section table
Name (Translated text) (Max length 255)	**Name** (Translated text) field.
Description (Translated text) (Max length 1000)	**Description** (Translated text) field.
Order (Integer)	**Order** (Order Index) field.

How metrics are mapped

This tables shows the mapping used to move the existing metrics to the question table in the assessment templates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Metrics are mapped to the Question table

Existing metric type	Mapped to the Question table
Allow additional information (True/False)	**Enable justification** (True/False) field.
Data type (String) (Max length 40)	Based on the **Data type** field value, the appropriate question type reference is added to the Question table. Data type is string.
Details (Translated html) (Max length 8000)	**Guidance statement** (Translated html) field.
Question (Translated text) (Max length 512)	**Label** (Translated text) field.
Mandatory (True/False)	**Is mandatory** (True/False) field
Max (Integer)	**Max number** (Decimal) field
Min (Integer)	**Minimum number** (Decimal) field
Order (Integer)	**Order** (Order index)

How metric types are migrated to question types

After migration, all Question records are set as data type **Text**.

After migration, all Question records whose source metric is template/Numeric-scale are set with a response layout of **Horizontal**.

This tables shows the mapping used to move the existing metric types to the question types in the assessment templates.

Metric type mappings

Existing metric type	Mapped to
Attachment	Attachment
Choice	Drop-down list
Date	Date
Date/Time	Date/Time
Likert scale	Radio button
Multiple selection	Check box
Numeric scale	Radio button
Reference	Reference
Yes/No	Radio button

How fields are mapped

This tables shows the mapping used to move the existing fields to the question table in the assessment templates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Fields are mapped to the Question table

Field in the existing table	Mapped to the Question table
Reference table	**Table** field.
Condition	**Filter condition** field.

How metric definitions are mapped

This tables shows the mapping used to move the existing metric definitions to the choice table in the assessment templates.

Metric definitions are mapped to the Choice table

Metric definition in the existing table	Mapped to the Choice table
Display	**Text label** field in the Choice table
Order	**Integer** data type is mapped to the **Order** field in the Choice table that is based on the same ascending sequence of the template-definition records in the **Value** field that is associated with a particular template.

How assessment metric templates are mapped

Only templates where the **Allow image** field is set to false are migrated. No field mapping is done for this table.

Metrics whose data type is template are migrated as questions of the type Radio button if the **Allow image** field is set to false at the template level.

How assessment template definitions are mapped

This tables shows the mapping used to move the existing template definitions to the choice table in the assessment templates.

Assessment template definitions are mapped to the Choice table

Assessment template definition in the existing table	Mapped to the Choice table
Display	**Text label** field.
Value	Integer data type is mapped to the **Order** field in the Choice table, based on the same ascending sequence of the template-definition records in the **Value** field that is associated with a particular template.

Results of migrating a metric category to an assessment template

You can view the data that was migrated from the metric type to the Smart Assessment Engine assessment template in the related lists on the Assessment template migration form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tracking assessment template migration

After you have filled out the Assessment template migration form and started the migration process, you can view the progress and confirm if it completed successfully or if there were any errors. For more information on the migration process, see Creating an assessment template from legacy assessment metric types, Migrate a legacy metric type to an assessment template, and How legacy metric types are migrated to sections in templates.

Viewing the migration results

To view your migration results, navigate to **All** > **Smart Assessment Engine** > **Administration** > **Template Migrations**. In the Assessment template migrations list, select the migration number. Each migration record for a metric type is assigned a unique number that starts with the text ATMIG. The form displays the values that were used to generate the template. The related lists display the status and content of the migrated data. The Section migrations table provides a description of the fields in the related lists.

Results of the migration

The following table describes the fields in the Section migrations related list.

Section migrations related list

Field	Description
Number	Unique number that starts with the text ATSMIG in the migration record for the section. You can use the number to search for the record.
Source metric category	Metric category that is created from the section after the metric types are migrated.
Target section	Section that was populated during the migration.
Migration status	Migration status: • **Completed**: The migration is completed successfully. • **Errored**: An error occurred during the migration.
Error details	Description of an error that occurred during the unsuccessful migration.

Select the down arrow for a section to view the list of questions in the section. The following table describes the fields in the Question migrations related list.

Question migrations related list

Field	Description
Number	Unique number, starting with the text ATQMIG, that the system assigned to the migration

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Question migrations related list (continued)

Field	Description
	record for the question. You can use the number to search for the record.
Source metric	Metric that is created from a question after the assessment template migration.
Target question	Question that was created after the migration.
Migration status	Migration status: • **Completed**: The migration is completed successfully. • **Not supported**: The metric in the original metric type isn't supported for the migration. • **Errored**: An error occurred during the migration.
Error details	Description of an error that occurred during the unsuccessful migration.

Select the down arrow for a question to view the list of response options for the question. The following table describes the fields in the Response option migrations related list.

Response option migrations related list

Field	Description
Response option migrations	
Number	Unique number, starting with the text ATROMIG, that the system assigned to the migration record for the response option. You can use the number to search for the record.
Source metric definition	Metric definition from the options that are migrated for a question.
Source template definition	Field referenced for the template definition from the response options that are automatically filled in if the data type of the source metric is a template.
Target response option	Field that shows the response option that was created after migrating the source.
Migration status	Migration status:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response option migrations related list (continued)

Field	Description
	• **Completed**: The migration is completed successfully. • **Errored**: An error occurred during the migration.
Error details	Description of an error that occurred during the unsuccessful migration.

Related topics

How legacy metric types are migrated to sections in templates

Form field information for Smart Assessment Engine

Field information for forms used in the Smart Assessment Engine.

Create assessment template form

Learn about the fields of the **Create Assessment Template** form. Use this form to create a new assessment template.

Create assessment template form

Field	Description
Template name	Unique meaningful name for the template.
Assessment name	Add text icon T+ that includes an optional alternative name for generated assessments. The respondent sees this name rather than the template name.
Description	Text that helps others to understand what the template is being used for.
Purpose	Purpose that the new assessment template should be a member of. For example, Risk, Performance, Security, and so on. Template categories that enforce the data segregation for templates. A category controls which users can view a template. Each assessment template is associated with one or more template categories. To view a template in a category, you must have a category role that is associated with the category. For more information, see Create an assessment template category
Assessment target	Table records that are selected to be assessed, otherwise known as the assessment scope. Multiple tables can be

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create assessment template form (continued)

Field	Description
	added as the assessment target, which makes the scope a combination of records from each table.

Note:
You can create an assessment only from a published assessment template. You can update a published template only if no active assessment is associated with the template.

Third-party Risk Management

The ServiceNow® GRC: Third-party Risk Management (TPRM) application enables you to proactively identify, assess, and mitigate risks that are associated with your third-party relationships. TPRM provides a centralized process for managing your portfolio of third parties, assessing and scoring risk, and performing remediation.

Get started

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

Explore	Configure	Integrate
Learn about how third-party risk managers, third-party risk users, and third-party risk administrators use the Third-party Risk Management application.	You can activate or upgrade TPRM, by downloading the applications from the ServiceNow Store and then configuring the settings to meet your needs.	Extend TPRM capabilities by integrating with other applications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

servicenow

Migrate Classic to Smart Assessment Engine



Learn what changes when you migrate from the Classic Assessment Engine to the Smart Assessment Engine, including feature differences, limitations, and setup requirements.

Request third-party risk due diligence



Request third-party risk due diligence to determine the level of risk for interactions with a third party and their engagement.

Assess third-party risk



Use Third-party Risk Management to identify and assess potential risks that are associated with your third-party relationships.

Monitor third-party risk



Use the Third-party Risk Management application to monitor potential risks associated with your third-party relationships.

Approve or reject requests for due diligence



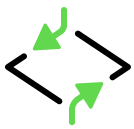
Set up the approval levels and rules for due diligence requests in the Third-party Risk Management application to use while approving or rejecting requests after reviewing questionnaire responses and due diligence process results.

Manage the contract risk process



Protect your organization's interests, as the Third-party risk contract negotiator by incorporating specific contractual provisions so that you can address identified risks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Work in the VRM classic user interface  Use the legacy user interface to perform all Vendor Risk Management tasks.	Use Digital resilience third-party registers  Use the Digital resilience third-party registers application in the Vendor Management Workspace to set up and maintain registers of contractual arrangements with ICT third-party service providers.	Use risk intelligence reports  Manage and request risk Intelligence reports or scores from external risk intelligence content providers.
Integrate scores from risk intelligence providers  Integrate scores from risk intelligence providers. The scores provide insight on how trustworthy and safe a particular third party can be.	Use the third-party portal  Use the third-party portal to respond to questionnaires, requests for documentation, tasks, and issues. The portal is the point of interaction between third-party contacts and risk assessors.	Reference  Reference topics provide detailed descriptions of tables, properties, forms, and roles that are installed with the Third-party Risk Management application.

Troubleshoot and get help

- Ask or answer questions in the GRC community.
- Search the Known Error Portal for known error articles.
- Learn how to build apps on the developer site.
- Contact Customer Service and Support.

Exploring Third-party Risk Management

The Third-party Risk Management application centralizes and standardizes the processes, source materials, responsible persons, and methods of your third-party risk management program. You can improve your operations by managing your portfolio of third parties and by identifying, tracking, and mitigating the issues that arise with third parties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Third-party Risk Management overview

To protect your organization's assets, reputation, and operations, your third-party risk management program must identify, assess, and mitigate the risks that are associated with external parties. The TPRM application helps you to prevent your outsourced providers, partners, and suppliers from creating a business disruption or a negative impact on your business performance. By using the TPRM application, you can reduce the manual burden and costs of your risk assessment process through automation.

TPRM brings all third-party risk information into one environment.

The following key capabilities can help you to assess risk more effectively:

- Onboarding, Offboarding, Renewals, and additional due diligence workflows
- Assessment management
- Continuous risk monitoring
- Risk performance management

Third-party Risk Management Users

Users

User	Description
Due diligence requesters	Requesters can be any employee at your organization interested in onboarding, reassessing, or offboarding an engagement. For more information on the different types of due diligence requests, see Requesting third-party risk due diligence.
TPRM Assessors	TPRM Assessors are members of the Risk manager's team that help with mitigating the risk of a potential engagement by reviewing information collected through the due diligence process. They could be potentially assigned as owners of due diligence requests based on their expertise or knowledge of the engagement. Here are some examples of different types of assessors and how they would impact the due diligence process for TPRM:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Users (continued)

User	Description
	• **Compliance Risk Assessor**: Confirms that engagements comply with industry standards, legal requirements, and contractual obligations. They regularly review engagement processes and activities to help ensure compliance. • **Cybersecurity Risk Assessor**: Evaluates the cybersecurity practices and infrastructures of engagements to protect against data breaches and cyber threats. They regularly review the engagement's security measures and suggest necessary enhancements. • **Operational Risk Assessor**: Analyzes the existing operational practices of engagements, focusing on aspects such as business continuity, supply chain logistics, and quality of service. They regularly review the engagement's operational practices to help ensure they are in alignment with the organization's standards and that appropriate contingencies are in place for potential disruptions.
TPRM Approvers	TPRM approvers are typically a senior member within the organization. They're responsible for the final review and approval of the due diligence findings. They help confirm that all risk management requirements have been satisfactorily addressed before proceeding

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Users (continued)

User	Description
	with any third-party engagement, whether it involves onboarding, continuing, or offboarding an engagement. Here are some examples of different types of approvers: • **Senior Risk Manager**: Oversees risk management strategies and alignment with organizational goals. • **Chief Compliance Officer**: Responsible for the company adhering to legal standards and internal policies. • **Legal Executive**: A senior member of the legal team who ensures that all contractual and regulatory requirements are met.
Contract negotiator	Contract negotiators orchestrate and finalize agreements between your organization and potential engagements. They use all the information collected through the due diligence process to help ensure that all contracts reflect your strategic interests and adhere to your risk management protocols.
Risk Manager	Risk managers lead thorough risk assessments of third parties and engagements. Based on the information collected and reviewed by the Risk manager and their team, they prioritize risks, develop mitigation strategies, and use TPRM to monitor and manage ongoing third-party relationships effectively.
TPRM Admin	Administrators manage user roles, permissions, and system settings to set up TPRM to meet your

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

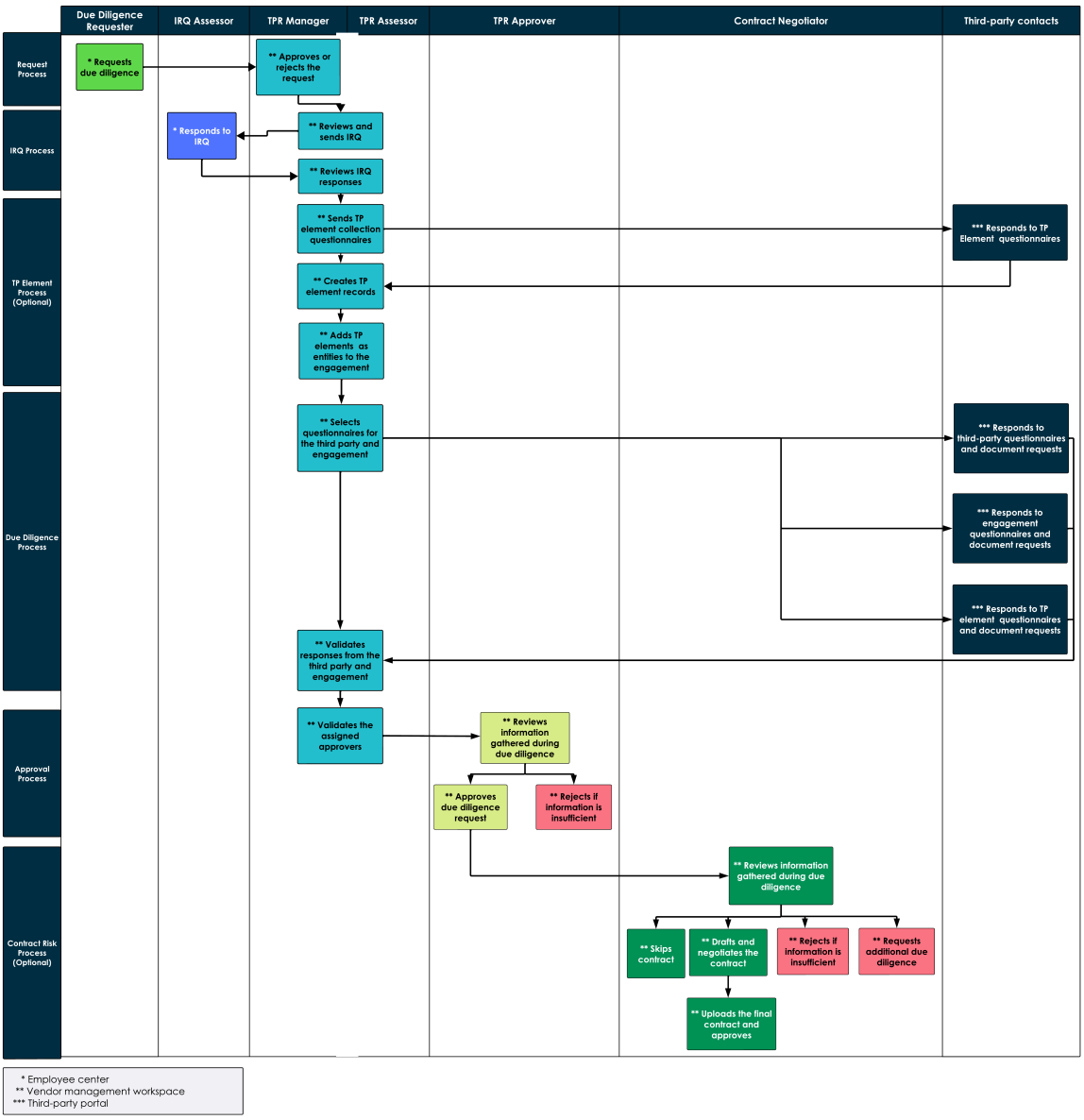
Users (continued)

User	Description
	organization's specific risk management needs and compliance requirements.

For more information on TPRM roles, see Roles in Third-party Risk Management.

Third-party Risk Management workflow

The following infographic shows the workflow of the most important processes that you can use to manage risk.



Request due diligence for an engagement

An employee at your organization requests due diligence for a third-party engagement. The due diligence request is reviewed and approved by the Third-party risk (TPR) manager [sn_vdr_risk_asmt.vendor_risk_manager].

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information, see Requesting third-party risk due diligence.

Assess risk using an internal assessment containing an Inherent Risk Questionnaire (IRQ)

An IRQ is a set of questions that scores and scopes the required due diligence on the third parties or engagements. After the due diligence request is approved by the TPR manager or TPR assessor [sn_vdr_risk_asmt.vendor_assessor] that has been assigned as the owner of the due diligence request, they select an IRQ and attach it to an internal assessment.

Note:
After the IRQ process enters the IRQ in progress state, you can request risk intelligence reports associated with your due diligence request. For more information, see Using risk intelligence reports and scores and Request a risk intelligence report associated with a due diligence request.

For more information, see Assessing your third-party risk.

Create third-party elements and their entities

After your due diligence request has completed the IRQ process, if TP elements are needed, the TPR manager or due diligence request owner selects **Start collection** and a collection task is created. A third-party element questionnaire is sent to the engagement contact. The TPR manager or owner manually creates third-party element records based on the responses. Entity records are automatically generated for each element. The TPR manager or owner then manually adds these elements as entities.

For more information, see Assessing your third-party risk and Monitoring third-party elements.

Assess risk using an external assessment

After the IRQ process or TP element collection process is completed, the TPR manager or owner selects questionnaires and requests for documentation to attach to external assessments for sending to the third party or engagement. For more information on creating assessments, see Create an external assessment and Third-party risk assessment form.

For more information on this process, see Assessing your third-party risk and Monitoring third-party elements.

Note:
If you have any integrated risk intelligence, relevant information is pulled at this time.

Integrate scores using risk intelligence providers

Your organization can purchase services from providers that return data that is analogous to personal credit scores. The scores provide insight on how trustworthy and safe a particular third party can be.

For more information, see Integrating scores from risk intelligence providers.

Request risk intelligence reports and scores

If you are the TPR assessor and are the due diligence request owner or have the TPR manager role, you can use the TPRM application to request scores or reports for third parties by using the risk intelligence request form. After the reports and scores are generated by the risk intelligence provider, the links to these reports are delivered and associated with that risk intelligence report record. If you have

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

any integrated risk intelligence, relevant information is pulled at this time. For more information, see Using risk intelligence reports and scores.

View scores and related information

The information gathered is scored and combined into a single view of the due diligence process to display all scores, completed questionnaires, issues, approvals, and comments.

For more information on scoring, see Scoring calculations using the classic assessment engine and Verifying scoring calculations using the classic assessment engine. See Classic assessment configuration for information on how scoring can be configured at the assessment and questionnaire level.

Approve due diligence requests

All approvers can review due diligence and see the detailed information before making an approval. After all approvers approve the due diligence request, all the due diligence information can be made available for the person that is negotiating the contract. The contract risk process only applies if a contract is required.

For more information, see Approving or rejecting requests for due diligence.

Negotiate a contract

The contract negotiator can see the detailed information of all the scores and questionnaires. If additional due diligence is required, they can request it. If the contract negotiator successfully executes a contract with the third party, they can upload it and specify that the contract is executed. This action automatically notifies all key stakeholders of the contract's status. The contract negotiator can also skip the contract risk process, reject the due diligence request, or specify that the contract isn't executed and that the third party isn't engaged for business.

Note:
If the third-party risk manager or owner selects the **Skip contract risk process** option during the due diligence process, the assigned contract negotiator isn't notified and the Contract risk process state is skipped. An approver and owner can update the **Skip contract risk process** selection up until the approval process is completed. For more information about this process, see Due diligence request process management.

For more information on this process, see Managing the contract risk process.

Monitor third-party risk

TPR managers, TPR assessors, and Third-party assessment reviewers [sn_vdr_risk_asmt.vendor_assessment_reviewer] can monitor and review the performance of third parties with Vendor Management Workspace.

For more information, see Monitoring your third-party risk.

Manage the Third-party portal

TPR managers can manage third-party contacts, including creating logins, assigning roles, and tracking progress on questionnaires and tasks through the Third-party portal. Third-party contacts can use the portal to respond to assessments, delegate tasks, and manage their information, with options to use Microsoft Excel templates or the SIG questionnaire for responses.

For more information, see Managing the contract risk process.

For an in-depth description of the TPRM Due diligence workflow, see Due diligence workflow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Starting with version 19.1.x of the Third-party Risk Management application, the tiering questionnaire and external assessment reminders workflows are deprecated and migrated to Workflow Studio. If you have customized these workflows, they won't be deprecated or migrated as part of this change.

Third-party Risk Management benefits

The following table shows the benefits of the Third-party Risk Management application.

Benefit	Feature	Users
View important risk information and quickly access actions.	TPRM Home page	All TPRM users
Use due diligence management reports to track, prioritize, and manage responsibilities.	TPRM Due diligence management reports	All TPRM users
Identify and assess the potential risk that is associated with your third-party relationship.	TPRM Risk activity page	All TPRM users
Pinpoint the geographical locations of active third parties and engagements. You can configure filters to view particular risk ratings and engagement types.	TPRM Risk concentration map	All TPRM users
Prioritize assessments, issues, and tasks that need attention.	TPRM Risk activity page	All TPRM users
Access tasks that are assigned to you and to members of your group.	TPRM Task page	All TPRM users
Access all items that you can view or act on in TPRM.	TPRM List page	All TPRM users
Use the engagement page to access all current information and status for a third party or engagement.	Get an overview of a third party	All internal users
Import existing data (third parties, engagements, assessments, questionnaires, issues, and so on) from other systems (like the Aravo platform, the ProcessUnity platform, and so on). You aren't charged for importing the data.	Import existing data from other systems	TPR Managers and TPR Admins
Work on all processes in the workflow for a due diligence request: IRQs, external due diligence, approval, contract risk, and closed requests.	Monitoring the due diligence request process	TPR Managers and TPR Admins
Use the third-party portal as a primary point of interaction for third parties and risk assessors.	Managing the Third-party portal	TPR Managers, TPR Assessors, and Third parties

For more information on the terminology used in TPRM, see Terminology.

What to explore next

To learn more about configuring and using Third-party Risk Management, see:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Configuring Third-party Risk Management
- Classic assessment configuration
- Smart assessment configuration
- Requesting third-party risk due diligence
- Assessing your third-party risk
- Monitoring your third-party risk
- Approving or rejecting requests for due diligence
- Managing the contract risk process
- Working in the VRM Classic user interface
- Using digital resilience third-party registers
- Managing the Third-party portal
- Using risk intelligence reports and scores
- Integrating scores from risk intelligence providers
- Third-party Risk Management reference

Related topics

Smart assessments with Third-party Risk Management

Risk profile

A risk profile is a comprehensive assessment of the potential risks that are associated with a particular third party. To generate a risk profile, you evaluate and document several aspects of the third party's operations, practices, and relationships. The aim is to understand the level of risk they may pose to your organization.

A risk profile enables you to make informed decisions about engaging, monitoring, and mitigating risks associated with third parties. Identify areas of concern, implement risk mitigation strategies, and establish ongoing monitoring processes to help you align third-party relationships with your risk tolerance and strategic objectives.

To prioritize and manage risks effectively, you assign scores or ratings to many risk factors and aggregate them to generate an overall risk assessment for the third party. TPRM displays risk profile information on the Home page.

Components of a third-party risk profile

Third-party information

Basic details such as name, location, contact information, size, and ownership structure.

Composite Risk Ratings

- IRQ results
- External assessment ratings
- Engagement ratings
- Risk intelligence ratings

Risk domain

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Financial stability: An assessment of the third party's financial health to gauge their ability to fulfill their contractual obligations. This includes factors like revenue, profitability, and debt levels.
- Operational risk: An evaluation of the third party's business operations and processes, including their ability to deliver products or services consistently and reliably.
- Compliance and legal risk: A review of the third party's adherence to relevant laws, regulations, and industry standards. This may include assessments of their compliance with data protection, security, and ethical standards.
- Cybersecurity risk: An assessment of the third party's cybersecurity measures and data protection practices to determine their ability to safeguard sensitive information.
- Geopolitical risk: An analysis of geopolitical factors that could impact the third party's operations, such as political stability and regulatory changes in their home country.
- Reputation risk: Consideration of the third party's reputation in the industry, including any past incidents or controversies that could affect the organization's brand.
- Business continuity risk: An evaluation of the third party's plans and capabilities for maintaining operations if there are disruptions or disasters.

Risk intelligence

Risk intelligence providers generate risk scores for a variety of third-party risk domains. Your organization can purchase services from providers that return data that is analogous to personal credit scores. The scores provide insight on how trustworthy and safe a particular third party can be.

Why you conduct due diligence

Conducting due diligence on third parties is a crucial component of your comprehensive third-party risk program. You conduct due diligence to become aware of the risks that are associated with a third party so that you can confidently decide how to form your relationship.

Third-party risk management concentrates on evaluating and managing the risks introduced by external parties. This includes assessing factors such as cybersecurity risks, data privacy compliance, financial stability, regulatory compliance, and operational resilience associated with the engagements. You conduct due diligence (an investigation or examination of business relationship risk), to make informed decisions, establish appropriate controls, and mitigate the potential negative impact of engaging with third parties.

Goals of due diligence

Comply with regulations

Companies are often subject to various regulations and legal requirements that mandate conducting due diligence on third parties. These regulations aim to prevent illegal activities, such as money laundering, corruption, fraud, and other forms of financial misconduct. By performing due diligence, you demonstrate your commitment to compliance and risk mitigation. See Regulations that affect third-party risk.

Protect your reputation

Engaging with a third party can directly impact a company's reputation. By conducting due diligence, you can uncover any potential negative associations or

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

activities that could harm your brand image or public perception. This enables you to make informed decisions about whether to proceed with the engagement or to take appropriate mitigating actions.

Safeguard against operational disruptions

Third parties such as suppliers, service providers, or partners play critical roles in your organization's operations. Poor performance, financial instability, or other issues with third parties can disrupt your operations and supply chain, leading to delays, quality issues, or other problems. Due diligence helps assess the reliability and capability of third parties, reducing the risk of operational disruptions.

Protect sensitive information

You might share sensitive information with third parties, such as customer data, intellectual property, or trade secrets. Due diligence helps evaluate a third party's data security measures, privacy practices, and overall commitment to protecting confidential information. This is crucial for maintaining data integrity and helping to prevent breaches or unauthorized disclosures.

Mitigate financial risks

Engaging with financially unstable third parties can pose significant financial risks. Due diligence helps assess the financial health, creditworthiness, and payment history of potential partners or third parties. It enables you to evaluate the financial risks associated with a third party and to make informed decisions based on their financial stability and track record.

Comply with internal policies

You might have internal policies and standards that dictate the criteria for engaging with third parties. Due diligence helps ensure that potential third parties align with the policies, such as sustainability practices, diversity and inclusion requirements, or ethical guidelines.

Related topics

Types of due diligence

Types of due diligence

In the due diligence process, you typically conduct several types of due diligence to gather relevant information and assess various aspects of the third party. The particular types of due diligence that you conduct vary depending on the nature and criticality of the engagement and the risks involved.

Information Security due diligence

Information security due diligence is critical. It involves evaluating the third party's data protection practices, cybersecurity measures, and information handling processes. This includes assessing their data security policies, incident response capabilities, encryption practices, and employee training on data protection. The objective is to safeguard sensitive information and mitigate the risk of data breaches or unauthorized access.

Financial due diligence

Financial due diligence involves assessing the financial health and stability of the third party. It includes reviewing financial statements, analyzing profitability, liquidity, debt levels, cash flow, and other financial indicators. The goal is to understand the financial viability of the third party and help ensure that they have the capacity to fulfill their obligations.

Legal due diligence

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Legal due diligence involves examining the legal and regulatory compliance of the third party. It includes reviewing contracts, agreements, licenses, permits, and legal documents. The purpose is to identify any legal risks, liabilities, ongoing litigation, or regulatory non-compliance that could impact your organization's interests.

Operational due diligence

Operational due diligence focuses on assessing the operational capabilities and processes of the third party. It involves evaluating their infrastructure, facilities, supply chain, production processes, quality controls, and capacity to meet your organization's requirements. The goal is to help ensure that the third party can effectively deliver the desired products or services.

Compliance due diligence

Compliance due diligence involves verifying the third party's adherence to applicable laws, regulations, and industry standards. It includes assessing their compliance programs, policies, and procedures related to areas such as anti-corruption, data privacy, information security, environmental practices, and labor standards. The objective is to identify any compliance gaps or risks that could result in legal or reputational issues for your organization.

Reputation due diligence

Reputation due diligence focuses on evaluating the third party's reputation, integrity, and past performance. It involves conducting background checks, reviewing references, searching for news or media coverage, and assessing any past controversies or ethical issues. The purpose is to help ensure that the third party has a positive reputation and aligns with your organization's values and expectations.

Financial due diligence example

Financial due diligence evaluates a third party or engagement's financial health and stability. Third-party Risk Management supports this process by providing:

- Questionnaire templates with financial questions and document requests that you can send to the third party or engagement using an assessment through the third-party portal.

  For more information see, Sample questionnaires and Create an external assessment.

- Due Diligence Request (DDR) workflows that orchestrate internal review, external assessment, approvals, and contract risk checks.

  For more information see, Due diligence workflow.

- Reports and dashboards to track active requests, aging items, and completion timelines.

  For more information see, Monitoring the due diligence request process.

Access these features by navigating to the **Vendor Management Workspace**:

1. Go to **Workspaces** > **Vendor Management Workspace**. On the **Risk** tab, select the due diligence management icon  .
2. On the Due diligence management page, select a stage (IRQ, Due diligence, Approvals, Contract risk, Final review, Closed) to view actionable lists.
3. Open a Due diligence request record to manage the workflow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. To send financial questionnaires or document requests from a DDR or an Assessment record, create an assessment.
5. Use the Due Diligence Management page to monitor status and aging.

For more information see, Monitoring the due diligence request process and Create an external assessment.

Note:
Activate the Third#party Risk Due Diligence plugin (com.sn_tprm_dd) to enable preconfigured workflows and the Risk Concentration Map. For more information, see Configuring Third-party Risk Management and Enable the TPRM Risk concentration map.

Why you might have several engagements with a single third party

While onboarding a particular third party, you might conduct a separate engagement for each distinct type of relationship that you have with the third party. One engagement is to assess the risk involved in the third party's development of software for your organization and a separate engagement is for the facilities management service that they provide.

Different engagements of the same third party might require varying levels of risk assessment

Note:
The first internal step after an engagement request is approved is to start the IRQ process to scope the risk by determining the third party's risk score. An engagement starts in the inactive state. An engagement moves to the active state when a contract is in place or you take part in an active relationship with the third party.

Different engagements of the same third party can require different levels of risk assessment due to variations in the nature of the services provided, the level of access to sensitive data or critical systems, and the potential impact on your organization's infrastructure. By conducting a separate risk assessment for each engagement, you can tailor your risk management strategies and controls to address the risks associated with each engagement effectively.

Example — the third party will provide two distinct services

In this example, Your organization engages with a third party for two distinct services:

Service: Software Development Engagement

The third party is responsible for developing a custom software application for the financial institution. This engagement involves the third party accessing and processing sensitive customer data, integrating with critical systems, and potentially introducing changes to the organization's infrastructure.

Service: Facilities Management

The third party is also responsible for managing the physical security and maintenance of the financial institution's office buildings. This engagement involves providing security personnel, managing access control systems, and confirming the overall safety and maintenance of the facilities.

The services present different risk profiles and require separate risk assessment engagements:

Engagement for the software development service

This engagement involves a higher level of risk due to the following factors:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Access to sensitive data: The third party has access to customer data, which requires strict data protection and privacy controls to help prevent unauthorized access or data breaches.
- System integration: The third party's software must integrate with critical systems, potentially impacting the stability, availability, or security of those systems. Proper testing and quality assurance procedures are crucial to minimize the risk of system failures or vulnerabilities.
- Change management: The introduction of new software or changes to existing systems can introduce risks, such as compatibility issues, system disruptions, or software vulnerabilities. Robust change management practices and code review processes are necessary to mitigate these risks.

Engagement for the facilities management service

Even though this engagement also involves the same third party, the risk profile is lower when compared to the software development engagement:

- Physical security: The focus here is on managing physical security measures, such as access control and surveillance systems. While still important, the risks associated with physical security are typically more straightforward and easier to manage compared to cybersecurity risks.
- Maintenance and safety: The third party's responsibility is primarily related to general maintenance and promoting a safe working environment. While there are still risks associated with building maintenance (for example, safety hazards), they might be more predictable and manageable compared to the complex cybersecurity risks in the software development engagement.

Types of engagement with third parties

The particular third-party engagements that you might have depend on your industry, size, and operational requirements. Each engagement brings its own set of risks and requires appropriate risk management measures (due diligence) to protect your interests.

Types of engagement

All third parties must be categorized as "Vendors" in the Company [core_company] table.

For more information of how this categorization is structured, see Third-party risk management data model.

Type of third party	Description	Possible types of engagement
Advertising Agencies	Companies that create and execute advertising campaigns on behalf of organizations.	Developing marketing strategies, creating ad campaigns, managing media placements.
Affiliates/Subsidiaries	Related companies or subsidiaries that are part of the organization's corporate structure.	Depends on the type of organization
Auditors	Independent firms that conduct financial audits and provide assurance services to	Conducting financial audits, providing internal control assessments, offering risk management advice.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Type of third party	Description	Possible types of engagement
	verify the accuracy of financial statements.	
Business Partners	Companies or organizations that collaborate with the organization on joint ventures, partnerships, or strategic alliances.	Joint marketing initiatives, co-developing products, sharing resources.
Business Process Outsourcers (BPOs)	Third-party providers that assume responsibility for specific business processes or functions.	Customer support, payroll processing, IT helpdesk support.
Call Centers	Service providers that handle customer inquiries, support, and telemarketing activities.	Customer service hotline, technical support, sales calls.
Clients	Entities or individuals who engage the organization's services or purchase its products.	Client Services
Cloud Service Providers (CSPs)	Companies that offer cloud-based infrastructure, platforms, or software solutions.	Data storage and backup, cloud computing, software-as-a-service (SaaS) solutions.
Collection Agencies	Third parties engaged to recover outstanding debts or delinquent payments on behalf of organizations.	Debt collection services, skip tracing, negotiation with debtors.
Consultants	Individuals or firms that provide expert advice, guidance, and solutions in specific areas.	Management consulting, IT consulting, process improvement, strategy development.
Contractors	Individuals or companies hired to perform specific tasks, services, or projects.	Construction projects, software development, marketing campaigns, event planning.
Counterparties	Entities or individuals with whom the organization has contractual agreements or business relationships.	Supplier contracts, partnership agreements, licensing agreements.
Credit Card Processors	Entities that facilitate payment processing and manage credit card transactions.	Credit card payment processing, fraud prevention, merchant services.
Customers	Individuals or entities that purchase goods or services from the organization.	Product sales, service subscriptions, client contracts.
Datacenters	Facilities that provide secure hosting, storage, and management of digital data and IT infrastructure.	Server colocation, data backup and recovery, network management.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Type of third party	Description	Possible types of engagement
Data Processors	Third parties that process or handle sensitive data on behalf of the organization	cloud storage providers.
Digital Marketing Agencies	Agencies specializing in digital marketing strategies and tactics.	Search engine optimization (SEO), social media marketing, content creation, online advertising.
Distributors	Third parties responsible for distributing or selling products or services on behalf of manufacturers or suppliers.	Product distribution agreements, supply chain management, sales partnerships.
E-commerce Platforms	Online platforms that enable businesses to sell products or services directly to customers over the internet.	Online storefront setup, payment processing integration, order fulfillment.
Employee Benefits Providers	Companies that offer employee benefits administration services.	Health insurance coverage, retirement plans, employee wellness programs.
Energy Providers	Entities that supply electricity, gas, or other forms of energy required for organizational operations.	Energy supply contracts, utility services, energy management consulting.
Environmental Consultants	Experts who assess and provide guidance on environmental impact, compliance, and sustainability matters.	Environmental impact assessments, regulatory compliance consulting, sustainability planning.
Event Management Companies	Service providers that plan, organize, and execute corporate events, conferences, trade shows, or promotional activities.	Event planning, venue coordination, logistics management.
Facilities Management Companies	Third parties responsible for managing and maintaining physical facilities.	Security services, cleaning and maintenance, repairs and renovations.
Financial Advisors	Professionals who provide advice and guidance on financial planning, investment strategies, and wealth management.	Financial planning, investment portfolio management, retirement planning.
Freight Forwarders	Entities that manage and coordinate the transportation of goods.	Freight logistics, customs clearance, supply chain management.
Franchises	Entities or individuals granted the right to operate a business under the organization's brand and business model.	Franchise agreements, brand licensing, franchise support services.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Type of third party	Description	Possible types of engagement
Government Agencies	Government bodies or entities with which the organization interacts.	Regulatory compliance, permits and licenses, government contracts.
Human Resources Outsourcers	Service providers that handle various HR functions.	Payroll processing, employee benefits administration, recruitment outsourcing.
Insurance Providers/Brokers	Companies or brokers that provide insurance coverage or risk management services.	Insurance policies, risk assessments, claims management.
Joint Venture Partners	Companies or organizations that enter into a joint venture with the organization.	Joint business development, shared marketing campaigns, co-production agreements.
Legal Services Providers	Law firms or legal service providers engaged to address legal matters.	Contract drafting, litigation support, regulatory compliance advice.
Marketing and Advertising Agencies	External agencies or consultants engaged for marketing, advertising, or public relations activities.	Marketing strategy development, ad campaign execution, brand positioning.
Outsourcing Providers	Third parties that handle specific business functions or processes.	IT outsourcing, finance and accounting services, manufacturing outsourcing.
Regulatory/Compliance Entities	Government agencies, regulatory bodies, or compliance consultants.	Compliance audits, regulatory reporting, industry certifications.
Resellers/Distributors	Third parties that distribute or resell the organization's products or services.	Retail partnerships, distribution agreements, reseller networks.
Research and Development Partners	Universities, research institutions, or specialized R&D companies.	Collaborative research projects, technology licensing, innovation partnerships.
Service Providers	External entities that offer various services to support the organization's operations.	IT support, facility maintenance, consulting services.
Software Providers	Companies that supply software solutions to support the organization's operations.	Enterprise software licensing, software maintenance and support, customized software development.
Subcontractors	Third parties engaged by contractors or vendors to perform specific tasks.	Subcontracted construction work, specialized service subcontracting, project-specific outsourcing.
Suppliers	External entities that provide goods or materials necessary for the organization's operations.	Procurement agreements, supply contracts, and third-party partnerships.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Type of third party	Description	Possible types of engagement
Technology Providers	Companies that supply technology solutions, software, or hardware.	IT infrastructure deployment, software integration, network setup and management.
Telecommunications Providers	Companies that provide communication services, such as voice, data, and internet connectivity.	Phone and internet services, virtual private networks (VPNs), network security solutions.
Testing and Quality Assurance Providers	Companies that offer software testing and quality assurance services.	Software testing, quality assurance assessments, user experience testing.
Training and Development Providers	Entities that offer training and development programs, courses, or workshops.	Employee training, leadership development, skills workshops.
Transportation Providers	Entities that provide transportation services for goods or people.	Freight transportation, passenger transportation, logistics coordination.
Travel Agencies	Companies that assist with travel arrangements, bookings, and itinerary planning.	Corporate travel management, travel booking services, group travel coordination.
Utility Providers	Companies that supply essential utilities, such as water, gas, or electricity.	Water supply, gas services, electricity distribution.
Vendors	External entities that supply goods or services required for organizational operations.	Supply chain management, procurement contracts, and third-party partnerships.
Warehousing and Logistics Providers	Companies that offer warehousing, storage, and logistics services.	Inventory management, order fulfillment, distribution network management.
Web Development and Design Agencies	Agencies specializing in web development, design, and digital experiences.	Website development, user interface design, e-commerce platform integration.
Wholesalers	Entities that buy goods in bulk and resell them to retailers or distributors.	Wholesale distribution agreements, supply chain management, bulk purchasing.
Workforce Agencies	Agencies that provide temporary or contingent workforce solutions.	Temporary staffing, contract workers, on-demand labor.

Regulations that affect third-party risk

When implementing your third-party risk management program, you must carefully consider the regulations. Applicable regulations vary depending on your industry, geographic location, jurisdiction, and nature of your operations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Regulations that typically affect third-party risk management programs

You should consult legal and compliance experts to determine the specific regulatory landscape relevant to your third-party relationships. Here's a list of regulations that are typically considered when assessing third-party risk:

Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF) regulations

These regulations aim to prevent money laundering, terrorist financing, and other illicit financial activities. They require companies to verify the identity of their third parties, assess their sources of funds, and ensure compliance with applicable AML and CTF laws.

Anti-Corruption and Bribery laws

Regulations such as the U.S. Foreign Corrupt Practices Act (FCPA) and the UK Bribery Act impose strict requirements on companies to prevent bribery and corruption. Due diligence helps identify any potential risks related to bribery or corruption in the third party's operations and relationships.

Data Protection and Privacy regulations

With the increasing focus on data protection and privacy, regulations like the European Union's General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA) require companies to safeguard personal data. Due diligence includes assessing a third party's data protection and privacy practices to ensure compliance with these regulations.

Sanctions and Embargoes

Governments impose sanctions and embargoes on certain countries, individuals, or entities to restrict trade and prevent support for illegal activities. Companies need to ensure that their third parties aren’t subject to any sanctions or embargoes and aren’t engaged in activities that violate these restrictions.

Financial Regulations

Depending on the industry, companies might need to consider financial regulations such as the Sarbanes-Oxley Act (SOX) for publicly traded companies or sector-specific regulations like the Dodd-Frank Act for financial institutions. These regulations often require companies to assess the financial stability, reporting accuracy, and internal controls of their third parties.

Labor and Employment Laws

Companies need to ensure that their third parties comply with labor and employment laws, including regulations related to minimum wage, working hours, health and safety, and equal employment opportunities. This helps mitigate risks associated with labor violations and potential reputational harm.

Environmental Regulations

Companies might need to evaluate a third party's compliance with environmental regulations, particularly if the third party engages in activities that have an environmental impact. This includes assessing their environmental practices, waste management, pollution control measures, and adherence to sustainability standards.

Benefits of your third-party risk management program

A third-party risk management program can help you to proactively identify, assess, and mitigate the risks that are associated with your relationships with third parties. By effectively managing third-party risks, you can enhance your overall resilience, protect your interests, and create sustainable and trustworthy business relationships.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Here are some key benefits and value propositions of implementing a robust third-party risk management program:

Risk reduction and mitigation

A third-party risk management program enables you to identify and assess potential risks associated with your third-party relationships. By conducting due diligence, monitoring activities, and implementing risk mitigation strategies, you can reduce the likelihood and impact of risks such as compliance violations, financial instability, data breaches, reputation damage, operational disruptions, and legal liabilities.

Compliance and regulatory adherence

A comprehensive third-party risk management program helps you comply with applicable laws, regulations, and industry standards. By verifying the compliance of your third parties with various regulatory requirements, you can avoid legal penalties, reputational damage, and potential business disruptions resulting from non-compliance.

Enhanced reputation and brand protection

Engaging with third parties introduces risks to your reputation and brand. By proactively managing these risks through a third-party risk management program, you can safeguard their reputation, maintain stakeholder trust, and demonstrate a commitment to ethical business practices and responsible supply chain management.

Operational efficiency and continuity

Third parties such as suppliers, vendors, or service providers play critical roles in your operations. By effectively managing third-party risks, you can validate the reliability, performance, and continuity of your supply chain. This reduces the likelihood of disruptions, delays, or quality issues that can impact operational efficiency and customer satisfaction.

Cost savings and financial protection

Implementing a third-party risk management program can lead to cost savings and financial protection. By evaluating the financial stability of third parties, you can avoid engaging with financially vulnerable entities that might default on payments or fail to deliver goods or services. Additionally, by helping to prevent legal and regulatory non-compliance issues, you can avoid costly fines, penalties, legal disputes, and associated expenses.

Enhanced decision-making and informed partnerships

A well-structured third-party risk management program provides you with comprehensive information and insights about your third parties. This enables better decision making when selecting and engaging with third parties, enabling you to choose partners that align with your values, standards, and business objectives. It also helps foster stronger and more reliable relationships based on trust and shared risk awareness.

Strengthened cybersecurity and data protection

Third-party relationships can introduce significant cybersecurity and data protection risks. A third-party risk management program helps assess the cybersecurity practices and data protection measures of third parties, reducing the chances of data breaches, unauthorized access, or data leakage. This helps you protect sensitive information and maintain compliance with data protection regulations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example — Onboarding a third party

Acme, a large manufacturing company, is in the process of onboarding a new third party to supply critical components for their production line. To help ensure the third party's reliability and to mitigate potential risks, Acme starts a thorough third-party risk management onboarding process.

Onboarding process example

Request process

Any employee (typically a user who wants to do business with a third party) makes the business case to start the due diligence process for a risk assessment.

A Third-party Risk (TPR) manager reviews the request for due diligence for the engagement and approves it.

Inherent Risk Questionnaire (IRQ) process

After the request is approved, the IRQ assessor completes the internal assessment by responding to the IRQ.

Based on the information gathered, Acme assesses the potential risks associated with the third party. They evaluate factors such as financial stability, operational capacity, adherence to quality standards, compliance with regulations, and the third party's ability to meet delivery timelines. This assessment helps Acme understand the third party's risk profile and determine the appropriate risk mitigation strategies.

Due diligence process: Compliance verification and data security and privacy assessment

When the IRQ process is complete, Acme's TPRM application sends questionnaires and requests for documentation to the third party. As part of an assessment, you might send multiple questionnaires and document requests. Acme might request documents: the third party's certifications, licenses, or audit reports to validate compliance.

> **Note:**
> To simplify and automate the process of determining which questionnaires and document requests to send to a third party of this type, Acme's staff has developed assessment templates. They defined questionnaire templates, document request templates, or both and then grouped them into an assessment template. Acme can reuse the template to send the appropriate questionnaires, document requests, or both to similar third parties in future assessments.

Acme uses the third party's responses and internal analysis to determine whether the third party meets all necessary compliance requirements. This includes verifying the third party's compliance with applicable laws and regulations, such as environmental regulations, labor laws, and anti-corruption policies.

Given the sensitive nature of the components involved, Acme evaluates the third party's data security and privacy practices. They assess the third party's information security measures, data protection policies, access controls, and vulnerability management processes. If the third party will have access to Acme's proprietary information or customer data, they might require the third party to undergo a cybersecurity audit or provide evidence of their data protection measures.

Contractual Agreements and Risk Mitigation

To protect their interests, the TPR contract negotiator at Acme (often corporate counsel) incorporates specific contractual provisions to address identified

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

risks. The contract negotiator uses the information gained in the IRQ and due diligence processes to include clauses related to compliance, quality standards, confidentiality, data protection, business continuity, and dispute resolution mechanisms. The contract can also outline performance metrics, expectations, and termination clauses if there’s a non-compliance or breach.

Ongoing Monitoring and Review

Acme establishes an ongoing monitoring process to regularly assess the third party's performance and adherence to agreed-upon terms. Persons at your organization might manually perform periodic financial reviews, quality audits, site visits, or surveys. They also establish communication channels to address any concerns or changes in the third party's risk profile.

Due diligence workflow

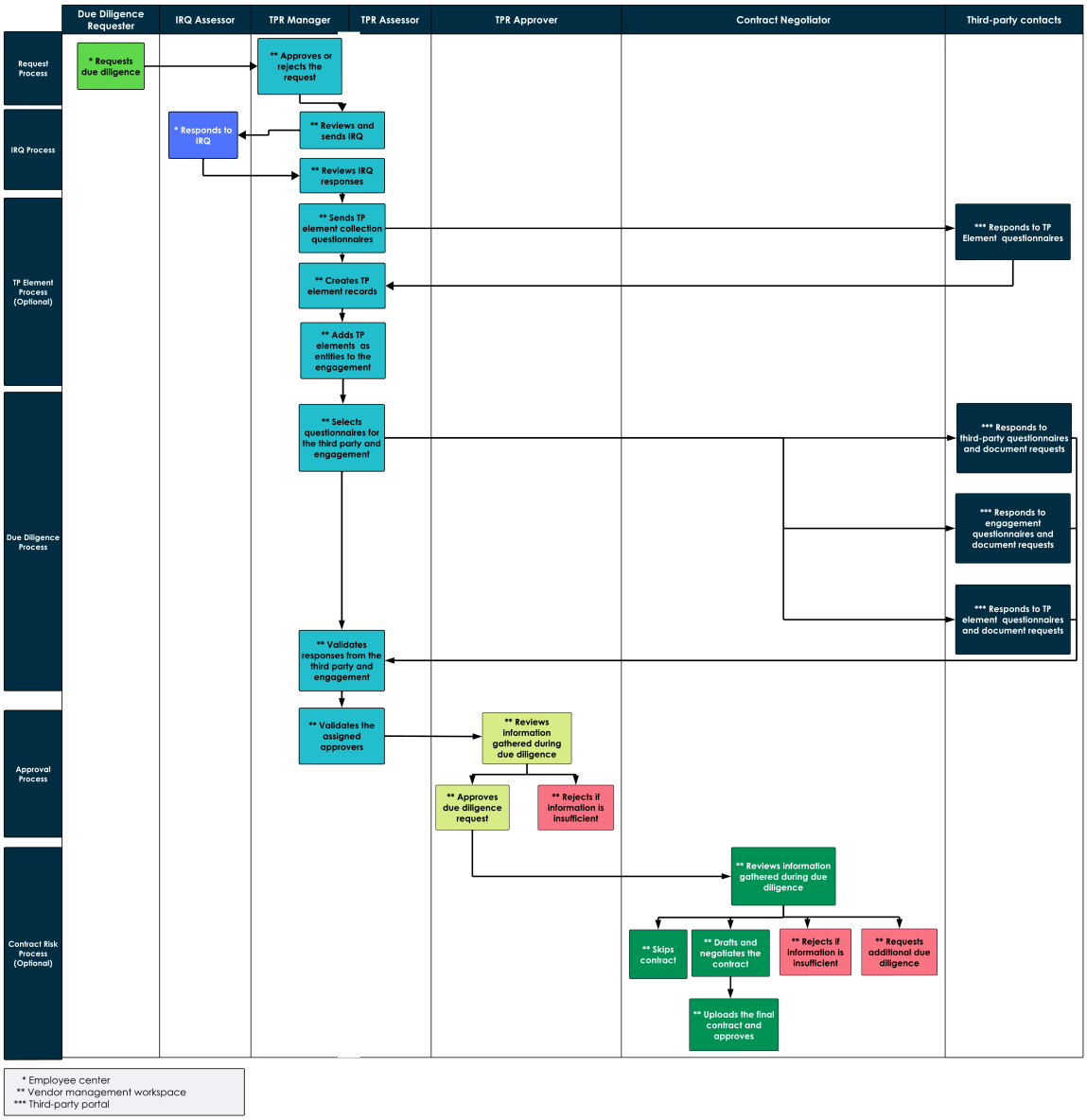
The Third-party risk management (TPRM) processes provide a consistent framework for your third-party risk management program. You can customize the workflow processes to meet your organization's needs.

Processes in the due diligence workflow

Each task in a process must be completed before the next task can be started. The roles of the users that perform the various tasks are described in Roles in Third-party Risk Management. The following diagram describes the due diligence workflow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Due diligence workflow



Request process: Ask to start a new engagement, reassess, or offboard an existing one

1. An employee at your organization requests due diligence for a third-party engagement.
   a. The employee logs in to Employee Center on their instance. They open the due diligence request form and specify the name of the third party and the reason for the request:
      - Onboard a new engagement
      - Reassess a risk for an existing engagement
      - Reassess an existing engagement to prepare for a contract renewal
      - Offboard an engagement with due diligence
      - Offboard an engagement with no due diligence

> **Note:**
> When offboarding an engagement with no due diligence the TP element collection and Due diligence process are not applicable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

b. The employee provides details about the third party and engagement. The information includes the product or service that should be assessed in this engagement, the user who will respond to the Inherent Risk Questionnaire assessor (IRQ), and the third-party (TP) contact or engagement contact who will respond to the external questionnaires.

c. At any time, an external risk intelligence provider might update the risk data for the third party because a Third-party risk (TPR) manager might have integrated the services of a risk intelligence provider while configuring the application.

d. The employee submits the form.

e. The system sends out an email notification to the employee who made the request.

f. The system sends out an email notification to the Due diligence request assignment group. A member of the group can assign a TPR manager or TPR assessor to act as the owner of the request. This action triggers a task for the TPR manager.

2. The TPR manager scopes the request, updates it as needed, and then approves or rejects it.

a. The TPR manager logs in to the Vendor Management Workspace and navigates to the due diligence management page, where they review and update the request:

- The TPR manager reviews the person who was suggested as the IRQ assessor. If needed, they can specify a different person as the IRQ assessor.
- The TPR manager can start a discussion with the requester and other users by selecting **Discuss**. The message is recorded in the Activity section of the **Details** tab.

b. The TPR manager either rejects or approves the request. If the TPR manager accepts the request, the IRQ process starts.

Note:
TPR assessors can create recurring third-party assessments to reassess a risk on a regular schedule. For more information, see Configure a risk assessment to recur on a schedule and Event-driven management — automate assessment processes.

IRQ process: Scope the risk

1. The TPR manager reviews and approves the IRQ.

a. In the Vendor Management Workspace, the TPR manager reviews and approves the IRQ by from a list on the system.

The TPR administrator can create custom IRQs for an organization. The content of each IRQ is created and maintained by the person who is responsible for the business area, the geography, or third party that the questions are intended for. To define an IRQ, the TPR administrator adds sample questions to a questionnaire template and modifies the questions as needed. The sample questions are provided in the base system. Defining an IRQ is a no-code process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tip:
The TPR manager can use the answer to a question in an IRQ to determine the questionnaires that are sent to the third party that is being assessed. This feature is available only if the Third-party Risk Management application has been activated.

For more information, see Set up internal questionnaire responses to automatically attach external questionnaires to assessments.

b. The TPR manager either rejects the due diligence request or approves it. When the request is approved, the system sends the IRQ to the IRQ assessor, which is an internal stakeholder at an organization.

c. The IRQ assessor is notified of the IRQ both by email and by a new task in their queue.

Note:
The system can also auto-send third-party risk assessments when changes to a risk score occur.

2. Internal users respond to the IRQ:

a. In the Employee Center, any user that is interested in the engagement opens and responds to the IRQ.

Several answers generate further clarifying questions. The answers can determine which external questionnaires are auto-generated and added to the sets that goes to the TP and engagement contact.

For example, if an IRQ assessor responds that the third party interacts with government officials as part of the engagement, then an anti-bribery questionnaire that is appropriate to the third party's country (ABAC in the USA or FCBA in the EU, and so on) is included.

b. The IRQ assessor submits the completed IRQ. This action triggers a task for the TPR manager.

3. The internal stakeholders (third-party assessment reviewer, TPR assessor, TPR approver, TPR manager, or TPR administrator) review the IRQ responses:

a. In the Vendor Management Workspace, the users review the IRQ responses.

b. The TPR manager might ask the IRQ assessor for clarification and then either rejects or approves the IRQ responses.

c. If an internal stakeholder user approves the IRQ responses, they move to the next process by closing the engagement request.

Note:
After the IRQ process has entered the IRQ in progress state, you can request risk intelligence reports associated with your due diligence request. For more information, see Using risk intelligence reports and scores and Request a risk intelligence report associated with a due diligence request.

TP element collection process: Collect third-party element information (Optional)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. The TPR manager or due diligence request owner starts the third-party element collection.
   a. In the Vendor Management Workspace, if third-party elements are needed the TPR manager or owner selects **Start collection** and a collection task is created.
   b. The TPR manager or owner navigates to the collection task tab and assigns the relevant third-party element collection questionnaires to the external assessment for collecting elements.

      Note:
      As part of the base system, sample questionnaires for collection and assessment are available for third-party elements classified as a Facility, Principal, Products, or Other.

   c. The TPR manager or owner reviews and approves the questionnaires and they're sent to the engagement.
2. The system sends out an email notification to persons at the engagement. The messages notify the engagement contact to respond to the third-party element collection questionnaires.
3. In the Third-party portal, the engagement contacts either respond to the questionnaires directly or assign the tasks to other contacts at the organization.
4. The engagement contact returns the completed questionnaires.
5. The system changes the state of the assessment to **Responses received** and sends alerts to the TPR manager and owner.
6. In the Vendor Management Workspace, the TPR manager or owner opens the questionnaires and verifies all the required information was provided.
7. The TPR manager or owner then navigates to the list of Third-party elements and manually creates a third-party element record for each set of responses in the questionnaire.
8. After all third-party elements are created, the TPR manager or owner closes the assessment.
9. The system changes the state of the request to **Collection in review**.
10. The internal stakeholders (TPR assessor, TPR approver, TPR manager, or TPR administrator) review and approve the element records.
11. In the Vendor Management Workspace, the TPR manager or owner opens the engagement and manually adds elements as entities on the Entities tab.
12. After all third-party element entities are assigned to an engagement, you can start the due diligence process.

Due diligence process: Collect information to generate a risk score

1. Either one of the following processes results in the selection of external due diligence questionnaires:
   - In the Vendor Management Workspace, the TPR manager selects the questionnaires that the TP and engagement contacts respond to.
   - The system auto-selects the questionnaires according to the configurations set to make the selections. For more information on how to configure external questionnaires to be selected based on internal questionnaire responses,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

see Set up internal questionnaire responses to automatically attach external questionnaires to assessments.

- The system auto-selects the questionnaires according to the business rules that were defined to make the selections.

2. Regardless of the selection method that you used in step 1, two external due diligence questionnaires are selected:
   - One set collects information on the third-party organization. The TP contact responds to that questionnaire.
   - The other set collects information on the business unit within the third-party organization that is the subject of the engagement. The engagement contact (as specified in the due diligence request) responds to that questionnaire.

   Note:
   If you completed the optional TP element collection process, a questionnaire must be selected and assigned as part of an assessment for each third-party element you created. The third-party element questionnaires are completed by the engagement contact.

3. In the Vendor Management Workspace, the TPR manager reviews the auto-selected questionnaires that the TP and engagement contacts respond to. The TPR manager validates or modifies the selections and then approves the set of questionnaires. For more information on creating external assessments, see Create an external assessment.
4. The system sends out an email notification to persons at the third party. The messages notify the TP contact and engagement contact to respond to the external questionnaires.

   Note:
   Do not make any changes to a questionnaire template after it's already in use, you can duplicate the template instead by making a copy. If you make any changes to a questionnaire after it's been sent out as part of an external assessment, those updates won't show up in the questionnaire displayed in the third-party portal. For more information, see Create a questionnaire or document request template and Create a questionnaire or document request template using the Designer.

5. In the Third-party portal, the TP and engagement contacts either respond to the questionnaires directly or assign the tasks to other contacts at the third-party organization.

   Note:
   The Third-party portal is fully isolated from your organization's instance.

   In an iterative process, before the TPR manager closes an assessment, the TPR manager can generate non-compliance issues and tasks. The TPR manager communicates with the TP contacts and engagement contacts by using comments to close the issues and tasks. The TPR manager can also assign different contacts as needed. For more information, see Manage issues.

6. The TP contact and engagement contact return the completed questionnaires.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. The system changes the state of the request to **Ready for TPRM approval** and sends alerts to the TPR managers.
8. In the Vendor Management Workspace, the TPR manager validates that the questionnaires are received, complete, and signed if necessary, and then closes the assessment phase to start the approval process.

Note:
If the third-party risk manager or owner selects the **Skip contract risk process** option during the due diligence process, the assigned contract negotiator isn't notified and the Contract risk process state is skipped. An approver and owner can update the **Skip contract risk process** selection up until the approval process is completed. For more information about this process, see Due diligence request process management.

Approval process: Internal stakeholder analyzes each aspect of risk

All internal stakeholders (approvers) review the questionnaire responses and supporting documents from the third-party and engagement contacts. If the responses are good, one or more approvers approves and then closes the DD request. If a contract will be prepared, the approved request moves to the Contract Risk process.

- Approvers can approve or reject the request and then close it.
- Closing the request moves it either to the contract risk process, or if no contract is involved, the engagement starts.

Contract Risk process

After approval, all due diligence information can be made available for the contract negotiator. By using the Vendor Management Workspace, the contract negotiator accesses all the data that is generated during the preceding processes to design and settle the contract:

- The contract negotiator can skip the contract risk process if a contract is no longer required.
- The contract negotiator can request additional due diligence if it's required.
- If the contract negotiator successfully executes a contract with the third party, they can upload it and specify the contract is executed to automatically notify all the key stakeholders.
- The contract negotiator can specify that the contract isn't executed, and the third party won't be engaged for business.
- The contract negotiator can specify that the contract is terminated, and the third party won't be engaged for business.

Note:
Starting with version 19.1.x of the Third-party Risk Management application, the tiering questionnaire and external assessment reminders workflows are deprecated and migrated to Workflow Studio. If you have customized these workflows, they won't be deprecated or migrated as part of this change.

Smart assessments with Third-party Risk Management

With the integration of Smart Assessment Engine (SAE), TPRM now supports both the Classic assessment engine and SAE. You can create questionnaire templates and add

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

instructions, questions, and reference information by creating templates using SAE in the Vendor Management Workspace.

SAE overview

The Smart Assessment Engine in Vendor Management Workspace enables you to create both internal and external questionnaires using configurable templates, logical grouping of questions, inline guidance, and automations.

For more information about the Smart Assessment Engine application, refer to Exploring Smart Assessment Engine.

Note:
To use Smart Assessment Engine, you must enable the Smart Assessment Engine enabled [sn_vdr_risk_asmt.sae_enabled] property. After setting this property, you can't create new assessments and questionnaire templates using the Classic assessment engine.

Benefits of using the Smart Assessment Engine experience

The new assessment experience offers the following benefits.

- Enhanced navigation: Use the improved navigation for a better user experience.
- Assessment support: Conduct assessments for both internal and external parties in one standard UI. TPRM SAE questionnaire templates are extended to include additional attributes such as the risk area and the option to include previous responses, which aren't available in the base SAE templates. TPRM SAE templates must be created directly within the Vendor Management Workspace to ensure that they include the necessary attributes and can be used for TPRM assessments.
- Organize questions: Group questions into subsections and sections for better organization.
- Add attachments: Attach the files directly to the individual questions.
- Add reference information: Add reference information to a questionnaire template to help ensure that assessors and respondents can access the necessary information they need while completing a questionnaire.
- Filter questions: Quickly identify and filter unanswered questions.
- Auto-save for questionnaires: Save your work automatically as you complete each question within a questionnaire.
- Standardized risk rating scale definition: Override the default risk rating scales at the template level for both internal and external assessments.
- Assessment duration: Define the duration of an assessment when creating a questionnaire template.
- Combine assessments: Respond to questionnaires by using the same SAE template in a single, streamlined view.
- Risk scoring and score normalization: Standardize the risk scores for a consistent evaluation using the more flexible scoring settings available in SAE.
- Support for the GRC and third-party portals: Internal assessment responders can use the GRC portal to access and complete internal assessments and external assessment responders can use third-party portal to complete external assessments.

Smart Assessment Engine limitations

SAE with TPRM has the following limitations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- All new assessments must use SAE questionnaire templates.
- Third-party risk assessors can no longer create issues from the View responses page. Issues generation rules can be used to create issues automatically.
- Third-party risk assessors can no longer create comments on individual questions. They can only use the comment section at the questionnaire level.
- The signature feature isn't supported.
- Automatic attachment of questionnaires to external assessments based on inherent risk questionnaire (IRQ) responses or IRQ-calculated risk tiers is currently not supported in Smart Assessment Engine.
- The following question types aren't supported: Percentage, ranking, image scale, and custom metric aren't supported. You must either convert these question types to supported formats before migration or create new questions in the template designer after migration.

  Note:
  For the percentage and image scale question types, customers can use the Number type and Radio button type, respectively. Ranking and custom metric question types aren't supported.

- If a section in the classic template contains only unsupported questions, an empty section is created in the TPRM SAE template. TPRM SAE templates with empty sections can't be published; therefore, you must either add replacement questions to these sections or delete the empty sections before publishing.

  For more information on migration results, migration limitations, and creating TPRM SAE questionnaires, see Results of migrating a template to a TPRM SAE template and Create a TPRM SAE questionnaire or document request template.

- Repeating assessments aren't supported. You can use Event-driven management rules.
- When transferring TPRM SAE questionnaire templates between instances, the update set won't include the duration information. Users must export the duration information manually from the `sn_smart_asmt_duration` table and import it into the target instances.
- If an assessment template isn't updated to support SAE assessments, the related tier-based, provider-based, and event-driven management rules won't run as expected.
- The TPRM scoring migration proceeds only if there were no errors during the template migration. If there were errors, the TPRM scoring migration doesn't occur.

Note:
For more information on migration results and migration limitations, see Results of migrating a template to a TPRM SAE template.

What to explore next

To learn more about configuring and using SAE with Third-party Risk Management, see:

- Smart assessment configuration
- Migrating from Classic Assessment Engine to Smart Assessment Engine
- Migrate a template to an SAE template
- Results of migrating a template to a TPRM SAE template
- How legacy metric types are migrated to sections in templates
- Create a TPRM SAE questionnaire or document request template

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Add instructions and questions to an assessment template
- Add reference information to an assessment template
- Scoring assessments
- Normalization in assessment

Configuring Third-party Risk Management

You can activate or upgrade TPRM, by downloading the applications from the ServiceNow Store and then configuring the settings to meet your needs.

Configuration overview

By performing the tasks in the Setup tasks for TPRM checklist, you can upgrade or install the TPRM application. After you've completed the tasks, you can perform additional configuration as described in Classic assessment configuration.

Note:

For any custom messages you create, it is your responsibility to generate the corresponding `sys_ui_message` records. This step is crucial if you want the custom messages to be extracted and translated.

Initial setup and upgrade checklist for TPRM

Setup tasks for TPRM

Task	Description
Activate the Third-party Risk Management app [com.sn_vdr_risk_asmt].	To see the instructions for downloading a GRC application from the ServiceNow® Store, see Download a GRC application from the ServiceNow Store for the first time. **Important:** The base system includes many sample questions that you can use in your question bank. To include sample questionnaires, select **Load demo data** while installing the app. Role required: admin
Activate the Due diligence request workflow application [com.sn_tprm_dd].	To see the instructions for downloading a GRC application from the ServiceNow® Store, see Download a GRC application from the ServiceNow Store for the first time. Role required: admin
Activate the Vendor Risk Management Workspace application [sn_vrm_ws].	To see the instructions for downloading a GRC application from the ServiceNow® Store, see Download a GRC application from the ServiceNow Store for the first time. Role required: admin
Add an authentication policy to enable secure access for external third parties.	For more information, see Add an authentication policy to enable secure access for external third parties. Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup tasks for TPRM (continued)

Task	Description
	Use the platform post-authentication policies to enable third parties to secure access to your instance. For background information on this feature, see Post-authentication context.
Assign TPRM roles to users and user groups.	Assign roles to users before you implement or use the Third-party Risk Management application. Assigning roles in a well-organized manner simplifies and improves process management and helps to ensure that users are promptly notified of tasks in their areas of responsibility. For more information, see Assign TPRM roles to users and user groups. Role required: admin
Add users to groups based on their responsibilities.	Assign users to groups before you implement or use the Third-party Risk Management application. Each group contains users with particular roles. Well-organized user groups simplify and improve process management and help to ensure that users are promptly notified of tasks in their areas of responsibility. For more information, see Add users to groups based on responsibilities. Role required: admin
Configure TPRM properties.	Configure property settings for a variety of TPRM operations. For more information, see Configure TPRM properties. Role required: admin
Enable the TPRM Risk concentration map.	This task is optional. For more information, see Enable the TPRM Risk concentration map. Role required: admin After you install the Risk concentration map feature, you must install a Google license to enable the feature.
Enable your emails with third-party contacts.	Configure email communication with third-party contacts to enable email notification of assessments and issues. For more information, see Enable email with third-party contacts. Role required: admin
Import the existing data from other systems.	This task is optional. Import existing data (third parties, engagements, assessments, questionnaires, issues, and so on) from other systems (like the Aravo platform, the ProcessUnity platform, and so on). You aren't charged for importing the data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup tasks for TPRM (continued)

Task	Description
	For more information, see Import existing data from other systems. Role required: admin
Set up third-party contacts.	Third-party contacts are external users at the third-party organization. They use the Third-party portal to securely organize, prioritize, and perform tasks like responding to questionnaires for assessments, performing tasks, and communicating with your risk-assessment staff regarding issues. You grant access to the Third-party portal and specify the permissions for third-party contacts. For more information, see Set up third-party contacts. Role required: admin or sn_vdr_risk_asmt.vendor_risk_manager
Activate a language.	This task is optional. The ServiceNow AI Platform uses American English by default. You can configure TPRM to use a different language. For more information, see Activate a language. Role required: admin
Run the quick-start tests for third-party risk management.	This task is optional. Verify that TPRM still works after you make configuration changes such as applying an upgrade or developing an application. Copy and customize the quick-start tests to pass when using your instance-specific data. For more information, see Run the Quick Start tests for Third-party Risk Management.

Related topics

Classic assessment configuration

Smart assessment configuration

Assign TPRM roles to users and user groups

Assign roles to users before you implement or use the Third-party Risk Management application. Assigning roles in a well-organized manner simplifies and improves process management and helps to ensure that users are promptly notified of tasks in their areas of responsibility.

Before you begin

Role required: admin

About this task

The roles discussed in this procedure are described in Roles in Third-party Risk Management.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Administration** > **User Groups**.
2. Select the Roles related list to assign roles to the group.

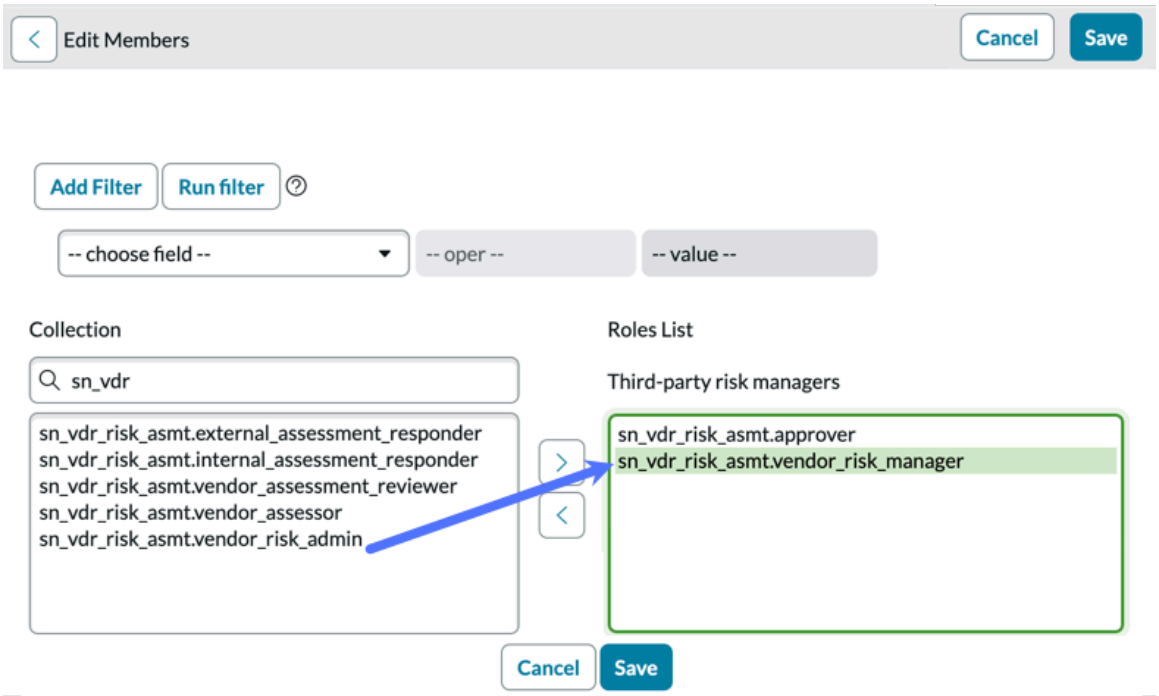
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. In the search field for the **Collection** list, enter `sn_vdr` to view the list of roles that relate to the TPRM application.

   TPRM roles are described in Roles in Third-party Risk Management.

b. Move the roles that are appropriate for the group from the **Collection** list to the **Roles** list and then select **Save**.

   In this example, the **sn_vdr_risk_asmt.vendor_risk_manager** role is assigned to the group that the user has named `Third-party Risk Managers`.



3. On the Group Members related list, select **Edit**.
4. Move all appropriate users from the **Collection** list to the **Group Members List** and then select **Save**.
5. **Optional:** Use the Groups related list to add subgroups to the group that you are defining.

Related topics

Roles in Third-party Risk Management

TPRM and the Explicit Roles plugin

Add users to groups based on responsibilities

Assign users to groups before you implement or use the Third-party Risk Management application. Each group contains users with particular roles. Well-organized user groups simplify and improve process management and help to ensure that users are promptly notified of tasks in their areas of responsibility.

Before you begin
Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Several user groups are created when you activate the TPRM app. In this procedure, you add users to each group. The roles mentioned in this procedure are described in Roles in Third-party Risk Management.

There's an important practical result of including all users with a particular role in a group: Your risk management process isn't affected when one or more members of the group are unavailable due to vacation, for example.

Important:
Consider this to be an ongoing process, where the user who is assigned as the group manager is responsible for continuously updating group membership.

Due diligence request assigners

Group members have the Third-party risk (TPR) assessor [sn_vdr_risk_asmt.vendor_assessor] role.

Each member receives email notification of new requests for due diligence. For requests in the **New** or **Unassigned** state, no one has been specified in the **Assigned to** field. Any group member can assign or be assigned to a request.

The individual who owns an assessment for audit purposes and monitors and manages overall assessment processes. The owner is responsible for confirming that the assessment is completed in a timely fashion by the third party, reviewing their responses, and creating and resolving issues. To drive the assessment to its completion, they are notified when an assessment reaches a particular milestone. They must have the TPR manager or TPR assessor role.

Third-party Risk Managers

Group members have both the TPR approver role [sn_vdr_risk_asmt.approver] and the TPR manager role [sn_vdr_risk_asmt.vendor_risk_manager].

Members can monitor and manage overall due diligence processes and approve new requests for due diligence.

Third-party Risk Reviewers (External assessment reviewers)

Group members have the Third-party assessment reviewer role [sn_vdr_risk_asmt.vendor_assessment_reviewer].

Members can monitor and manage interactions with third-party contacts during external due diligence processes.

Contract risk negotiators

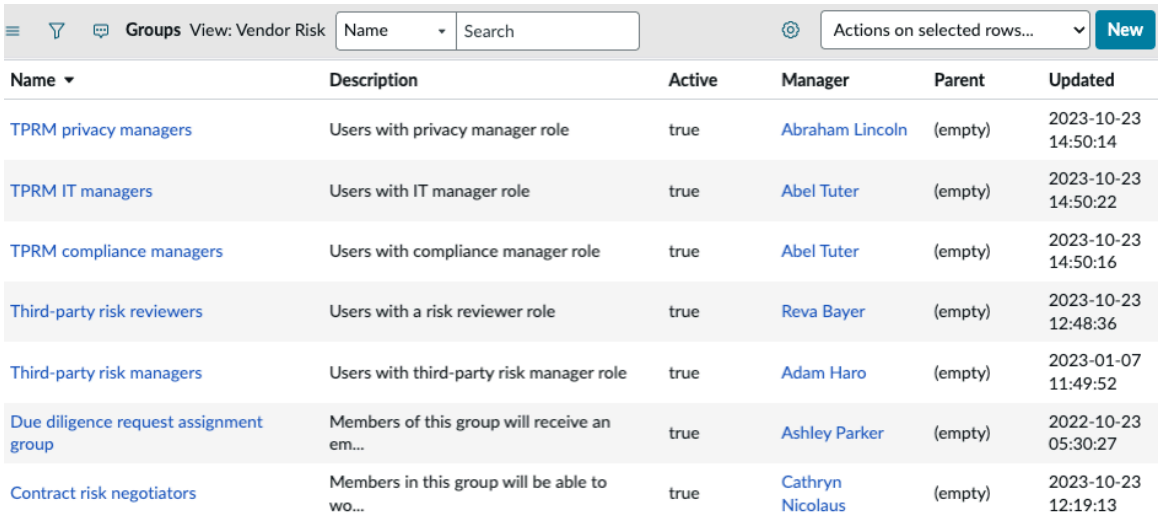
Group members have the Contract risk negotiator [sn_vdr_risk_asmt.contract_negotiator] role.

Members work in the contract risk process.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Administration** > **User Groups**.
   The list of user groups appears.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Name	Description	Active	Manager	Parent	Updated
TPRM privacy managers	Users with privacy manager role	true	Abraham Lincoln	(empty)	2023-10-23 14:50:14
TPRM IT managers	Users with IT manager role	true	Abel Tuter	(empty)	2023-10-23 14:50:22
TPRM compliance managers	Users with compliance manager role	true	Abel Tuter	(empty)	2023-10-23 14:50:16
Third-party risk reviewers	Users with a risk reviewer role	true	Reva Bayer	(empty)	2023-10-23 12:48:36
Third-party risk managers	Users with third-party risk manager role	true	Adam Haro	(empty)	2023-01-07 11:49:52
Due diligence request assignment group	Members of this group will receive an em...	true	Ashley Parker	(empty)	2022-10-23 05:30:27
Contract risk negotiators	Members in this group will be able to wo...	true	Cathryn Nicolaus	(empty)	2023-10-23 12:19:13

2. Select the name of the group to update.
3. **Optional:** Specify a manager for the group.
   The group manager is responsible for continuously updating group membership. The group manager typically has the same role (or higher) as the members.
4. **Optional:** Specify an email alias for the group.
   - If you don't specify an alias, then a separate email notification is sent to each member.
   - If you specify an alias, then a single email notification is sent with all members in the **To:** list.
5. On the Group Members related list, select **Edit**.
6. Move all appropriate users from the **Collection** list to the **Group Members** list and then select **Save**.
7. **Optional:** Use the Groups related list to add subgroups to the group that you're defining.
   This option enables you to organize users into practical subsets.
8. Repeat the process for each group.

Related topics

Roles in Third-party Risk Management

TPRM and the Explicit Roles plugin

Configure TPRM properties

Configure property settings for a variety of TPRM operations.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_admin

About this task

You can specify the following property settings:

Organization name [`sn_vdr_risk_asmt.company.name`]

Third-party contacts see this name in all references on the Third-party portal.

Excel cell text delimiter [`sn_vdr_risk_asmt.excel_choice_delimiter`]

Character string that separates response text in questions of type 'Choice' and 'Multiple Selection'.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Common delimiters: \r, \n, \t, \r\n, and the comma character.

Maximum Excel file size [sn_vdr_risk_asmt.excel_file_max_size]

Maximum file size in MB that can be imported.

Maximum age for reusing responses [sn_tprm_dd.max_age_for_questionnaire_reuse]

Maximum age in days for a questionnaire to be used to pre-populate responses in a new questionnaire. The questionnaire from the most recent closed assessment is used. This setting applies when a user selects the **Include previous responses** option when configuring a questionnaire or questionnaire template.

Allow assessors to answer/edit questionnaires for third-party contacts [sn_svdp.allow_assessor_edit]

You can set the following options:

- Enter `answer` to enable TPR assessors [sn_vdr_risk_asmt.vendor_assessor] to answer questions or modify responses (default).
- Enter `edit` to enable TPR assessors to modify responses.
- Enter `false` to not enable TPR assessors to answer questions or modify responses.

Smart Assessment Engine enabled [sn_vdr_risk_asmt.sae_enabled]

The option to use Smart Assessment Engine or Assessment Engine.

- Select the check box to enable Smart Assessment Engine for TPRM.
- When the check box isn't selected Smart Assessment Engine isn't enabled for TPRM.

> **Warning:**
> You won't be able to change this setting back once it's set to be "true." After this property is enabled, this selection can't be reversed.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Administration** > **Properties**
2. For each property, enter the value that meets your need.
   - Each property entry describes the value to enter.
   - To view the name of a property, select the help icon.

Enable the TPRM Risk concentration map

After you install the Risk concentration map feature, you must install a Google license to enable the feature.

Before you begin

Role required: admin

Procedure

Follow the instructions in Set up Google Maps API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For information on the Google Maps APIs in the Geo-map component, see the KB article: KB1588661

Enable email with third-party contacts

Configure email communication with third-party contacts to enable email notification of assessments and issues.

Before you begin

Role required: admin

About this task

Note:
Third-party contacts see your organization's name in all references on the Third-party portal. You specify the name in the `sn_vdr_risk_asmt.company.name` property setting. See Configure TPRM properties.

Procedure

1. Navigate to **All** > **System Properties** > **Email Properties**.
2. Select both the **Email sending enabled** and **Email receiving enabled** check boxes and then select **Save**.



Import existing data from other systems

Import existing data (third parties, engagements, assessments, questionnaires, issues, and so on) from other systems (like the Aravo platform, the ProcessUnity platform, and so on). You aren't charged for importing the data.

Before you begin

Role required: admin

About this task

The overall process of importing data into your instance is discussed at Import sets.

You will find a learning module that takes you through the process of importing data at https://developer.servicenow.com/dev.do#!/learn/courses/sandiego/app_store_learnv2_importingdata_sandiego_importing_data_into_servicenow.

An article on running transform maps appears at https://developer.servicenow.com/dev.do#!/learn/courses/sandiego/app_store_learnv2_importingdata_sandiego_importing_data_into_servicenow/app_store_learnv2_importingdata_sandiego_importing_data/app_store_learnv2_importingdata_sandiego_run_a_transform_map.

Important:
To import the data without being charged, you must turn off the "Run business rules" option before running the transform map to import the data. If you do not turn off business rules, then the imported data records are marked as activity and you will be charged for a license.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Create a transform map.
   See Create a transform map for instructions.

   Important:
   Clear the **Run business rules** check box before you run the transform map.

2. Run the transform map and repeat the process for each data set.

Related topics

Import a questionnaire from a spreadsheet

Run the Quick Start tests for Third-party Risk Management

Verify that TPRM still works after you make configuration changes such as applying an upgrade or developing an application. Copy and customize the quick-start tests to pass when using your instance-specific data.

GRC: Vendor Manager Workspace and Third-party Risk Management quick start tests require activating the Vendor Manager Workspace and Third-party Risk Management plugin (com.sn_vdr_risk_asmt) and loading demo data.

GRC: Vendor Risk Management and Third-party Risk Management Quick Start Tests

Test	Description
GRC: Create Engagement Risk Assessment	Creates and submits an engagement risk assessment to an engagement.
GRC: Vendor Risk Scoring - Cancel assessment for engagement	Verifies a request to recalculate a risk rating is automatically created on an Engagement and Third party after one assessment for the Engagement is cancelled.
GRC: Vendor Issue ATF	Creates and submits a third-party risk issue form and third-party risk task form.
GRC: Create Vendor Risk Assessment	Creates and submits a vendor risk assessment to a vendor.
GRC: Vendor Portal - Answer and Return Assessment	Vendor contact answers and submits assessment in the Service Vendor Portal.
GRC: Vendor Tiering Assessment	Selects and submits an assessment to respective assessors after changing the duration.

Related topics

Quick start tests

Classic assessment configuration

The TPR manager and TPR admin roles involve a broad variety of responsibilities. After the TPRM base system is set up, you configure additional settings that enable and enhance everyday risk-assessment tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment setup overview

By performing the tasks in the Assessment setup checklist for TPRM, you're setting up and configuring the TPRM application to address your unique requirements for scoring and assessing risk for third parties, engagements, and other entities using the classic assessment engine.

Note:

For any custom messages you create, it is your responsibility to generate the corresponding `sys_ui_message` records. This step is crucial if you want the custom messages to be extracted and translated.

Assessment setup checklist for TPRM

Setup tasks for assessments and questionnaires

Task	Description
Set up risk rating scales for scoring assessments and questionnaires.	You can configure the risk rating scale that is selected by default for all questionnaires. For more information, see Set up risk rating scales for scoring. Role required: admin or sn_vdr_risk_asmt.vendor_risk_manager
Set up third-party risk domains or areas.	You can configure the scoring method and weight that is selected by default for all third parties associated with a specific risk area. For more information, see Define a third-party risk domain. Role required: sn_vdr_risk_asmt.vendor_risk_manager
Set up third-party risk area criteria, which are the group of risk domains or areas that apply to a type of third party.	You can adjust the weight and scoring method of each risk area within a criteria definition. For more information, see Define third-party risk area criteria. Role required: sn_vdr_risk_asmt.vendor_risk_manager
Set up third party and engagement component criteria.	Components are entities that can be assessed for risk. Component criteria are groups of components that are related to a particular type of third party or engagement. You can't add new components or modify existing ones. You can, however, define the criteria (in terms of scoring method and weight) to be used to assess the components.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup tasks for assessments and questionnaires (continued)

Task	Description

	You can update the **Default scoring method** to specify how multiple scores for each risk area are calculated. You can use the **Default weight** to adjust the weight of third-party provider scores in the third party's overall risk rating.
	
	The following component classifications are available.
	• Third-party components
	  ○ Third-party risk assessments (External risk assessments)
	  ○ Subsidiaries
	  ○ Engagements
	  ○ Risk intelligence rating
	• Engagement components
	  ○ Engagement risk assessments
	  ○ Product
	  ○ Principal
	  ○ Facility
	  ○ Other
	
	For more information on setting up component criteria, see Define component criteria.
	
	For more information on how engagement components impact third-party elements, see Monitoring third-party elements.
	
	Role required: sn_vdr_risk_asmt.vendor_risk_manager

Set up third-party and engagement risk scoring rules.	Define the criteria, based on risk scores, that determine which third parties or engagements require assessments. Third-party risk scoring rules apply to subsidiaries, engagements, and third-party risk areas. Engagement risk scoring rules only apply to engagements. For more information, see Define third-party risk scoring rules and Define engagement risk scoring rules. Role required: sn_vdr_risk_asmt.vendor_risk_manager
Create questionnaire or document request templates.	You can reuse questionnaire templates and document-request templates to streamline the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup tasks for assessments and questionnaires (continued)

Task	Description
	creation of new questionnaires and document requests. The following template classifications are available. • Questionnaire template • Document request template • Tiering questionnaire template • Fourth-party template • IRQ template • Collection template For more information, see Create a questionnaire or document request template and Create a questionnaire or document request template using the Designer. Role required: admin or sn_vdr_risk_asmt.vendor_risk_admin
Import questionnaires using an excel spreadsheet.	This task is optional. After preparing your excel spreadsheet, you can import your data and then create questionnaires automatically from templates. For more information, see Import a questionnaire from a spreadsheet. Role required: sn_vdr_risk_asmt.vendor_risk_manager
Set up a metric category (question bank), which is a group of questions related to a type of an assessment.	Add questions to a question bank so that you can reuse sets of questions in a questionnaire template. You can add new questions and questions from existing questionnaires. For more information, see Set up and maintain a question bank. Role required: admin or sn_vdr_risk_asmt.vendor_risk_admin
Create questions to meet your assessment requirements.	You can create custom questions, add existing questions, or add and customize the sample questions that are included with the base system. For more information, see Define a question.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup tasks for assessments and questionnaires (continued)

Task	Description
	Role required: admin or sn_vdr_risk_asmt.vendor_risk_manager
Set up option to use normalized values for scoring.	You can use the **Maximum normalization input** setting to use normalized values to calculate assessment scores for Choice or Multiple Selection questions with the scored check box not selected. Normalization of values can help ensure consistent comparisons across different entities. For more information on how this setting impacts scoring, see Normalize the scores for metrics. **Note:** This option is available under the question type tab of an assessment metric (question) record. For more information on setting up questions, see Define a question. Role required: admin or sn_vdr_risk_asmt.vendor_risk_manager
Create assessment templates for external questionnaires.	You can create an assessment template with set duration requirements and questionnaires attached by default to help streamline the assessment process for different types of third parties and engagements. For more information, see Create an external assessment template. Role required: admin or sn_vdr_risk_asmt.vendor_risk_manager
Create issue generation rules.	This task is optional. Set up rules that auto-generate issues for external assessments. Specify a Third-party risk assessment, a Questionnaire template, and the Questions to apply the rule to, as well as an Issue template and a Task template to use while generating it. For more information on setting up these rules, see Create an issue generation rule. Role required: admin or sn_vdr_risk_asmt.vendor_risk_admin
Schedule recurring assessments.	This task is optional.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup tasks for assessments and questionnaires (continued)

Task	Description
	Recurring assessments can be scheduled for third parties or engagements. You can use an assessment template you created or manually attach questionnaire and document requests as needed. For more information, see Configure a risk assessment to recur on a schedule. Role required: sn_vdr_risk_asmt.vendor_assessor
Set up an internal questionnaire's responses to automatically attach questionnaires to external assessments that are based on the responses, the calculated risk tier, or both.	This task is optional. For more information, see Set up internal questionnaire responses to automatically attach external questionnaires to assessments. Role required: admin or sn_vdr_risk_asmt.vendor_risk_admin
Set up event-driven management rules.	This task is optional. Set up rules that auto-generate and send questionnaires and doc requests to engagements and third parties. For engagements and third parties that meet the criteria you define, you specify the schedule and the assessment templates. You can automate all request types except onboarding. For more information on setting up these rules, see Event-driven management — automate assessment processes. Role required: sn_vdr_risk_asmt.vendor_risk_manager
Verify risk ratings and scoring calculations.	This task is optional. Review scores and risk ratings in your questionnaires and help ensure the accuracy and consistency of risk scoring by verifying the correct application of weights, normalized values, scoring methods, and risk rating scales. For more information, see Verifying scoring calculations using the classic assessment engine.

For more information on calculations for risk ratings and scoring, see Scoring calculations using the classic assessment engine.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information on assessment and score-related automation, see Set up internal questionnaire responses to automatically attach external questionnaires to assessments, Assessing your third-party risk, Create a VRM automated risk assessment when the assigned risk tier changes, Event-driven management — automate assessment processes, and Automate actions upon risk intelligence updates.

Set up risk rating scales for scoring

The risk rating scale helps business users better understand risk assessment results. For example, in the default settings, risk scores in the 20 through 39 range indicate high risk, while scores in the 60 through 79 range indicate low risk.

Before you begin

Role required: admin or sn_vdr_risk_asmt.vendor_risk_manager

About this task

Note:
Many organizations find that the default settings represent their needs appropriately and don't change the settings.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Assessment Setup** > **Risk Rating Scale** to modify or refine the Risk Rating Scale.

   The base system includes five ratings. You can customize their maximum and minimum values.

   Default risk rating scales View: Vendor Risk | Actions on selected rows... | New

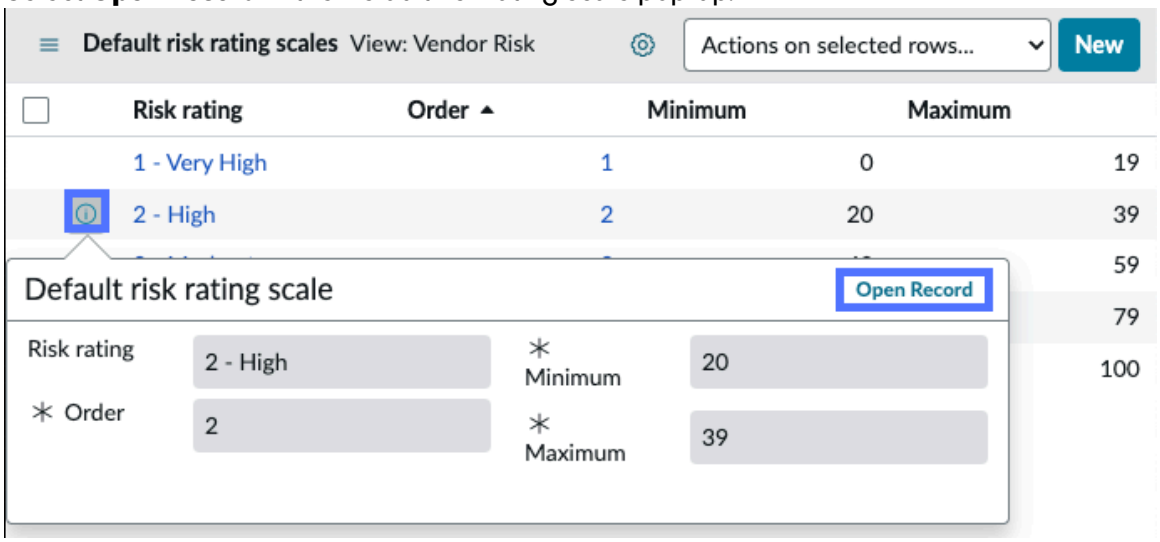
Risk rating	Order ▲	Minimum	Maximum
1 - Very High	1	0	19
2 - High	2	20	39
3 - Moderate	3	40	59
4 - Low	4	60	79
5 - Very Low	5	80	100

2. Refine the existing values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Hover over the risk rating you want to update and select the information icon to preview the **Risk Rating Scale** record.

b. Select **Open Record** in the Default risk rating scale pop-up.



3. Customize the **Minimum** and **Maximum** to adjust the lowest and highest value that falls in the risk rating scale range.
4. Select **Update**.

Define a third-party risk domain

A risk domain defines the type of risk to assess for a third party. For example, you might want to assess a data-management third party in terms of security risk and a bank in terms of financial risk. Security risk and financial risk are risk domains. Some platform applications refer to risk domains as "risk areas."

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager

About this task

Note:
Risk domains are called "risk areas" in some platform applications.

You can better understand and mitigate the risks that a third party poses to your organization by identifying the domains of their business to assess for risk and quantifying the importance (weight) of each domain.

- Security risk domain: A third party that handles sensitive personal data in their infrastructure might need to be assessed against their security posture.
- Reputational risk domain: If that personal data were breached, it could cause damage to your reputation due to negative media attention.
- Financial risk domain: If a third party fails to deliver on time, you might have to pay fines, settlements, or both resulting in financial loss.

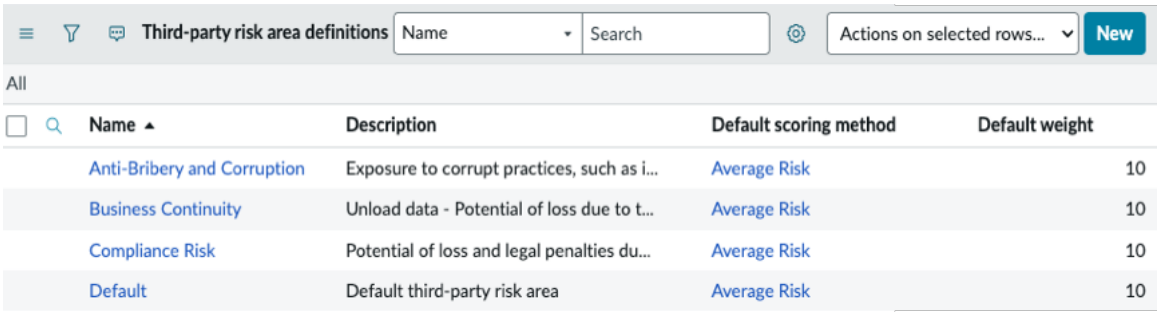
In this procedure, you create a Risk domain definition. In each definition, you specify the criteria that determine which organizations should be assessed for a particular type of risk.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Risk domain definitions are called Risk area definitions on the forms.

Procedure

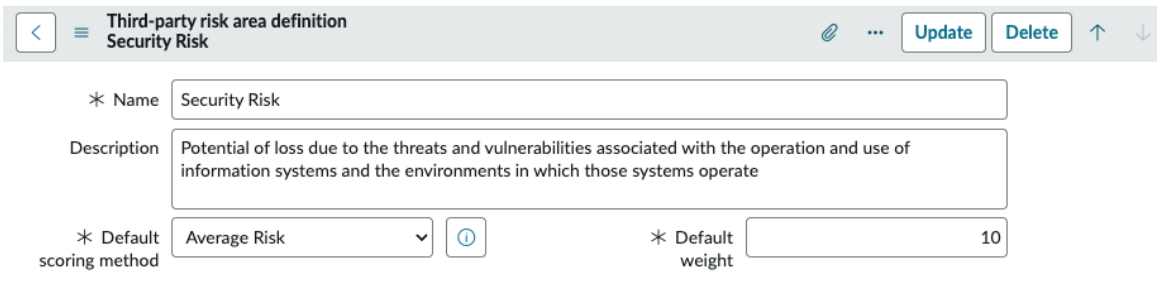
1. Navigate to **All** > **Third-party Risk Management** > **Scoring Setup** > **Risk Domains**.



2. Select **New**, fill in the form, and then select **Submit**.

Third-party Risk Area Definition form

Field	Description
Name	Name of the risk domain.
Description	A description of the risk domain that helps colleagues to understand the intent of the definition. See the example.
Default scoring method	The default scoring method for third parties in this risk domain. The scoring methods are based on how well a third-party contact answers 100 questions: ○ Average Risk: A rounded average of the ratings earns an Average Risk (Moderate) for the third party. ○ Max Risk: A score of 0 indicates that all questions were answered incorrectly and the risk for that third party would be Max Risk (Critical). ○ Min Risk: A score of 100 indicates that all questions were answered correctly and the risk for that third party would be Min Risk (Minor). **Note:** Each organization in a particular risk domain inherits the scoring method and weight of the risk area definition. Third-party risk managers can override the values when needed.
Default weight	The default weight for third parties in this risk domain.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Define third-party risk area criteria

A third-party risk area criteria is a group of risk domains (sometimes called risk areas in other platform features) that applies to a particular type of third party.

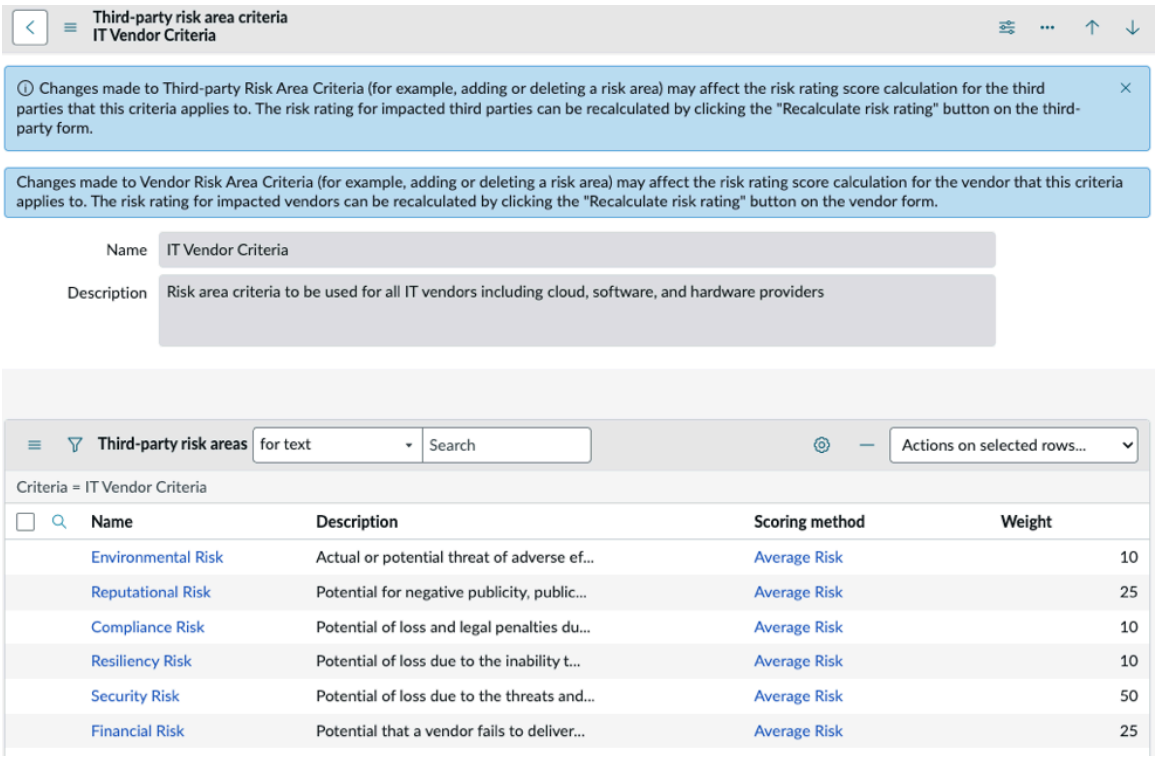
Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager

About this task

This is an example of the group of risk domains that you include in a risk area criteria that you might apply to IT service providers.

Note:
Risk domains are called "risk areas" in some platform applications.

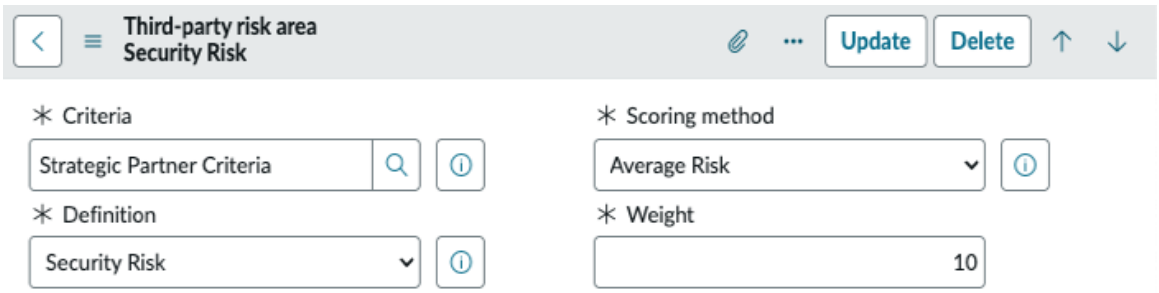


Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Scoring Setup** > **Risk Domain Criteria**.
2. Select **New**, enter a **Name** and **Description**, and then save the record.
   The Third-party Risk Areas related list appears. In the following steps, you specify the risk areas to include in the risk area criteria.
3. On the Third-party Risk Areas related list, select **Edit**.
4. On the Edit Members page, select the third-party risk areas to add to the third-party risk area criteria record and then select **Save**.
   - The selected third-party risk areas appear in the Third-party Risk Areas related list.
   - Scoring method and weight are copied from the risk areas.
   - You can adjust the weight of each risk area within a criteria definition.
   - You can override the values when needed.
5. **Optional:** To edit **Scoring method** and **Weight**, select the name of a third-party risk area.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:
Changes to the scoring method and weight are used for the third-party risk area criteria record but aren't saved in the individual risk area definition records.



Example:
Assume you're creating a third-party risk area criteria with two risk areas: Financial and Security. Financial has a scoring method of Min Risk and a weight of 10.

- Your company is more concerned with security-related criteria, so the Security risk area has a scoring method of Average Risk and a weight of 20.
- The weights for both risk areas add up to 30. Resulting in the risk area with a weight of 10 calculating as 10/30 or roughly 33%.
- The risk area with a weight of 20 calculates as 20/30 or roughly 66%.
- If both risk areas had a weight of 10, they would each carry a weight of 50%.

Define component criteria

Components are the entities for which you can assess risk (for example, subsidiaries or engagements). A component criteria is a group of components that should apply to a particular type of third party or engagement.

Before you begin
Role required: sn_vdr_risk_asmt.vendor_risk_manager

About this task
Components are the entities for which you can assess risk. The base system comes with the following types of components:

- Third-party components
  - Third-party risk assessments (External risk assessments)
  - Subsidiaries
  - Engagements
  - Risk intelligence rating
- Engagement components
  - Engagement risk assessments
  - Product
  - Principal
  - Facility
  - Other

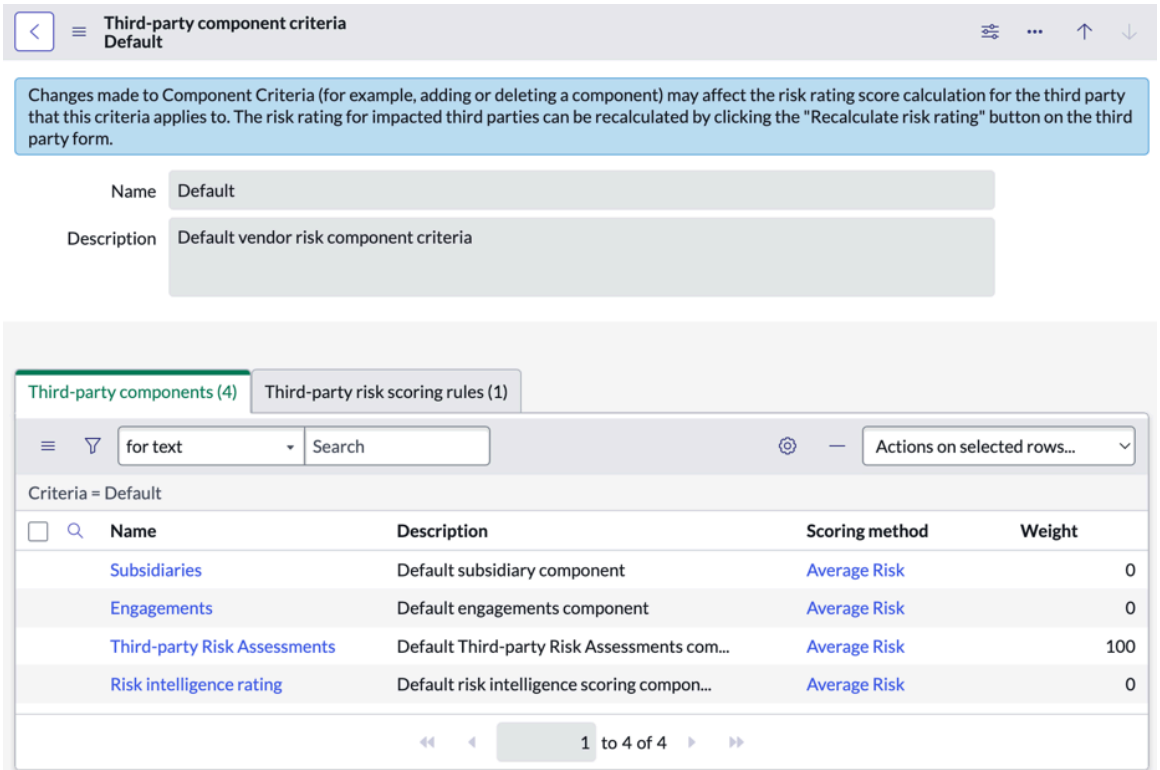
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can view the third party or engagement components by navigating to **Third-party Risk Management** > **Scoring Setup** > **Third-party Components** or **Third-party Risk Management** > **Scoring Setup** > **Engagement Components**.

Note:
You can't add new components or modify existing ones. You can, however, define the criteria (in terms of scoring method and weight) to be used to assess the components. You can update the **Default scoring method** to specify how multiple scores for each risk area are calculated. You can use the **Default weight** to adjust the weight of third-party provider scores in the third party's overall risk rating.

Procedure

1. Navigate to **Third-party Risk Management** > **Scoring Setup** > **Third-party Component Criteria** or **Third-party Risk Management** > **Scoring Setup** > **Engagement Component Criteria**.
2. Select the **Default** entry to open the default criteria.



3. Based on the amount of emphasis your company places on each of the component types, open each component and assign a weight.

   For example, you could create component criteria for all IT third parties that care most about third-party risk assessments, as follows:

Example: Assigning weight to component for IT third parties

Component	Weight
Subsidiaries	5
Engagements	5

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Component	Weight
External Risk Assessments	90

4. When you have finished assigning weights, select **Update**.

Define third-party risk scoring rules

Define criteria, based on risk scores, that determine which third parties require assessments. Third-party risk scoring rules apply to subsidiaries and engagements and to third-party risk areas.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager

Procedure

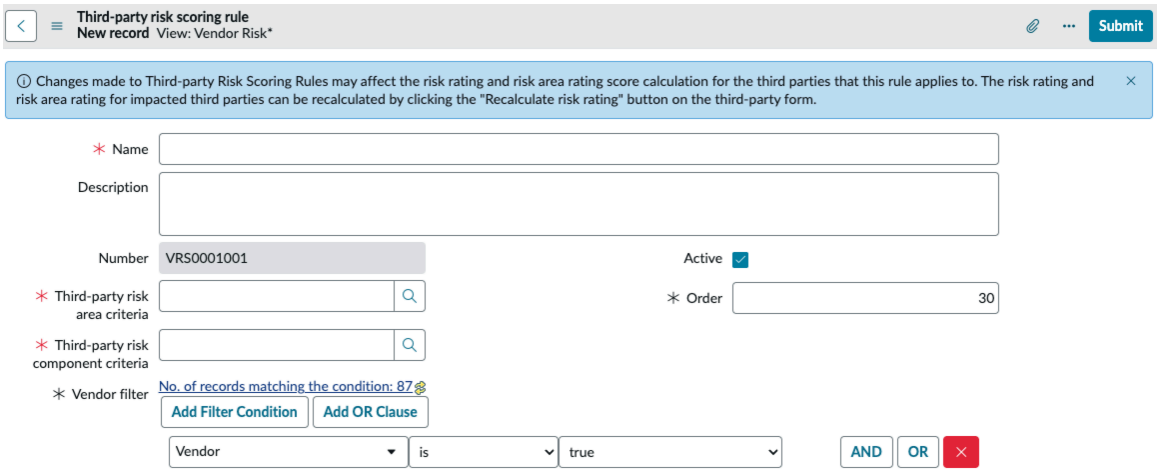
1. Navigate to **All** > **Third-party Risk Management** > **Scoring Setup** > **Third-party Risk Scoring Rules**.
2. Select **New**, fill in the form, and then select **Submit**.

Third-party Risk Scoring Rule form

Field	Description
Name	Name of the scoring rule.
Description	Description of the scoring rule that will help other users understand its intent.
Number	For each third-party risk scoring rule, the system auto-assigns a unique ID number that starts with the text VRS. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Third-party risk area criteria	The risk area criteria that applies to this engagement risk scoring rule. A third-party risk area criteria is a group of risk domains (sometimes called risk areas in other platform features) that applies to a particular type of third party. See Define third-party risk area criteria for details on how the criteria are defined.
Third-party risk component criteria	Criteria for third-party risk assessments, engagements, and subsidiaries that applies to this risk scoring rule. Components are the entities for which you can assess risk (for example, subsidiaries or engagements). A component criteria is a group of components that should apply to a particular type of third party or engagement. See Define component criteria.
Active	Option to activate the rule. Only active rules are applied.
Order	Select the order to indicate the rule's precedence. If multiple rules apply to the same third-party risk area, engagement, or subsidiary, the one with the higher-order value is applied.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Vendor filter	Use the condition builder to define the rules for selecting third parties. For example, you can filter on third parties with whom you do considerable business (Size is $1,000,000) or third parties within a specific category (Category is software).



Define engagement risk scoring rules

An engagement risk-scoring rule specifies component criteria that determine which engagements are selected for assessment. For example, a rule could enable assessments for engagements that involve more than $40,000 annual business. Engagement scoring rules apply only to engagements.

Before you begin

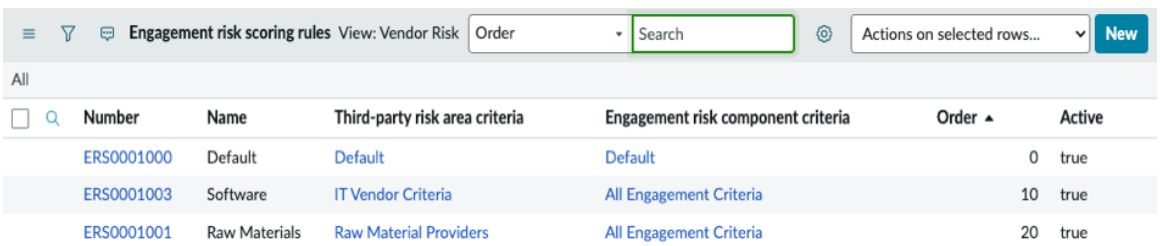
Role required: sn_vdr_risk_asmt.vendor_risk_manager

About this task

Important:
Engagement risk scoring rules apply only to engagements and not to parent third parties. Engagement risk rating scores, therefore, apply only to risk assessments for the engagement.

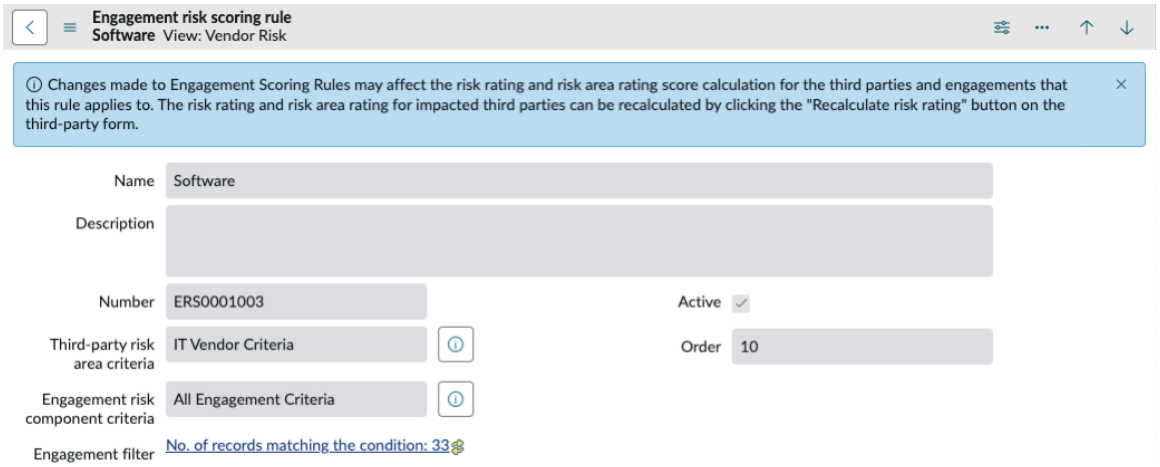
Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Scoring Setup** > **Engagement Risk Scoring Rules**.



2. Select **New**, fill in the form, and then select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Engagement Risk Scoring Rules form

Field	Description
Name	Name of the scoring rule.
Description	Description of the scoring rule.
Number	For each engagement risk scoring rule, the system auto-assigns a unique ID number that starts with the text ERS. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Third-party risk area criteria	The third-party risk area criteria that applies to this engagement risk scoring rule. A third-party risk area criteria is a group of risk domains (sometimes called risk areas in other platform features) that applies to a particular type of third party. See Define third-party risk area criteria for details on how criteria are defined.
Engagement risk component criteria	The engagement risk component criteria that applies to this engagement risk scoring rule. Components are the entities for which you can assess risk (for example, subsidiaries or engagements). A component criteria is a group of components that should apply to a particular type of third party or engagement.
Active	Option to activate the rule. Only active rules are applied to engagements.
Order	Specify the order to indicate the rule's precedence. If multiple rules apply to the same engagement, the one with the higher-order value is applied.
Engagement Filter	Criteria for selecting engagements. Use the condition builder to define the criteria. For example, you can perform assessments for third parties with whom you do considerable business: `Annual spend is greater than $40,000` or third parties within a particular category: `Category is software`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Event-driven management — automate assessment processes

Use the Event-driven management feature to configure rules that auto-generate and send questionnaires and doc requests to engagements and third parties. For engagements and third parties that meet the criteria you define, you specify the schedule and the assessment templates. You can automate all assessment types except onboarding.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager

Procedure

1. Use either of the following methods to start the process:
   - Workspace: Select **Workspaces** > **Vendor Management Workspace** and on the **Risk** tab, select the list icon  . In the **Event-driven management** list, select any option: **Active**, **Inactive**, or **All**.
   - Legacy: Navigate to **All** > **Third-party Risk Management** > **Event-driven management** and then select any option: **Active**, **Inactive**, or **All**.
2. Select **New** and then fill in the form.

   The following settings appear in sections on the workspace page and as related lists on the legacy form.

Event-driven management rule form

Field	Description
Name	Meaningful name for the rule that helps others understand its intent and operation.
Number	For each Event-driven management rule, the system auto-assigns a unique ID number that starts with the text EMR. In the history table of rule runs (executions), the system auto-assigns a unique ID number for each run that starts with the text EMH. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Business justification	The business reason for defining the automated process.
Technical description	The conditions that trigger the run and the kinds of third parties that are affected.
Scope: Specify the kind of assessment to generate and the template to use.	
Category	○ External assessment: Send questionnaires and doc requests. In the **Applies to** field, you specify whether to send the materials to third parties or to engagements. ○ Reassess engagement: Reassess an existing engagement when the conditions change. For example, let's say that you hear adverse news or have changes in your

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

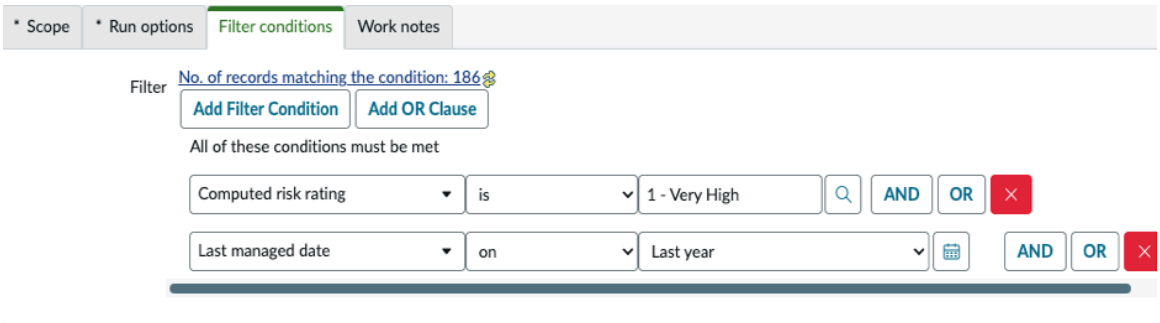
Field	Description
	third-party's supply lines. You might want to reassess the risk by conducting additional due diligence. ○ Reassess engagement for contract renewal: Reassess the risk before your organization renews the contract with a current third party or engagement by conducting due diligence. ○ Offboard engagement with due diligence: Determine if offboarding (terminating the relationship) with an engagement is the optimal course of action by conducting due diligence. For example, it might be too risky to switch third parties or engagements even if their current performance doesn't meet expectations. ○ Offboard engagement with NO due diligence: Request that an engagement be permanently terminated when an engagement ends or you want to switch to a different third party for other reasons. In this case, you typically don't need to conduct additional due diligence. The process does, however, include the normal Inherent Risk Questionnaire (IRQ) process to confirm that the services provided by the engagement will no longer continue. For important details, see Offboarding an engagement without conducting due diligence.
Applies to	This field is editable only if you set the category as **External assessment**. Specify whether the questionnaires and doc requests should be sent to third parties or to engagements.
Internal questionnaire template	This field appears if you select any category other than **External assessment**. Template that specifies the contents of the Inherent Risk Questionnaire (IRQ). **Note:** If the rule is related to Due Diligence requests and the Smart Assessment Engine is not enabled, the IRQ template will refer to the classic template table (asmt_metric_type). If the Smart Assessment Engine is enabled, it will refer to the TPRM template table (sn_vdr_risk_asmt_sae_questionnaire_template).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Assessment template	This field appears only if you set the category as **External assessment**. Template that specifies the questionnaires and doc requests to send.
Run options: Define the trigger and the schedule for generating the assessments.	
Run type	Specify how the rule should be triggered. ○ **One-time**: Send the third-party risk assessment on the date that you specify in the **Start date** field. ○ **Recurring**: Send the third-party risk assessment on the schedule that you specify with the **Frequency** setting. ○ **On-demand**: The rule runs only when a user selects **Run now**. **Note:** Regardless of the **Run type** setting, you can select **Run now** at any time to run the rule immediately. Such an on-demand run doesn't affect future scheduled runs. In the run history, the **Trigger action** for the run is recorded as **Manual**.
Frequency	This field appears only if you select the **Recurring** run type. Specify how often the rule should run.
Start date	This field appears only if you select the **Recurring** or **One-time** run type. First date that an active rule is available to run (depending on the specified filter conditions). A one-time rule runs on the start date.
End date	This field appears only if you select the **Recurring** run type. Last date that an active rule is available to run (depending on the specified filter conditions). A rule becomes inactive after the end date. If you don't specify an end date, then the rule continues until you delete or update it.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Specify the filter conditions.
   Use the filter editor to specify the conditions that determine which third parties or engagements should receive the questionnaires and doc requests.



   When you select **Set**, the system applies the filter and displays a link to enable you to view the list of engagements or third parties that match the filter conditions.

4. Specify how the Third-party Risk (TPR) assessor [sn_vdr_risk_asmt.vendor_assessor], owner, and contract risk negotiator [sn_vdr_risk_asmt.contract_negotiator] are selected for the engagements or third parties that match the filter conditions.

Option	Description
Use last	Assign the user that most recently performed the function for the engagement.
Use onboarding	Assign the user that most recently performed the function during onboarding for the en gagement.
Specify now	When you select this option, a selection box opens to enable you to specify the user.
Specify later	When you select this option, after the rule is saved, you or another user can specify the ap propriate TPR assessor or contract risk nego tiator later during the workflow. This option doesn't appear for owner selection.

5. Select **Save** in the workspace or **Submit** in the form.
   - The system saves the rule.
   - Regardless of the **Run type** setting, you can select **Run now** at any time to run the rule immediately. Such an on-demand run doesn't affect future scheduled runs. In the run history, the **Trigger action** for the run is recorded as **Manual**.
   - The system displays the following additional read-only values on the workspace **Details** tab and on the form.

Additional values

Field	Description
Active	Option to activate the rule. By default, newly defined rules aren't active.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Only active rules with a **Run status** value of **Ready** can run when the specified conditions are met. ○ You can, however, run a rule configured as **On-demand** whether it's active or not.
Run status	○ **Ready**: The rule is defined and can run as determined by the filter conditions and schedule. **Note:** Only active rules with a **Run status** value of **Ready** can run when the specified conditions are met. ○ **Running**: The rule is currently running (questionnaires and document requests are being sent). For rules that are currently running: The duration between the **Run start** timestamp and the current time indicates how long the rule has been running. **Note:** Regardless of the **Run type** setting, you can select **Run now** at any time to run the rule immediately. Such an on-demand run doesn't affect future scheduled runs. In the run history, the **Trigger action** for the run is recorded as **Manual**. If a rule seems to be stuck running for an excessive time: **a.** Go to **Process automation** > **Flow Administration** > **Event Queue**. **b.** Find the platform background task with a name that starts with `sn_vdr` or `sn_tprm` that is in the **error** state.
Next scheduled run	For rules with a recurring **Run type**, the read-only date of the next scheduled run is calculated based on the specified filter conditions and the **Frequency** setting.
Last successful run	Timestamp of the most recent run that is in the **Successful** state.

Related topics

View the run history for event-driven management rules

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

View the run history for event-driven management rules

When an event-driven management rule runs, it auto-generates and sends questionnaires and doc requests to third parties. You can view the current state (running, successful, or recalled) of all runs of rules. Select a record number to view details and to view the set of assessments generated by the rule.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager

Procedure

1. Use either of the following methods to start the process:
   - Workspace: Select **Workspaces** > **Vendor Management Workspace** and on the **Risk** tab, select the list icon  . In the **Event-driven management** list, select any option: **Active**, **Inactive**, or **All**.
   - Legacy: Navigate to **All** > **Third-party Risk Management** > **Event-driven management** and then select any option: **Active**, **Inactive**, or **All**.
2. Select the **Event-driven management history** tab in the workspace or view the Event-driven management history related list on the form.

   Each record of a run includes the following read-only values:

Event-driven management history

Field	Description
Number	Select a number to view the **Details** tab for the run. For each Event-driven management rule, the system auto-assigns a unique ID number that starts with the text EMR. In the history table of rule runs (executions), the system auto-assigns a unique ID number for each run that starts with the text EMH. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Trigger action	○ **Scheduled job**: The rule ran on the schedule specified for the **Frequency** setting. ○ **Manual**: The rule ran when a user selected **Run now**.
Run start	Date and time that the rule started to run. For rules that are currently running: The duration between the **Run start** timestamp and the current time indicates how long the rule has been running.
Run complete	Date and time that the rule ended a run.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
State	○ **Running**: The rule is currently running (questionnaires and document requests are being sent). For rules that are currently running: The duration between the **Run start** timestamp and the current time indicates how long the rule has been running. ○ **Successful**: The rule ran to completion and sent all questionnaires and doc requests to third parties. ○ **Recall in progress**: The rule was recalled and is currently removing questionnaires and document requests from Third-party portals. ○ **Recalled**: After the rule completed the run, a user recalled the third-party risk assessments. See Recall event-driven questionnaires and doc requests.

View the assessments generated by event-driven management rules

When an event-driven management rule runs, it auto-generates and sends questionnaires and doc requests to third parties. You can view the current state (running, successful, or recalled) of all runs of rules. Select a record number to view details and to view the set of assessments generated by the rule.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager

Procedure

1. On the Vendor Management Workspace, use either of the following methods to start the process:

   ○ To view all DD requests and assessments for a particular rule:

   a. Select the list icon .
   b. In the **Event-driven management rules** list, select any option: **Active**, **Inactive**, or **All**.
   c. In the **Event-driven management** list, select any option: **Active**, **Inactive**, or **All**.
   d. Select a rule.
   e. On the **Event-driven management history** tab, select a run.
   f. Select the appropriate tab to view the DD requests or assessments that the rule sent.

   ○ To view the DD requests and assessments for a particular run of a rule:

   a. Select the list icon .
   b. In the **Event-driven management** list, select either option: **Successful runs** or **Recalled runs**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

c. Select a run.

d. Select the appropriate tab to view the DD requests or assessments that the rule sent.

2. On the legacy interface, use the following method:

   - To view the DD requests and assessments for a particular run of a rule:

     a. Navigate to **All** > **Third-party Risk Management** > **Event-driven management** and then select either option: **Successful runs**, **Recalled runs**.

     b. Select a run.

     c. Select the appropriate tab to view the DD requests or assessments that the rule sent.

3. Select the **Details** tab to view the record of a run.

   Each record includes the following read-only values:

Event-driven management history

Field	Description
Number	For each Event-driven management rule, the system auto-assigns a unique ID number that starts with the text EMR. In the history table of rule runs (executions), the system auto-assigns a unique ID number for each run that starts with the text EMH. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Trigger action	○ **Scheduled job**: The rule ran on the schedule specified for the **Frequency** setting. ○ **Manual**: The rule ran when a user selected **Run now**.
Run start	Date and time that the rule started to run. For rules that are currently running: The duration between the **Run start** timestamp and the current time indicates how long the rule has been running. If a rule seems to be stuck running for an excessive time: **a.** Go to **Process automation** > **Flow Administration** > **Event Queue**. **b.** Find the platform background task with a name that starts with `sn_vdr` or `sn_tprm` that is in the **error** state.
Run complete	The date and time that the rule ended a run.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
State	○ **Running**: The rule is currently running (questionnaires and document requests are being sent). For rules that are currently running: The duration between the **Run start** timestamp and the current time indicates how long the rule has been running. ○ **Successful**: The rule ran to completion and sent all questionnaires and doc requests to third parties. ○ **Recalled**: After the rule completed the run, a user recalled the questionnaires and document requests. See Recall event-driven questionnaires and doc requests.

Recall event-driven questionnaires and doc requests

You can recall third-party risk assessments (questionnaires and document requests) that were sent by an event-driven management rule. The items are removed from the Third-party portal for all third parties or engagements that haven't yet responded.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager

About this task

Important:
The questionnaires and document requests are removed from the Third-party portal only for third parties where no item had yet been returned.

Procedure

1. Use either of the following methods to start the process:
   - Workspace: Select **Workspaces** > **Vendor Management Workspace** and on the **Risk** tab, select the list icon. In the **Event-driven management** list, select any option: **Active**, **Inactive**, or **All**.
   - Legacy: Navigate to **All** > **Third-party Risk Management** > **Event-driven management** and then select any option: **Active**, **Inactive**, or **All**.
2. Enter text that explains the reason for recalling the items in the **Recall justification** field and then select **Recall**.

   The third-party risk assessments are removed from the affected Third-party portals and the **State** value of the rule is set to **Recalled**.

Normalize the scores for metrics

You can use the **Maximum normalization input** setting to use normalized values to calculate assessment scores for questions (metrics).

When Maximum normalization input applies

The **Maximum normalization input** field appears only when:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

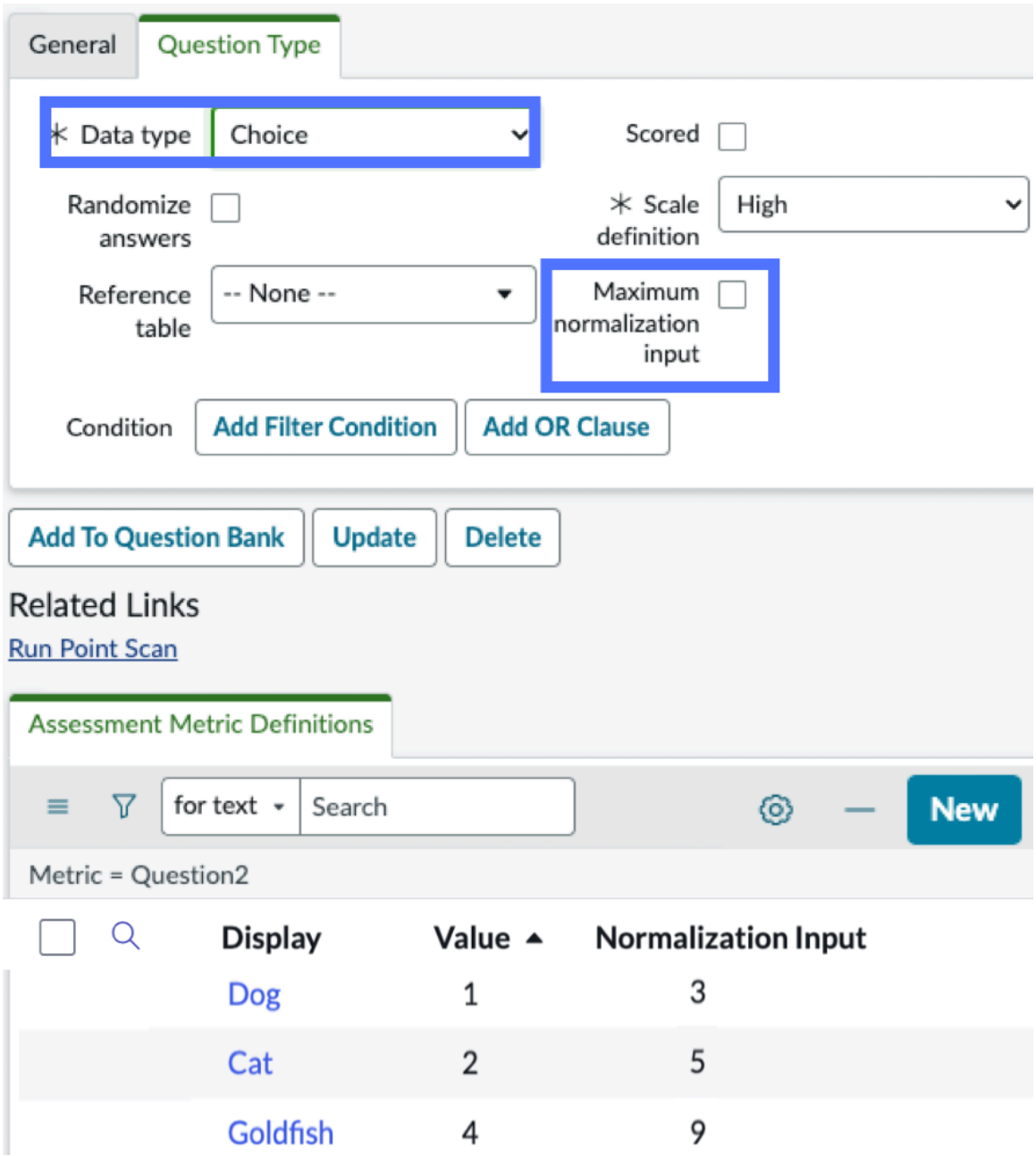
- The data type of the question is either **Choice** or **Multiple Selection**.
- The **Scored** check box is not selected.

To use normalized scoring, the value assigned to each metric definition (possible answer) for each metric (question) must be unique.

In the following examples, the **Scale definition** is **High** (larger numerical values are good).

Choice type questions

When Maximum normalization input is not selected



Formula: ([Value of the response] – [Lowest value]) / ([Highest value] – [Lowest value]) * 100.

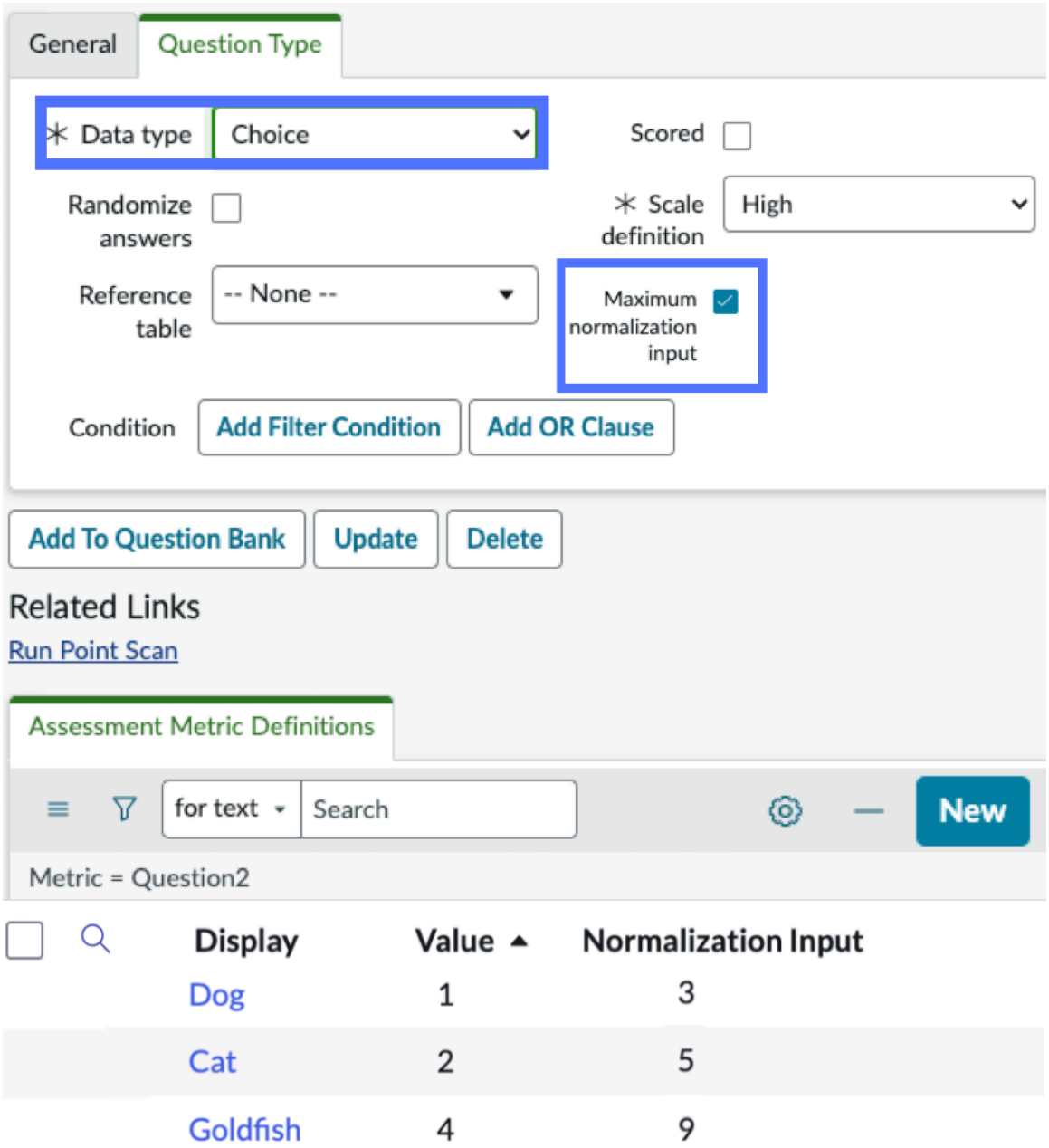
In this example, the question allows a choice among answers with values of 1, 2, and 4.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scores

Response	Calculation	Score
Dog	[(1-1)/(4-1)] * 100	0
Cat	[(2-1)/(4-1)] * 100	33
Goldfish	[(4-1)/(4-1)] * 100	100

When Maximum normalization input is selected



Formula: `([Value of the response]/ [Highest value]) * 100`.

In this example, the question allows a choice among answers with values of `1`, `2`, and `4` and normalization input values of `3`, `5`, and `9` respectively.

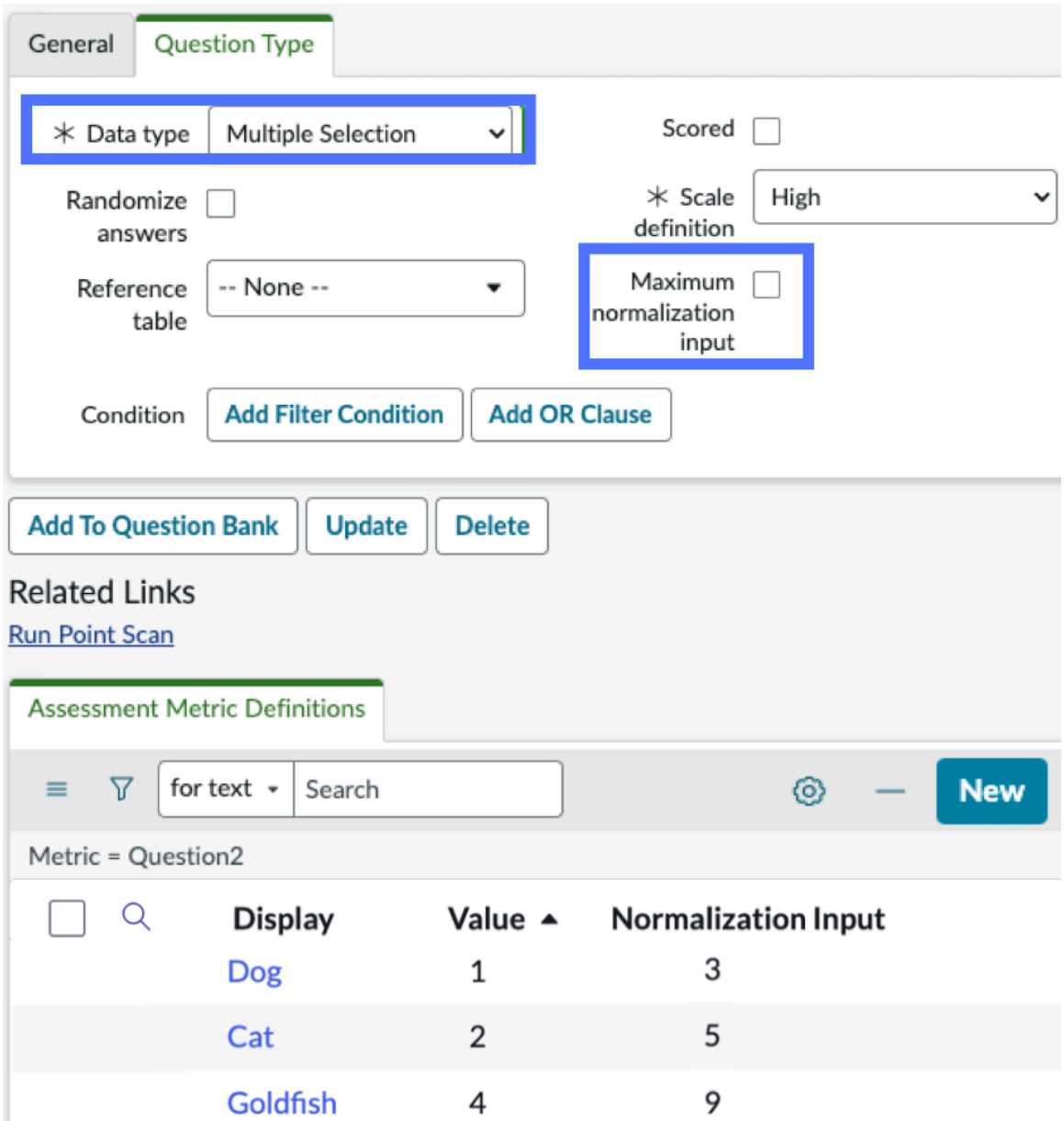
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scores

Response	Calculation	Score
Dog	(1 / 4) * 100	25
Cat	(2 / 4) * 100	50
Goldfish	(4 / 4) * 100	100

Multiple selection type questions

When Maximum normalization input is not selected



Formula: `([Sum of the normalization input values for the selected responses] / [Sum of all the normalization input values]) * 100`.

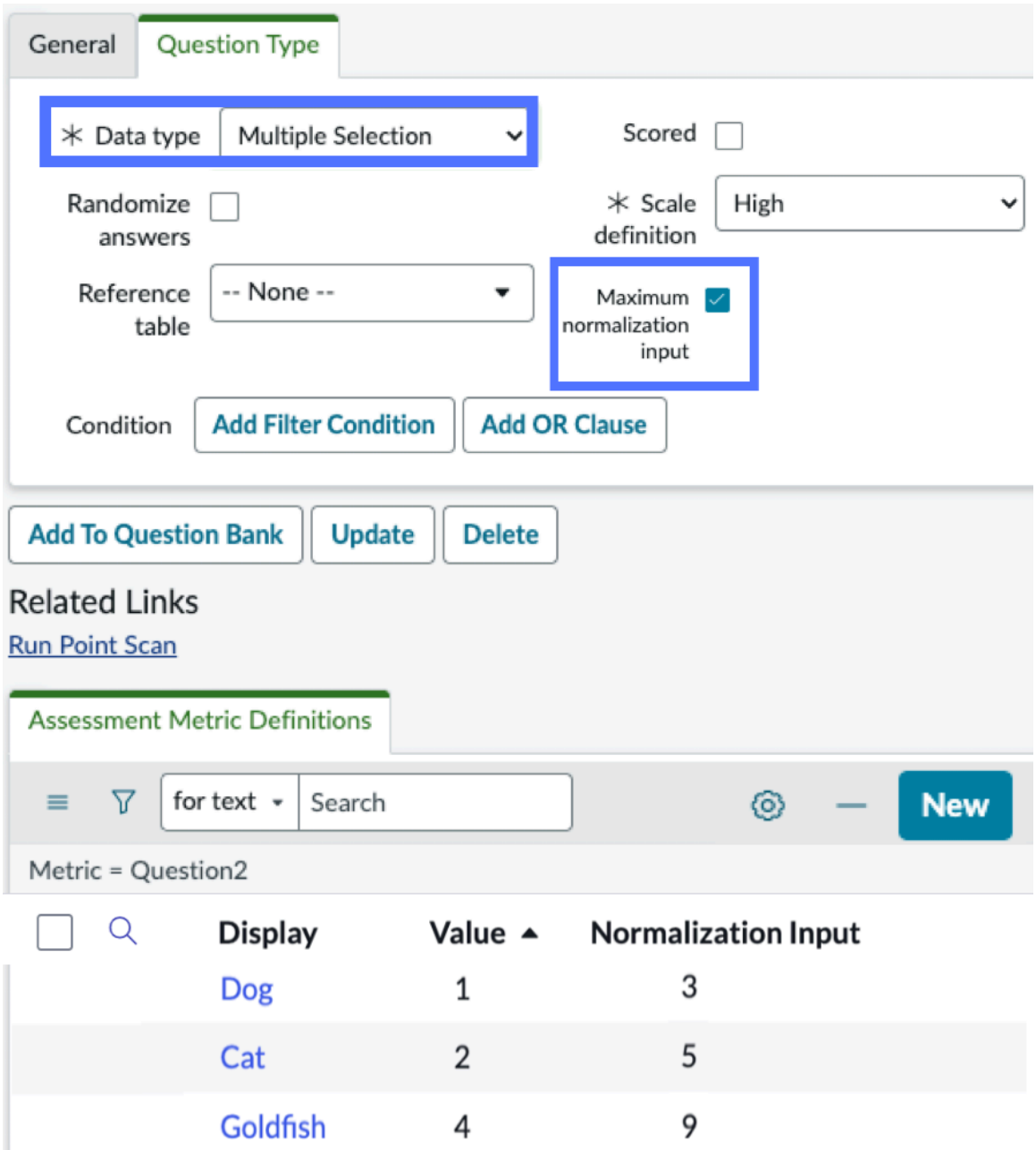
In this example, the question allows for multiple selections among answers with values of `1`, `2`, and `4` and normalization input values of `3`, `5`, and `9` respectively.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scores

Response	Calculation	Score
Dog and Cat	([3+5] / 17) * 100	47
Cat	(5 / 17) * 100	29
Cat and Goldfish	([5+9] / 17) * 100	82
Goldfish	(9 / 17) * 100	53

When Maximum normalization input is selected



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The system uses the value `0` for the response that has the lowest value. In this example, the **Dog** response is assigned the value `0`.
- Formula for each selection: `([Highest normalization input value for the selected responses] / [Maximum of the normalization input values]) * 100`.
- The score for the metric (question) is the maximum calculated score among all responses.

In this example, the user selects **Dog** and **Cat**.

- The score for the **Dog** response is `(0 / 9) * 100 = 0`.
- The score for the **Cat** response is `(5 / 9) * 100 = 55.5`.
- The score for the overall metric is `55.5`.

Formula: `(Highest of the normalization input values for the selected responses / Highest of all the normalization input values) * 100`.

In this example, the question allows for multiple selections among answers with values of `1`, `2`, and `4` and normalization input values of `3`, `5`, and `9` respectively.

Scores

Response	Calculation	Score
Dog and Cat	(5 / 9) * 100	56
Cat	(5 / 9) * 100	56
Cat and Goldfish	(9 / 9) * 100	100
Goldfish	(9 / 9) * 100	100

Set up and maintain a question bank

After you add a question to a question bank, you can reuse it in any assessment by dropping it into the assessment. You can create custom questions, add existing questions, or add and customize the sample questions that are included with the base system.

Before you begin

Role required: admin or sn_vdr_risk_asmt.vendor_risk_admin

Procedure

1. Define an assessment category by navigating to **All** > **Third-party Risk Management** > **Administration** > **Question Bank**, and then select **New**.
2. Enter a descriptive name and description for the assessment category and then select **Save**.
3. Open the record by selecting the name of the new assessment category.
4. Add an assessment metric (a question) to the category using one of the following methods.
5. Select **Update** to save the questions to the question bank in the current assessment category.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Define a question

After you add a question to a question bank, you can reuse it in any assessment by dropping it into the assessment. You can create custom questions, add existing questions, or add and customize the sample questions that are included with the base system.

Before you begin

Role required: admin or sn_vdr_risk_asmt.vendor_risk_manager

About this task

Terminology in TPRM

Term	Description
Metric or Assessment metric	A single question within a questionnaire template.
Metric type or Assessment metric type	A questionnaire template.
Category or Assessment category	A set of related questions within a questionnaire template. **Note:** There can be multiple categories within a metric type.

Selecting the scored option (**Scored** check box) is optional. All question responses unless otherwise stated are scored. The scored option changes the scoring behavior. When the 'Scored' option is selected, the score is always 0 or 100 reflecting whether the answer is correct or incorrect, and the questionRating and questionPercentContribution formulae are not used; the Normalized Value is directly set to 0 or 100. When the 'Scored' check box is not selected, the score is calculated using the questionRating and questionPercentContribution formulae to determine the Normalized Value. Selecting the Maximum normalization input field only applies when the 'Scored' check box is not selected, as it is used to define the maximum value for normalization, and the score can vary based on the input values and weights. If the 'Scored' check box is selected, the Maximum normalization input field does not apply, and the Normalized Value is simply 0 or 100. For more information on scoring and normalized scores, see Scoring calculations using the classic assessment engine and Normalize the scores for metrics.

Procedure

1. Define or select the assessment category that is appropriate for the question that you plan to add.
   - To select an existing assessment category, navigate to **All** > **Third-party Risk Management** > **Administration** > **Question Bank**, and then select it in the list.
   - For instructions on defining an assessment category, see Set up and maintain a question bank.
2. Create an assessment metric (a question).

   In the Assessment Metrics related list for the assessment category, select **New** and then fill in the form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment Metric form

Field	Description
Name	A name for the assessment metric.
Mandatory	Indicates whether the question must be answered.
Weight	A numerical value used to compare the importance of this metric to other metrics. **Note:** Weight values must be whole integers. Using decimals results in incorrect scores. For example, use 56 and not 0.56.
Category	The category to which the metric is associated.
Question	The question to be displayed on the questionnaire.
Description	Tooltip text to help the third-party contact better understand the question.
Details	An expanded description for the question that is displayed to the assessment taker. The details can include text, images, video, and links to external websites or other content. **Note:** You can define the details at the assessment level or at the category level.

3. Select the **General** tab and then fill in the values.

Assessment Metric form — General tab

Field	Description
Method	The method used for gathering data for the metric. ○ Assessment ○ Default answer from field ○ Default answer from script ○ Script
Order	Order that the question will be displayed in the questionnaire. Questions with lower values for **Order** appear earlier in the questionnaire.
Active	Activates the metric for assessments and results calculations.
Depends on	The identifier for a separate metric (question). The answer to the question that is specified in this field determines whether the question that you're currently defining is displayed to the user. This field appears only if you select **Assessment** in the **Method** field.
Default answer	The field from which the default answer for the question comes. This field appears only if you select **Default answer from field** in the **Method** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Ask question	Specifies whether the question requires an answer when a default value is provided. This field appears only if you select **Default answer from field** or **Default answer from script** in the **Method** field.
Script	The scripts used to produce performance indicators for the associated metric when the assessment is generated. This field appears only if you select **Default answer from script** or **Script** in the **Method** field. **Note:** To enter a tab character in your script, use the **Tab** key. For tab actions, press **Esc** to tab forward and **Shift+Esc** to tab backward.

4. Select the **Question Type** tab and then fill in the form.

Note:
The fields that appear depend on the **Data type** that you select.

Assessment Metric form — Question Type tab

Data type	Description and additional fields
Attachment	On questionnaires, users attach one or more files to a question. This question type is not scored by default.
Check box	On questionnaires, users select a check box for a statement or leave it cleared. To define a single metric to be scored for the data type, select **Scored** and select a **Correct answer** for the question. If you didn't select the **Scored** check box, set the **Scale definition**. If a selected check box equates to a good score, set the field to **High**. If a small numerical value should be interpreted as a positive score, set the field to **Low**.
Choice	On questionnaires, users select a value from a list of custom answer options. Create a metric definition for each answer option. **Note:** If you use a comma in one of the answer options, they will appear as a hyphen when the questionnaire is exported as a spreadsheet. For example, if "Yes, add more info" is one of your answer options, it appears as "Yes- add more info" in an exported spreadsheet. Select the **Randomize answers** check box to randomize the order of answer options for a question. Select the **Reference table** to use for reference data type questions. Define conditions to restrict choices to those that meet the selection criteria.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data type	Description and additional fields
	To define a single metric to be scored for the data type, select **Scored** and then select a correct answer for the question. If you didn't select the **Scored** check box, set the **Scale definition** value. ○ If a selected check box is a good score, set to **High**. ○ If a small numerical value is a good score, set to **Low**. You can select the **Maximum Normalization input** check box to calculate assessment scores for questions using a normalization input value. For more information, see Normalize the scores for metrics.
Date	On questionnaires, users select a date. This question type is not scored by default.
Date/Time	On questionnaires, users select a date and time. This question type is not scored by default.
Duration	On questionnaires, users specify an answer that falls within the **Min**/**Max** range. Select the **Dependent plugin** that the duration depends upon: ○ Asset Management ○ CMDB ○ Core ○ Cost Management ○ Procurement ○ Software Asset Management To define a single metric to be scored for the data type, select **Scored** and select a **Correct answer** for the question. If you didn't select the **Scored** check box, set the **Scale definition**. ○ If a large numerical value is a good score, set the field to **High**. ○ If a small numerical value is a positive score, set the field to **Low**.
Image Scale	On questionnaires, users select an image scale. To define a single metric to be scored for the data type, select **Scored** and select a **Correct answer** for the question. You must unlock the **Correct answer** field to make changes. If you didn't select the **Scored** check box, set the **Scale definition**. ○ If a large numerical value is a good score, set to **High**. ○ If a small numerical value is a good score, set to **Low**.
Likert Scale	On questionnaires, users select a value from a custom scale of answer options. Create a metric definition for each answer option, which is represented by a selection button on the scale. A Likert scale metric that evaluates an

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data type	Description and additional fields
	application's ease of use might have **Easy**, **Average**, and **Difficult** metric definitions. Select **Randomize answers** to randomize the order of answer options for the question. To define a single metric to be scored for the data type, select **Scored** and select a **Correct answer** for the question. You must unlock the **Correct answer** field to make changes. If you didn't select the **Scored** check box, set the **Scale definition**. ○ If a large numerical value is a good score, set to **High**. ○ If a small numerical value is a good score, set to **Low**.
Multiple Selection	On questionnaires, users select one or more values from a list of custom answer options. For the **Multiple Selection** data type, you have the option to specify a **Reference table** and conditions that filter, which values from the table are displayed in the list. For example, if you select **Country [core_country]** as the reference table and set the conditions as **Name** + **starts with** + **B**, the query returns only the 19 countries that start with the letter B, instead of the full list of 231 countries. To define a single metric to be scored for this data type, select **Scored** and select a **Correct answer** for the question. You must unlock the **Correct answer** field to make changes. If you didn't select the **Scored** check box, set the **Scale definition**. ○ If a large numerical value is a good score, set to **High**. ○ If a small numerical value is a good score, set to **Low**. You can select the **Maximum Normalization input** check box to calculate assessment scores for questions using a normalization input value. For more information, see Normalize the scores for metrics.
Number	On questionnaires, users enter a number that falls within the **Min**/**Max** range. To define a single metric to be scored for this data type, select **Scored** and select a **Correct answer** for the question. If you didn't select the **Scored** check box, set the **Scale definition**. ○ If a large numerical value is a good score, set to **High**. ○ If a small numerical value is a good score, set to **Low**.
Numeric Scale	On questionnaires, users enter a number that falls within the **Min**/**Max** range. To define a single metric to be scored for this data type, select **Scored** and select a **Correct answer** for the question. If you didn't select the **Scored** check box, set the **Scale definition**. ○ If a large numerical value is a good score, set to **High**. ○ If a small numerical value is a good score, set to **Low**.
Percentage	On questionnaires, users enter a percentage number that falls within the **Min**/**Max** range.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data type	Description and additional fields
	To define a single metric to be scored for this data type, select **Scored** and select a **Correct answer** for the question. If you didn't select the **Scored** check box, set the **Scale definition**. ○ If a large numerical value is a good score, set to **High**. ○ If a small numerical value is a good score, set to **Low**.
Ranking	On questionnaires, users can select a different order number for each option to rank them. A user can either fill in the number or drag an option. Select **Randomize answers** to randomize the order of answer options for the question. Set the **Scale definition**. ○ If a large numerical value equates to a good score, set the field to **High**. ○ If a small numerical value should be interpreted as a positive score, set the field to **Low**.
Reference	On questionnaires, users select a value from a list that is generated from a specified **Reference table**. For example, a user could select a user name in response to a question if you specify User [sys_user] as the reference table. You also have the option of defining conditions for limiting the information pulled from the reference table into manageable chunks.
String	On questionnaires, users enter text. The size of the string field depends on the **String option** you select: ○ Single line ○ Single line wide ○ Multiline This question type is not scored by default.
Template	On questionnaires, users select a value from a predefined series of answer options. There must be at least one template defined to use this data type. For a template, there's a template definition for each answer option, which is represented by a radio button. To define a single metric to be scored for this data type, select **Scored** and select a **Correct answer** for the question. You must unlock the **Correct answer** field to make changes. If you didn't select the **Scored** check box, set the **Scale definition**. ○ If a large numerical value is a good score, set to **High**. ○ If a small numerical value is a good score, set to **Low**.
Yes/No	On questionnaires, users select **Yes** or **No** from a list. To define a single metric to be scored for this data type, select **Scored** and select a **Correct answer** for the question. If you didn't select the **Scored** check box, set the **Scale definition**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data type	Description and additional fields
	○ If a **Yes** answer is a good score, set to **High**. ○ If a **No** answer is a good score, set to **Low**.

5. Select **Update** to save the questions to the question bank.

View the sample questions in the base system

TPRM includes sample questionnaires that you can use to define questionnaire templates for your organization.

Before you begin

To include sample questionnaires, you select **Load demo data** while installing TPRM. See Configuring Third-party Risk Management for installation instructions.

Role required: admin or sn_vdr_risk_asmt.vendor_risk_admin

About this task

- Sample questions don't include scoring or right/wrong answers — you define those attributes.
- Sample questions aren't updated to support regulatory changes — you manage changes.

Procedure

Navigate to **All** > **Third-party Risk Management** > **Assessment Setup** > **Questionnaire Templates**.

Terminology in TPRM

Term	Description
Metric or Assessment metric	A single question within a questionnaire template.
Metric type or Assessment metric type	A questionnaire template.
Category or Assessment category	A set of related questions within a questionnaire template. **Note:** There can be multiple categories within a metric type.

The Assessment Metric Types list displays the list of metric types. Each metric type includes one or more metric categories. Each metric category includes multiple sample questions.

Related topics

Using the SIG questionnaire for a risk assessment

Create an external assessment template

When defining an assessment template, the third-party risk manager provides scheduling information for the third-party risk assessment.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

As part of an assessment, the TPR manager can send multiple questionnaires and document requests by using assessment templates. The TPR admin first defines the required questionnaire templates and document request templates and then the TPR managers groups them into an assessment template. The TPR manager can use the resulting assessment template to send the appropriate questionnaires, document requests, or both in future assessments.

Note:

When you create a new assessment template and have the Smart Assessment Engine property enabled, the Supports smart assessment option is selected by default after saving the template.

For existing assessments, the Supports smart assessment option is set automatically when all Classic engine templates have been removed. You can add associated questionnaire and document request templates that have been migrated to and published in the Smart Assessment Engine.

Procedure

1. Navigate to one of the following locations:
   - **All** > **Third-party Risk Management** > **Assessment setup** > **External Assessment Templates**.
   - **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Assessment setup** > **External assessment templates**.
2. Select **New**.
3. On the form, fill in the fields.

   For more information about the field descriptions, see Create new external assessment template form.
4. Select **Submit**.
5. Add a questionnaire or document request template to the assessment template using one of the following methods.
   The assessment template is ready to be used.

Related topics

Create a questionnaire or document request template

Create a questionnaire or document request template using the Designer

Create a TPRM SAE questionnaire or document request template

Configure a risk assessment to recur on a schedule

Configure a third-party risk assessment to recur on a schedule to regularly update risk results for a third party or an engagement.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

About this task

You can create repeating assessments if you are using the classic assessment engine. You can configure rules that auto-generate and send questionnaires and doc requests to engagements and third parties using the Event-driven management feature if you are using the Smart

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment Engine. For more information, see Configure a risk assessment to recur on a schedule and Event-driven management — automate assessment processes.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **External Risk Assessments** > **Assessment scheduling**.
2. Select **New**, fill in the form, and then select **Submit**.

Repeating Assessment form

Field	Description
Number	For each external risk assessment, the system auto-assigns a unique ID number that starts with the text VRA. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Description	Detailed description of the recurring assessment.
Name	Name of the recurring assessment.
Assessment template	Template used to create the current assessment.
Applies to	The entity to which the assessment applies: **Third party** or **Engagement**.
Third party	Select the third party being assessed.
Engagement	Select the engagement being assessed. The field is visible only if you selected **Engagement** in the **Applies to** field.
Active	Option to enable the current recurring assessment to run when scheduled.
Next assessment creation (months)	The next assessment will be created in the specified number of months after the previous assessment is closed.
Next assessment end date (months)	The end date for the new assessment after the previous assessment is closed.
Assessment results valid duration (days)	The number of days that the assessment results are valid.

The Assessment occurrences related list displays the status of each time the assessment took place and the risk rating that resulted from the assessment.

Import a questionnaire from a spreadsheet

If you maintain questionnaires using Microsoft Excel spreadsheets, you can save time and effort by importing your spreadsheet data directly into TPRM tables. You can then create questionnaires automatically from templates.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Before you import questionnaires, you must validate that the data in the spreadsheet meets certain requirements. To assist you before you import the spreadsheet, you can review the formatting requirements and view or download a sample spreadsheet to use as a guide. See Guidelines for importing spreadsheet data.

You can specify the following property settings:

Text delimiter in spreadsheets [`sn_vdr_risk_asmt.excel_choice_delimiter`]

Character string that separates response text in questions of type 'Choice' and 'Multiple Selection'.

Common delimiters: \r, \n, \t, \r\n, and the comma character.

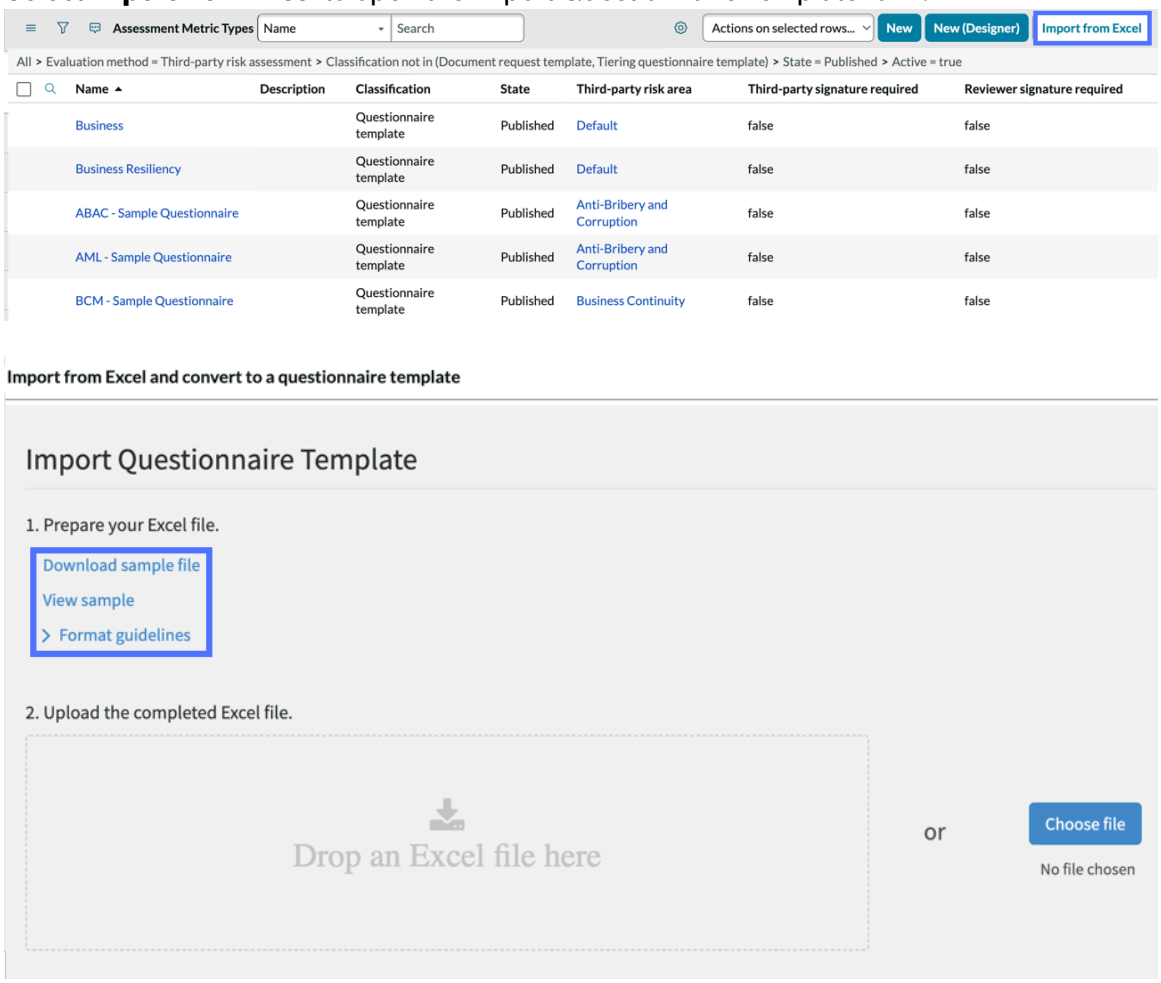
Maximum spreadsheet file size [`sn_vdr_risk_asmt.excel_file_max_size`]

Maximum file size in MB that can be imported.

See Configure TPRM properties.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Assessment Setup** > **Questionnaire Templates** or to **Third-party Risk Management** > **Tiering Setup** > **Tiering Questionnaire Templates**.
2. Select **Import from Excel** to open the Import Questionnaire Template form.

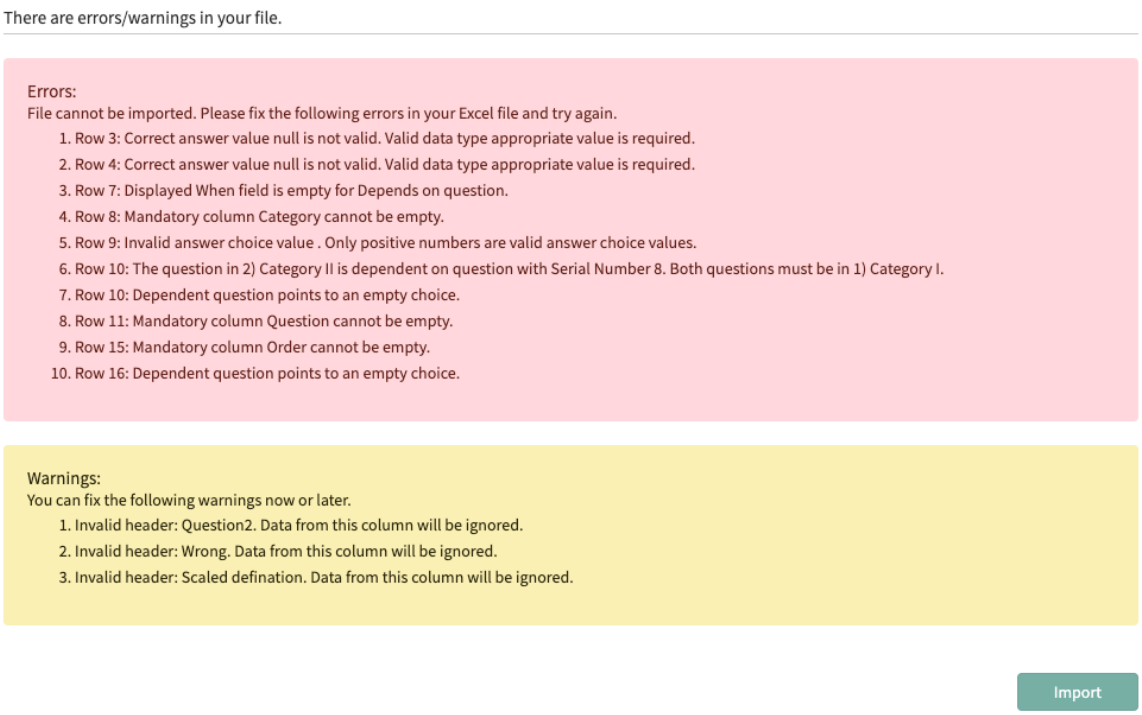


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
You can review the formatting requirements and view or download a sample spreadsheet to use as an example. Referencing a sample file can help you ensure that you are using values in the expected format.

3. Perform any or all of the steps in the **Prepare your Excel file** section:
   - Select **Download sample file** to download an active worksheet that is properly formatted for import into Third-party Risk Management. You can use the sample as a guide for reformatting your own spreadsheet, or you can copy data from your spreadsheet directly into the sample.
   - Select **View sample** to open an image of a properly-formatted worksheet. You can compare this with your existing worksheet to validate that it contains the same columns and question formats.
   - Select **Format guidelines** to view Guidelines for importing spreadsheet data.
4. When your spreadsheet is ready for import, either drag it into the **Drop an Excel file here** box, or select **Choose File**, navigate to your Excel file, and then select **Open**.

   Errors and warning appear if the file is formatted incorrectly. You must fix all errors before the questionnaires can be imported. You can import a file that has only warnings, but there might be issues in the resulting question data.



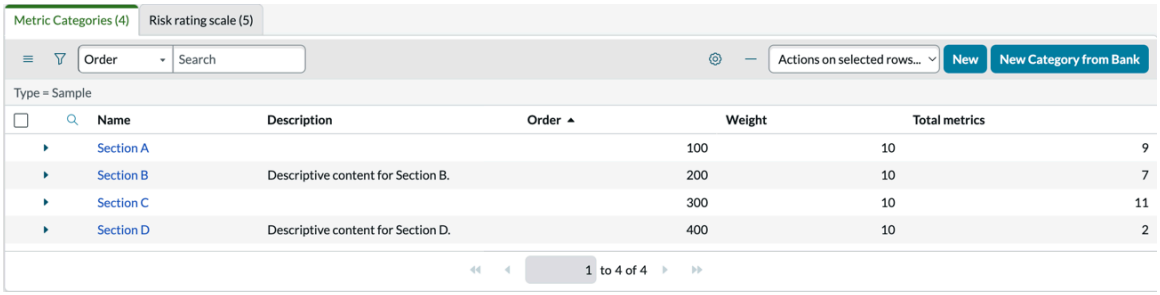
Note:
If there are warnings, you can continue with the import, but issues might arise. Consider fixing all errors and warnings before you import questionnaires.

5. After you have fixed errors and warnings, enter a name for the template, and then select **Import**.

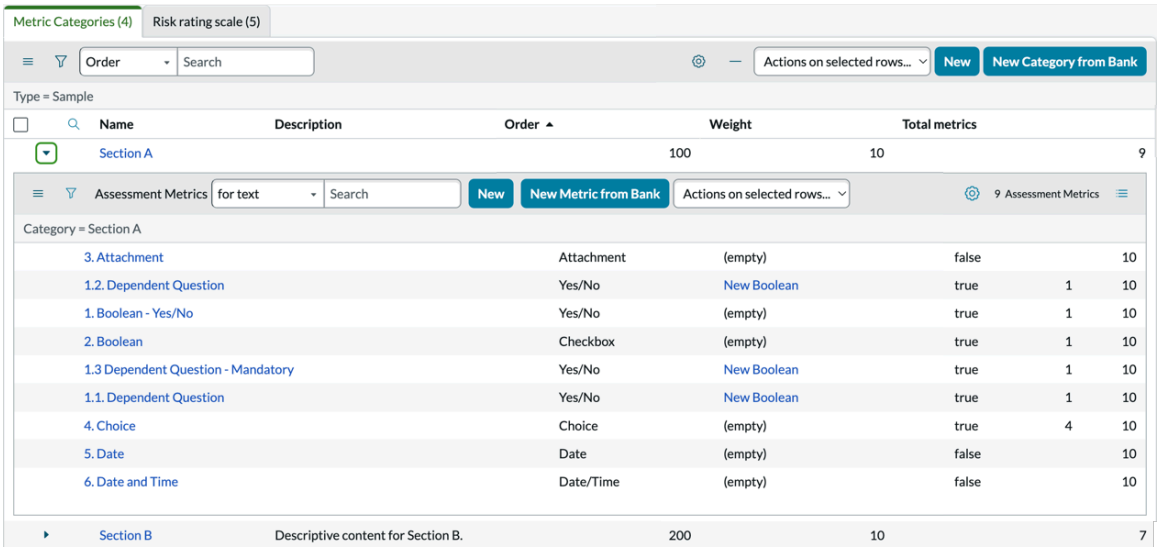
   The name must be unique. The name defaults to the worksheet name in your spreadsheet.

   A confirmation pop-up displays the imported questionnaire.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. You can expand a category to view the questions in each category.



Related topics

- Guidelines for importing spreadsheet data
- Import existing data from other systems

Create a questionnaire or document request template

You can reuse questionnaire templates and document-request templates to speed up the creation of new questionnaires and document requests.

Before you begin

Role required: admin or sn_vdr_risk_asmt.vendor_risk_admin

About this task

When defining a template, you specify whether questionnaires or document requests should require electronic signatures for the third party, the reviewer, or both as mandated by your organization's rules or federal regulations. See the following optional steps for information about copying existing questionnaire templates.

Terminology in TPRM

Term	Description
Metric or Assessment metric	A single question within a questionnaire template.
Metric type or Assessment metric type	A questionnaire template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Terminology in TPRM (continued)

Term	Description
Category or Assessment category	A set of related questions within a questionnaire template. **Note:** There can be multiple categories within a metric type.

Note:
A questionnaire template must have at least one category. Each category must contain at least one question.

Procedure

1. Navigate to one of the following locations:
   - **All** > **Third-party Risk Management** > **Assessment setup** > **Questionnaire Templates** or **Third-party Risk Management** > **Assessment Setup** > **Document Request Templates**.
   - **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Assessment setup** > **Questionnaire Templates**.
2. Complete one of the following options to create a new template or copy an existing template.

Related topics

Create an external assessment

Assessing your third-party risk

Create an issue generation rule

Create a questionnaire or document request template using the Designer

Use the Questionnaire Template Designer to create and edit questionnaire or document request templates that you can use as the basis for other templates.

Before you begin

Role required: admin or sn_vdr_risk_asmt.vendor_risk_admin

Terminology in TPRM

Term	Description
Metric or Assessment metric	A single question within a questionnaire template.
Metric type or Assessment metric type	A questionnaire template.
Category or Assessment category	A set of related questions within a questionnaire template. **Note:** There can be multiple categories within a metric type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
A questionnaire template must have at least one category. Each category must contain at least one question.

Procedure

1. Navigate to one of the following locations:
   - **All** > **Third-party Risk Management** > **Assessment setup** > **Questionnaire Templates** or **Third-party Risk Management** > **Assessment Setup** > **Document Request Templates**.
   - **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Assessment setup** > **Questionnaire Templates**.
2. Select **New (Designer)**.

Tabs on the designer

Tab	Description
Controls	Supported question data types are available in the Controls palette. Drag a control onto the designer canvas to create a question of that type.
Questions	A library of questions for various categories, so you don't have to build each questionnaire from scratch.
Categories	Assessment open in the **Design** view. The questionnaire **Name** field appears above the first category in the canvas. An empty question field appears in the category container.

3. Enter a name and then drag a control onto the designer canvas to create a question of that type.

Note:
Selecting the scored option (**Scored** check box) is optional. All question responses unless otherwise stated are scored. The scored option changes the scoring behavior. If selected, the score is based on a binary system (0 or 100) reflecting whether the answer is correct or incorrect. If not selected, the score is calculated using a scale definition, involving the questionRating, questionPercentContribution, and questionNormalizedValue formulae, and the MaximumNormalizationInput field can influence the normalized value. For more information, see Scoring calculations using the classic assessment engine and Normalize the scores for metrics.

Question controls

Data type	Description	Scored
Attachment	Question with a manage attachments icon for users to attach one or more files.	Y
Boolean	Question with a check box or a **Yes/No** list for user responses.	N
Choice	List of predefined options. For more information, select the definition for **Choices**.	Y

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data type	Description	Scored
Date	Date field.	N
Date/Time	Date and time field.	N
Number	Number field with predefined minimum and maximum values. The default is 1–10.	N
Percentage	Percentage field with a prescribed range.	N
Scale	Predefined Likert scale. Answer options appear as radio buttons.	Y
Numeric Scale	Selectable number scale. The default is 1–5. Answer options appear as radio buttons.	Y
String	Single or multi-line text field.	N
Template	Choice list of templates that provide a predefined scale of options.	Y
Reference	Choice list of fields from a specified reference table. This data type doesn't support reference qualifiers.	N
Image Scale	Choice list of images you can use for scales.	N
Multiple Selection	List of selectable choices. Multiple choices are allowed.	N
Ranking	Selectable scale for ranking choices.	N

4. Select the form context menu to select one of the following options.

Option	Description
Save	Save the current questionnaire or document request.
Preview	Display a preview of the questionnaire or doc ument request with its current settings.
New Assessment	Open a fresh canvas for a new questionnaire or document request.
Load Assessment	Open the list of existing questionnaires or document requests that are available for use.
Copy Assessment	Create a copy of the questionnaire or docu ment request that you can edit.

Create an issue generation rule

Create an issue generation rule that will automatically create an issue based on question responses to external assessments. Issues help ensure that your concerns about a third party or engagement are remediated.

Before you begin

Role required: admin or sn_vdr_risk_asmt.vendor_risk_admin

About this task

In an iterative process, before the TPR manager closes an assessment, the TPR manager can generate non-compliance issues and tasks. The TPR manager communicates with the TP contacts and engagement contacts by using comments to close the issues and tasks. The TPR manager can also assign different contacts as needed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Issues** > **Issue Generation Rules** or **Workspaces** > **Vendor Management Workspace**, select the list icon, and then navigate to **Assessment setup** > **Issue Generation Rules**.
2. Create an issue generation rule by selecting **New** and fill in the form.

Issue generation rules form

Field	Description
Name	Name or short description of the rule.
Issue template	Issue template that is used when generating the issue.
Task template	Task template that is used after generating the issue.
Active	Option that activates the issue generation rule for assessments and questions.
Supports smart assessment	Option that indicates that the Issue generation rule can be used with the Smart Assessment Engine. **Note:** For existing rules, this option isn't set when there are classic questionnaire and document request templates that haven't been migrated and published. This option is set automatically when an SAE questionnaire or document request template has been added manually. When you create a new rule template and have the Smart Assessment Engine property enabled, this field is selected by default after saving the template.
Questions	
Questionnaire template	Questionnaire template that the rule applies to.
Questions	Questions that generate issues based on their responses.
***SAE* Questions**	
Questionnaire template	Questionnaire template that the rule applies to.
Questions	Questions that generate issues based on their responses.

3. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result

After the TPR assessor moves the state of the assessment to the Generating Observations state, issues will generate based on these rules.
The TPR assessor can navigate to the Issues tab of the External assessment in the Vendor Management Workspace to view generated issues.

Related topics

- Assessing your third-party risk
- Create an issue for a third party or engagement

Set up internal questionnaire responses to automatically attach external questionnaires to assessments

Set up an internal questionnaire's responses to automatically attach questionnaires to external assessments that are based on the responses, the calculated risk tier, or both by using Third-party Risk Management. By setting up this configuration, you can help to improve your ability to respond to risk tier changes and internal questionnaire responses.

Before you begin

Role required: admin or sn_vdr_risk_asmt.vendor_risk_admin

Note:
Automatic attachment of questionnaires to external assessments based on inherent risk questionnaire (IRQ) responses or IRQ-calculated risk tiers is currently not supported in Smart Assessment Engine.

About this task

You can set up questionnaires to be automatically added to external assessments based on responses to an internal questionnaire, calculated risk tiers, or both. Risk tiers are determined based on the responses collected after an internal assessment is completed. You can configure whether the risk tier that is used to automatically attach a questionnaire is calculated after the IRQ is completed or for the engagement as part of its internal assessment. For more information on risk tiers, see VRM third-party risk tiering assessments.

Procedure

1. Navigate to **All** > **Third Party Risk Management** > **Assessment Setup** > **Questionnaire Templates**.
2. Select the internal questionnaire template that you want to use.

   Note:
   The questionnaire must have the IRQ template classification.

3. Select the Metric Categories related list, the category name, and then select the question from the Assessments Metrics related list that you want to configure.
   For more information on the different types of questions and how to define them, see Define a question.
4. Add a configuration to the Questionnaires templates related list by selecting **New**.
5. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Question to Questionnaire Form

Field	Description
Question	Type of question in the questionnaire that you're configuring. For example, it could be a choice or string question.
Answer	Answer that results in the questionnaire to be attached to the external assessment.
Tier	Risk tier that results in the questionnaire to be attached to the external assessment.
Tier from level	Level at which the referenced risk tier is calculated: IRQ assessment or Engagement. For example, if the risk tier that is calculated during the inherent risk questionnaire assessment matches what you selected for the **Tier** field, the questionnaire is attached to the external assessment.
Questionnaire	Questionnaire that is attached if the requirements that are defined by this form are met.
Applies to	Type of external assessment that the questionnaire is attached to.

6. Select **Submit**.

Smart assessment configuration

The TPR manager and TPR admin roles involve a broad variety of responsibilities. After the TPRM base system is set up, you configure Smart Assessment Engine specific settings as well as other assessment settings that enable and enhance everyday risk-assessment tasks. TPRM admins can enable SAE and work with SAE templates.

Assessment setup overview

By performing the tasks in the Assessment setup checklist for TPRM, you're setting up and configuring the TPRM application to address your unique requirements for scoring and assessing risk for third parties, engagements, and other entities using the Smart Assessment Engine for TPRM assessments.

Note:

For any custom messages you create, it is your responsibility to generate the corresponding `sys_ui_message` records. This step is crucial if you want the custom messages to be extracted and translated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment setup checklist for Smart Assessment Engine integration with TPRM

Setup tasks for assessments and questionnaires

Task	Description
Set Smart Assessment Engine enabled [sn_vdr_risk_asmt.sae_enabled] property.	After setting this property, SAE becomes the default assessment engine and replaces the legacy experience. **Warning:** After this option is enabled, this selection can't be reversed. For more information, see Configure TPRM properties and Migrating from Classic Assessment Engine to Smart Assessment Engine. Role required: sn_vdr_risk_asmt.vendor_risk_admin
Migrate questionnaire templates.	This task is optional. You can migrate existing questionnaire or document request templates to an SAE template. **Note:** If you're setting up assessments for TPRM for the first time, you don't need to complete this task. For more information, see Migrating from Classic Assessment Engine to Smart Assessment Engine, Migrate a template to an SAE template, Results of migrating a template to a TPRM SAE template, and How legacy metric types are migrated to sections in templates. Role required: sn_vdr_risk_asmt.vendor_risk_admin
Update assessment templates and issue generation rules.	This task is optional. Add published SAE questionnaire templates to all related assessment templates and Issue generation rules. For more information, see Create an external assessment template and Create an issue generation rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup tasks for assessments and questionnaires (continued)

Task	Description
	Note: If assessment templates aren't updated to be compatible with SAE templates, tier-based, provider-based, issue generation, and event-driven management rules won't run as expected. Role required: sn_vdr_risk_asmt.vendor_risk_admin
Create post assessment impact automation rules.	This task is optional. Configure automation rules that trigger impact actions after an assessment is completed. These rules can initiate workflows such as risk mitigation, notifications, or updates to related records based on assessment outcomes. Plugin Dependency: Smart Assessment Post-assessment Actions (com.sn_impact_fwk and com.sn_smart_imp_auto). Access vendor risk assessment configurations, including automation rule setup and impact framework integration. Rules are asynchronous and can be tailored to specific assessment types or risk thresholds. Role required: sn_vdr_risk_asmt.vendor_risk_admin
Create response automation rules.	This task is optional. Enable automatic responses for assessments based on predefined conditions. For example, if a vendor scores below a certain threshold, the system can auto-generate follow-up actions or flag the record for review. Plugin Dependency: Smart Response Automation (com.sn_smart_resp_auto) Configure response logic and manage automation settings within the Smart Assessment Engine. Rules can be configured using templates and conditions based on scoring, risk levels, or assessment responses. Role required: sn_vdr_risk_asmt.vendor_risk_admin
Set up risk rating scales for scoring assessments and questionnaires.	This task is required for the initial setup of TPRM.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup tasks for assessments and questionnaires (continued)

Task	Description
	You can configure the risk rating scale that is selected by default for all questionnaires. For more information, see Set up risk rating scales for scoring. Role required: admin or sn_vdr_risk_asmt.vendor_risk_manager
Set up third-party risk domains or areas.	This task is required for the initial setup of TPRM. You can configure the scoring method and weight that is selected by default for all third parties associated with a specific risk area. For more information, see Define a third-party risk domain. Role required: sn_vdr_risk_asmt.vendor_risk_manager
Set up third-party risk area criteria, which are the group of risk domains or areas that apply to a type of third party.	This task is required for the initial setup of TPRM. You can adjust the weight and scoring method of each risk area within a criteria definition. For more information, see Define third-party risk area criteria. Role required: sn_vdr_risk_asmt.vendor_risk_manager
Set up third party and engagement component criteria.	This task is required for the initial setup of TPRM. Components are entities that can be assessed for risk. Component criteria are groups of components that are related to a particular type of third party or engagement. You can't add new components or modify existing ones. You can, however, define the criteria (in terms of scoring method and weight) to be used to assess the components. You can update the **Default scoring method** to specify how multiple scores for each risk area are calculated. You can use the **Default weight** to adjust the weight of third-party provider scores in the third party's overall risk rating. The following component classifications are available.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup tasks for assessments and questionnaires (continued)

Task	Description

	• Third-party components
	  ○ Third-party risk assessments (External risk assessments)
	  ○ Subsidiaries
	  ○ Engagements
	  ○ Risk intelligence rating
	• Engagement components
	  ○ Engagement risk assessments
	  ○ Product
	  ○ Principal
	  ○ Facility
	  ○ Other
	
	For more information on setting up component criteria, see Define component criteria.
	
	For more information on how engagement components impact third-party elements, see Monitoring third-party elements.
	
	Role required: sn_vdr_risk_asmt.vendor_risk_manager

Set up third-party and engagement risk scoring rules.	This task is required for the initial setup of TPRM. Define the criteria, based on risk scores, that determine which third parties or engagements require assessments. Third-party risk scoring rules apply to subsidiaries, engagements, and third-party risk areas. Engagement risk scoring rules only apply to engagements. For more information, see Define third-party risk scoring rules and Define engagement risk scoring rules. Role required: sn_vdr_risk_asmt.vendor_risk_manager
Create questionnaire or document request templates.	This task is required for the initial setup of TPRM. You can reuse questionnaire templates and document-request templates to streamline the creation of new questionnaires and document requests. The following template purposes (classifications) are available.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup tasks for assessments and questionnaires (continued)

Task	Description
	• TPRM external 3rd-party element questionnaire • TPRM external 4th-party questionnaire • TPRM external document request • TPRM external questionnaire • TPRM internal IRQ • TPRM internal tiering questionnaire For more information, see Create a TPRM SAE questionnaire or document request template. Role required: sn_vdr_risk_asmt.vendor_risk_admin
Create assessment templates for external questionnaires.	This task is required for the initial setup of TPRM. You can create an assessment template with set duration requirements and questionnaires attached by default to help streamline the assessment process for different types of third parties and engagements. For more information, see Create an external assessment template. Role required: admin or sn_vdr_risk_asmt.vendor_risk_manager
Create issue generation rules.	This task is optional. Set up rules that auto-generate issues for external assessments. Specify a Third-party risk assessment, a Questionnaire template, and the Questions to apply the rule to, as well as an Issue template and a Task template to use while generating it. For more information on setting up these rules, see Create an issue generation rule. Role required: admin or sn_vdr_risk_asmt.vendor_risk_admin
Set up event-driven management rules.	This task is optional. Set up rules that auto-generate and send questionnaires and doc requests to engagements and third parties. For engagements and third parties that meet the criteria you define, you specify the schedule

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup tasks for assessments and questionnaires (continued)

Task	Description
	and the assessment templates. You can automate all request types except onboarding. For more information on setting up these rules, see Event-driven management — automate assessment processes. **Note:** The Event-driven management rules feature is the default option for scheduling assessments and replaces Recurring assessments. Role required: sn_vdr_risk_asmt.vendor_risk_manager
Set up scoring for questionnaires.	This task is required for the initial setup of TPRM. You can configure how questionnaires and document requests are scored. For more information, see Configure scoring for an assessment and Normalization in assessment. Role required: sn_vdr_risk_asmt.vendor_risk_admin

Migrating from Classic Assessment Engine to Smart Assessment Engine

Learn what changes when you migrate from the Classic Assessment Engine to the Smart Assessment Engine, including feature differences, limitations, and setup requirements. This overview can help you and your team evaluate the impact before enabling the new engine.

Enabling SAE in TPRM

Starting with version 21.0.x of the Third-party Risk Management application, you can enable the Smart Assessment Engine (SAE) by setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property. After setting this property, SAE becomes the default assessment engine and replaces the legacy experience. The transition isn't reversible.

Warning:

Set this property in your non-production instances and conduct thorough testing before changing your production instances. Failure to do so may result in unexpected issues.

Smart Assessment Engine limitations

The TPRM SAE questionnaire template has the following limitations.

- All new assessments must use SAE questionnaire templates.
- Third-party risk assessors can no longer create issues from the View responses page. Issues generation rules can be used to create issues automatically.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Third-party risk assessors can no longer create comments on individual questions. They can only use the comment section at the questionnaire level.
- The signature feature isn't supported.
- Automatic attachment of questionnaires to external assessments based on inherent risk questionnaire (IRQ) responses or IRQ-calculated risk tiers is currently not supported in Smart Assessment Engine.
- The following question types aren't supported: percentage, ranking, image scale, and custom metric. You must either convert these question types to supported formats before migration or create new questions in the template designer after migration.

  Note:
  For the percentage and image scale question types, customers can use the Number type and Radio button type, respectively. Ranking and custom metric question types aren't supported. You must either convert these question types to supported formats before migration or create new questions in the template designer after migration.

- If a section in the classic template contains only unsupported questions, an empty section is created in the TPRM SAE template. TPRM SAE templates with empty sections can't be published; therefore, you must either add replacement questions to these sections or delete the empty sections before publishing.

  For more information on migration results, migration limitations, and creating TPRM SAE questionnaires, see Results of migrating a template to a TPRM SAE template and Create a TPRM SAE questionnaire or document request template.

- The TPRM scoring migration proceeds only if there were no errors during the template migration. If there were errors, the TPRM scoring migration doesn't occur.

  For more information, see Configure scoring for an assessment and Normalization in assessment.

- Event-driven management rules are the default option for scheduling assessments and replaces Repeating assessments.

Plugin dependencies

After setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, the following applications and plugins are installed automatically:

- The Vendor Risk Management Workspace application [sn_vrm_ws] is automatically installed so you can use the Vendor Risk Management workspace where you can access SAE questionnaires and features.
- The Smart Assessment Engine application and plugins are automatically installed enabling you to use the features of the Smart Assessment Engine for your assessments.

  Smart Assessment Engine application package that includes the following:

  - Smart Assessment Core plugin [com.sn_smart_asmt]
  - Smart Assessment Designer plugin [com.sn_smart_asmt_desg]
  - Smart Assessment Connected plugin [com.sn_smart_asmt_conn]
  - Smart Assessment Migration Tools plugin [com.sn_smart_asmt_mig]
  - Smart Assessment Dependencies plugin [com.sn_smart_asmt_dep]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Smart Assessment Post-assessment Actions plugin [com.sn_impact_fwk] and [com.sn_smart_imp_auto]
- Smart Assessment Response Automation plugin [com.sn_smart_resp_auto]
- Smart Assessment Scoring plugin [com.sn_smart_scoring]

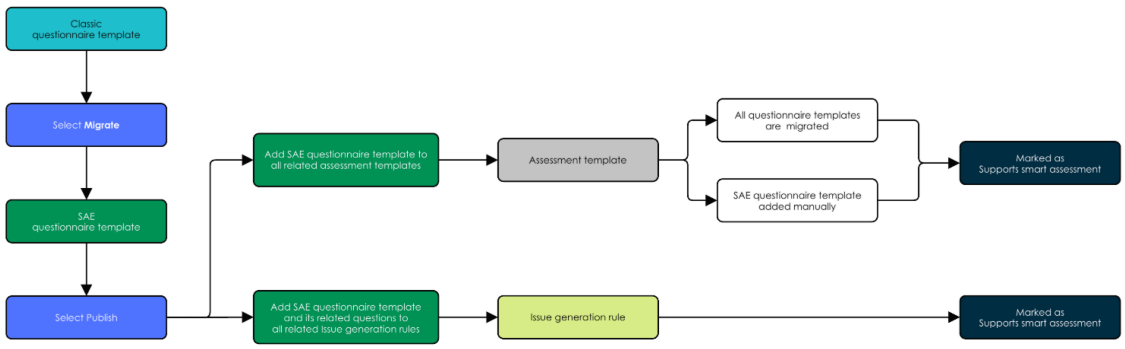
Note:
For more information on these plugins, see Configuring Smart Assessment Engine and Smart assessment configuration.

Migration Overview

After setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, all TPRM assessments will automatically use SAE templates and automation rules (tier-based rules, provider-based rules, event-driven rules and issue generation rules) that support SAE only. You will be able to continue any in-flight assessment until they are completed. You will not be able to create any new assessments with classic questionnaire templates.

The following diagram shows the questionnaire to TPRM SAE template migration workflow.

SAE migration workflow



1. Migrate templates either one by one or in bulk. After migration, all templates are in the Draft state by default.
2. Review each migrated questionnaire template individually to confirm that they're accurate and complete.
3. Publish TPRM SAE questionnaire templates. After publishing, the following actions occur automatically:
   - All the related assessment templates are updated to use the migrated questionnaire template. If all the questionnaire templates in an assessment template are published, the assessment template is automatically marked as Support smart assessment.
   - All issue generation rules are automatically marked as Support smart assessment if their related questionnaire template is published.
   - All automation rules (tier-based rules, provider-based rules, event-driven rules and issue generation rules) are automatically marked as Support smart assessment after their related assessment template is marked as Support smart assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
For Issue-generation rules to work as expected when applied to an TPRM SAE questionnaire template, at least one question must have the option, Enable preferred response, set to true.

4. Review each assessment template to confirm it's marked as Supports smart assessment. If an assessment template isn't marked as Supports smart assessment, manually adding a new TPRM SAE questionnaire template to it updates its status.

For more information, see Migrate a template to an SAE template, Create a TPRM SAE questionnaire or document request template, Create an external assessment template, and Create an issue generation rule.

Classic assessment engine to Smart Assessment Engine comparison

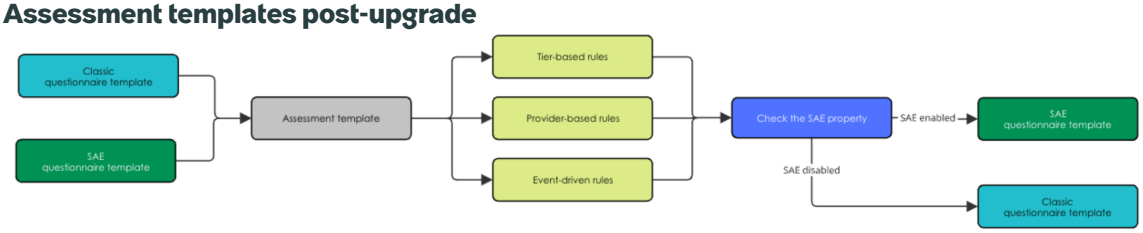
The following table shows the comparable features between the Classic assessment engine and Smart Assessment Engine.

Comparable features

Classic assessment engine features	Smart assessment engine features
Metric Type	Template
Metric Category	Section
Metrics	Questions
Additional Information	Justification
Assessable Record	Scope
Multiple Assessable Records in one Assessment	Combined Assessments
Schedule and Trigger Assessments	Trigger Assessment Flow Action
Domain Separation	Domain Separation
Question Dependency	Conditional Visibility
Correct Answer	Preferred Answer
Scoring	Scoring
Automated response	Response Automation

The following diagram shows the relationship between assessment templates and questionnaires after enabling SAE.

Assessment templates post-upgrade



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Before setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, the following are used by default.
  - Existing questionnaire templates
  - Existing assessments
- After setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, the following are used by default.
  - SAE questionnaire templates (New or migrated).
  - Assessments marked as Supports smart assessment.
  - Tier-based, Provider-based, and Event-driven management rules only work with assessments marked as Supports smart assessment.

Note:
All questionnaire templates must be reviewed and published. All assessment templates and automation rules must be reviewed to confirm they're marked as Supports smart assessment.

Related topics

Smart assessment configuration

Migrate a template to an SAE template

Results of migrating a template to a TPRM SAE template

How legacy metric types are migrated to sections in templates

Create a TPRM SAE questionnaire or document request template

Add instructions and questions to an assessment template

Add reference information to an assessment template

Scoring assessments

Normalization in assessment

Migrate a template to an SAE template

Migrate an existing questionnaire or document request template to a TPRM SAE questionnaire template. You must migrate all classic templates to TPRM SAE templates or create new ones before you can use SAE in TPRM.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_admin

Before beginning the migration process, take note of the following and plan accordingly.

- You must set the Smart Assessment Engine enabled [sn_vdr_risk_asmt.sae_enabled] property. After setting this property, SAE becomes the default assessment engine and replaces the legacy experience.

  Warning:
  After this option is enabled, this selection can't be reversed.

  For more information, see Configure TPRM properties and Migrating from Classic Assessment Engine to Smart Assessment Engine.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The following question types aren't supported: percentage, ranking, image scale, and custom metric. You must either convert these question types to supported formats before migration or create new questions in the template designer after migration.
- If a section in the classic template contains only unsupported questions, an empty section is created in the TPRM SAE template. TPRM SAE templates with empty sections can't be published; therefore, you must either add replacement questions to these sections or delete the empty sections before publishing.
- When transferring TPRM SAE questionnaire templates between instances, the update set won't include the duration information. Users must export the duration information manually from the `sn_smart_asmt_duration` table and import it into the target instances.
- If an assessment template isn't updated to support SAE assessments, the related tier-based, provider-based, and event-driven management rules won't run as expected.
- The TPRM scoring migration proceeds only if there were no errors during the template migration. If there were errors, the TPRM scoring migration doesn't occur.
- Responses from previous assessments aren't migrated.
- Event-driven management rules are the default option for scheduling assessments and replace Recurring assessments.

Note:

For more information on migration results and migration limitations, see Results of migrating a template to a TPRM SAE template.

For more information on creating SAE questionnaires, see Create a TPRM SAE questionnaire or document request template.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Assessment Setup** > **Questionnaire Templates** or **Document Request Templates**.

   You must set the Smart Assessment Engine enabled [sn_vdr_risk_asmt.sae_enabled] property before migrating templates.

2. To migrate one questionnaire, select the questionnaire template you want and then select **Migrate**.
   You can migrate multiple questionnaires in bulk, by selecting the check box next to each questionnaire you want and then select **Migrate**.
3. View the generated Assessment template migration record by selecting the link in the info message.
   You can view all Assessment template migration records by navigating to **All** > **Third-party Risk Management** > **Assessment Setup** > **Classic Template Migration**. For more information about the Classic Template Migration table and migration results, see Results of migrating a template to a TPRM SAE template.
   The **Migration Status** field will update with one of the following after the migration job runs:
   - **Completed**: The migration is completed successfully.
   - **Partially completed**: Only some elements were successfully migrated.
   - **Errored**: An error occurred during the migration.
4. Navigate to the **Migration Status** of the Classic Template Migration Table to view templates that were migrated successfully or resulted in errors and correct any errors in the questionnaire template that you want to migrate.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Repeat the steps until all errors are resolved and the questionnaire migrated successfully.
6. Navigate to **Workspaces** > **Vendor Management Workspace** and review the migrated questionnaire.
7. Review and confirm all questions, sections, and scoring appear as expected by completing the following.

   a. Identify unsupported question types.
      - Percentage
      - Ranking
      - Image scale
      - Custom metric

   b. Convert unsupported question types.
      - For percentage questions, use the Number type.
      - For image scale questions, use the Radio button type.
      - Ranking and custom metric question types aren't supported.

   c. Remove empty sections.
   If a section in the classic template contains only unsupported questions, an empty section is created in the new template. Templates with empty sections can't be published.

   d. Navigate to the **Scoring** tab and confirm that all settings appear as expected.
   For more information, see Configure scoring for an assessment and Normalization in assessment.

8. Select **Publish**.
   TPR admins can edit the questionnaire and publish it with changes.

Result
The SAE Questionnaire Templates and SAE Document Templates related list of the original questionnaire template record is updated to include the migrated templates. For more information, see Results of migrating a template to a TPRM SAE template.

What to do next
If you have Assessment templates, add the published SAE questionnaire template to all related assessment templates. If you have Issue generation rules, add the published SAE questionnaire template and its related questions to each related generation rule. For more information, see Create an external assessment template and Create an issue generation rule.

Create a TPRM SAE questionnaire or document request template

Create a TPRM SAE questionnaire or document request template that supports SAE for risk identification. After integrating SAE, new users must create SAE templates, and existing users can create additional templates after migrating their existing ones.

Before you begin
Role required: sn_vdr_risk_asmt.vendor_risk_admin

You must set the Smart Assessment Engine enabled [sn_vdr_risk_asmt.sae_enabled] property. After setting this property, SAE becomes the default assessment engine and replaces the legacy experience.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Warning:
After this option is enabled, this selection can't be reversed.

For more information, see Configure TPRM properties and Migrating from Classic Assessment Engine to Smart Assessment Engine.

About this task

To add Third-party Risk Management (TPRM) specific information such as third-party risk areas, the include previous responses option, and enable scoring option to your questionnaire template, you must create a template using the Vendor Management Workspace. After saving the questionnaire, the questionnaire template opens in the Assessment Workspace where you can make edits using the Smart Assessment template designer.

Important:
You must publish your questionnaire template after completing all of your customizations and review for it to be available for use in the Vendor Management Workspace. TPR admins can edit the questionnaire and republish it with changes. However, editing templates that have already been sent out is not recommended, as this can disrupt scoring for questionnaires completed using the previous version.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Assessment setup** > **Questionnaire templates**.
2. Complete one of the following options to create a new template or copy an existing template and customize.

What to do next

- If you chose to create a new template the system generates an empty template. Navigate to each corresponding tab to define the overall instructions, questions, optional guidance for responding to a question, sections that group the related questions, and scoring. For more information, see Add instructions and questions to an assessment template, Add reference information to an assessment template, Configure scoring for an assessment, and Normalization in assessment.
- If you chose to copy an existing template, the system generates a template including all questions, sections, instructions, and configurations of the existing template. You can now customize it as necessary.

Note:
Not all question types are supported. Percentage, ranking, image scale, and custom metric aren't supported. For the percentage and image scale question types, customers can use the Number type and Radio button type, respectively. Ranking and custom metric question types aren't supported. You must either convert these question types to supported formats before migration or create questions in the template designer after migration.

Related topics

Using the template designer

Integrating TPRM with other applications

Extend the capabilities of TPRM.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

- Complete a risk assessment from the Supplier Collaboration Portal
- Streamlining the supplier risk assessment workflow
- Manually add a control to a third party or engagement
- Manually add a control objective to a question

Integrating Third-party Risk Management with GRC: Policy and Compliance Management

The GRC: Policy and Compliance Management integration updates the compliance status of controls and control objectives based on the questionnaire responses from a third party or engagement. Third-party risk (TPR) managers with the Compliance Manager [sn_compliance.manager] role can associate controls with specific questions, third parties, and engagements.

If you have the Policy and Compliance Management application installed, TPR managers with the Compliance Manager role can perform several key tasks that help manage and assess Third-party compliance.

- You can associate third parties and engagements to specific control objectives. This association creates controls for the third party or engagement, establishing a direct connection between them and the compliance management process.

  For more information, see Manually add a control to a third party or engagement.

- You can individually link the question to multiple control objectives for each question in a questionnaire template. This enables for a granular and detailed assessment of compliance.

  For more information, see Manually add a control objective to a question.

- When third parties and engagements respond to questionnaires, the system automatically updates the compliance status of the linked controls. If they provide an incorrect answer, the associated controls are marked as non-compliant. Conversely, correct answers keep the controls compliant.

Note:
Although it is not possible to directly map control objectives to questions in SAE questionnaires, SAE provides the capability to flag controls as compliant or non-compliant through post-assessment actions.

All third parties are automatically categorized into an entity type called Vendors. This helps ensure that each third party and engagement is represented as an entity.

When an entity, such as a third party or engagement, is associated with a control objective a corresponding control is created for that entity. This association links the third party or engagement with the control, which can influence the compliance status of the control.

In the context of Third-party Risk Management, each question in a questionnaire template can be individually linked to multiple control objectives through a related list. When a questionnaire is sent to a third party and the third party responds with an incorrect answer, the controls associated with the linked control objectives are marked as non-compliant. Conversely, if the third party provides the correct answer, the controls remain compliant.

This feature helps ensure that the compliance status of controls is dynamically updated based on the third party or engagements responses, providing a real-time and accurate assessment of

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

their compliance. Both Policy and Compliance Management users and Third-party risk assessors [sn_vdr_risk_asmt.vendor_assessor] can monitor the status of a control.

For more information on implementing Policy and Compliance Management, see Implementing Policy and Compliance Management.

Related topics

- Manually add a control to a third party or engagement
- Manually add a control objective to a question
- Assessing your third-party risk
- Implementing Policy and Compliance Management

Manually add a control to a third party or engagement

If you're using both Policy and Compliance Management and Third-party Risk Management, you can associate controls with third parties and engagements. Controls can be marked as compliant or non-compliant.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager and sn_compliance.manager

About this task

Controls are automatically generated when you associate a policy with an entity type or an entity type with a control objective. A control is created for each entity listed in the entity type for the control objective. Controls can also be manually created.

For more information on creating policies in Policy and Compliance Management, see Create a policy.

To understand the difference between a control objective and a control, see Structural overview of Policy and Compliance Management.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**.
2. Select the list icon and then navigate to **Third parties** > **All third parties** or **Engagements** > **All engagements**
3. Select the third party or engagement that you want.
4. Navigate to the **Controls** tab of the third party or engagement.
5. Assign a control to the engagement by selecting **New**.
6. On the form, fill in the fields.
   For descriptions of all these fields, see Create new control form.
7. Select **Submit**.
   For more information on managing controls, see Manage controls.
   The control is created and all related lists are visible.

Related topics

- Integrating Third-party Risk Management with GRC: Policy and Compliance Management
- Create new control form
- Manually add a control objective to a question
- Control objectives form

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create new control form

Use the create new control form to capture all the information that you need to associate a control with a third party or engagement using the Third-party Risk Management application. As a third-party risk admin, you can create a control.

Control form

Field	Description
Name	Name of the control.
Number	Unique identification number.
Entity	Related entity. **Note:** If you change the state of the entity to Active from Retired state, then the manually created control on the entity also moves to the Draft state.
Inherit from control objective	Option to indicate whether the control is created through item generation process. For more information, see Multiple controls for a unique entity–control objective combination.
Control Objective	Related control objective.
Owning group	Group that owns the policy.
Owner	User that owns the policy. **Note:** The owner is always added as a respondent. The control owner that you select belongs to the owning group.
Sync with entity owner	Option to sync control with entity owner.
Key control	Indicator that the control is a key control.
Weighting	Value used to calculate the control score effectiveness. Based on the control weighting, in the control score effectiveness value is calculated
Status	Control status. Possible choices are: • **Compliant** • **Non-compliant** • **Not applicable**
State	Control state. Possible choices are: • **Draft** In this state, all compliance users can modify the control. Only available when creating a one-off control. One-off controls are possible but not recommended. • **Attest** When the control is created from a control objective, controls are in this state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control form (continued)

Field	Description
	Note: When a control is set back to draft, the attestation is canceled. • **Review** Controls are automatically moved to review from the attestation phase. • **Monitor** In this state, all compliance managers can move the control from review to monitor. • **Retired** Compliance managers or administrators can move a control from Monitor to Retired. **Note:** When a control is retired: ○ Associated indicators do not run ○ Associated attestations are canceled ○ Changes to associated control objectives do not update the control
Exempt	Mark the control as exempted.
Function	List of options: • Standard control • Common control **Note:** All existing controls are termed as standard controls. You can convert a standard control to common and reverse its function as standard if you so require. However, by default all controls whether existing or created are standard. For more information, see Convert standard control to common control and add reliant entities.
Enforcement	List of options: • Mandated • Voluntary
Category	List of options: • Acquisition or sale of facilities, technology, and services • Audits and risk management • Compliance and Governance Manual of Style • Human Resources management • Leadership and high-level objectives • Monitoring and measurement

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control form (continued)

Field	Description
	• Operational management • Physical and environmental protection • Privacy protection for information and data • Records management • System hardening through configuration management • Systems continuity • Systems design, build, and implementation • Technical security • Third Party and supply chain oversight • Root • Deprecated
Type	List of options: • Acquisition/Sale of Assets or Services • Actionable Reports or Measurements • Audits and Risk Management • Behavior • Business Processes • Communicate • Configuration • Data and Information Management • Duplicate • Establish Roles • Establish/Maintain Documentation • Human Resources Management • Investigate • IT Impact Zone • Log Management • Maintenance • Monitor and Evaluate Occurrences • Physical and Environmental Protection • Process or Activity • Records Management • Systems Continuity • Systems Design, Build, and Implementation • Technical Security

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control form (continued)

Field	Description
	• Testing • Training
Classification	List of options: • Preventive • Corrective • Detective • IT Impact Zone
Frequency	Frequency at which the control is tested. This field is for the control's testing and reporting purpose. List of options: • Event Driven • Daily • Weekly • Monthly • Quarterly • Semi-Annually • Annually **Note:** For information on the difference between the **Frequency** field for a control and the **Attestation Frequency** field in an entity, see KB0694607.
Description	Description of the control.
Additional Information	Additional information about the control.
Attestation	
Attestation	Select from a list of options. • Other attestation types can be configured. • If this field is populated, then the **Attestation Respondents** field automatically becomes mandatory, and the owner is made the respondent. **Note:** If the user changes the attestation type in the control objective, all the related controls are changed also.
Attestation respondents	• Users assigned to the attestation of this control. • Only a user with the sn_grc.user role can be added as a respondent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control form (continued)

Field	Description
	Note: When both the **Attestation** and **Attestation respondents** fields are set, attestations are created when you select **Attest**.
Attestation frequency	Frequency at which attestations on the control are triggered. If the field has no value selected, then the associated entity's **Attestation frequency** value defaults to this field. Option for attestation frequency. • Daily • Weekly • Monthly • Quarterly • Semi-Annually • Annually **Note:** After the attestation is complete, the control moves to Review and Monitor states. The control is then monitored for its next due date of attestation. You have the option to trigger the control's attestation frequency based on the attestation's **Created date** or the last completed attestation's **Updated date**. This option is based on the value in *`Trigger control attestations based on the created or updated date of the last completed attestation`* system property.
Activity Journal	
Additional comments	Public information about the control.
Settings	
Functional domain	Functional domain for the control objective.

Related topics

Manually add a control to a third party or engagement

Manually add a control objective to a question

If you're using both Policy and Compliance Management and Third-party Risk Management, you can associate control objectives and controls with questions. Controls can be marked as compliant or non-compliant based on the response to the question.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager and sn_compliance.manager

About this task

A control objective is an objective, direction, or standard that acts as guidance for company interactions and operations. Control objectives can be categorized, classified, and related to policies.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information on creating policies in Policy and Compliance Management, see Create a policy.

To understand the difference between a control objective and a control, see Structural overview of Policy and Compliance Management.

Note:
Although it is not possible to directly map control objectives to questions in SAE questionnaires, SAE provides the capability to flag controls as compliant or non-compliant through post-assessment actions.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Assessment Setup** > **Questionnaire Templates** and select the questionnaire template you want.
2. Select the metric categories that you want from the related list and then select the question you want.
3. Navigate to the Control Objectives related list and then create a control objective by selecting **New**.
4. On the form, fill in the fields.
   For descriptions of all these fields, see Control objectives form.
5. Select **Submit**.
   For more information on managing controls, see Manage controls.
   The control objective is created and all related lists are visible.

Related topics

Integrating Third-party Risk Management with GRC: Policy and Compliance Management

Manually add a control to a third party or engagement

Control objectives form

Create new control form

Control objectives form

Use the control objectives form to capture all the information that you need to associate a control with a question using the Third-party Risk Management application. As a third-party risk admin, you can create a control objective.

Control Objectives form

Field	Description
Name	Name of the control objective.
Source	Source of the control objective. For example, if the control objective is from a third-party provider, indicate which one.
Source ID	Unique identification number used by the source to catalog this control objective.
Reference	Unique numerical identifier.
Parent	Control objective that is not a child of the current control objective. This is to avoid cyclic parent – child relationship.
Compliance Score Percentage	Compliance score percentage calculated for this control objective and its color code:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control Objectives form (continued)

Field	Description
	• 80 and higher in green • 80 to 50 in yellow • below 50 in red
Active	Option that indicates whether a control objective is active.
Creates controls automatically	Option that indicates that controls are automatically created from the control objective. **Note:** Select this option if the control objective can also serve as the control.
Category	List of options: • Acquisition or sale of facilities, technology, and services • Audits and risk management • Compliance and Governance Manual of Style • Human Resources management • Leadership and high-level objectives • Monitoring and measurement • Operational management • Physical and environmental protection • Privacy protection for information and data • Records management • System hardening through configuration management • Systems continuity • Systems design, build, and implementation • Technical security • Third Party and supply chain oversight • Root
Classification	List of options: • Preventive • Corrective • Detective
Type	List of options: • Acquisition/Sale of Assets or Services • Actionable Reports or Measurements

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control Objectives form (continued)

Field	Description
	• Audits and Risk Management • Behavior • Business Processes • Communicate • Configuration • Data and Information Management • Duplicate • Establish Roles • Establish/Maintain Documentation • Human Resources Management • Investigate • IT Impact Zone • Log Management • Maintenance • Monitor and Evaluate Occurrences • Physical and Environmental Protection • Process or Activity • Records Management • Systems Continuity • Systems Design, Build, and Implementation • Technical Security • Testing • Training
Attestation	List of options. • **GRC Attestation** is chosen by default • **Note:** If the user changes the control attestation, the related control objective attestation type is changed also.
Issue group rule	Group rule assigned to this control objective.
Description	Description of the control objective.
Functional domain	Functional domain for the control objective.

Related topics

Manually add a control objective to a question

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Integrating scores from risk intelligence providers

Risk intelligence providers generate risk scores for a variety of third-party risk domains. Your organization can purchase services from providers that return data that is analogous to personal credit scores. The scores provide insight on how trustworthy and safe a particular third party can be.

Working with data from risk intelligence providers

Note:
You can request risk data for third parties but not for engagements.

- After you register a risk intelligence provider, you specify which of the provider's scoring or rating services you'll use. You also specify how their scores or ratings map to your TPRM ratings. For more information, see Register a risk intelligence provider, Set up a risk intelligence provider service, and Set up a request type for a provider.
- You add a raw score from a provider to the provider service record for a third party. The system uses the mapping that you specified to normalize the value to the appropriate TPRM rating. For more information, see Add a risk intelligence score to risk data for a third party.
- A provider-based submission rule is a set of conditions and actions. In a rule, you can specify that an update to a rating from a risk intelligence provider is the condition that triggers the action that is specified in the rule. The action might be to create and send a third-party risk assessment, issue, task, or email. For more information, see Automate actions upon risk intelligence updates.

Integration types

Here are some examples of the types of integrations supported by ServiceNow and ServiceNow partners:

- Independent software vendor (ISV) integration types involve integrating ISV services such as EcoVadis or Black Kite.
- Content integration types involve integrating external content sources such as regulatory databases or industry standards.
- Data integration types involve integrating external data sources to gather and analyze relevant data such as data from financial systems, security tools, or vendor management systems.
- Environmental, social, and governance (ESG) integration types involve incorporating ESG factors into the TPRM process.

Integrations supported by ServiceNow

Note:
You can find the integration apps on the ServiceNow Store.

Integrations supported by ServiceNow

Provider	Product name	Content	Service provided	Type
Shared Assessments	Standard information-	Standard assessment	Industry standard questionnaire	Content

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Integrations supported by ServiceNow (continued)

Provider	Product name	Content	Service provided	Type
	gathering (SIG) questionnaire		for use in assessments.	
EcoVadis	EcoVadis	Sustainability ratings	Sustainability scores in support of assessments and continuous monitoring.	ISV, data, ESG

Integrations supported by ServiceNow partners

Note:
You can find the integration apps on the ServiceNow Store.

Integrations supported by partners

Provider	Product name	Content	Use case	Type
BitSight	BitSight	Cyber risk ratings	Cyber risk scores in support of assessments and continuous third-party risk monitoring.	ISV, data
Security Scorecard	Security Scorecard	Cyber risk ratings	Cyber risk scores in support of assessments and continuous third-party risk monitoring.	ISV, data
RiskRecon	Risk Recon	Cyber risk ratings	Cyber risk scores in support of assessments and continuous third-party risk monitoring.	ISV, data
Upguard	Upguard Vendor Risk	Cyber risk	Cyber risk scores in support of assessments and continuous third-party risk monitoring.	ISV, data
Recorded Future	Recorded Future Intelligence	Cyber risk ratings	Cyber risk scores in support of assessments and continuous third-party risk monitoring.	ISV, data

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Integrations supported by partners (continued)

Provider	Product name	Content	Use case	Type
Black Kite	Black Kite	Third-party risk management	Technical security, financial risk, ransomware susceptibility index, and compliance scores in addition to overall security ratings.	ISV
Interos	Interos	Supply chain and multiple domain ratings	Cyber, financial, ESG, geopolitical, operations, and restrictions ratings to support risk assessments and monitoring.	ISV, content
TruSight	TruSight	Third-party risk assessments	Access to TruSight-validated third-party risk assessments.	ISV
ISS Corporate Solutions	ISS ESG Cyber Risk Score for Vendor Risk Management	ESG ratings	Access to a comprehensive view of ISS Corporate Solutions' cyber risk management program through cyber risk and supply chain.	ISV
Securitybricks	CMMC - NIST-800-171 - Vendor Compliance Assessment	Template	Access to an automated assessment for Federal organizations.	data, content
Templarshield	HECVAT-Questionnaire for Higher Education	Content	Access to an automated questionnaire for Higher education organizations.	ISV, content

Related topics

- Viewing risk intelligence scores
- Register a risk intelligence provider

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Set up a risk intelligence provider service

Set up a request type for a provider

Register a risk intelligence provider

Create a record for each risk intelligence provider from which you'll request reports. The risk scores and ratings that risk intelligence providers generate are analogous to personal credit scores. The scores provide insight on how trustworthy and safe a particular third party can be.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessment_reviewer

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Risk Intelligence Provider Setup** > **Providers**.
2. Select **New**, fill in the form, and then select **Submit**.

Risk intelligence providers form

Field	Description
Name	Unique name of the risk intelligence provider.
Short description	Description of the provider and possibly of the services provided.
Is multi-factor	Option to specify that the provider can return multiple different score types, for example, Financial risk or Security risk.
Order reports	Option to specify that the provider can be selected for risk intelligence report requests.
URL	Provider's website URL. This enables colleagues to visit and review the provider.
Note	Text comments that provide additional information for your colleagues, for example, descriptions of the available scoring services or why your organization has decided to use the provider.
Provider logo	Image of the provider's logo. This image appears on TPRM reports for the provider.

Result

You can now specify the services and levels of service that you might later request from the provider.

Services that you have associated with the provider appear in the Risk intelligence provider services related list. To add a service, select **New** in the related list and then follow the instructions in Set up a risk intelligence provider service.

Important:
The **Order reports** option on the Risk intelligence provider form must be selected for providers to be available for risk intelligence report requests.

Set up a risk intelligence provider service

After you register a risk intelligence provider, you specify which of the provider's scoring or rating services you'll use. You also specify how their scores or ratings map to your TPRM ratings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

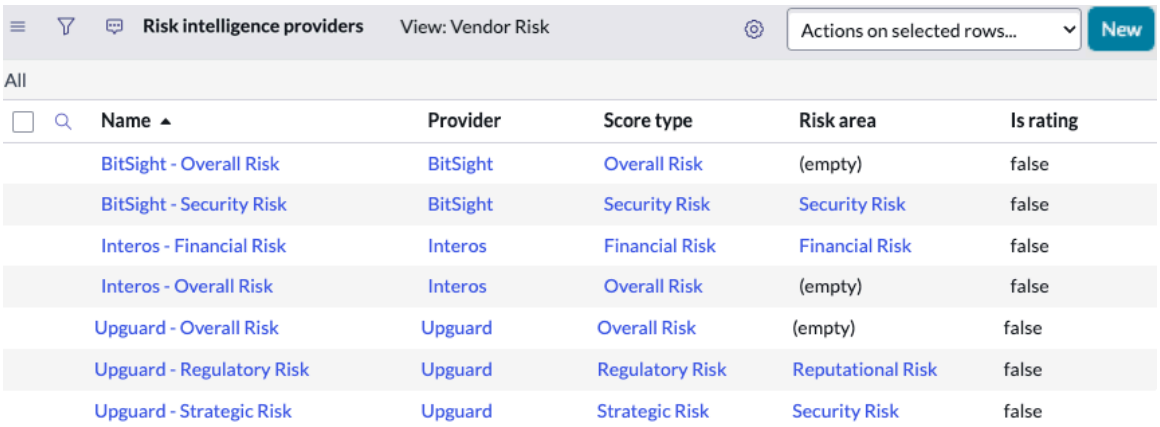
Role required: sn_vdr_risk_asmt.vendor_assessment_reviewer

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Risk Intelligence Provider Setup** > **Provider Services**.

   Current risk intelligence provider services appear in the Third-party Provider Services related list.

   Note:
   The list of provider services also appears as a related list while you're registering a provider. The system auto-generates a unique name for the service by concatenating the **Provider** name and **Score type**.



Risk intelligence providers View: Vendor Risk Actions on selected rows... New

All

Name	Provider	Score type	Risk area	Is rating
BitSight - Overall Risk	BitSight	Overall Risk	(empty)	false
BitSight - Security Risk	BitSight	Security Risk	Security Risk	false
Interos - Financial Risk	Interos	Financial Risk	Financial Risk	false
Interos - Overall Risk	Interos	Overall Risk	(empty)	false
Upguard - Overall Risk	Upguard	Overall Risk	(empty)	false
Upguard - Regulatory Risk	Upguard	Regulatory Risk	Reputational Risk	false
Upguard - Strategic Risk	Upguard	Strategic Risk	Security Risk	false

2. Select **New** and then fill in the fields on the form.

Risk Intelligence Provider Service form

Field	Description
Provider	Name of the risk intelligence provider for this scoring service.
Score type	Each service offered by the provider returns a particular type of risk rating or score, for example, Financial risk or Security risk. For each provider, you define at least two services. ○ Define a service that returns the overall risk score for the third party. ○ Define a service for each additional type of score that the provider can return.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

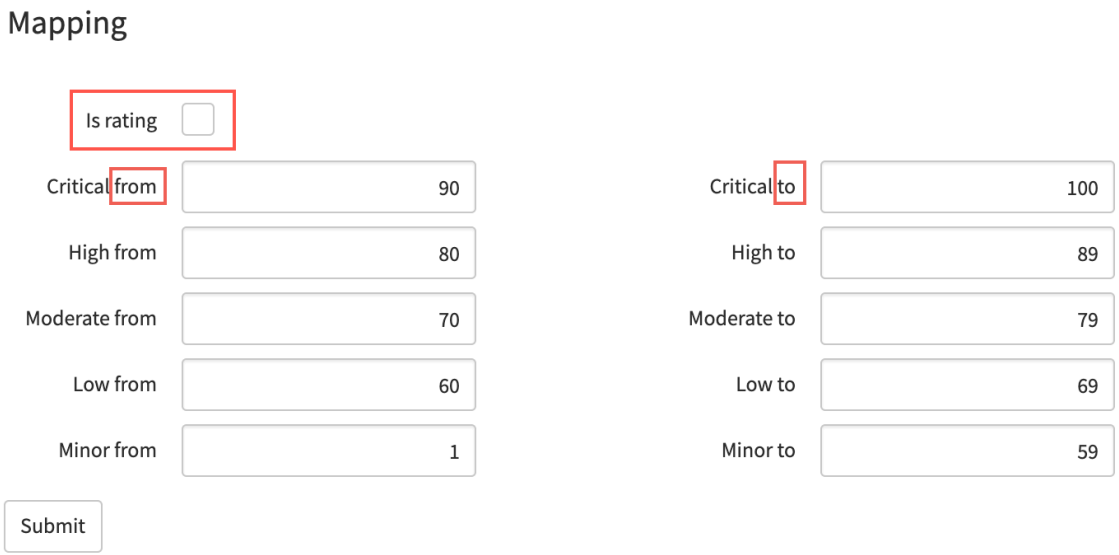
Field	Description
	Important: ○ The **Is multi-factor** setting for a provider indicates that the provider can return multiple different score types. For providers that you configure as multi-factor, you must define a service with **Score type** = **Overall Score** before you can create other services for the provider. When the provider returns an overall score, you add the data. The normalized value appears as the "Overall" value on the provider's card on the **Risk intelligence scores** tab. ○ For providers that you configure as not multi-factor, you specify only one score type. The score or rating returned by the provider is converted to the normalized TPRM score. The normalized value is also displayed as the "Overall" value on the provider's card on the **Risk intelligence scores** tab.
Name	Name of the provider service being set up. The system auto-generates a unique name for the service by concatenating the **Provider** name and **Score type**.
Risk area	Select the third-party risk domain associated with the score type. For more information, see Define a third-party risk domain. **Note:** Risk domains are called "risk areas" in some platform applications.
Copy mapping from	If applicable, specify an existing service with this provider that uses identical mapping as the service that you're configuring. ○ The mappings are copied to the current record. ○ The mappings become read-only.

3. Scroll to the **Mapping** area and perform one of the following actions.
   - To map the provider ratings to the ratings used by TPRM, select the **Is rating** check box and then enter each provider rating next to its corresponding platform rating.
   - To associate a range of provider scores with each TPRM rating, don't select **Is rating**. Each row identifies the lowest and highest values in a rating. Enter the lowest value in the **from** column and the highest value in the **to** column.

   You must fill in at least three rows.

   - All rows must be either ratings or ranges. A mix of the two types isn't allowed.
   - If there are more returned values than rows, group values in the appropriate row and separate with commas.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Select **Submit**.

   You can now specify the types of requests that you might later request from the provider.

   A request type is the name of the report available for the provider. For more information, Set up a request type for a provider.

Set up a request type for a provider

After you register a risk intelligence provider and service, you specify the available request types that you and your organization will use.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessment_reviewer

About this task

A request type is the name of the report available for the provider. Request types can be defined as ranging from Level 1 (general risk intelligence) to Level 3 (granular risk investigation, such as hiring a private investigator). There's no limit to the level or description of the request as long as it makes sense to both you and the risk intelligence provider. For example, a risk intelligence report ordered from Black Kite that provides a high-level summary of cyber risk information could be classified as a Level 1 - General Cyber Risk Report request type.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Risk Intelligence Provider Setup** > **Request Types** and then select **New**.
2. Select the provider, enter a request type, select **Submit**, and then repeat the process for each request type.
3. Repeat the overall process to define a service for each additional type of score that the provider can return.

Result

You can now request different types of risk scores from the risk intelligence provider.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Add a risk intelligence score to risk data for a third party

You add a raw score from a provider to the provider service record for a third party. The system uses the mapping that you specified to normalize the value to the appropriate TPRM rating.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessment_reviewer

About this task

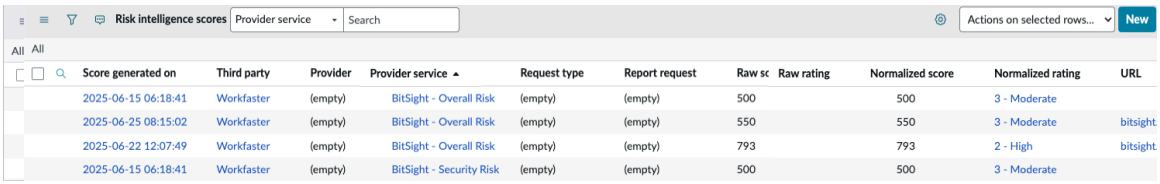
You typically populate the risk intelligence scores table using an integration that you created or installed from the ServiceNow Store. This procedure describes the process of updating risk intelligence scores manually.

When you request a risk score for a third party, risk intelligence providers return the score at a URL that they specify. Follow this procedure to manually add the score and URL to your risk data for the third party.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Risk Intelligence Provider Setup** > **Scores**.

   The Risk intelligence scores related list displays the list of current provider services and associated scores.



2. Select **New**, fill in the fields on the Risk intelligence score form, and then select **Submit**.

   This step adds the score and the URL where the provider returned the score to the data for the third party or engagement.

   When you enter a rating from a risk intelligence provider, the system normalizes the value to convert it to the appropriate TPRM rating. When you enter a score from a risk intelligence provider, the TPRM generates both a normalized rating and a normalized numerical score.

Risk intelligence score form

Field	Description
Provider	Unique name of the risk intelligence provider. The choice list is populated with the providers that you registered.
Provider service	A name that is the concatenation of the risk intelligence provider name and the particular service that returned the risk data. You configured the service using the process specified in Set up a risk intelligence provider service.
Third party	Third party that was scored by the provider.
Request type	Level of analysis for the **Score type** that you defined for the service. For example, a provider might offer three request types for the Financial Risk score type: Level 1, Level 2, and Level 3. A "Level 3" report might return significantly more detailed information and might cost significantly more than a "Level 1" report.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
URL	URL of the site that the provider returned for the request. The site provides the rating or score and additional information from the provider.
Raw rating / Raw score	Raw value returned by the provider in the specified URL.
Normalized score	If you entered a numerical raw score from the provider, then this is the computed normalized TPRM score.
Normalized rating	If you entered a numerical raw score or raw rating from the provider, then this is the computed normalized TPRM rating.
Score generated on	Date and time that the score was added to this record. **Note:** This is not the date/time when the data was generated by the provider.

3. **Optional:** Add subfactor data to the risk data for the third party.
   Subfactor data is not validated or mapped to TPRM score/rating data, but is stored directly as you enter it.

   a. Navigate to **All** > **Third-party Risk Management** > **Risk Intelligence Provider Setup** > **Subfactors** and then select **New**.

   b. Fill in the form in the same way as you filled in the data for a score/rating.

Risk intelligence subfactors form

Field	Description
Provider	Unique name of the risk intelligence provider. The choice list is populated with the providers that you registered.
Provider service	A name that is the concatenation of the risk intelligence provider name and the particular service that returned the risk data. You configured the service using the process specified in Set up a risk intelligence provider service.
Name	Name of the subfactor.
Third party	Third party that was scored by the provider.
Score	Raw value returned by the provider. **Note:** You can enter numerical or alphabetic text in this field. The value is not validated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Created	(Optional) Date and time that the score was added to this record. **Note:** This is not the date and time when the data was generated by the provider.

Result
The data that you have associated with the third party now appears in reports. See Viewing risk intelligence scores for details. The data appears in the following locations:

- Risk intelligence scores related list as described in this procedure.
- **Risk overview** tab in the workspace.
- **Risk intelligence scores** tab in the workspace.

Automate actions upon risk intelligence updates

A provider-based submission rule is a set of conditions and actions. In a rule, you can specify that an update to a rating from a risk intelligence provider is the condition that triggers the action that is specified in the rule. The action might be to create and send a third-party risk assessment, issue, task, or email.

Before you begin
Role required: sn_vdr_risk_asmt.vendor_assessment_reviewer

About this task
When you enter a rating from a risk intelligence provider, the system normalizes the value to convert it to the appropriate TPRM rating. When you enter a score from a risk intelligence provider, the TPRM generates both a normalized rating and a normalized numerical score.

Follow this procedure to define a rule to perform an action when a provider sends an updated rating or score.

Procedure
1. Navigate to **All** > **Third-party Risk Management** > **Assessment Submission Rules** > **Provider-based Submission**.
2. Select **New** and then fill in the form.

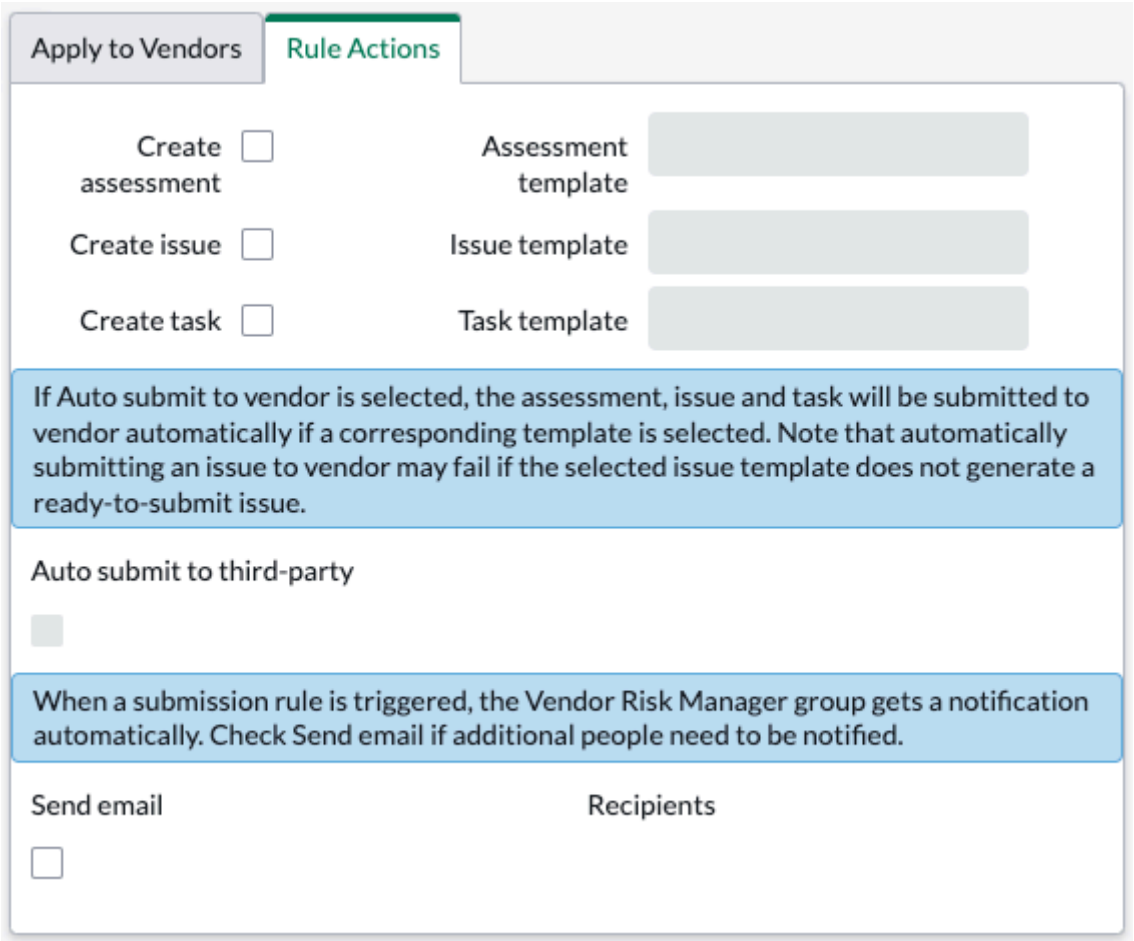
Provider-based submission rule form

Field	Description
Provider service	Select the scoring service from the risk intelligence provider that is associated with the rule.
Order	Enter the execution order for the rule. If multiple rules are defined for the same risk intelligence provider, only the rule with the lowest **Order** value is executed.
Name	Auto-generated name of the rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
○ Change type ○ Extent of change ○ Normalized percentage/ Normalized score/ Normalized risk rating	Select the basis for the external score change that should trigger the rule and the extent of change, as follows: ○ If Change type = Normalized percentage, select **Increased risk by** or **Decreased risk by**, and the percentage in the **Normalized percentage** field. ○ If Change type = Normalized score, select **Increased risk by**, **Decreased risk by**, or **Threshold**, and a score in the **Normalized score** field. ○ If Change type = Normalized rating, enter a risk rating threshold that will trigger the rule in the **Normalized risk rating** field.

3. Select the **Apply to third parties** tab.
   a. Use the condition builder to define conditions for identifying the third parties to be affected by the rule.
   b. Select **Submit**.
4. Select the **Rule Actions** tab, fill in the fields, and then select **Submit**.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Provider-based submission rule form — Rule Actions tab

Field	Description
Create assessment	Select this check box to create an assessment for the third parties identified on the **Apply to third parties** tab. If you also select the **Auto submit to third party** check box, the assessment is automatically sent to the third parties when the rule is triggered.
Create issue	Select this check box to create an issue for the third parties identified on the **Apply to third parties** tab. If you also select the **Auto submit to third party** check box, and you have selected a template from the **Issue template** field, the issues are auto-generated for the third parties when the rule is triggered. **Note:** To enable to auto-generation, you must verify that the following three fields are completed when the issue is created: ○ **Vendor** ○ **Recommendation** (on the **Recommendations** tab) ○ **Explanation** (on the **Recommendations** tab)
Create task	Select this check box to create a task for the third parties identified on the **Apply to third parties** tab. If you also select the **Auto submit to third party** check box, and you have selected a template from the **Task template** field, the tasks are automatically created for the third parties when the rule is triggered.
Assessment template	If you selected the **Create assessment** check box, select the assessment template to be used to create the assessments.
Issue template	If you selected the **Create issue** check box, you can optionally select an issue template to be used to create an issue for the third parties identified on the **Apply to Vendors** tab. If you also select the **Auto submit to third party** check box, you must select an issue template in order to automatically create an issue when the rule is triggered.
Task template	If you selected the **Create task** check box, you can optionally select a task template to be used to create a task for the third parties identified on the **Apply to Vendors** tab. If you also select the **Auto submit to third party** check box, you must select a task template in order to automatically create a task when the rule is triggered.
Auto submit to third party	Automatically submit assessments, issues, and/or tasks to the third parties identified on the **Apply to third parties** tab as described in the preceding field descriptions.
Send email/ Recipients	When the rule is triggered, users with the TPR manager role receive an email notification. Select **Send email** and specify **Recipients** to send the email notification to other individuals.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Integrating EcoVadis with Third-party Risk Management

Integrating EcoVadis into your third-party risk management program can enhance your ability to assess and mitigate risks associated with sustainability and corporate social responsibility (CSR). By leveraging EcoVadis' comprehensive sustainability ratings, you can gain detailed insights into the environmental, ethical, and social practices of your third parties.

Configuring the Vendor Risk Management integration with the EcoVadis application

The following pre-requisite configurations are required to use the Vendor Risk Management integration with the EcoVadis application.

- Activate the Vendor Risk Management integration with EcoVadis application [com.sn_app_grc_ecovadis]. To see the instructions for downloading a GRC application from the ServiceNow® Store, see Download a GRC application from the ServiceNow Store for the first time.
- Create a connection and authenticate your credentials with EcoVadis for more information, see Create an EcoVadis connection and configuration.
- Request EcoVadis ratings using the EcoVadis website. After the request is accepted, scores will become available in TPRM. For more information on the EcoVadis website, see https://support.ecovadis.com/hc/en-us.

Note:
You can customize the system properties for EcoVadis. For more information, see Customize system properties for EcoVadis integration.

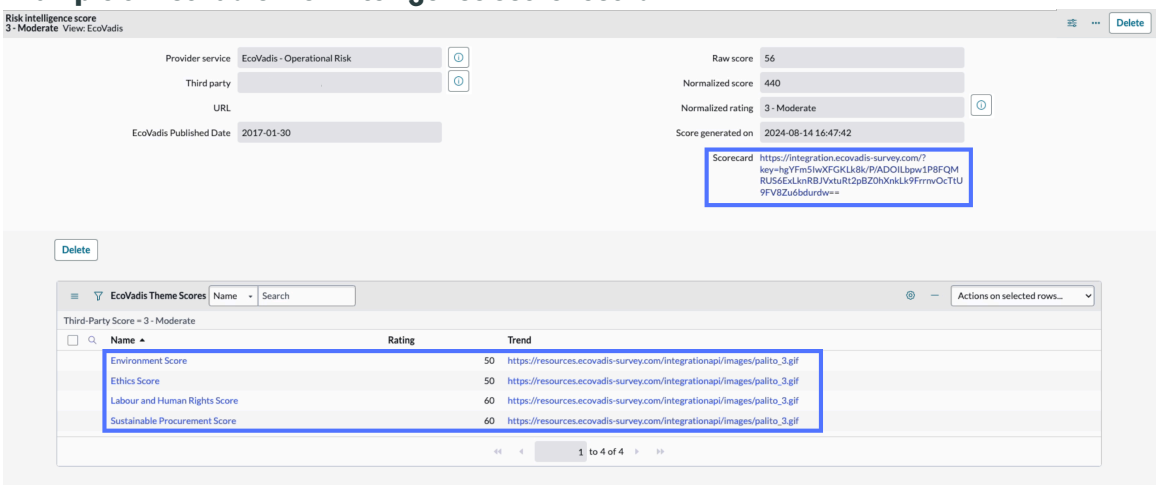
EcoVadis integration actions

As part of the EcoVadis integration with TPRM, you can Fetch and view risk intelligence scores including theme scores and scorecards from EcoVadis.

For more information, see Fetch and view EcoVadis scores.

The following example shows the theme scores and scorecard link that you can view after fetching scores.

Example of EcoVadis Risk intelligence score record

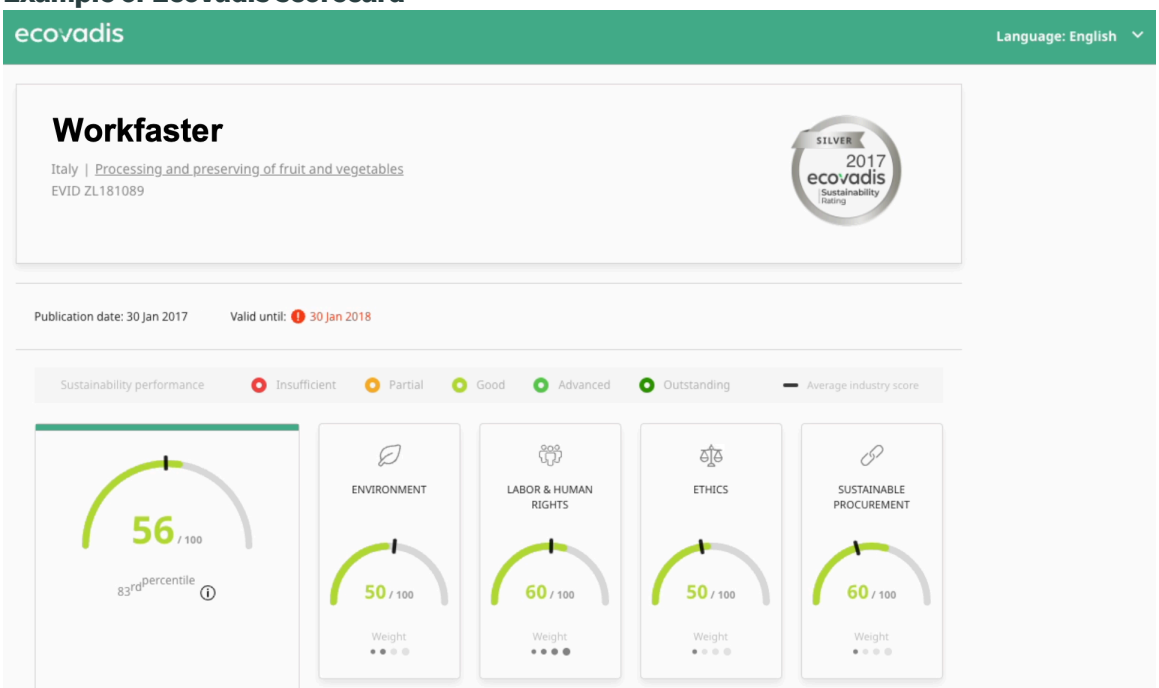


The following example shows a company's sustainability performance across four key areas: environment, labor practices, ethics, and sustainable procurement. It provides a detailed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

breakdown of the company's strengths and areas for improvement, along with a final overall score out of 100.

Example of EcoVadis scorecard



Note:
Confirm that all third parties that you want to assess using EcoVadis has a website listed as part of their third-party record. EcoVadis confirms that a third party is registered by referencing the website URL.

Create an EcoVadis connection and configuration

Create a connection to fetch and update scores from EcoVadis to help ensure that your risk and theme scores remain current when using Third-party Risk Management.

Before you begin

Activate the Vendor Risk Management integration with EcoVadis application [com.sn_app_grc_ecovadis]. To see the instructions for downloading a GRC application from the ServiceNow® Store, see Download a GRC application from the ServiceNow Store for the first time.

Role required: admin

Procedure

1. Navigate to **All** > **EcoVadis for third-party Risk Management** > **Connections & Credential Aliases** and select **EcoVadis Connection Alias**.
2. Select the Create new connection & credential related link.
3. Fill out the form.

Create Connection and Credential form

Field	Description
Connection Name	Name of the connection.
Connection URL	EcoVadis API base address.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Credential Name	Name of the EcoVadis credential.
User Name	Username of the user in EcoVadis.
Password	Password of the user in EcoVadis.

4. Select **Create**.
5. After creating a connection, set up a configuration by navigating to **All** > **EcoVadis for third-party Risk Management** > **Configuration**.
6. Select **New**.
7. Enter a name and select the EcoVadis Config connection that you created.

Note:
You can only create one configuration.

Customize system properties for EcoVadis integration

You can optionally customize the default values of the sn_ecovadis.token_uri and sn_ecovadis.score_uri system properties. These properties manage tokens and access risk scores from EcoVadis when using Third-party Risk Management.

Before you begin

Create an EcoVadis connection and configuration. For more information, see Create an EcoVadis connection and configuration.

Role required: admin

Procedure

1. Select **All** and in the navigation filter enter `sys_properties.list`.
2. Navigate to the sn_ecovadis.token_uri or sn_ecovadis.score_uri properties.
3. Select the property that you want and update the **Value**.
   Additional properties that can be customized include:
   - sn_ecovadis.app_scope_sys_id: The sys id of EcoVadis for Third-party Risk Management Application.
   - sn_ecovadis.connection_credential_alias_sys_id: The sys id of connection and credentials alias configured in EcoVadis.
   - sn_ecovadis.ecovadis_provider_service: The sys id of the EcoVadis provider service.
4. Select **Update**.
   The Vendor Risk Management integration with EcoVadis application [com.sn_app_grc_ecovadis] is updated and ready for use.

Fetch and view EcoVadis scores

Retrieve current scores and scorecards from EcoVadis on demand or at a set frequency of time using Third-party Risk Management. Customizing settings for the EcoVadis Fetch Score Scheduler can help you get the latest scores when you need them.

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

EcoVadis ratings can help you can gain detailed insights into the environmental, ethical, and social practices of your third parties. Fetching these scores regularly helps you stay updated on their compliance and performance.

Note:
Confirm that all third parties that you would like to assess are using EcoVadis has a website listed as part of their third-party record. EcoVadis confirms that a third party is registered by referencing the website URL.

Procedure

1. **All** > **Ecovadis for third-party Risk Management** > **Scheduled Job**
2. Select **EcoVadis fetch Score Scheduler**.
3. Fetch a score on demand or at a scheduled time.
   - Select **Execute Now** to get the latest scores.
   - Select the Active option, set the following fields, and select **Update** to fetch scores at a specific frequency.

Field	Description
Run	The frequency or set dates EcoVadis scores are fetched. ▪ Daily ▪ Weekly ▪ Monthly ▪ Periodically ▪ Once ▪ On Demand ▪ Business Calendar: Entry Start/Finish
Time zone	Time zone that applies to the time selected to fetch the scores.
Time	Time the scores are fetched.

Note:
A scheduled job will run once per day.

4. Navigate to **All** > **Third-party Risk Management** > **Third Parties** > **All Third Parties** and select the third party you want.
5. Select the Risk intelligence scores related list.
6. View a score by selecting the date and time from the **Score generated on** column.

Note:
You can view all scores including EcoVadis theme scores and scorecards when your score record is in the EcoVadis view.

Result

You can view EcoVadis third-party theme scores in the EcoVadis Theme Scores related list and access the EcoVadis scorecard by selecting the URL in the **Scorecard** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scores are mapped to the Risk Intelligence Provider and Provider Service for EcoVadis.

Note:
You can verify that scores are being fetched by navigating to **All** > **EcoVadis for third-party Risk Management** > **Application Logs**.

Risk intelligence provider integrations

The Third-party Risk Management application includes support for risk intelligence provider integrations. These guidelines can help your organization to develop a risk intelligence provider integration for Risk intelligence report (RIR) requests for third parties and due diligence requests.

Integration requirements

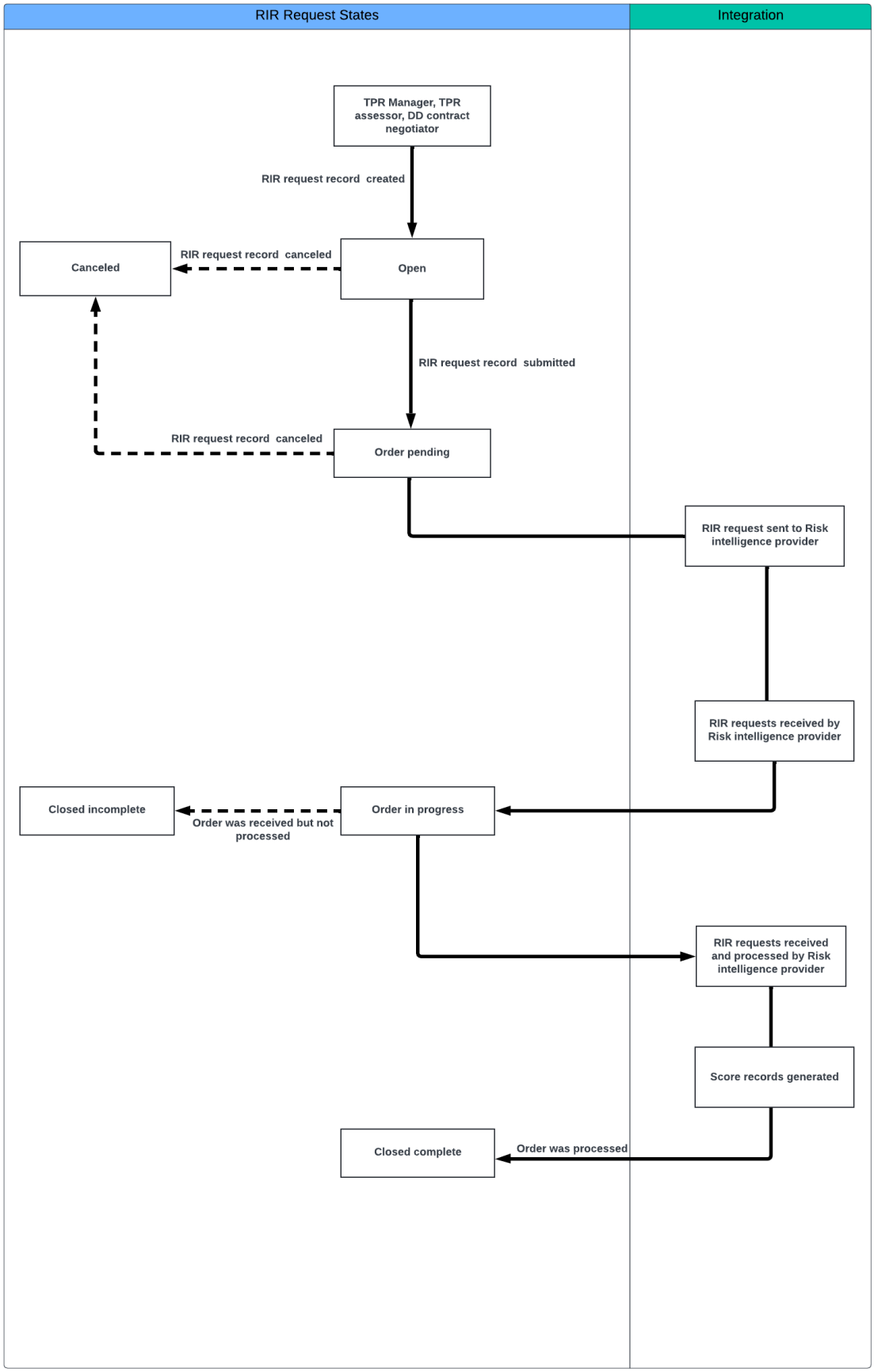
The TPRM application enables your organization to integrate with external risk intelligence content providers. If you have the Third-party risk (TPR) assessor [sn_vdr_risk_asmt.vendor_risk_assessor] or TPR manager [sn_vdr_risk_asmt.vendor_risk_manager] role, you can request the scores or reports for third parties by using the risk intelligence request form. After the reports are generated by the provider, the links to the reports are uploaded to the Third-party Risk Management application and associated with the relevant third party.

Note:
Before requesting reports and scores, a team member with the TPR assessment reviewer [sn_vdr_risk_asmt.vendor_assessment_reviewer] role must register the providers and set up both the providers and request types in the Third-party Risk Management application. For more information, see Register a risk intelligence provider, Set up a risk intelligence provider service, and Set up a request type for a provider.

The following diagram shows the RIR request flow states and their relationship with the integration requirements for risk intelligence providers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RIR requests integration



Integration process:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. All RIR requests in the Order pending state are ready to be sent to the risk intelligence provider.
2. A nightly job is set up by the integration API to check for the report request records that are in the Order pending state.
3. The integration API updates the RIR request record state to Order in progress,
4. The integration API sends a packet to the provider that includes the names of the records and their corresponding source tables:
   - rir_sysid [sn_tprm_dd_risk_intel_request]
   - provider_sysid [sn_vdr_risk_asmt_tpss_provider_basic]
   - third_party_sysid [core_company]
   - third_party_name [core_company]
   - request_type_sysid [sn_tprm_dd_risk_intel_request_type]
   - request_type_name [sn_tprm_dd_risk_intel_request_type]
   - provider_service_sysid [sn_vdr_risk_asmt_tpss_provider]
5. If the packet isn't sent successfully, the integration API updates the RIR request state to Closed incomplete.
6. After receiving the RIR request, the risk intelligence provider processes it and gathers information including the URL, score, and content.
7. The risk intelligence provider returns a packet for upload to the Third-party Risk Management application.

   The packet contains the following names of the records, their corresponding source tables, and content:
   - rir_sysid [sn_tprm_dd_risk_intel_request]
   - provider_sysid [sn_vdr_risk_asmt_tpss_provider_basic]
   - third_party_sysid [core_company]
   - request_type_sysid [sn_tprm_dd_risk_intel_request_type]
   - provider_service_sysid [sn_vdr_risk_asmt_tpss_provider]
   - URL
   - score
   - rating
   - content

   Note:
   The score or rating should be the provider's score or rating. The provider should have set up a mapping to convert the provider's score to a ServiceNow score through a Provider Service record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. Using the packet information, the integration API creates a risk intelligence score record [sn_vdr_risk_asmt_security_score] and populates the URL field. This URL is used to download and attach the reports to the associated RIR request record [sn_tprm_dd_risk_intel_request].

9. The integration API updates the state of the RIR request from Order in progress to Closed complete or Closed incomplete, depending on whether the risk intelligence provider completes the report or fails to send it and decides to close the order.

Limitations

The integration API doesn't update the score record in the Score table. If the API fails to populate a field when it creates a score record, a new score record is created instead of updating the existing record. For example, if the API didn't associate a score with an RIR request, it has to call the API again to create a new score and associate it with the RIR request.

Risk intelligence report request states

The risk intelligence report requests have the following potential states:

Open

An RIR request enters this state after the record has been created and saved by the Third-party Risk (TPR) manager, TPR assessor, or contract negotiator that is assigned to the due diligence request. For each risk intelligence request, the system auto-assigns a unique ID number that starts with the text RIR.

Order pending

An RIR request enters this state after the record has been submitted by the Third-party Risk (TPR) manager, TPR assessor, or contract negotiator that is assigned to the due diligence request.

The following changes take place:

- The order has been submitted to the provider.
- The **Request date** field has been populated with the date that this record was submitted on.
- All fields in the Risk intelligence report request section are read-only.

Order in progress

An RIR request enters this state after the order has been received by the provider.

The following changes take place:

- The score records are generated with the report request.
- The **Score generated on** field is updated.

Closed incomplete

An RIR request enters this state after the order was received by the provider but couldn't be processed due to an error so the order was closed.

Closed complete

An RIR request enters this state after the order was received and processed by the provider.

Canceled

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

An RIR request enters this state after a TPR manager, TPR assessor, or contract negotiator cancels the report request. If a TPR manager, TPR assessor, or contract negotiator must cancel a request, it can be done while the request is in the **Open** or **Order pending** state. After an RIR request is canceled, that record can't be edited. You must create a record.

Requesting third-party risk due diligence

Request third-party risk due diligence to determine the level of risk for interactions with a third party, engagement, or fourth party by using Third-party Risk Management. You conduct due diligence to become aware of the associated risks so that you can make informed decisions, establish appropriate controls, and mitigate the potential negative impact when working with external parties.

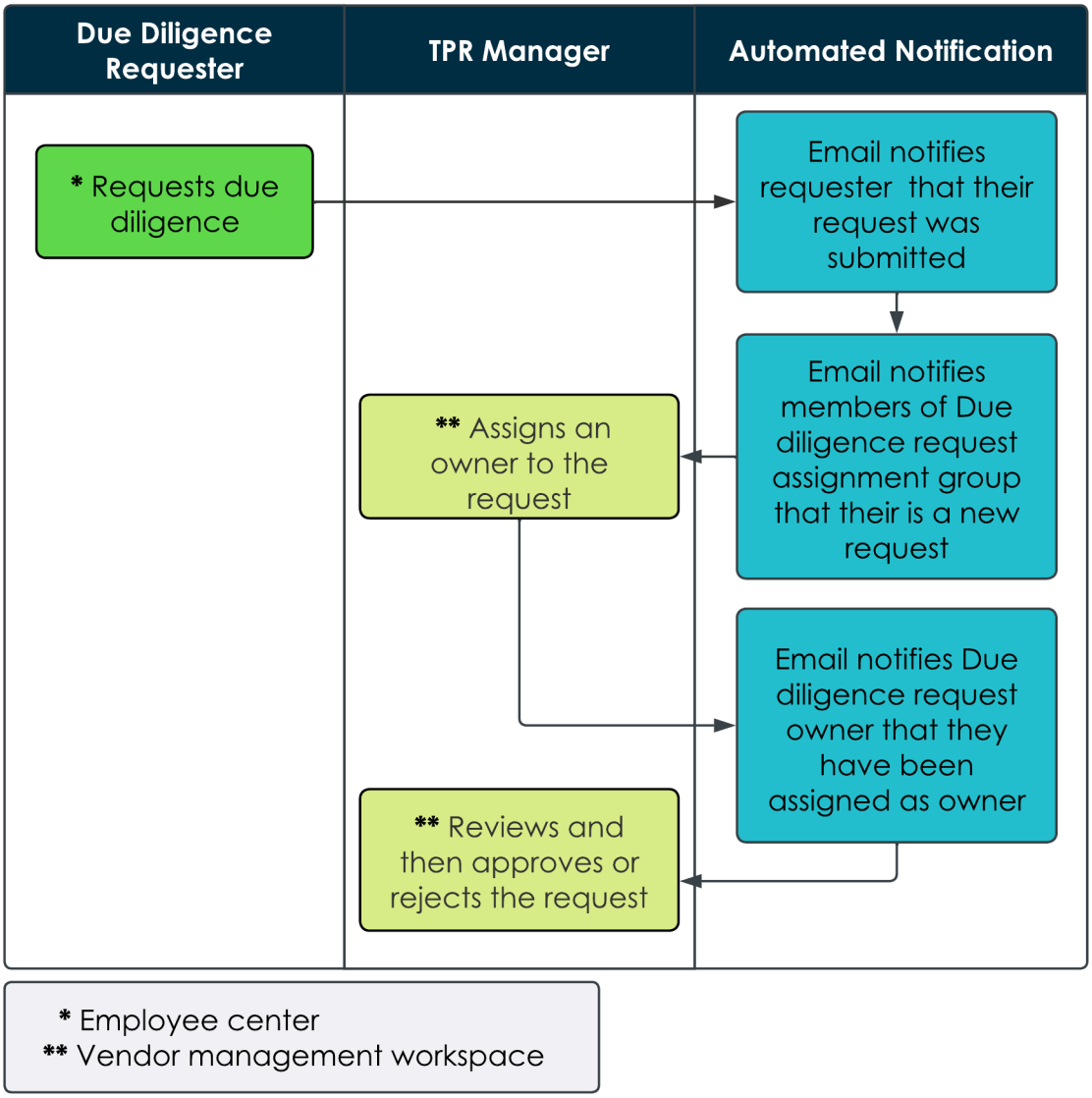
Any employee at your organization can request due diligence, which is an investigation or examination of business relationship risk, for an engagement.

- An engagement is the informal or contracted relationship that you intend to form with a third party that could potentially expose your organization to risk. The engagement outlines the services or products to be provided by the third party and other details of the relationship.
- A third party is any organization or individual that you've interacted or entered into a business relationship with. Third parties can have subsidiaries and can contract with fourth parties. For example, departments are subsidiaries.
- A fourth party can contract with further parties. All downstream parties, such as the fourth through the nth parties, carry risk in the same ways as third parties.

For more information about the terms that are used in these sections or why you might conduct due diligence, see Terminology and Why you conduct due diligence.

The following infographic shows the due diligence request process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The following are the steps of the due diligence request process.

1. An employee at your organization requests due diligence for a third-party engagement.
2. The system sends out an email notification to the employee who made the request.
3. The system sends out an email notification to the Due diligence request assignment group.
4. A member of the group can assign a Third-party risk (TPR) manager [sn_vdr_risk_asmt.vendor_risk_manager] or TPR assessor [sn_vdr_risk_asmt.vendor_assessor] to act as the owner of the request.
5. The system sends out an email notification to the assigned owner of the due diligence request.
6. The TPR manager reviews the request for due diligence for the engagement and approves it. If the information provided by the requester was insufficient or the engagement isn't possible for your organization, the TPR manager rejects it.
7. The IRQ process starts after the TPR manager approves the request for due diligence.

To learn more about creating or monitoring a due diligence request, see Request due diligence for a third-party engagement and Monitoring the due diligence request process.

When creating a due diligence request, the following options are available:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **Onboard a new engagement** Start the onboarding process for a new engagement with an existing third party. For more information about this type of onboarding, see Example — Onboarding a third party.
- **Reassess an existing engagement** Reassess an existing engagement when the conditions change. For example, let's say that you hear adverse news or have changes in your third-party's supply lines. You might want to reassess the risk by conducting additional due diligence.
- **Reassess an existing engagement for contract renewal** Reassess the risk before your organization renews the contract with a current third party or engagement by conducting due diligence.
- **Offboard an engagement with due diligence** Determine if offboarding (terminating the relationship) with an engagement is the optimal course of action by conducting due diligence. For example, it might be too risky to switch third parties or engagements even if their current performance doesn’t meet expectations.

  Extenuating circumstances can contribute to the decision. For example, if the third party is sourcing materials that are difficult to obtain, switching providers might be costly and introduce additional risks. In such cases, continuing with the existing third party, with whom a long-term relationship exists, might be preferable to mitigate potential disruptions and higher risks.

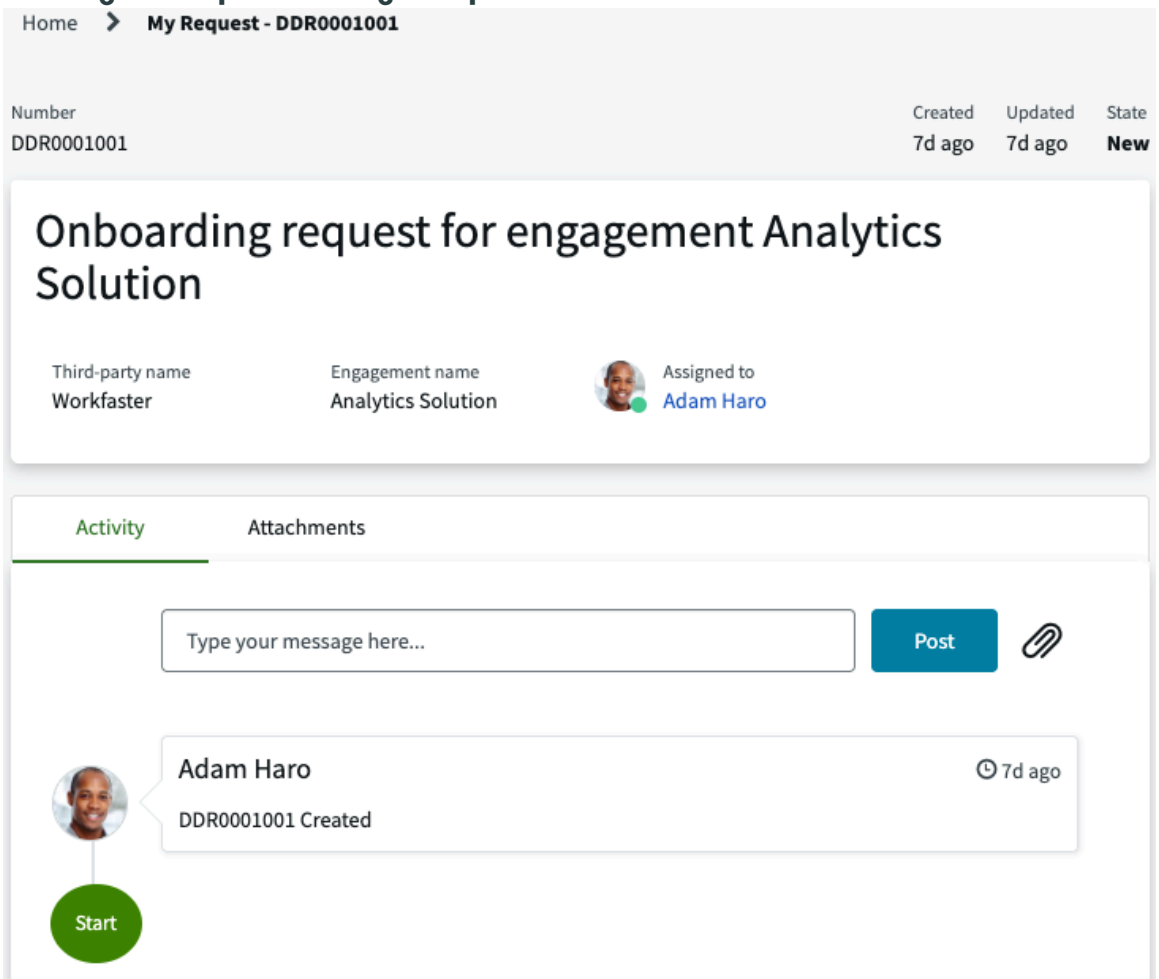
- **Offboard an engagement with no due diligence** Request that an engagement be permanently terminated when an engagement ends or you want to switch to a different third party for other reasons. In this case, you typically don't need to conduct additional due diligence. The process does, however, include the normal Inherent Risk Questionnaire (IRQ) process to confirm that the services provided by the engagement will no longer continue. For more information about this type of offboarding, see Offboarding an engagement without conducting due diligence.

For each due diligence request, the system auto-assigns a unique ID number that starts with the text DDR. Use the ID to track your request. You can post a message to reviewers and add attachments from the page.

The following example shows how a new due diligence request appears.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Due diligence request tracking example



For more information on the different processes that make up the overall due diligence workflow, see Due diligence workflow and Assessing your third-party risk.

Request due diligence for a third-party engagement

Request due diligence to assess the risk that is associated with doing business with an engagement. By conducting due diligence, you gain access to the most up-to-date, comprehensive, and accurate information before making a decision on entering into a business relationship.

Before you begin

Role required: snc_internal

About this task

Because your organization assesses the risk that is associated with doing business with third parties, it performs due diligence for any engagement with a third party. When you request due diligence, you specify the third party's name and the reason for your request. For example, start a new engagement with a third party that you have already engaged or perform due diligence in preparation to renew a contract. You then specify the details that help the Third-party Risk (TPR) managers and TPR assessors at your organization proceed with the due diligence processes. If a request is accepted, it initially goes through the IRQ process. After the IRQ process, as part of the Due diligence process, two third-party risk assessments begin. One assessment is for the third party and another assessment is for the engagement. For more information, see Due diligence workflow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
This feature is available only if the Third-party Risk Management application has been activated. After you install the Risk concentration map feature, you must install a Google license to enable the feature. To enable the risk concentration map feature, see Enable the TPRM Risk concentration map.

Procedure

1. Navigate to **All** > **Self-Service** > **Employee Center** to open your Employee Center and then select **Risk & Compliance**.
2. Select the **Request due diligence for third-party risk** card.
3. On the request form, specify the purpose of your request.
   - **Onboard a new engagement**
   - **Reassess an existing engagement**
   - **Reassess an existing engagement for contract renewal**
   - **Offboard an engagement with due diligence**
   - **Offboard an engagement with no due diligence**

     For more information, see Offboarding an engagement without conducting due diligence.

   For descriptions of each type of due diligence request, see Requesting third-party risk due diligence.
4. **Optional:** Select **Add attachments** to include a document with the request.
5. Specify the third party for the engagement.

   You can request due diligence either for an engagement with a third party that you're already engaged with or for an engagement with a new third party.

   Note:
   You can reactivate a third party that is in the **Terminated** status. Terminated third parties appear in the list for requests of the **Onboard a new engagement** type. If such a request is accepted and closed, the third party's status is changed to **Active**.

   - For an engagement with an existing third party or with a department, partner, subsidiary, or fourth party of the third party:
     a. Select the third party from the list.
     b. The form expands and the system auto-populates the key information for the third party including the address and contact details.
     c. In the next step, enter the key information like the address and contact details for the engagement.
   - For a new third party:
     a. Select the **Third party is not listed** check box.
     b. Enter the name of the new third party.
     c. The form expands. In the next step, you enter the key information like the address and contact details for the third party and for the engagement.

   If you selected an existing third party, much of the information is automatically filled in. For descriptions of these fields, see Request third-party risk due diligence request form.
6. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The system opens to the **Activity** tab on the My request page. For each due diligence request, the system auto-assigns a unique ID number that starts with the text DDR. Use the ID to track your request. You can post a message to reviewers and add attachments from the page.
- The system sends you an email confirmation that your request was submitted. The message includes a link to the request details on the Third-party Risk Management application.
- The system sends an email notification to all users in the group that is specified in the **Assignment group**. The message states that the request was received and is in the **New** state. The message also includes a link to the details page for the request.

Note:
For new due diligence requests, the **Assignment group** is set to Due diligence request assigners. The TPR manager or owner can specify which group is the **Assignment group** on the **Details** tab for a due diligence request. For more information, see Due diligence request process management and Add users to groups based on responsibilities.

Related topics

Offboarding an engagement without conducting due diligence

Offboarding an engagement without conducting due diligence

Request that an engagement be permanently terminated when an engagement ends or you want to switch to a different third party for other reasons. In this case, you typically don't need to conduct additional due diligence. The process does, however, include the normal Inherent Risk Questionnaire (IRQ) process to confirm that the services provided by the engagement will no longer continue.

The user who is assigned as **IRQ assessor** is responsible for completing the questionnaire specifying why the engagement is no longer required. After the IRQ is completed, the approval process formally offboards the engagement and sets it to the inactive state.

When the engagement is set as inactive, future auto-scheduled due diligence or information requests aren’t sent to the engagement contacts.

Assessing your third-party risk

Use Third-party Risk Management to identify and assess potential risks that are associated with your third-party relationships. The information gathered from internal questionnaires, external questionnaires, and documentation requests helps you to understand the third party's risk profile, determine the appropriate risk mitigation strategies, and determine whether the third party or engagement meets all necessary compliance requirements.

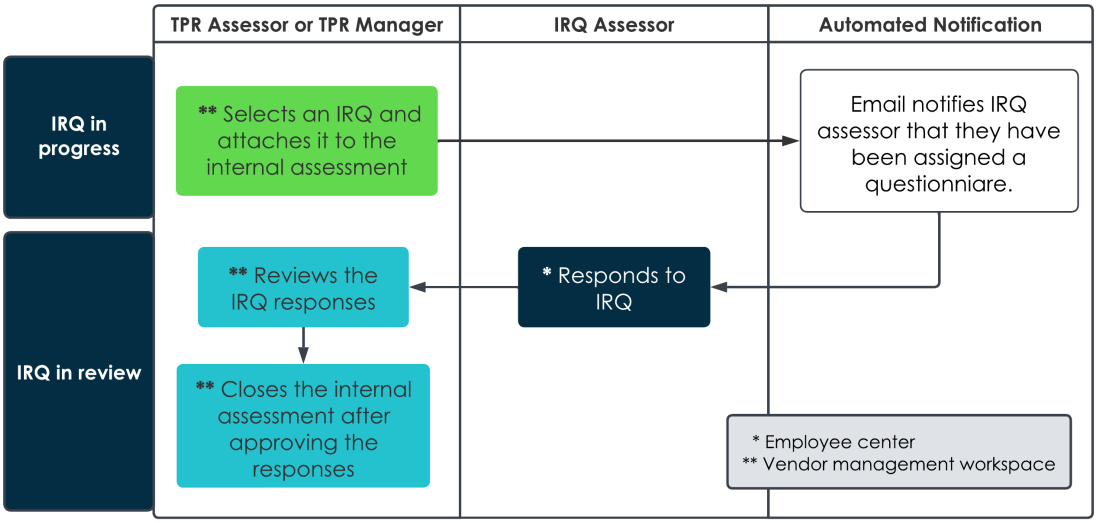
Responding to questionnaires

The following processes outline the timing and methods for responding to internal and external questionnaires:

Inherent Risk Questionnaire (IRQ) process

The following infographic shows the IRQ process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The following are the steps of the IRQ process.

1. After the due diligence request is approved by the Third-party risk (TPR) manager [sn_vdr_risk_asmt.vendor_risk_manager] or TPR assessor [sn_vdr_risk_asmt.vendor_assessor] that has been assigned as the owner of the due diligence request, they select an IRQ and attach it to an internal assessment.
2. The system sends out an email notification to the employee that has been assigned as the IRQ assessor [snc_internal].
3. The IRQ assessor completes the internal assessment by responding to the IRQ.
4. After the IRQ assessor submits their responses and the TPR manager or owner reviews and closes the IRQ, the due diligence request state updates from IRQ in progress to IRQ in review.

Note:
Don't change a questionnaire template after it has been sent out as part of an internal assessment. Instead, duplicate the template by making a copy and make your changes in the new copy. If you update a questionnaire after it has been sent out, the changes won't appear in the version shown to the IRQ assessor. To send an updated version, you must cancel the existing questionnaire by deassociating it from the internal assessment and then add the questionnaire using the updated template. For more information, see Create a questionnaire or document request template, Create a questionnaire or document request template using the Designer, Create a TPRM SAE questionnaire or document request template.

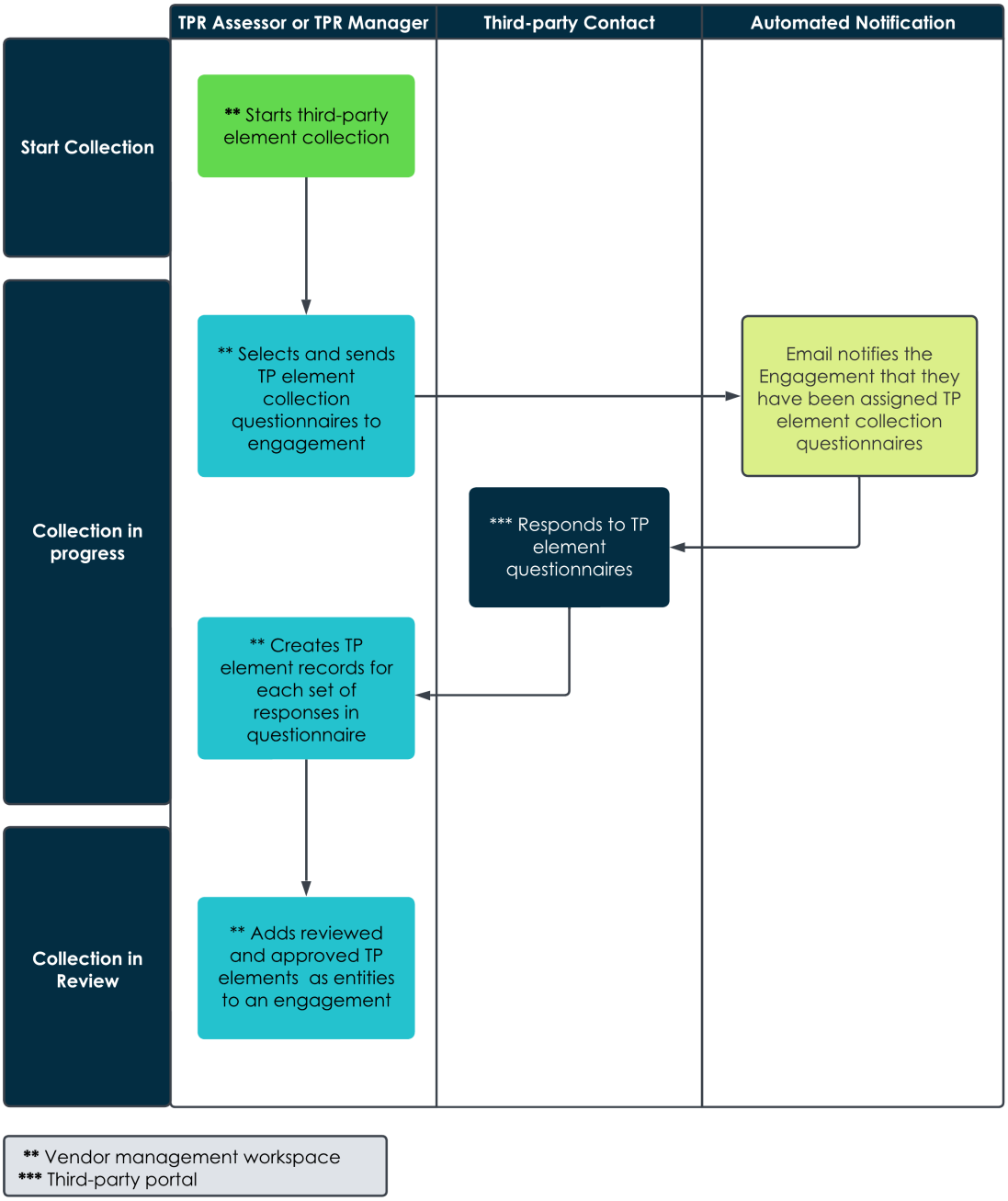
Based on the information gathered, the TPR manager and their team assess the potential risks that are associated with the engagement. They evaluate factors such as the financial stability, the operational capacity, the adherence to quality standards, the compliance with regulations, and the third party's ability to meet delivery timelines. This assessment helps the team to understand the third party's risk profile and to determine the appropriate risk mitigation strategies.

For more information about IRQs or internal assessments, see Create an internal assessment and Respond to an internal assessment.

Third-party (TP) element collection process: Collect TP element information

The following infographic shows the TP element collection process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The following are the steps of the TP element collection process.

1. After your due diligence request has completed the IRQ process, if TP elements are needed, the TPR manager or due diligence request owner selects **Start collection** and a collection task is created.
2. The TPR manager or owner assigns TP element questionnaires to an external assessment for collecting elements and sends that assessment to an engagement to collect required information for TP elements.
3. The system sends out an email notification to the third-party engagement contact that has been assigned the TP element questionnaire.
4. After the third-party engagement contact submits their responses, the TPR manager or owner reviews and verifies all the required information was provided in the questionnaires.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. The TPR manager or owner then navigates to the list of third-party elements and manually creates a third-party element record for each set of responses in each questionnaire.

   For more information, see Create a third-party element record.

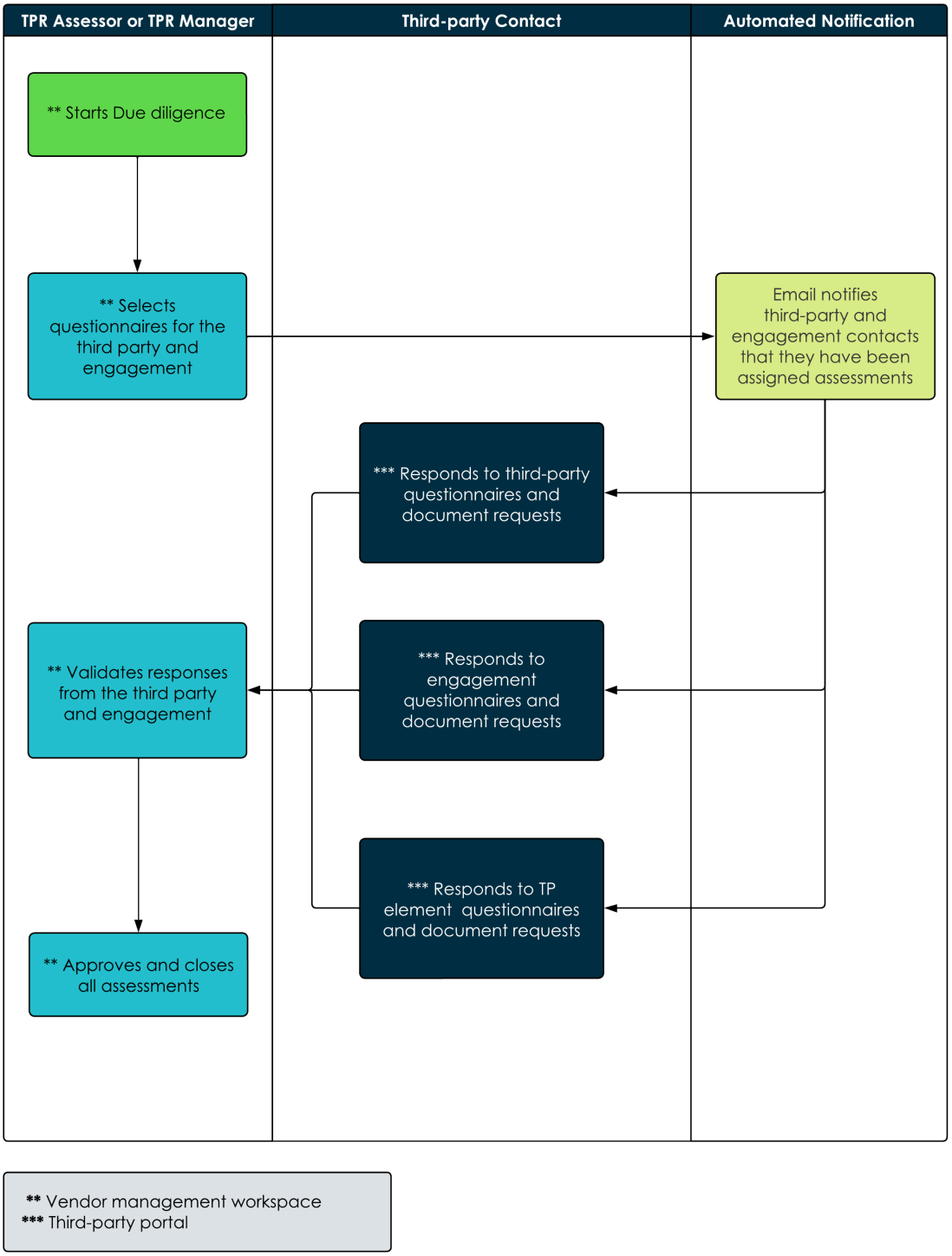
6. After all TP elements are created, the TPR manager or owner closes the collection task assessment. The system changes the state of the request from Collection in progress to Collection in review.
7. The internal stakeholders (TPR assessor, TPR approver, TPR manager, or TPR administrator) review and approve the element records.

This is an optional process for collecting TP elements and assigning them to engagements so that they can be assessed as part of the overall due diligence workflow. For more information on TP elements, see Monitoring third-party elements.

Due diligence process: Compliance verification

The following infographic shows the due diligence process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The following are the steps of the Due diligence process.

1. After the IRQ process or TP element collection process is completed, the TPR manager or owner selects questionnaires and requests for documentation to attach to external assessments for sending to the third party or engagement. For more information on creating assessments, see Create an external assessment and Third-party risk assessment form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
If you completed the optional TP element collection process, a questionnaire must be selected and assigned as part of an assessment for each third-party element you created. The TP element questionnaires are completed by the engagement contact.

2. The system sends out an email notification to the third-party and engagement contact that has been assigned each assessment.

Note:
Don't change a questionnaire template after it has been sent out as part of an external assessment. Instead, duplicate the template by making a copy and make your changes in the new copy. If you update a questionnaire after it has been sent out, the changes won't appear in the version shown in the third-party portal. To send an updated version, you must cancel the existing questionnaire by deassociating it from the external assessment and then add the questionnaire using the updated template. For more information, see Create a questionnaire or document request template, Create a questionnaire or document request template using the Designer, Create a TPRM SAE questionnaire or document request template.

3. After the third-party and engagement contacts submit their responses, the TPR manager or owner reviews and verifies all the required information was provided in the assessments. Issues and tasks are created if remediation or additional information is required.
4. The TPR manager or owner approves and closes each assessment.

The TPR manager can develop assessment templates to simplify and automate the process of determining which questionnaires and document requests to send to a third party of this type. The TPR administrator can define questionnaire templates, document request templates, and then the TPR manager can group them into an assessment template. Your organization can reuse the template to send the questionnaires and document requests to similar third parties in future assessments. For more information about templates, see Create an external assessment template, Create a questionnaire or document request template, and Create a questionnaire or document request template using the Designer.

The TPR manager and their team use the third party's responses and internal analysis to determine whether the third party meets all the necessary compliance requirements. These requirements could include verifying the third party's compliance with applicable laws and regulations, such as environmental regulations, labor laws, and anti-corruption policies.

Note:
The third-party risk assessor, manager, or admin can answer questions, modify responses, and submit external questionnaires on behalf of third parties or engagements. For more information, see Respond to a questionnaire for a third party or engagement.

Due to the sensitive nature of the items involved, the TPR manager and their team evaluate the third party's data security and privacy practices. They assess the third party's information security measures, data protection policies, access controls, and vulnerability management processes. If the third party has access to proprietary information or customer data, they might require the third party to undergo a cybersecurity audit or provide evidence of their data protection measures.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information about reviewing responses, see Review responses to external questionnaires.

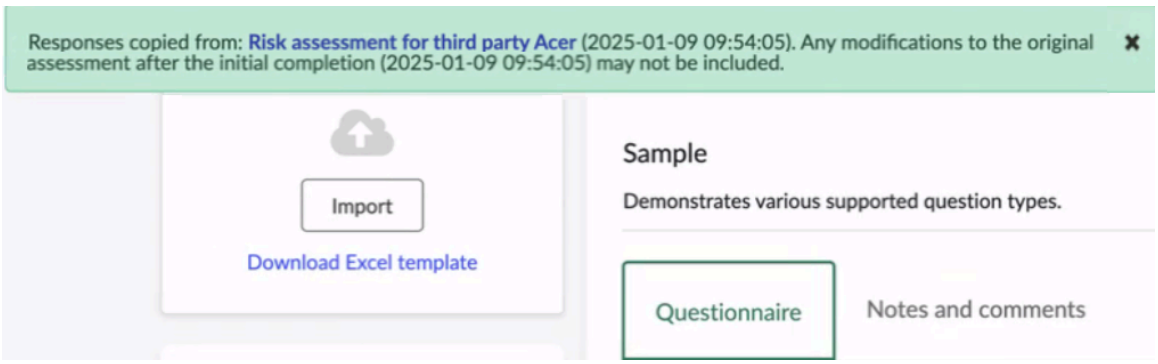
Note:
Your TPR assessor can export received or returned questionnaires to Microsoft Excel spreadsheets. This option enables your organization to use the spreadsheet environment to review the questions and answers. For more information about exporting questionnaire responses, see Export questionnaire responses to a spreadsheet.

Pre-populate questionnaires with responses

The TPR manager or TPR assessor can pre-populate questionnaires for third parties, engagements, and entities with responses from complete questionnaires associated with the same third party. After sending out the assessment, the questionnaire is pre-populated with all responses from the most recent completed version of that questionnaire, regardless of whether the original associated assessment is completed. This is helpful for questionnaires where responses are expected to remain consistent, expediting the process and enabling third-party contacts to review and update responses only if necessary. For more information on creating assessments, see Create an external assessment.

Important:
When the TPR manager or TPR assessor adds a questionnaire to an assessment, they have the option to select or deselect the Include previous responses option on the questionnaire page. The option can't be changed after the questionnaire is sent to the third party. For more information, see Create a questionnaire or document request template and Assessment metric type form.

When a third-party or engagement contact opens a pre-populated questionnaire in the Third-party portal, they receive a notification that the responses were copied from an earlier questionnaire. The notification includes a link to the assessment that supplied the responses and its last updated date as shown in the following example.



Limitations:

- Some question types and their responses can't be pre-populated such as the attachment, duration, and signature question types. These question responses remain blank and previous responses aren't included.
- Responses are copied from the original assessment (Assessment A) to the newer assessment (Assessment B) one time. This copying occurs when Assessment B is submitted to a third party or an engagement. Any changes you make to Assessment A afterward won't be reflected in Assessment B. Both assessments remain separate.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issues and tasks

The role of TPR assessor [sn_vdr_risk_asmt.vendor_assessor] is required to create and manage both tasks and issues.

The TPR manager, TPR assessor, or contract negotiator can create tasks to help ensure that a team member or the third-party contact responds to concerns about the questionnaire responses or requested documents. They can manage existing tasks to verify that the assigned team member or third-party contact responds to a task and updates it as needed. For more information about creating and managing issues, see Create a task for a third party or engagement and Manage a task for a third party or engagement.

The TPR manager, TPR assessor, or contract negotiator can create an issue to help ensure the teams concerns about a third party or engagement are remediated. They can also manage the existing issues to verify that they're understood, shared with the correct persons, and are acted on as needed. For more information about creating and managing tasks, see Create an issue for a third party or engagement and Manage issues.

Additional assessment actions

The TPR manager, due-diligence request owner, or contract negotiator may need to reopen an assessment because there's new information available that impacts the engagement or some other change has occurred. For more information, see Why you conduct due diligence.

If the TPR manager, due-diligence request owner, or contract negotiator must gather more information from an engagement, they can send out an additional questionnaire or document request by reopening an assessment and doing the following actions:

1. Navigate to the Due diligence request record page by selecting the relevant **DDR** number.
2. View the related third-party risk assessment by selecting the **VRA** number on the **External assessments** tab.
3. Select **Re-open**.

The due diligence request state updates from Ready for TPRM approval to Due diligence. The TPR manager, owner, or contract negotiator can request questionnaires and document requests as needed. For more information, see Reopen an assessment.

If the TPR manager, due-diligence request owner, or contract negotiator doesn't require an assessment for an ongoing engagement or requires a quick close for onboarding or renewing an engagement, they can cancel an assessment by doing the following actions:

1. Navigate to the Due diligence request record page by selecting the relevant **DDR** number.
2. View the related third-party risk assessment by selecting the **VRA** number on the **External assessments** tab.
3. Select **Cancel**.

Even if one or all assessments are canceled, the due diligence request proceeds to the Approval process.

Create an internal assessment

Create an internal assessment as part of a due diligence request or ongoing risk monitoring using Third-party Risk Management. An internal assessment can affect which questionnaires are later sent to the third party or engagement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
The third-party risk (TPR) assessors must contact a team member with the TPR manager role to complete step 5.

Role required: sn_vdr_risk_asmt.vendor_risk_manager or sn_vdr_risk_asmt.vendor_assessor

About this task
When creating an on-demand internal assessment, TPR managers or TPR assessors can create the assessment and add the questionnaires. TPR managers can submit the assessment and the assigned respondents complete the assessment. You can select multiple respondents at a time and automatically trigger assessments.

Important:
Smart assessments must be viewed in the Vendor Management Workspace.

Procedure
1. Navigate to one of the following locations:
   - **All** > **Third-party Risk Management** > **Internal Risk Assessments** > **All Assessments**.
   - **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Internal Risk Assessments** > **All Assessments**.
2. Create an internal assessment by selecting **New** and fill in the form.
   For descriptions of all these fields, see Create new internal assessment form.
3. Select **Submit**.
4. Associate existing questionnaires with the assessment by performing one of the following.
   TPR administrators can create questionnaires and associate them with the assessment. For more information, see Create a questionnaire or document request template and Create a TPRM SAE questionnaire or document request template.
5. Select **Submit**.
   This step can be completed by TPR managers.
   - The state of the assessment changes to Awaiting response.
   - The Respondents receive an email notification that includes a link to the assessment.

What to do next
The owner assigned to the internal assessment works with the respondents to close the assessment. For information on how to respond to Internal assessments, see Respond to an internal assessment.

Related topics
Assessing your third-party risk

Respond to an internal assessment

IRQ process management

Respond to an internal assessment

Respond to an Inherent Risk Questionnaire (IRQ) or internal assessment that has been assigned to your queue. Your responses to the questionnaire help determine if the process moves forward and can affect which questionnaires are sent to the third party or engagement.

Before you begin
Role required: snc_internal

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

When someone in your organization creates a due diligence request, the owner of the overall due diligence process specifies who should respond to that initial IRQ. Internal assessments can also be created on demand and the owner assigns questionnaires to IRQ assessors or respondents. As an IRQ assessor or respondent, you receive an email that contains the links to the assigned questionnaires, the name of the related assessment, and the deadline. This information is also provided as part of the questionnaire in Employee Center. For more information, see Assessing your third-party risk, Create an internal assessment, Requesting third-party risk due diligence, and Due diligence workflow.

Note:
When a request is created, the system alerts the initial due diligence requester and all users in the Due diligence request assignment group. A member of the group can assign a Third-party risk (TPR) manager or TPR assessor to act as the owner of the request.

Procedure

1. Navigate to **All** > **Self-Service** > **Employee Center** to open your Employee Center.
2. Respond to an internal assessment by performing one of the following.
3. Answer all relevant questions in the questionnaire and then select **Submit**.

Related topics

Assessing your third-party risk

Create an internal assessment

Why you conduct due diligence

Create an external assessment

Create an assessment and initiate the third-party risk assessment life cycle using Third-party Risk Management. An external assessment specifies the details for the third party or engagement and defines the plan for completing the assessment.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager or sn_vdr_risk_asmt.vendor_assessor

About this task

Assessments can be created on-demand or can recur on a specified schedule. When creating an on-demand external assessment, Third-party risk (TPR) managers or TPR assessors select the questionnaire template or document request template and the third party. You can select multiple third parties at a time and automatically trigger assessments.

Procedure

1. Navigate to one of the following locations:
   - **All** > **Third-party Risk Management** > **External Risk Assessments** > **All Assessments**.
   - **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **External Risk Assessments** > **All Assessments**.

   Important:
   Smart assessments must be viewed in the Vendor Management Workspace.
2. Create an external assessment by selecting **New** and fill in the form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For descriptions of all these fields, see Third-party risk assessment form.

3. Select **Submit**.

   Additional related lists appear. If you left the **Assessment template** field empty and want to use assessment templates to associate multiple questionnaires or document requests with this assessment, use the Questionnaires or Document Requests related lists.

4. Associate existing questionnaires or document requests with the assessment, by performing the following steps.

   a. Open the Questionnaires or Document Requests related list.

   b. Select Edit, select the questionnaires or document requests to use, and then select Save.

   c. Repeat for the other type of questions, if needed.
   TPR administrators can create questionnaire or document request templates and associate them with the assessment. For more information, see Create a questionnaire or document request template.

5. Select **Submit to third party**.

   Important:
   When the TPR manager or TPR assessor adds a questionnaire to an assessment, they have the option to select or deselect the Include previous responses option on the questionnaire page. The option can't be changed after the questionnaire is sent to the third party. For more information, see Create a questionnaire or document request template and Assessment metric type form.

   - The state of the assessment changes to Submitted to third party.
   - The templates that you selected generate questionnaires or document requests.
   - If the Include previous responses option is selected for a questionnaire, then previous responses are copied and added to the outgoing questionnaire. The notification in the Third-party portal includes the number, name, and last updated date of the previous assessment that supplied the responses. The notification also includes a link to the assessment.
   - The primary third-party contact receives an email notification that includes a link to the assessment in the Third-party portal.

     Note:
     When you use the Include previous responses option, responses are copied from the original assessment (Assessment A) to the newer assessment (Assessment B) one time. Any changes you make to Assessment A afterward won't be reflected in Assessment B. Both assessments remain separate.

6. When the third-party contact is ready to respond to the assessment, they open the assessment in the Third-party portal.

   Note:
   If your questionnaire is set up to require a signature, the third party or reviewer must save and e-sign the questionnaire or document request before it can be submitted. The signature feature isn't supported for SAE questionnaires. For more information, see E-signatures on questionnaires or document requests.

7. The TPR assessor moves the state of the assessment to Generating Observations.

   During this time, the TPR assessor can navigate to the Risk overview tab, in the Questionnaires and document requests section, select the **Name** or **Questionnaire instance** to view the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

responses. In the classic engine they can provide comments or change responses, as necessary.

For any problems that arise, the TPR assessor creates an issue to track the remediation process (Finalizing with third party).

8. The TPR assessor moves the assessment to the Closed state.

What to do next

The TPR assessor works through the third-party portal with the third party to close the assessment.

Related topics

Assessing your third-party risk

Review responses to external questionnaires

Respond to a questionnaire for a third party or engagement

Answer questions, modify responses, or submit external questionnaires for a third party or engagement by using Third-party Risk Management. You can save valuable time by responding for a third party or engagement when they have already provided the required information for a previous questionnaire.

Before you begin

The **Allow assessors to answer/edit questionnaires for third-party contacts** property (*sn_svdp.allow_assessor_edit*) must be active. For more information on configuring this property, see Configure TPRM properties.

Role required: sn_vdr_risk_asmt.vendor_assessor, sn_vdr_risk_asmt.vendor_risk_manager, sn_vdr_risk_asmt.vendor_risk_admin

Procedure

1. Navigate to **All** > **Self-Service** > **Third-party risk management** > **External risk assessments** > **All open**.
2. Select the External assessment (VRA) number of an assessment that is in the **Draft** or **Submitted to third party** state.
3. On the Risk overview tab, in the Questionnaires and document requests section, select the **Name** or **Questionnaire instance** to open the questionnaire that you want and then fill in the questions.

   Note:
   To respond to a questionnaire using a questionnaire template, see Using a Microsoft Excel spreadsheet template for external questionnaires and Respond using a Microsoft Excel template.

4. Select **Submit**.

Review responses to external questionnaires

Third-party contacts use the Third-party portal to complete assessments and collaborate with the TPR manager in the comments section for each question. When assessments reveal gaps, the TPR manager or the TPR assessor can generate an issue or task. In addition, the Vendor Management Workspace application can auto-generate issues.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_vdr_risk_asmt.vendor_assessor

About this task
If the TPR manager or TPR assessor decides that an assessment response is unsatisfactory, they can return some of the questions or document requests in the assessment. Incorrect answers to questions can automatically generate issues, or issues can be generated manually from the question. The comments identify the issues to the third-party contact.

To enable TPR assessors to modify responses, configure the **Allow TPR assessors to modify responses in third-party questionnaires** [`sn_svdp.allow_assessor_edit`] system property. You can set the following options:

- Enable TPR assessors to answer questions or modify responses (default)
- Enable TPR assessors to modify responses
- Do not enable TPR assessors to answer questions or modify responses

See Configure TPRM properties.

Procedure
1. Navigate to **All** > **Self-Service** > **Third-party risk management** > **External risk assessments** > **All open**.
2. Select the External assessment (VRA) number of an assessment that is in the **Responses received** state.
3. On the Risk overview tab, in the Questionnaires and document requests section select the templates related list, select the **Name** or **Questionnaire instance** to open the questionnaire that you want.
4. If you're using the Classic assessment engine, you can fill in the following fields.

Third party's responses

Field	Description
Reviewer comment	Text that provides internal information about the state of responses.
Show follow-up only	Select the check box to display only questions that were flagged as needing a follow-up (the **Follow up** check box was selected when the assessment was returned to the third-party for updates).
Show incorrect or un-scored responses only	Select the check box to display only questions with an incorrect answer or for which no response was given.
Show unanswered questions only	Select the check box to display only questions for which no response was given.
Hide comments	Select the check box to hide all **Comment** text boxes.
Include this question when	Select the check box to indicate that you want to create an issue dealing with this question. You can add an **Internal comment**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
creating an issue	**Note:** If you have already created an issue for a question, the field is inactive to help prevent you from creating an additional issue for the question.
Follow up	Select the check box to make the external comment visible to the third party.
Comment for third party	Select the check box to add an **External comment** for the third party.

5. After you review the assessment and add comments, perform one of the following steps.

Reopen an assessment

Reopen an assessment to send out more questionnaires and document requests to collect required additional information from the third party or engagement.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor or sn_vdr_risk_asmt.vendor_risk_manager

About this task

As the TPR manager, TPR assessor, or owner of the due diligence request, you may reopen an assessment due to an internal stakeholder request or if new information impacts the engagement. You can reopen an assessment after the due diligence request has gone through any of the following processes: due diligence, approval, or contract. The due diligence request must be in the Closed state before you can reopen an assessment. After reopening the assessment, you can select additional questionnaires and document requests to send from the Questionnaire templates and Document templates tabs.

Procedure

1. In the Vendor Management Workspace, select the list icon and then navigate to **Due diligence requests** > **All requests**.
2. Select the relevant **DDR** number.
3. View the related Third-party risk assessments by selecting the **VRA** number on the **External assessments** tab.
4. Select **Re-open**.

Create an issue for a third party or engagement

Create an issue to help ensure that your concerns about a third party or engagement are remediated.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

About this task

In an iterative process, before the TPR manager closes an assessment, the TPR manager can generate non-compliance issues and tasks. The TPR manager communicates with the TP contacts and engagement contacts by using comments to close the issues and tasks. The TPR manager can also assign different contacts as needed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. In the **Quick actions** box on the TPRM home page  , select **Create issue**.
2. **Optional:** Select a template to fill in several fields on the form.
   You can filter the template list and add templates to your custom **My templates** list.
3. Fill in the form and then select **Save**.

Third-party risk issue form

Field	Description
Name	Helpful tag for the template. The field might be filled in by a template.
Description	Text that helps others to understand the issue.
Number	For each issue, the system auto-assigns a unique ID number that starts with the text VRI. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Applies to	○ **Third party**: The issue applies to the parent third-party organization. ○ **Engagement**: The issue applies to the engagement. ○ **Entity**: The issue applies to the third-party element entity.
Third party	Third party with which the issue is associated.
Assessment	Assessment with which the issue is associated.
State	The state of an issue is updated as you perform actions that are associated with the issue. The workflow chain along the top of the **Risk overview** tab identifies the current state of the issue. See Manage issues.
Priority	Specify the priority. The value appears in all reports that include the issue.
Assignment group	Qualified group of individuals available to work on the request.
Assigned to	User that is responsible for managing and closing the issue.
Third-party contact	Contact at the third party with which the issue is associated.
Watch list	Add other users to help ensure that they see updates in the issue state and other values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Visible in third-party portal	Option to display the issue to the third-party contacts in the Third-party portal.
Recommendations section	
Recommendation	○ Third party to remediate: You expect that the TP contact will remediate the issue so you can close it. ○ Accept issue: You determine that the risk associated with issue is acceptable and requires no further action. ○ Request additional information: You will request additional information from the TP contact. The field might be filled in by a template.
Explanation	The field might be filled in by a template.

If **Visible in third-party portal** is selected, then the third-party contact is alerted to the issue.

Result

The highest priority issues are listed in the Issues by priority section of the Home page. The **Assigned to** user can manage the issue on the tabs of the Issue management page. See Manage issues.

Related topics

TPRM Home page

Create an issue generation rule

Manage issues

Manage issues

Verify that an issue that is associated with a risk assessment is understood, communicated to the appropriate persons, and is acted on as needed.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

Procedure

1. Use either of the following methods to start the process:
   - On the TPRM **Home** page, the highest priority issues are listed in the **Issues by priority** section. Select an issue name to view the **Risk overview** tab on the Issue page.
   - On the **List** page, select the issue name from one of the lists in the **Issues** section to view the **Risk overview** tab on the Issue page.

   Note:
   For each issue, the system auto-assigns a unique ID number that starts with the text VRI. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.

2. **Optional:** Select an action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Select **Discuss** to send a message to other users. The message is recorded in the **Activity** section of the **Details** tab.
- Select **Create task** to create a task. See Create a task for a third party or engagement.
- Select **Save** to save any change you made to a value on any tab.
- Select **Delete** to delete the issue record.

3. Open the appropriate tab.

On each tab, the Third-party overview section displays general details for the third party.

Risk overview tab for an issue

- The workflow chain along the top identifies the current state of the issue. The state is updated as you perform actions that are associated with the issue.
- Tasks section: Lists associated tasks and displays the count and status of tasks. For each issue, the system auto-assigns a unique ID number that starts with the text VRI. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
- Tasks by planned end date section: Helps you to identify tasks that need urgent attention.
- Third-party overview section: General details for the third party.

Details tab for an issue

- Third-party risk issue section: General information on the third party and recommended actions for the issue.
- The **Compose section** on the **Details** tab enables you to permanently add text to the record. The Activity section is updated with any actions on issues and tasks, submissions to TP contacts, and also with work notes and comments that users add to the record. Add text in the following fields as needed:
  - **Work notes (Private)**: Information about the third-party risk assessment. Work notes are visible only to internal users who are assigned to the process.
  - **Comments**: Comments about the third-party risk assessment are visible both to internal users and to third-party contacts.

Tasks tab for an issue

The tab displays information for tabs that are associated with the issue. Select a task number to open the task in the task management page. Select **New** to create a task. See Create a task for a third party or engagement.

Questions tab for an issue

The tab displays a list of the questions that are associated with the issue. Select a question to view the question definition and current response.

Create a task for a third party or engagement

Create a task to help ensure that a user at your organization or the third-party contact responds to your concerns about questionnaire responses or requested documents during the due diligence process.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

In an iterative process, before the TPR manager closes an assessment, the TPR manager can generate non-compliance issues and tasks. The TPR manager communicates with the TP contacts and engagement contacts by using comments to close the issues and tasks. The TPR manager can also assign different contacts as needed.

Procedure

1. In the **Quick actions** box on the TPRM home page  , select **Create task**.
2. Fill in the form and then select **Save**.

Third-party risk task form

Field	Description
Short description / Description	High-level and detailed information about the issue that needs to be resolved and the method for resolving it.
Number	For each task, the system auto-assigns a unique ID number that starts with the text VRT. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Applies to	○ **Third party**: The task applies to the parent third-party organization. ○ **Engagement**: The task applies to the engagement. ○ **Entity**: The task applies to the third-party element entity.
Third party	Third party with which the task is associated.
Assessment	Assessment with which the task is associated.
Issue	Issue with which the task is associated.
State	State of progress for the task. ○ Open ○ Submitted to third party ○ Review ○ Closed complete ○ Closed incomplete ○ Closed cancelled
Priority	Specify the priority. The value appears in all reports that include the task.
Assigned to	User that is responsible for managing and closing the task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Third-party contact	Contact at the third party with which the task is associated.
Watch list	Add other users to help ensure that they see updates in the task state and other values.
Visible in third-party portal	Option to display the task to the third-party contacts in the third-party portal.
Task schedule section	
Planned duration / Actual duration	The time period that you expect the task to require and the actual duration that is calculated from the actual start and actual end dates.
Planned start date / Planned end date	Expected start and end dates for the task.
Actual start date / Actual end date	Actual start and end dates for the task based on the first action and the date the task was closed.
Closed by	User who closed the task (typically the owner — the **Assigned to** user).
Created / Updated	Dates that the task was saved and date of the latest change.

Manage a task for a third party or engagement

Verify that the **Assigned to** user at your organization or the third-party contact responds to a task and update the state of the task as needed.

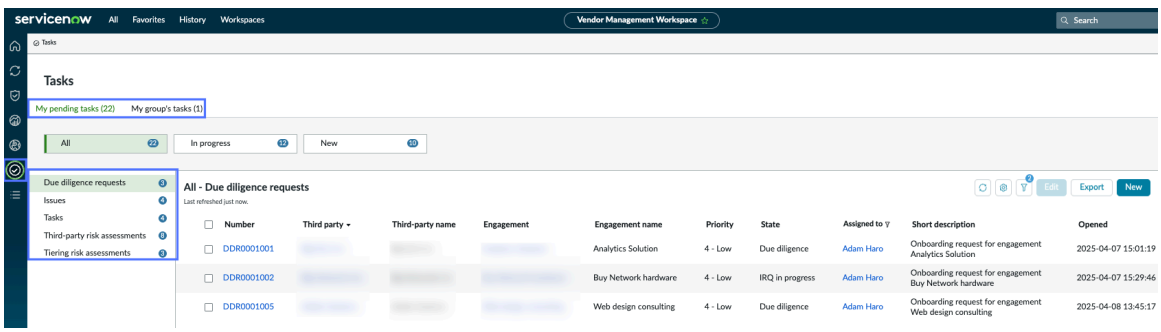
Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

Procedure

1. Select **Workspaces** > **Vendor Management Workspace** and then select the **Risk** tab to open the workspace to the home page and then select the task icon .
2. On either the **My pending tasks** or **My group's tasks** tab, select **Tasks**, and then select the task number.

Note:
The other options in the list (**Due diligence requests**, **Issues**, and so on) also enable you to select a task to work on.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Third-party risk task form

Field	Description
Short description / Description	Text that explains and clarifies the intent of the task for users.
Number	For each task, the system auto-assigns a unique ID number that starts with the text VRT. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Applies to	○ **Third party**: The issue applies to the parent third-party organization. ○ **Engagement**: The issue applies to the engagement. ○ **Entity**: The issue applies to the third-party element entity.
Third party	Third party with which the task is associated.
Assessment	Assessment with which the task is associated.
Issue	Issue with which the task is associated.
State	State of the progress for the task. ○ Open ○ Submitted to third party ○ Review ○ Closed complete ○ Closed incomplete ○ Closed cancelled
Priority	Specify the priority. The value appears in all reports that include the task.
Assigned to	User that is responsible for managing and closing the task.
Third-party contact	Contact at the third party with which the task is associated.
Watch list	Add other users to help ensure that they see updates in the task state and other values.
Visible in third-party portal	Option to display the task to the third-party contacts in the third-party portal.
Task schedule section	
Planned duration / Actual duration	The time period that you expect the task to require and the actual duration that is

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	calculated from the actual start and end dates.
Planned start date / Planned end date	Expected start and end dates for the task.
Actual start date / Actual end date	Expected start and end dates for the task based on the first action and the date the task was closed.
Closed by	User who closed the task (typically the **Assigned to** user).
Created / Updated	Dates that the task was saved and date of the latest change.

Export questionnaire responses to a spreadsheet

Export received or returned questionnaires to Microsoft Excel spreadsheets. This option enables you to use the spreadsheet environment to review questions and answers.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

About this task

You can export only questionnaires in the received or returned state.

Note:
This is available when you're using the Classic assessment engine.

Procedure

1. Navigate to **All** > **Self-Service** > **Third-party risk management** > **External risk assessments** > **All open**.
2. Select the External assessment (VRA) number of an assessment that is in the **Responses received** state.
3. On the Risk overview tab, in the Questionnaires and document requests section, select the **Name** to open the questionnaire that you want and then fill in the questions.

   - To export a single questionnaire:

     Select **View Responses** and then select **Export Responses**.

   - To export more than one questionnaire:

     a. Select the check boxes for the questionnaires that you want, then select **Export Questionnaire** from the **Actions on selected rows** list.

     b. Select **Export**.

   - To export all listed questionnaires:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Select **Export All**.

b. A pop-up lists the questionnaires to be exported.

c. Select **Export**.

Note:
Questionnaires in the received or returned state are available for exporting.

The system generates a compressed file that contains a separate Excel file for each questionnaire. Exported files use the following file naming convention: `<assessmentName> - <questionnaireName>.xlsx`.

The **Assessment details** tab in a spreadsheet shows the name and state of the assessment, the planned and completion dates, and signatory details. Each **Section** tab displays the question data for the assessment categories.

Monitoring your third-party risk

You can monitor the potential risks that are associated with your third-party relationships by using the Third-party Risk Management application. An ongoing monitoring process can help you regularly assess the third party's performance and adherence to the agreed-upon terms.

Ongoing monitoring and review

You can monitor and review the performance of your third parties with Vendor Management Workspace. For example, you can regularly assess whether the third party is adhering to the agreed-upon terms.

Note:
The Vendor Management Workspace is designed for users with the Third-party risk (TPR) manager [sn_vdr_risk_asmt.vendor_risk_manager], TPR assessor [sn_vdr_risk_asmt.vendor_assessor], and Third-party assessment reviewer [sn_vdr_risk_asmt.vendor_assessment_reviewer] roles.

Viewing risk reports and other information

Starting with version 21.1.x, the legacy horizontal tab-based layout in the Vendor Management Workspace has been replaced by a structured vertical navigation panel. This design introduces:

- Grouped Related Lists: Organizes access to third-party records, assessments, and dashboards into logical sections.
- Clearer Workflows: Navigation is streamlined to support risk management processes and dependency tracking for third parties and engagements.
- Consistent Availability: The vertical panel is accessible across all internal user roles, ensuring a unified experience for managing vendor risk and resilience.

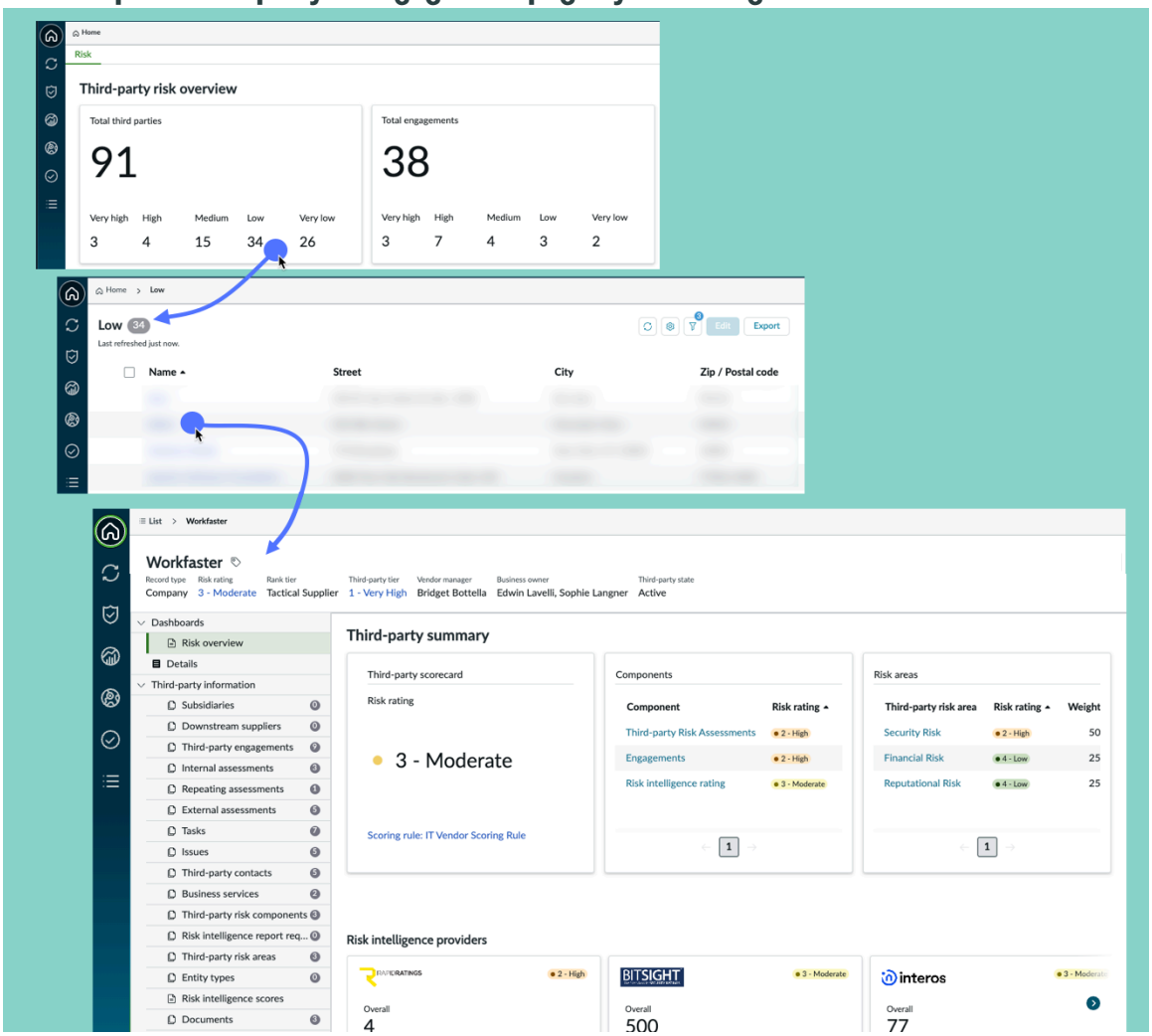
You can view the risk reports for all third parties and engagements by navigating to **Workspaces** > **Vendor Management Workspace** and then selecting the **Risk** tab to open the workspace to the home page. For more information, see Viewing third-party risk reports.

You can also view the status and all current information for a third party or engagement by navigating to **Workspaces** > **Vendor Management Workspace**. On the **Risk** tab, select the home page icon  .

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

As shown in the following example, you can select any number in the Third-party risk overview section to open a list of third parties or engagements with that risk rating value. You can then select a third party or engagement.

How to open a third party or engagement page by risk rating



For more information, see Get an overview of a third party.

TPRM personalized dashboards

Monitor and analyze your assessment data at various levels using the Third-party insights dashboard and TPRM custom analytics dashboard. If you have the TPR manager [sn_vdr_risk_asmt.vendor_risk_manager] or TPR assessor [sn_vdr_risk_asmt.vendor_assessor] role, you can create and share your own dashboards and reports. TPR managers can also customize report layouts, widgets, and data views to prioritize key metrics and workflows that align with your individual roles and risk programs. These dashboards provide you and your team with tailored insights and deliver relevant information at a glance, improving your decision-making process. You can view TPRM personalized dashboards by navigating to **Workspaces** > **Vendor Management Workspace** and selecting the dashboard page icon . For more information, see Monitoring assessment data using TPRM dashboards.

Due diligence processes

You can view the status of the following due diligence processes from the Due diligence request record page:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Request process
- Inherent Risk Questionnaire (IRQ) process
- Third-party risk assessment process
- Approval process
- Contract risk process

To access the Due diligence request record page, you can select the DDR number for any due diligence request. For more information about the due diligence process, see Monitoring the due diligence request process.

Managing fourth-nth parties

You can use Third-party Risk Management to help identify, understand, and manage risks that are related to third parties dependent on the services of fourth-nth parties. Monitoring fourth-nth parties can help ensure that they adhere to the same security and compliance standards as the primary third party. For more information about fourth-nth parties, see Monitoring your fourth-nth parties.

Managing third-party elements

You can monitor third-party elements through scalable scoring models, relationship analysis, and due diligence workflow integration as part of the third-party element collection process. Monitoring third-party elements and leveraging that information can help with conducting more informed risk assessments as part of your third-party risk program. For more information about third-party elements, Monitoring third-party elements.

Viewing managed activities

An engagement only consumes one license, regardless of whether there's one managed activity or many managed activities per contract year. Managed activity usage is triggered only when an activity is initiated. You can view your managed activities for verification purposes with the Usage analytics activities [sn_vdr_risk_asmt_ua_activity] table. This read-only table stores a record whenever a managed activity occurs. You must have the Third-party assessment reviewer [sn_vdr_risk_asmt.vendor_assessment_reviewer] role to view this table. You can access the Usage analytics activities table by navigating to **All** > **Third Party Risk Management** > **Administration** > **Managed Activity Analytics**. For more information, see Tracking a managed activity.

Note:
The Usage analytics activities [sn_vdr_risk_asmt_ua_activity] table is only available to those users that have purchased the Third-party Risk Management application and have access to the Due diligence management application. To see the instructions for downloading a GRC application from the ServiceNow® Store, see Download a GRC application from the ServiceNow Store for the first time.

Get an overview of a third party

Use the third party page to access all current information and status for a third party.

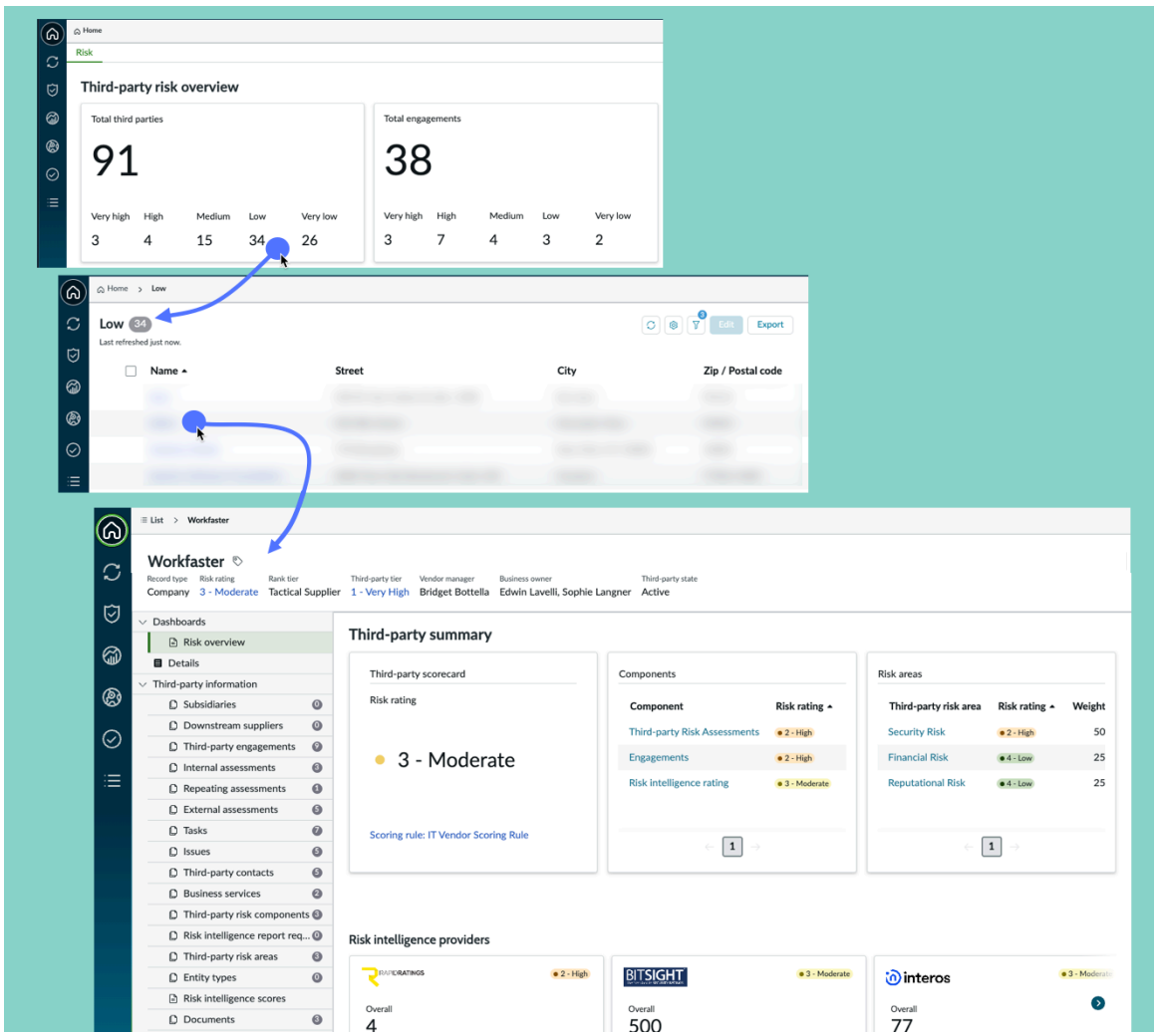
Accessing third-party information

1. Select **Workspaces** > **Vendor Management Workspace**.
2. On the **Risk** tab, select  .

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. In the Third-party risk overview section, select any number in a box to open the list of third parties with that value.

4. Select a third party name and then select the appropriate tab.



Information on the tabs for a third party

On most reports, you can select an item to view the underlying data.

Risk overview tab

The Risk overview tab displays third-party name and process information, summary reports, risk intelligence scores, and tracking data for issues and tasks. See Viewing summarized risk information for a third party.

Details tab

The **Details** tab displays overview and process tracking information and offers actions for managing the third party or engagement. See Viewing general information on a third party

Subsidiaries tab

The Subsidiaries tab displays overview information on subsidiaries of the third party. See Viewing information about third-party subsidiaries

Downstream suppliers tab

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The **Downstream suppliers** tab displays overview information on fourth parties that the third party engages with. See Viewing information on fourth parties.

Risk intelligence scores tab

For DD requests, risk intelligence scores appear in a list. For an individual third party, a card displays the most recent score or rating and a link for each risk intelligence report. See Viewing risk intelligence scores.

Note:
When you select the More tab, you can view additional tabs that will show other types of relevant information such as, associated assessments, issues, tasks, risk components, entities, entity types, and more.

Viewing summarized risk information for a third party

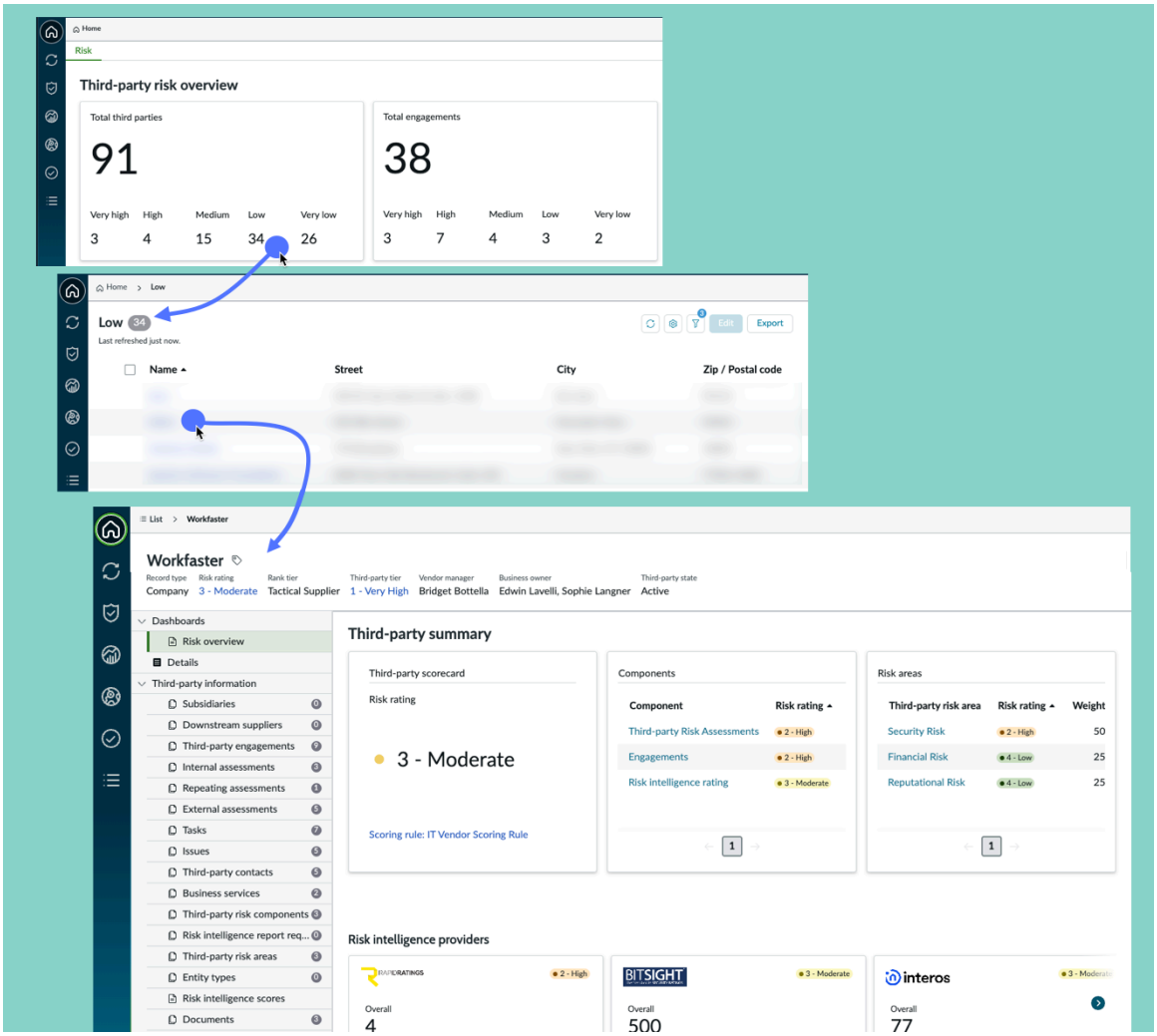
The Risk overview tab displays third-party name and process information, summary reports, risk intelligence scores, and tracking data for issues and tasks. On most reports, you can select an item to view the underlying data.

Getting to the Risk overview tab

1. Select **Workspaces** > **Vendor Management Workspace**.
2. On the **Risk** tab, select  .
3. In the Third-party risk overview section, select any number in a box to open the list of third parties with that value.

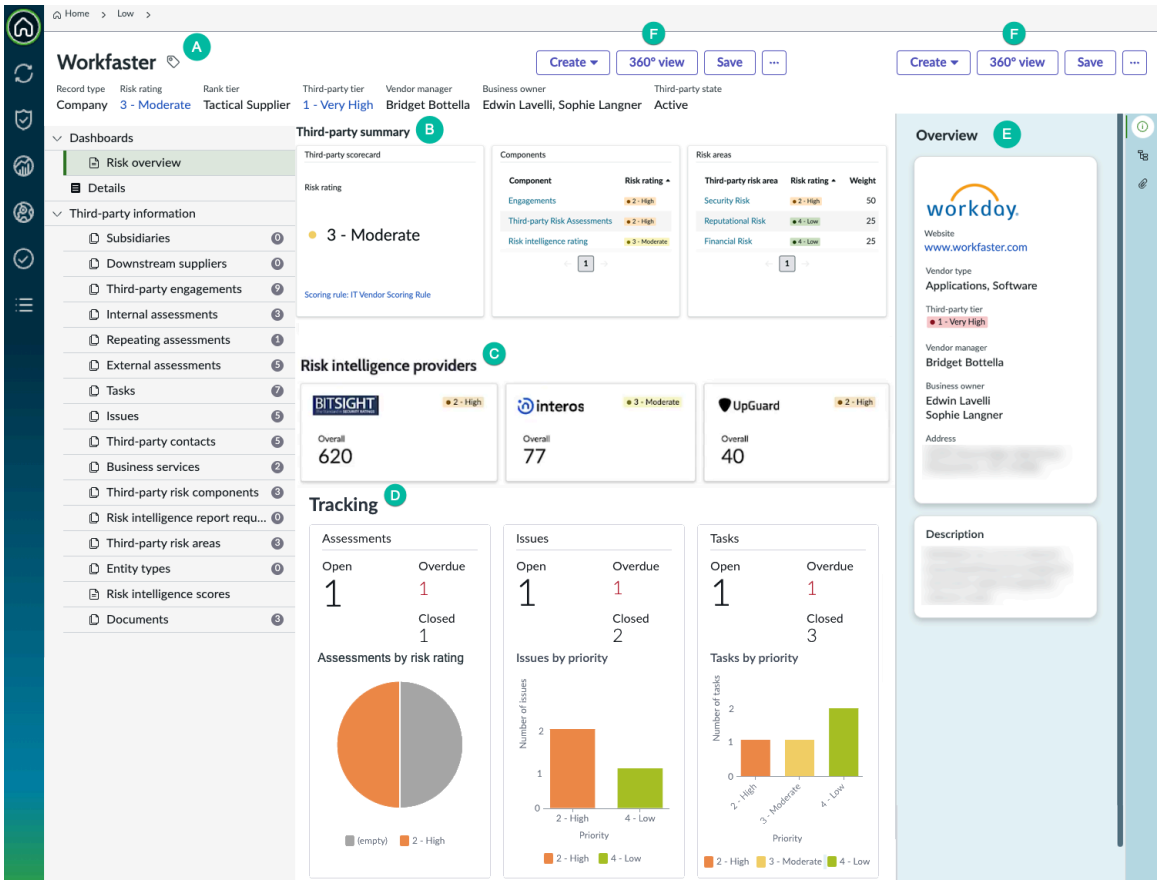
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select a third party name and then select the appropriate tab.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Information on the Risk overview tab



A: Name and process information

This section provides quick access to tier and contact information. Risk tiers are described in VRM third-party risk tiering assessments.

B: Third-party summary

Risk rating and scoring rules are described in Set up risk rating scales for scoring. Third-party risk components are external assessments, engagements, and subsidiaries. The component risk ratings are aggregated and are displayed as the **Risk rating** value on the **Third party's scorecard**.

C: Risk intelligence providers

Risk intelligence scores are described in Set up risk rating scales for scoring and Viewing risk intelligence scores.

D: Tracking

- Assessments: Counts of assessments in various process statuses. Select a number to view details.
- Issues: Issues are described in Create an issue for a third party or engagement and Manage issues.
- Tasks: Tasks are described in Create a task for a third party or engagement and Manage a task for a third party or engagement.

E: Overview

This section provides quick access to basic information about the third party.

F: Actions

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **Discuss**: Select **Discuss** to send a message to other users. The message is recorded in the **Activity** section of the **Details** tab.
- **Create**: Generate an issue or task. See Create an issue for a third party or engagement and Create a task for a third party or engagement.
- **360° view**: Visually explore the relationships between existing assessments, issues, tasks, product models, upstream, and downstream contacts that affect the selected third party. See 360° Relationship Visualization.
- **Save**: Save changes that you have made on the page.

Viewing general information on a third party

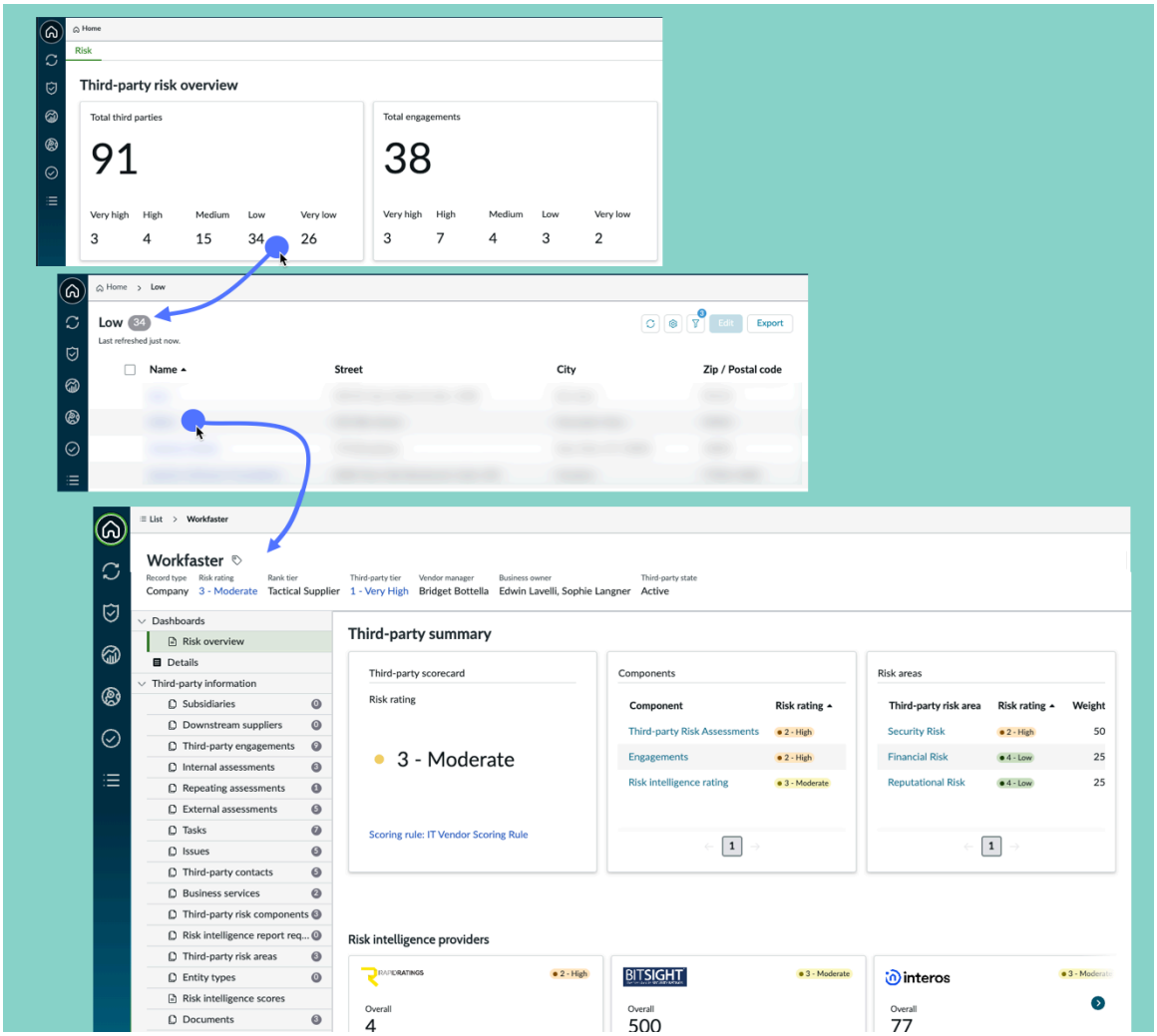
The **Details** tab displays overview and process tracking information and offers actions for managing the third party or engagement. On most reports, you can select an item to view the underlying data.

Getting to the Details tab

1. Select **Workspaces** > **Vendor Management Workspace**.
2. On the **Risk** tab, select  .
3. In the Third-party risk overview section, select any number in a box to open the list of third parties with that value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select a third party name and then select the appropriate tab.



For more information, see Due diligence request process management.

Viewing information about third-party subsidiaries

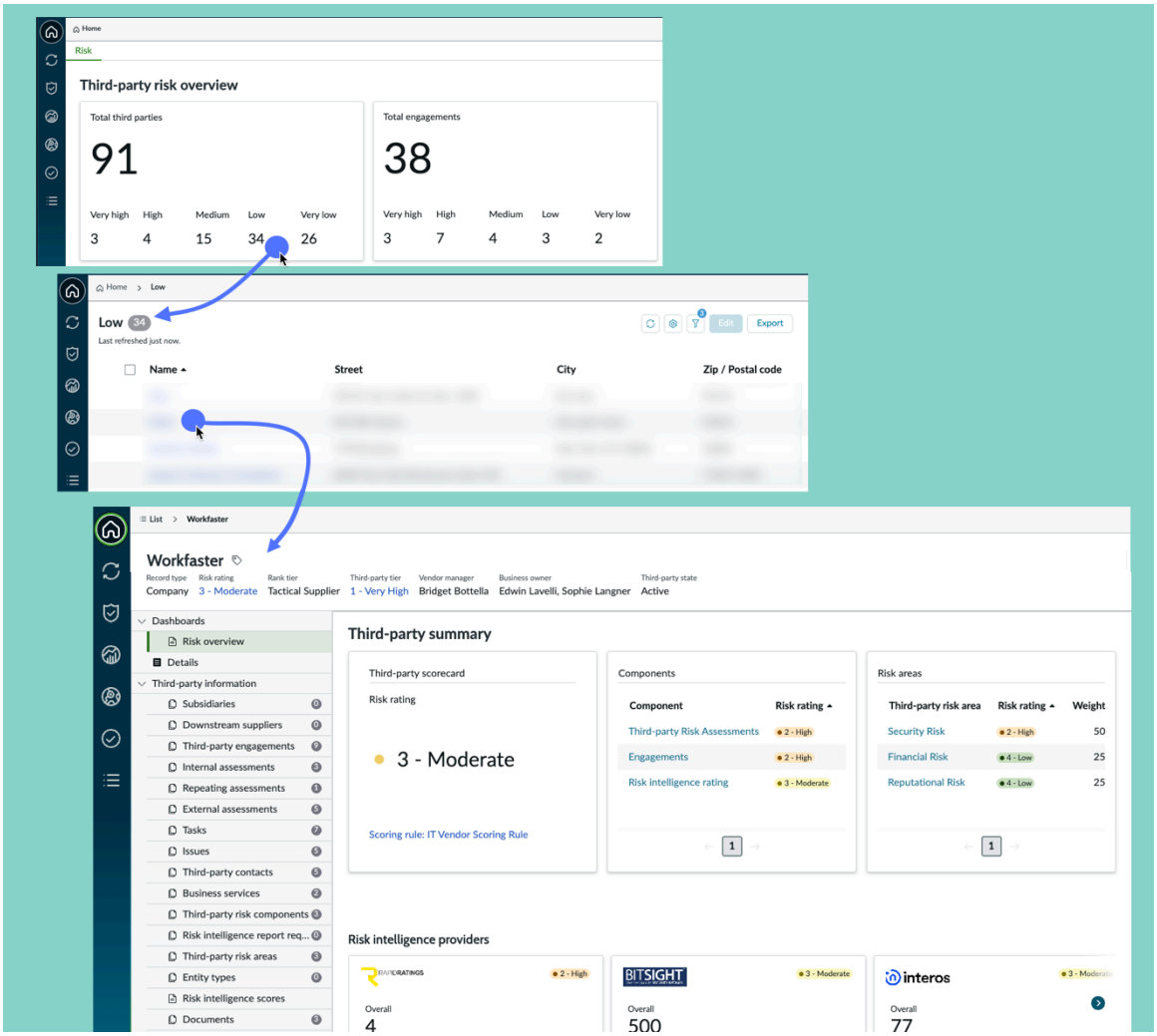
The Subsidiaries tab displays overview information on subsidiaries of the third party. On most reports, you can select an item to view the underlying data.

Getting to the Subsidiaries tab

1. Select **Workspaces** > **Vendor Management Workspace**.
2. On the **Risk** tab, select  .
3. In the Third-party risk overview section, select any number in a box to open the list of third parties with that value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select a third party name and then select the appropriate tab.



Viewing information on fourth parties

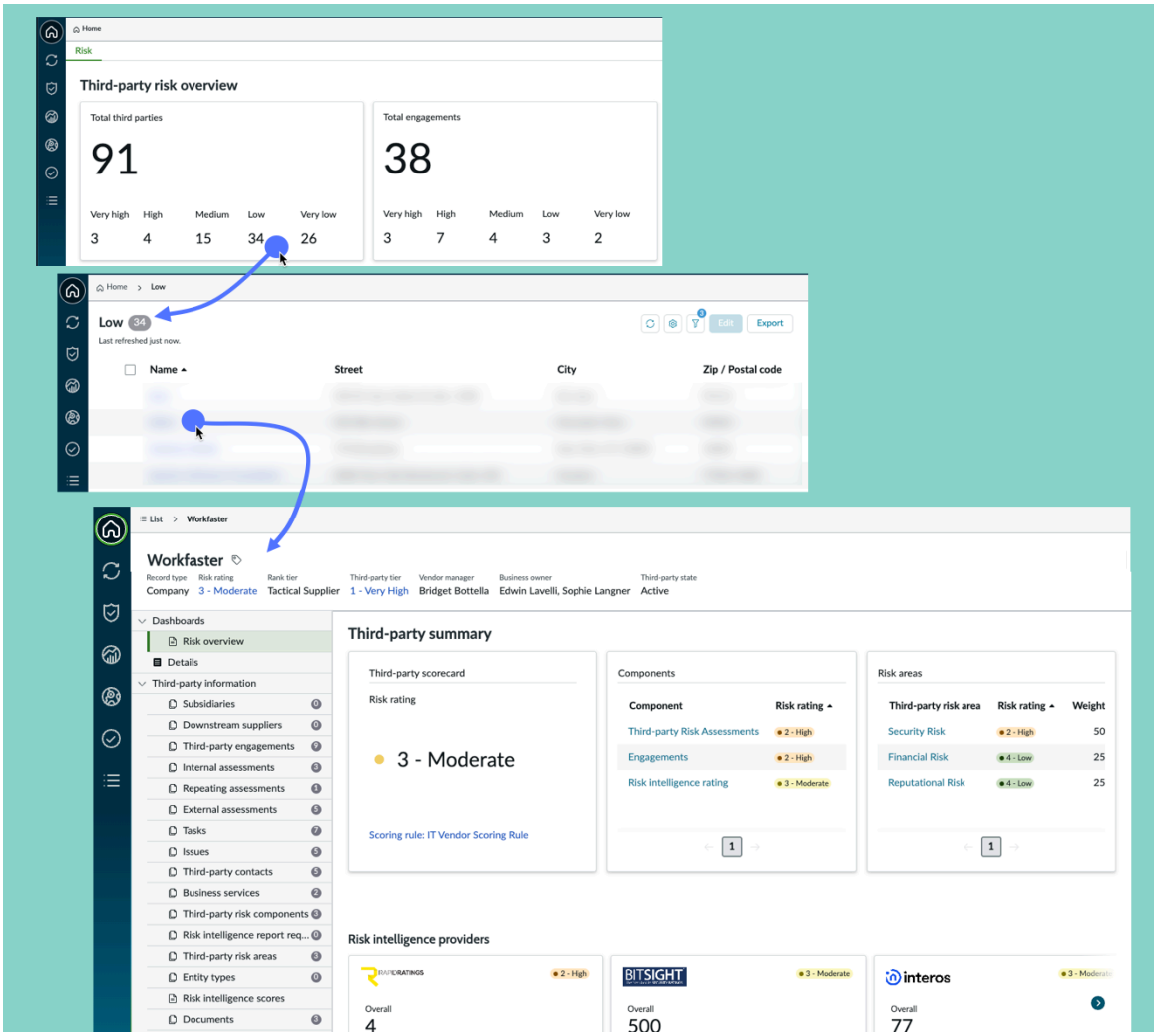
The **Downstream suppliers** tab displays overview information on fourth parties that the third party engages with. On most reports, you can select an item to view the underlying data.

Getting to the Downstream suppliers tab

1. Select **Workspaces** > **Vendor Management Workspace**.
2. On the **Risk** tab, select  .
3. In the Third-party risk overview section, select any number in a box to open the list of third parties with that value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select a third party name and then select the appropriate tab.



Information on the Downstream suppliers tab

The name, website, and DUNS number for the fourth party are listed.

Viewing risk intelligence scores

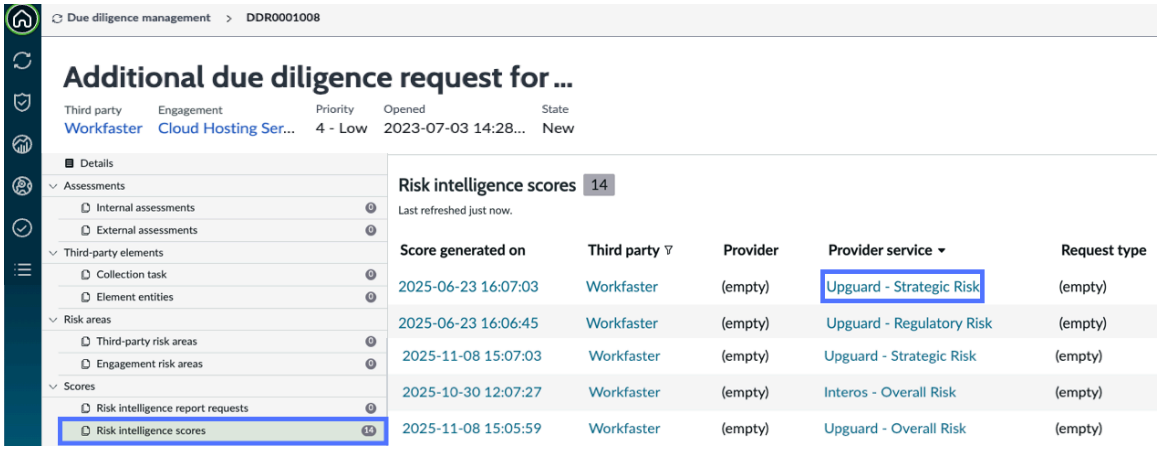
For DD requests, risk intelligence scores appear in a list. For an individual third party, a card displays the most recent score or rating and a link for each risk intelligence report.

Risk intelligence scores are described in Integrating scores from risk intelligence providers, Set up a risk intelligence provider service, and Add a risk intelligence score to risk data for a third party.

Risk intelligence scores for DD requests

While viewing the data for a DD request, select the **Risk intelligence scores** tab to view the list of reports that risk intelligence providers have returned.

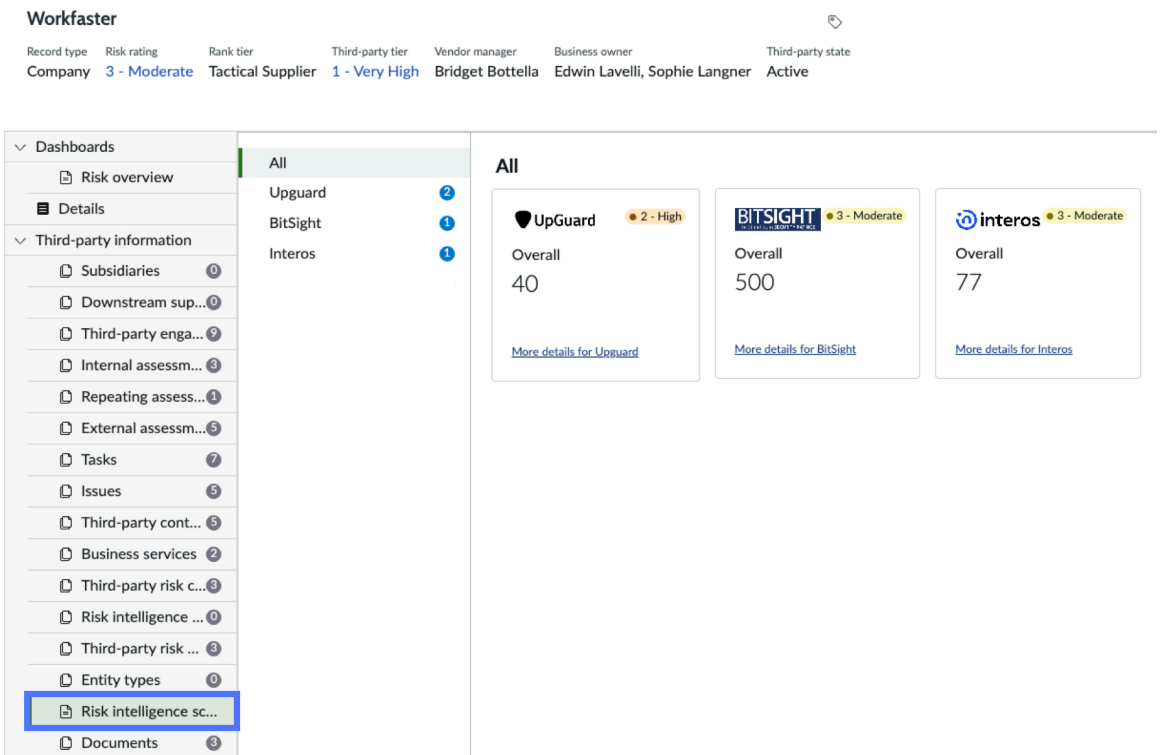
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Risk intelligence scores for a third party

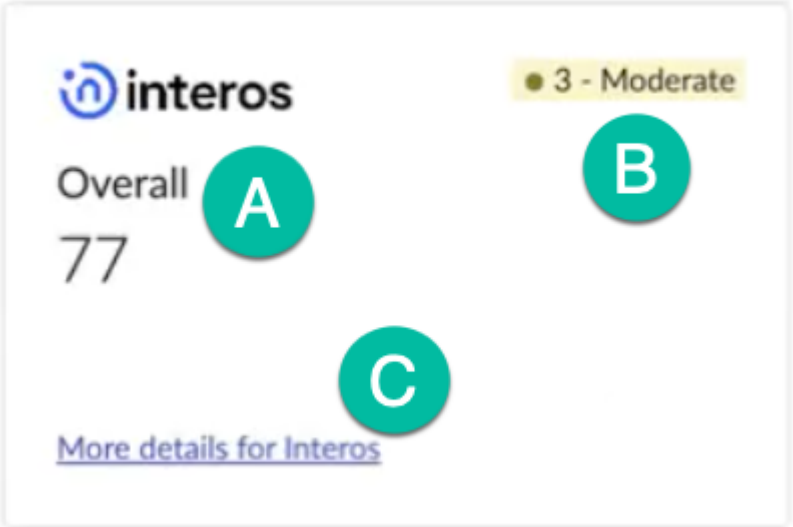
While viewing the data for a third party, select the **Risk intelligence scores** tab.

The list of risk intelligence providers that have returned data for the third party includes the count of scores that were associated with the third party. Select a number to view report details.



Each card displays the following information:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



- A. Overall value: The most recently added overall raw score or raw rating from the provider.
- B. Normalized risk rating. If you entered a numerical raw score or raw rating from the provider, then this is the computed normalized TPRM rating. You specified the mapping from the provider's values to the TPRM rating while configuring the provider service.
- C. Link to the report that the provider returned for your request for a risk intelligence score.

Related topics

Add a risk intelligence score to risk data for a third party

Set up a risk intelligence provider service

Get an overview of an engagement

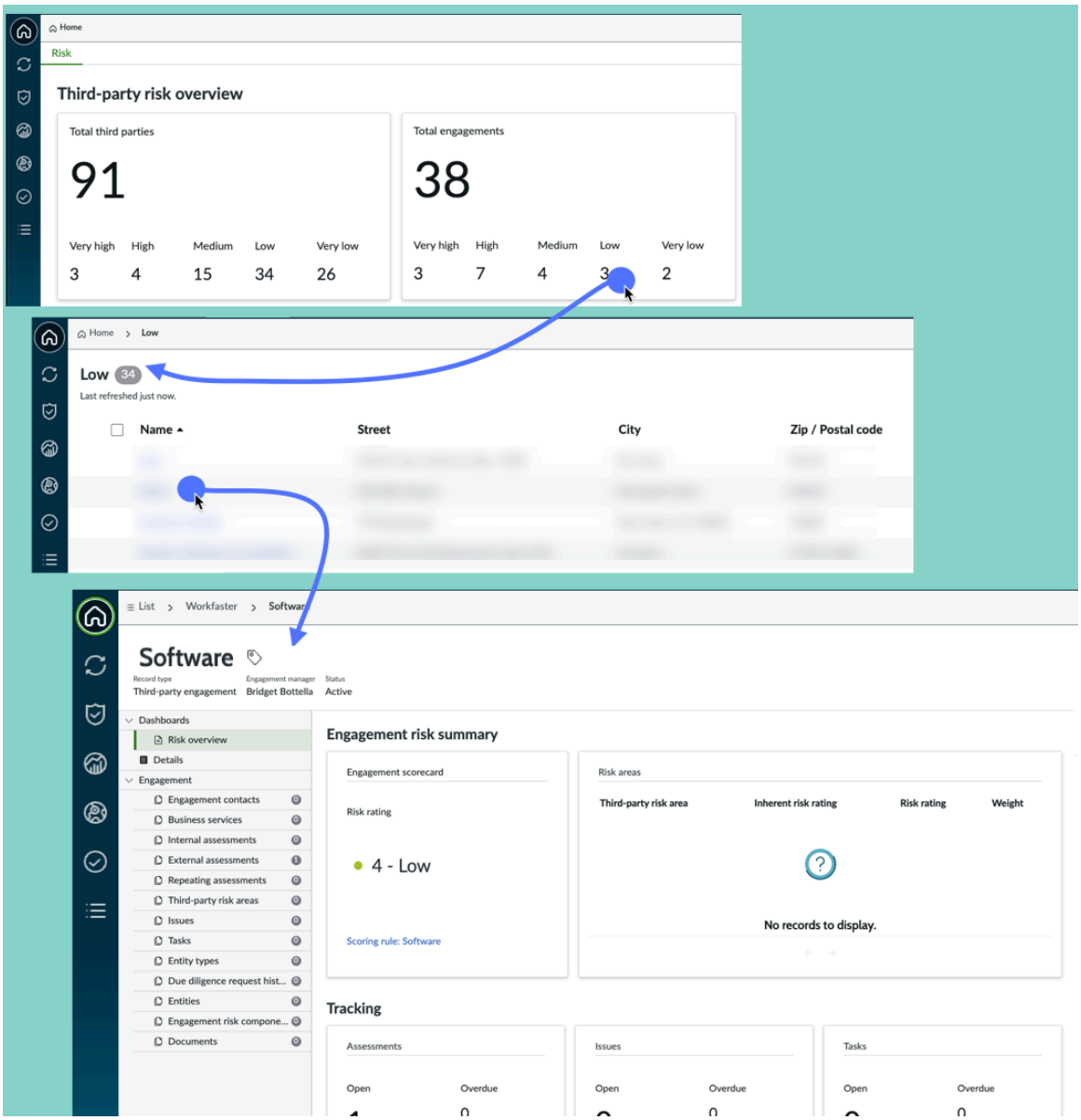
Use the engagement page to access all current information and status for an engagement.

Accessing engagement information

1. Select **Workspaces** > **Vendor Management Workspace**.
2. On the **Risk** tab, select .
3. In the Third-party risk overview section, select any number in a box to open the list of engagements with that value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select an engagement name and then select the appropriate tab.



Information on the tabs for an engagement

On most reports, you can select an item to view the underlying data.

Risk overview tab

The Risk overview tab displays engagement name and process information, risk intelligence scores, summary reports, and tracking data for issues and tasks. See Viewing summarized risk information for an engagement.

Details tab

The **Details** tab displays overview and process tracking information and offers actions for managing the third party or engagement. See Viewing general information on a third party

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
When you select the More tab, you can view additional tabs that will show other types of relevant information such as, associated assessments, issues, tasks, risk components, entity types, and more.

Viewing summarized risk information for an engagement

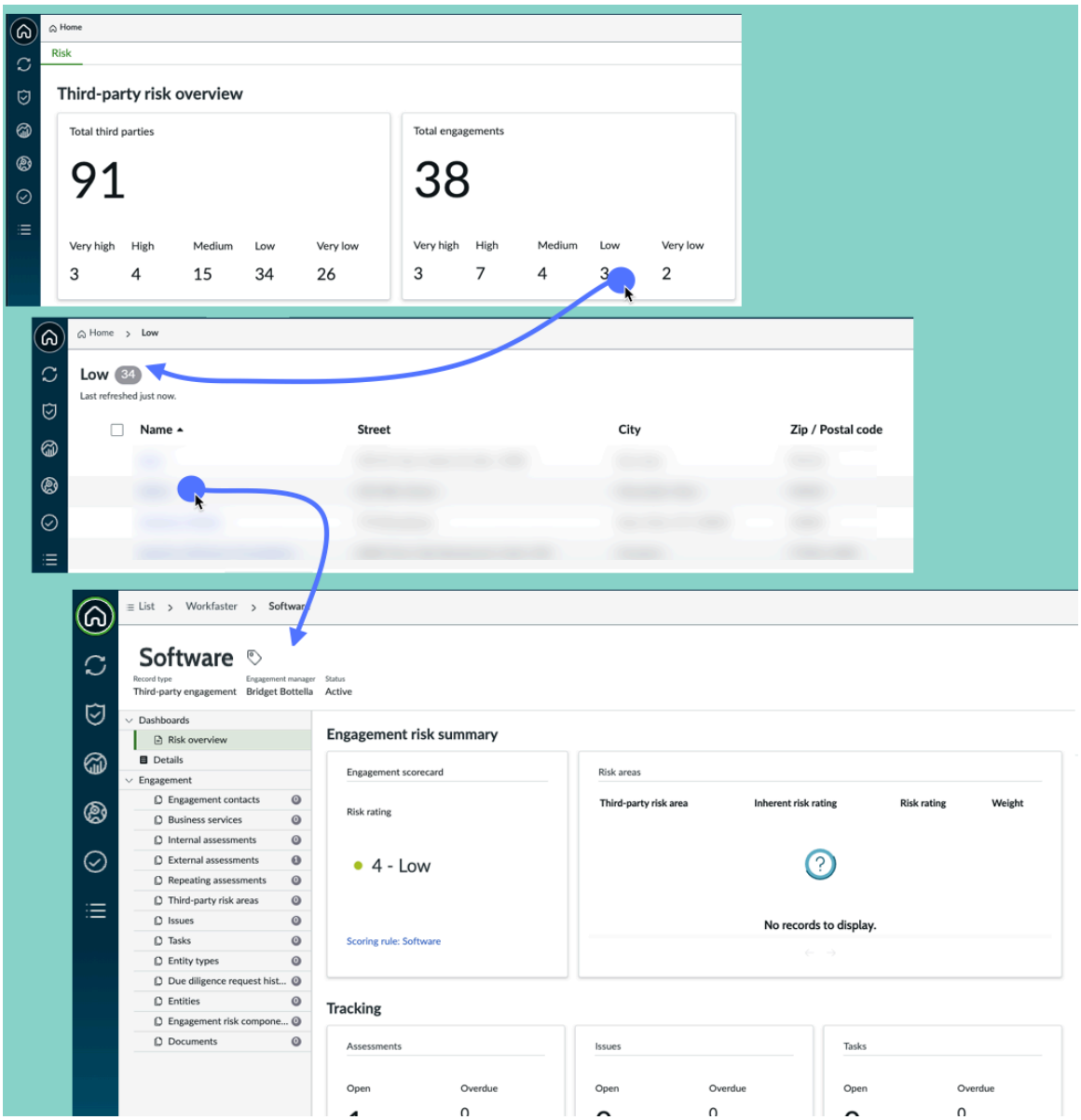
The Risk overview tab displays engagement name and process information, summary reports, risk intelligence scores, and tracking data for issues and tasks. On most reports, you can select an item to view the underlying data.

Getting to the Risk overview tab

1. Select **Workspaces** > **Vendor Management Workspace**.
2. On the **Risk** tab, select  .
3. In the Third-party risk overview section, select any number in a box to open the list of engagements with that value.

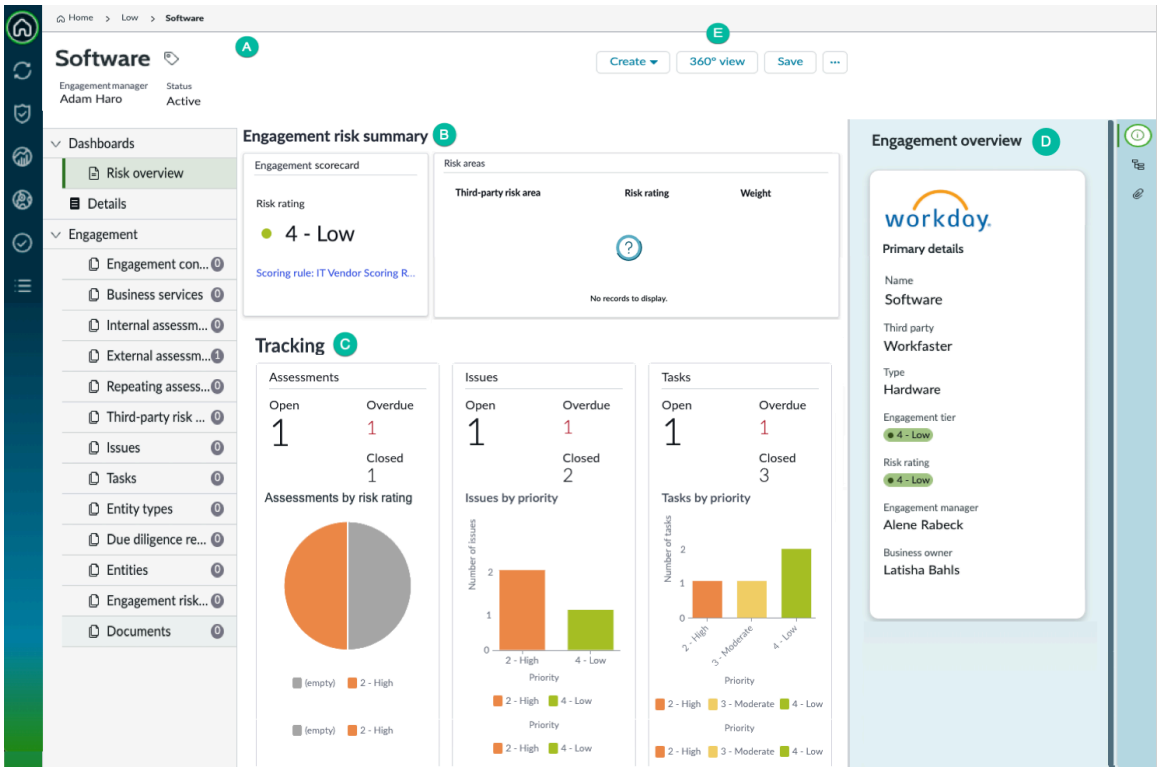
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select an engagement name and then select the appropriate tab.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Information on the Risk overview tab



A: Name and process information

This section provides quick access to status and contact information.

B: Engagement summary

Risk rating and scoring rules are described in Set up risk rating scales for scoring.

C: Tracking

- Assessments: Counts of assessments in various process statuses. Select a number to view details.
- Issues: Issues are described in Create an issue for a third party or engagement and Manage issues.
- Tasks: Tasks are described in Create a task for a third party or engagement and Manage a task for a third party or engagement.

D: Overview

This section provides quick access to basic information about the engagement.

E: Actions

- **Discuss**: Select **Discuss** to send a message to other users. The message is recorded in the **Activity** section of the **Details** tab.
- **Create**: Generate an issue or task. See Create an issue for a third party or engagement and Create a task for a third party or engagement.
- **360° view**: Visually explore the relationships between existing assessments, issues, tasks, product models, upstream, and downstream contacts that affect the selected third party. See 360° Relationship Visualization.
- **Save**: Save changes that you have made on the page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Viewing third-party risk reports

Use the **Risk** tab on the Vendor Management Workspace to access and prioritize activities such as managing your portfolio of third parties, assessing third-party risk, and completing the remediation life cycle. The workspace enables automation that reduces the manual burden and costs of risk assessment.

Navigating the Vendor Management Workspace

Select **Workspaces** > **Vendor Management Workspace** and then select the **Risk** tab to open the workspace to the home page. Each icon in the navigation panel opens a specialized page.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Home page

The home page displays reports of important risk information and provides quick access to actions for TPR managers and TPR assessors. See TPRM Home page.

Due diligence management page

TPR managers and assessors use the due diligence management reports to track, prioritize, and manage their responsibilities. See TPRM Due diligence management reports.

Risk activity page

The Risk activity page enables you to quickly identify assessments, issues, and tasks that need attention. See TPRM Risk activity page.

Dashboards page

The Dashboards page shows the Third-party insights dashboard and TPRM custom analytics dashboard. You can use these dashboards to provide tailored insights, improve decision-making, and create dashboards to meet any additional requirements. For more information, see TPRM Dashboards page and Monitoring assessment data using TPRM dashboards.

Risk concentration map page

The Risk concentration map page pinpoints the geographical locations of active third parties and engagements. You can configure filters to view particular risk ratings and engagement types. See TPRM Risk concentration map.

Task page

The task page gives you access to tasks that are assigned to you and to members of your group. You can further filter the lists of tasks by due diligence requests, type of third-party action, and by risk or tiering assessment. See TPRM Task page.

List page

The List page is a general-purpose page that enables access to all items that you can view or act on in TPRM. See TPRM List page.

Who can use the Vendor Management Workspace

The Vendor Management Workspace is designed for users with the following roles:

- TPR manager (Third-party risk manager) [sn_vdr_risk_asmt.vendor_risk_manager]
- TPR assessor (Third-party risk assessor) [sn_vdr_risk_asmt.vendor_assessor]
- Third-party assessment reviewer [sn_vdr_risk_asmt.vendor_assessment_reviewer]

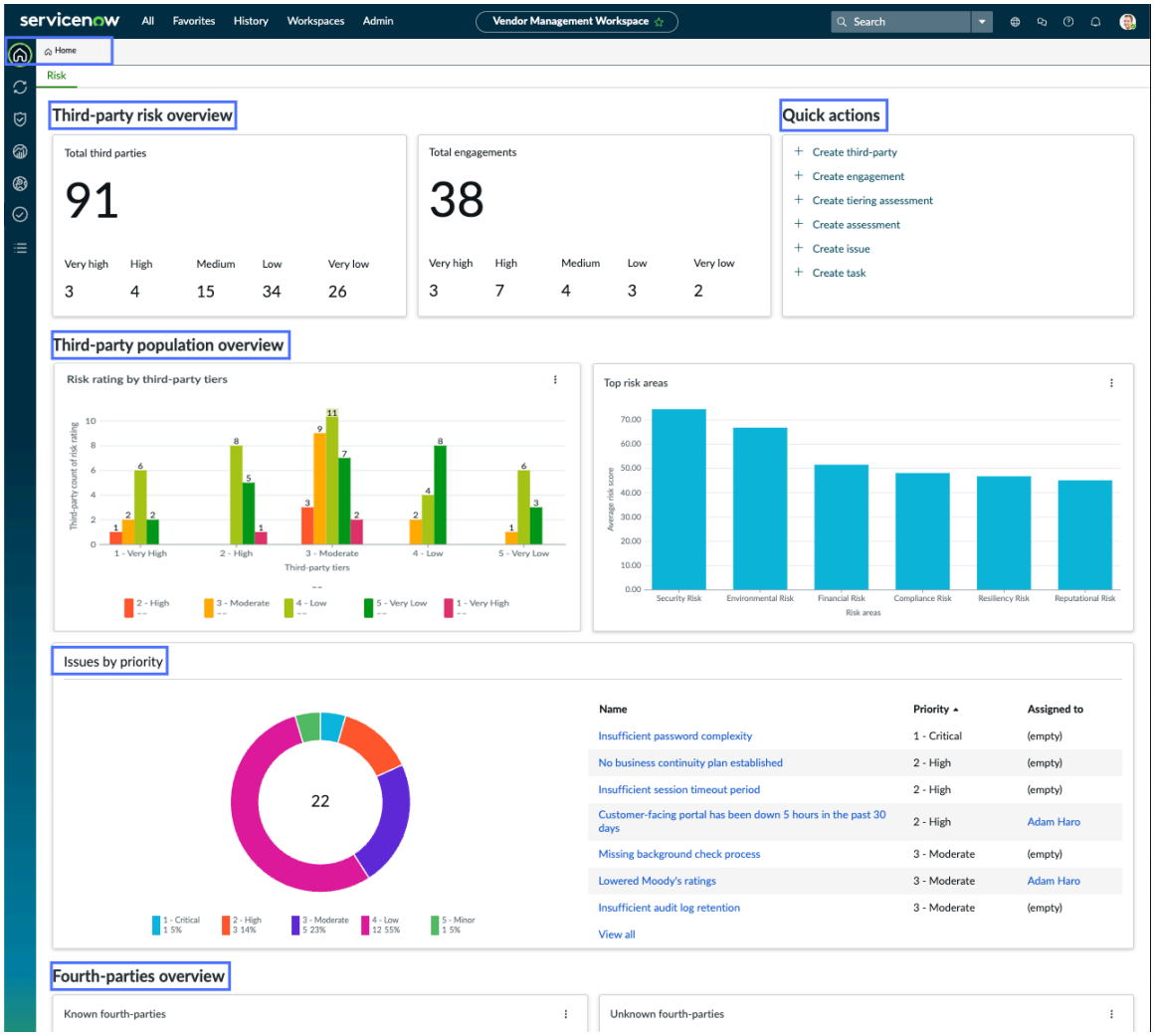
TPRM Home page

The home page displays reports of important risk information and provides quick access to actions for TPR managers and TPR assessors.

Accessing the page

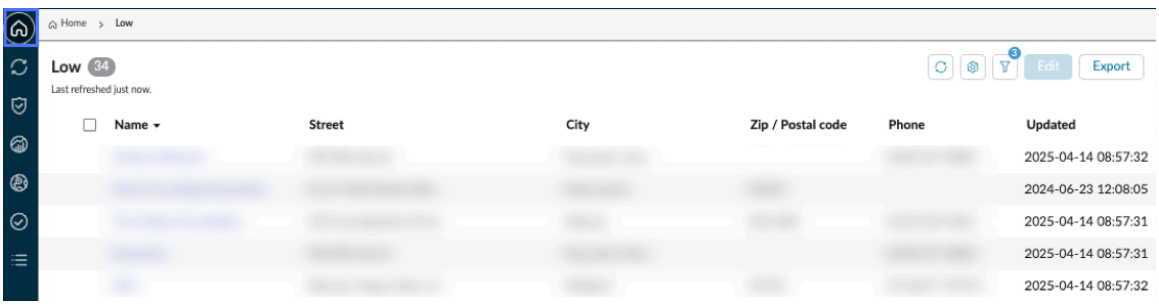
To open the Home page in the Vendor Management Workspace, select **Workspaces** > **Vendor Management Workspace** and on the **Risk** tab select the home page icon .

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Third-party risk overview

Select any number in a box to open the associated list of third parties or engagements.



After you open a list, you can select **Export** to export the data or select **New** to create a new engagement request.

Quick actions

- Create a third party record. Set up the key data and contact information for a third party that your organization will possibly engage. See Create a VRM third party record.
- Define an engagement. Define an engagement so that you can assess the risks that are associated with the services or products offered by a third party. Engagements can also represent the products or services that are provided to the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

parent third party, either directly or from departments, partners, or subsidiaries that you can also assess for risk. Define a VRM engagement.

- Create a tiering assessment. Organizations use risk tiering to classify their third parties into categories of potential risk posed at the time of onboarding. The standard predefined risk tiers are None, Low, Minor, Moderate, High, and Critical. Each risk tier has associated assessment questions and document requests. See VRM third-party risk tiering assessments.
- Create an assessment and initiate the third-party risk assessment life cycle. See Create an external assessment — Legacy process.
- Create an issue to help ensure that your concerns about a third party or engagement are remediated. See Create an issue for a third party or engagement.
- Create a task to help ensure that a user at your organization or the third-party contact responds to your concerns about questionnaire responses or requested documents during the due diligence process. See Create a task for a third party or engagement.

Third-party population overview

- **Risk rating by risk tiers**: The number of engagements at each risk rating for each third-party risk tier. See Set up risk rating scales for scoring.
- **Top risk areas**:

  The average risk score for engagements that are associated with each risk domain that you've defined.

  Note:
  Risk domains are called "risk areas" in some platform applications.

  A risk domain defines the type of risk to assess for a third party. For example, you might want to assess a data-management third party in terms of security risk and a bank in terms of financial risk. Security risk and financial risk are risk domains. Some platform applications refer to risk domains as "risk areas." See Define a third-party risk domain.

Issues by priority

Count and priority of the highest priority open issues. Select an issue name to view the **Risk overview** tab of the issue page. See Manage issues.

Fourth-nth party overview

Counts of fourth parties and their sub-parties that are associated with third parties or engagements and unknown fourth parties. Select a segment of the corresponding graph to view a list of known or unknown fourth-parties.

Note:
Known fourth parties are organizations that have already been utilized as third parties in your risk management program and unknown fourth parties are only categorized as fourth parties and haven't been utilized or identified as third parties.

TPRM Due diligence management reports

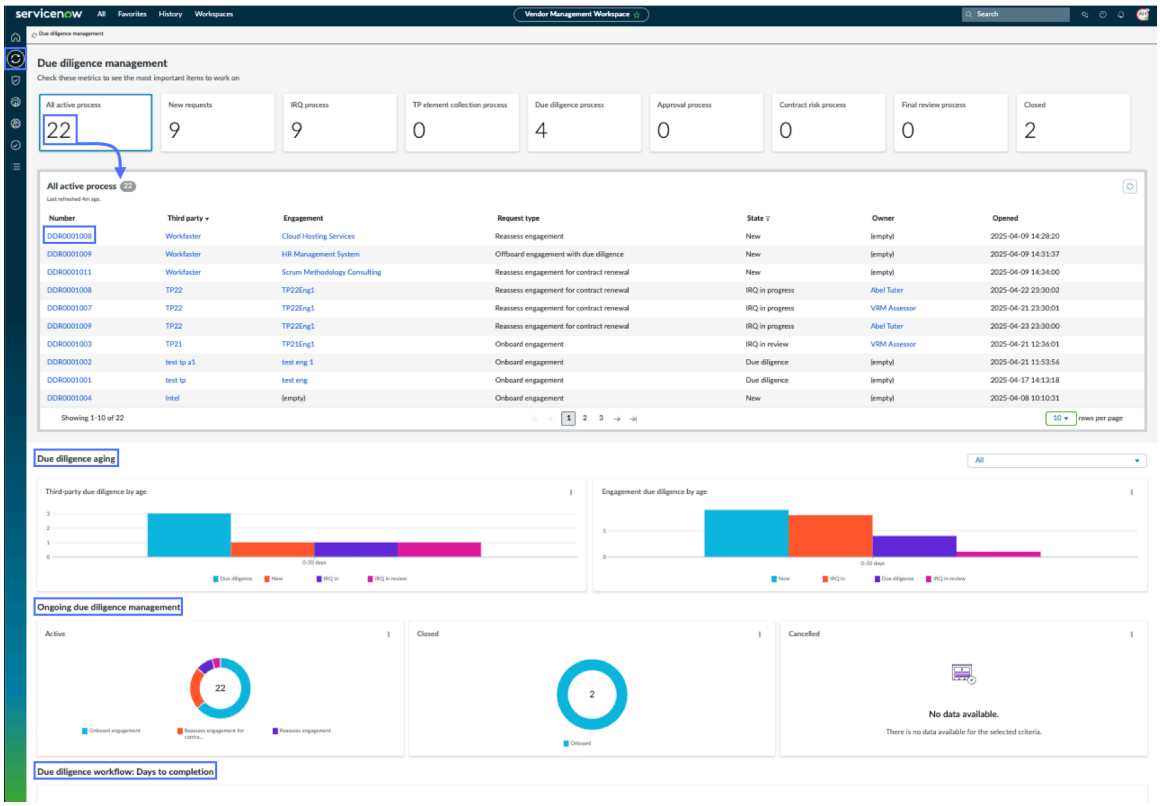
TPR managers and assessors use the due diligence management reports to track, prioritize, and manage their responsibilities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Accessing the reports

To view the due diligence management reports, select **Workspaces** > **Vendor Management Workspace**. On the **Risk** tab, select due diligence management icon .

Tip:
TPR managers and TPR admins can perform a wide variety of tasks from the due diligence management dashboard. They can work on all processes in the workflow for a due diligence request: IRQs, external due diligence, approval, contract risk, and closed requests.



Select items in the list view to work on engagement requests

By default, the page lists all active processes: IRQ, due diligence, approval, contract risk, and closed processes. Select the number on any card to view a list of actionable items for the process.

- Select the number on the **All active processes** card to view the list of active processes.
- Select the number on the **New requests** card to view the list of new requests.
- Select the number on the **IRQ process** card to view the list of active IRQs. See IRQ process management for details.
- Select the number on the **Due diligence process** card to view the list of active third-party risk assessments. See Third-party (external) risk assessment management for details.
- Select the number on the **Approval process** card to view the list of requests in the approval process. See Approval process management for details.
- Select the number on the **Contract risk process** card to view the list of requests in the contract process. See Managing the contract risk process for details.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Select the number on the **Final review process** card to view the list of requests in the final review process.
- Select the number on the **Closed** card to view the list of closed requests for due diligence.

For each due diligence request, the system auto-assigns a unique ID number that starts with the text DDR. In any list, select the DDR number to view the request.

Due diligence aging section

The Due diligence aging section displays the current duration of requests for due diligence for a third-party engagement: due diligence for third parties and for engagements. Use the list box to specify the type of due diligence request to display in the charts.

Ongoing due diligence management

The Ongoing due diligence management section displays the current breakdown of **Active**, **Closed**, and **Cancelled** requests for due diligence.

Due diligence workflow: Days to completion

The Due diligence workflow: Days to completion section displays the average completion time of each workflow over time.

Related topics

IRQ process management

Third-party (external) risk assessment management

Managing the contract risk process

Approval process management

TPRM Risk activity page

The Risk activity page enables you to quickly identify assessments, issues, and tasks that need attention.

Accessing the page

To view the Risk activity page, select **Workspaces** > **Vendor Management Workspace** and on the **Risk** tab, select the risk activity icon  .

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Working on the page

Work queue

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Select any number in a box to open the associated list of assessments, issues, or tasks.

Activity overview

Select any bar on a chart to open the associated list of assessments, issues, or tasks.

Expiring third-party risk assessments.

The section lists risk assessment due diligence requests that will expire soon.

For each external risk assessment, the system auto-assigns a unique ID number that starts with the text VRA. Select a VRA number to work on the risk assessment on the **External assessments** tab.

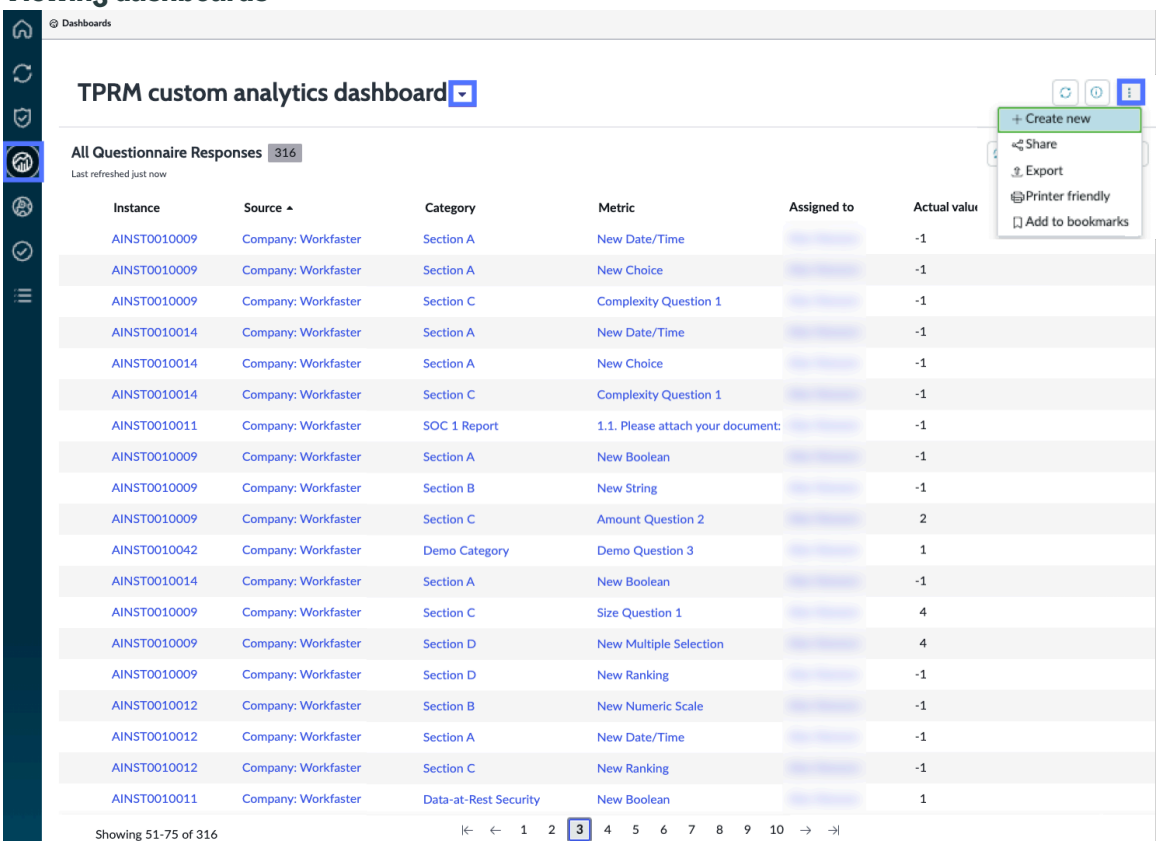
TPRM Dashboards page

The dashboards page displays the Third-party insights dashboard and TPRM custom analytics dashboard as well as any other dashboards you and your team create.

Accessing the dashboards

You can view the Dashboards page by navigating to **Workspaces** > **Vendor Management Workspace** and selecting the dashboard page icon  . From the dashboards page you can view two pre-existing dashboards, with the option to create more.

Viewing dashboards



Select the down arrow next to the name of the dashboard to open the drop-down menu and view all of your accessible dashboards. For more information on TPRM dashboards, see Monitoring assessment data using TPRM dashboards.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

- Monitoring assessment data using TPRM dashboards
- Create a TPRM dashboard with the In-line editor
- Edit TPRM dashboard details
- Edit TPRM dashboards
- Edit TPRM dashboard elements
- Share a TPRM dashboard
- Delete a TPRM dashboard
- Dashboards in Platform Analytics

TPRM Risk concentration map

The Risk concentration map page pinpoints the geographical locations of active third parties and engagements. You can configure filters to view particular risk ratings and engagement types.

Accessing the page

Note:
This feature is available only if the Third-party Risk Management application has been activated. After you install the Risk concentration map feature, you must install a Google license to enable the feature. To enable the risk concentration map feature, see Enable the TPRM Risk concentration map.

To view the Risk concentration map, select **Workspaces** > **Vendor Management Workspace** and on the **Risk** tab, select the risk map icon  .

Risk concentration map actions

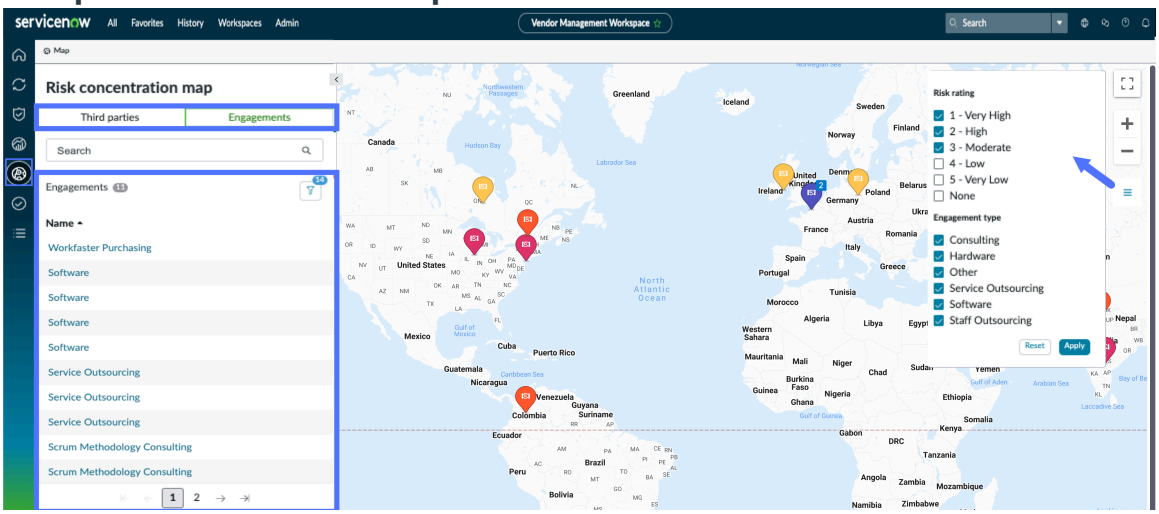
- Select an engagement from the **Engagements** tab to view its high-level information and specific location on the map.
- Select a third party from the **Third parties** tab to view the third party's high-level information, a list of their associated engagements, and those engagements on the map. This is helpful for viewing the locations of each engagement, which can differ from the associated third party.
- Select the menu icon to open the list of filters that you can apply to the map.

Note:
The Risk concentration map only shows engagement locations.

The following example shows the risk concentration map view when the **Engagements** tab is selected and filters are applied.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example of risk concentration map view



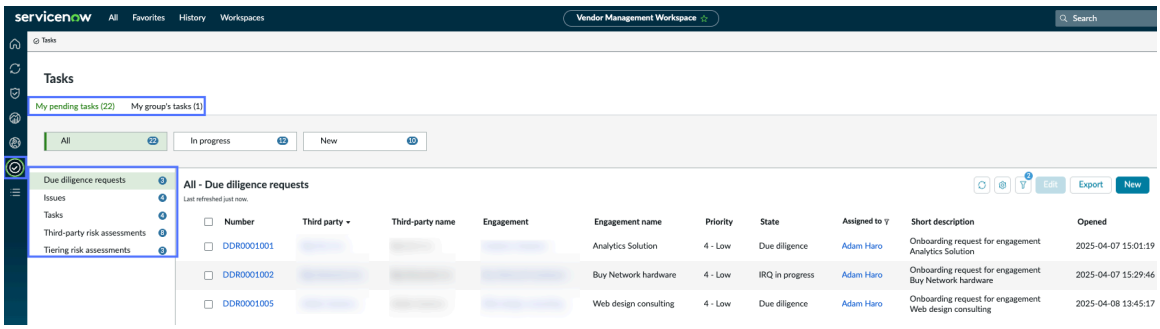
Note:
You can select engagements and open their records in the Vendor Management Workspace where you can create issues, assign tasks, and start assessments.

TPRM Task page

The task page gives you access to tasks that are assigned to you and to members of your group. You can further filter the lists of tasks by due diligence requests, type of third-party action, and by risk or tiering assessment.

Accessing the page

To open the Task page, select **Workspaces** > **Vendor Management Workspace** and on the **Risk** tab, select the task icon .



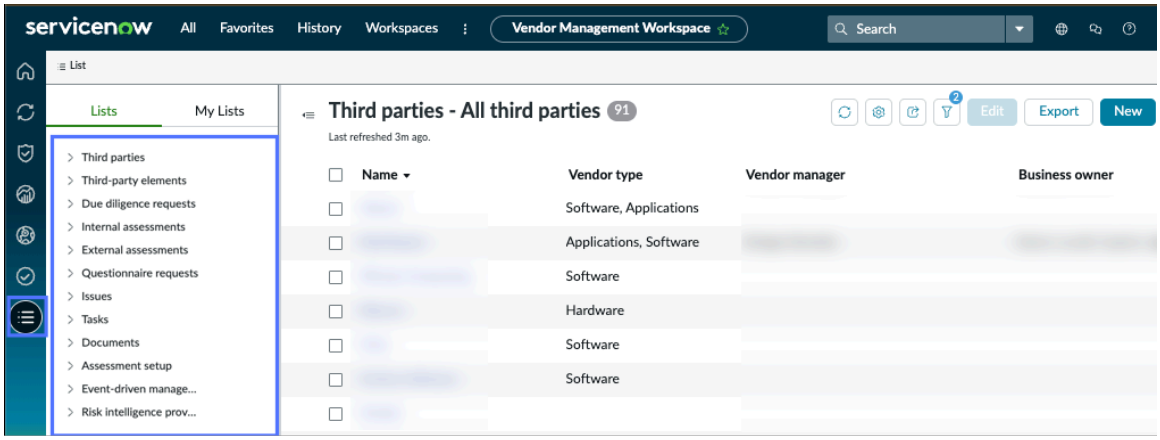
TPRM List page

The List page is a general-purpose page that enables access to all items that you can view or act on in TPRM.

Accessing the page

To open the List page, select **Workspaces** > **Vendor Management Workspace** and on the **Risk** tab, select the list icon .

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Each of the lists provides links to risk information and to action pages for your day-to-day tasks.

Monitoring assessment data using TPRM dashboards

You can monitor and analyze assessment data at various levels in the Third-party Risk Management application using the Third-party insights dashboard and TPRM custom analytics dashboard. These dashboards provide you and your team with tailored insights and deliver relevant information at a glance, improving your decision-making process.

Dashboards in Vendor Management Workspace

You can view the Dashboards page by navigating to **Workspaces** > **Vendor Management Workspace** and selecting the dashboard page icon . From the dashboards page, you can view the Third-party insights and TPRM Custom Analytics dashboards, which are included as part of the base system. You also have the option to create more dashboards, customize them, and share them with others.

Dashboard access

Role	Description
Third-party risk (TPR) manager [sn_vdr_risk_asmt.vendor_risk_manager]	Edit the Third-party Insights and TPRM Custom Analytics dashboard. View all questionnaire responses, including responses from tiering assessments, internal assessments, and third-party risk assessments.
TPR admin [sn_vdr_risk_asmt.vendor_risk_admin]	Edit the Third-party Insights and TPRM Custom Analytics dashboard. View all questionnaire responses, including responses from tiering assessments, internal assessments, and third-party risk assessments.
TPR assessor [sn_vdr_risk_asmt.vendor_assessor]	View assigned questionnaire responses assigned in the Third-party Insights and TPRM Custom Analytics dashboard.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Dashboard access (continued)

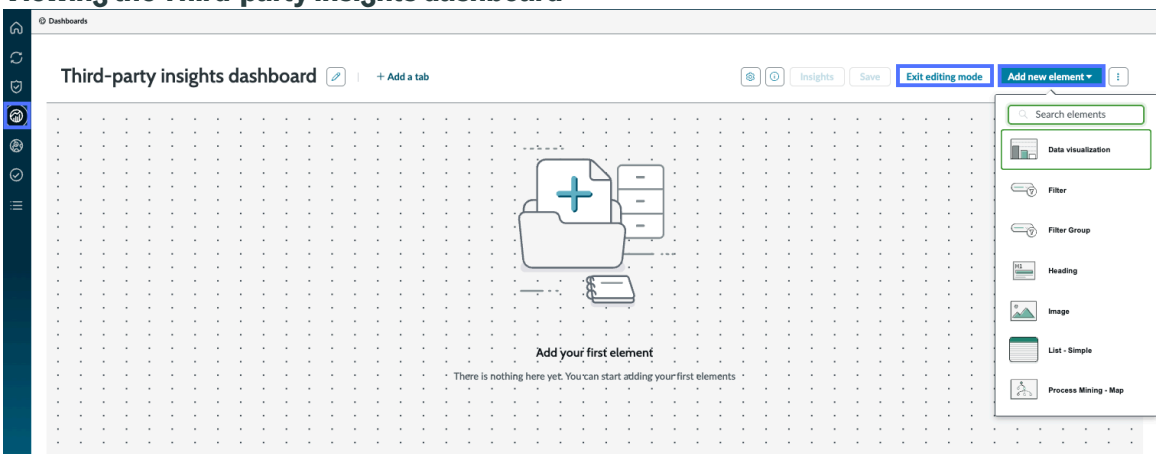
Role	Description
Third-party assessment reviewer [sn_vdr_risk_asmt.vendor_assessment_reviewer]	View assigned questionnaire responses in the Third-party Insights and TPRM Custom Analytics dashboard.

Note:
All roles can create and customize personal dashboards, add data visualizations, and share their dashboards with others as viewers or editors. If you have the admin role, you must be in the same application scope as the dashboard and then you can delete any dashboard. For more information, see Delete a TPRM dashboard.

Third-party insights dashboard

This dashboard is a versatile, blank template that includes instructions to help you customize it to your specific needs. You can add various elements such as data visualizations, bar charts, trend analyses, and score reports to create custom sections and data visualizations. TPR managers, TPR assessors, and third-party assessment reviewers can view this dashboard, while TPR managers have the additional ability to edit and share it.

Viewing the Third-party insights dashboard

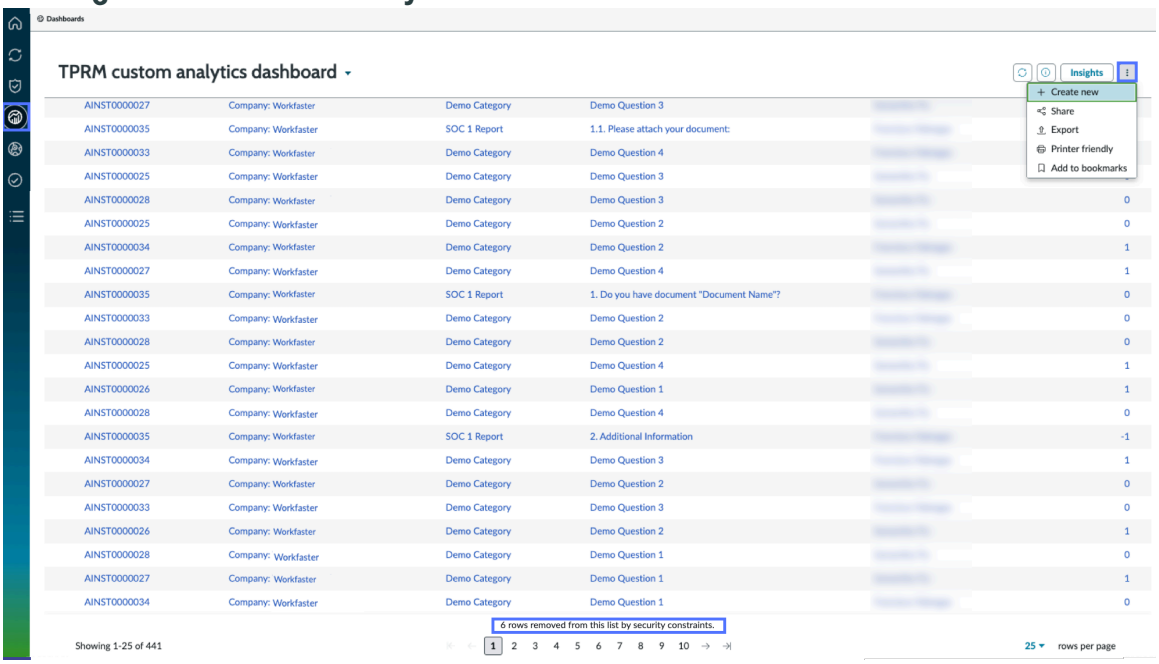


TPRM custom analytics dashboard

This dashboard is pre-configured with a default list showing all active questionnaire instances relevant to your role. The list has customizable columns, enabling you to filter and group data according to your preferences. TPR managers have full edit access to this dashboard, while TPR assessors and third-party assessment reviewers have read access only. This dashboard serves as a centralized hub for efficiently tracking and comparing assessment responses, making it easier for you to manage assessments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Viewing the TPRM custom analytics dashboard



To learn more about creating and using TPRM dashboards, see:

- Create a TPRM dashboard with the In-line editor
- Edit TPRM dashboard details
- Edit TPRM dashboards
- Edit TPRM dashboard elements
- Share a TPRM dashboard
- Delete a TPRM dashboard
- TPRM Dashboards page

For more information on dashboards, see Dashboards in Platform Analytics.

Create a TPRM dashboard with the In-line editor

You can create dashboards with data visualizations, filters, and other elements that you can share with others. You can create elements and add existing elements from the in-line editor.

Before you begin

Save your work regularly.

Role required: Any user with an internal role can create dashboards.

> **Note:**
> Data visualizations based on table data are automatically shared with users that you share a dashboard with.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**
2. Select the dashboards page icon .
3. Select the more actions menu icon and select **Create new**.
4. Select the **In-line editor** tile and give the dashboard a name and a description.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you want to use scripting, data binding, and other advanced capabilities, select the **Technical editor** tile to continue in UI Builder. This editor is available only to users who can access UI Builder (users with either the admin or the ui_builder_admin role. If you have any other role, go to step 6. For more information about the technical editor, see Technical dashboards.

5. Select **Create new dashboard**.
6. Choose **In-line editor**.
   The Technical editor option opens a page in UI Builder that is treated as a dashboard, with a list of available components. For more information, see UI Builder and Create a technical dashboard in UI Builder.
7. Select **Add new element** to add content to the dashboard.
   See Platform Analytics dashboard overview for information about what you can add to a dashboard.

   When you add a data visualization, select **New data visualization** to create a new visualization or **Saved data visualization** to choose one from the library. When you add a filter, select **New filter** to create the filter without pre-configured data or **Saved filter** to reuse an existing filter.
8. Select the dashboard details icon to open the Details panel and provide a name and description for your dashboard.
   For more information, see Edit TPRM dashboard details.
9. Arrange the data on the canvas to make it useful.
   You can select and drag from the corners of the elements to resize them on the canvas.
10. Select **Add a tab** to create room for more information on additional tabs.
11. Select **Save** early and often.
    The dashboard in-line editor doesn't automatically save your dashboard when you're creating it. Be sure to save your work regularly.

What to do next

- Edit TPRM dashboard details
- Edit TPRM dashboard elements

Edit TPRM dashboard details

You can change a dashboard name, add a description, certify it, configure visibility, and specify the requester, the owner, the owner group.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_admin or sn_vdr_risk_asmt.vendor_risk_manager can edit the Third-party Insights and TPRM Custom Analytics dashboards.

Any role for dashboards that you own or ones that you have been given permission to edit.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**
2. Select the dashboard page icon and then select the dashboard you want to edit.
3. Select the dashboard details icon to open the **Details** panel.
   On the **Details** panel, you can edit several aspects of the dashboard.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Edit the **Name** field to change how the dashboard appears in the Dashboard Overview.

b. Fill in the **Description** to provide further context about the purpose of the dashboard.

c. Mark the dashboard as **Certified** to inform the user that the dashboard is for use across your organization.

> **Note:**
> You must have an admin role to mark a dashboard as **Certified**. For more information, see Certify a Platform Analytics dashboard.

d. In **Dashboard Visibility**, view, add, or remove workspaces in which the dashboard can be viewed.
If you have the admin role, you can change the workspaces for any dashboard. Other users can change workspaces only for dashboards they create. For more information, see Edit TPRM dashboards.

e. Specify one or more dashboard categories.

f. Specify who requested the dashboard.
This user is considered a responsible user. The data visualization is shared with them, with editing permissions.

g. Specify the owner of the dashboard.
By default, the owner is the creator of the dashboard, but the creator or owner can assign ownership to another user.

h. Specify an owner group.
The owner of a dashboard can be an entire group rather than a single person.

i. See who created the dashboard.

j. See who the dashboard has been shared with.

Edit TPRM dashboards

You can edit dashboard and dashboard tab information in the in-line editor. If the dashboard has been shared, any changes you make are applied globally.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_admin or sn_vdr_risk_asmt.vendor_risk_manager can edit the Third-party Insights and TPRM Custom Analytics dashboards.

Any role for dashboards that you own or ones that you have been given permission to edit.

About this task

You can edit the details of the dashboards you have created. When you edit the content of dashboards created in the technical editor, you're redirected to UI Builder.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:
By default, dashboards are subject to edit lock. Only one person at a time can have the same dashboard in edit mode. If you're viewing a locked dashboard, you aren't able to make edits even with edit permissions. You'll see the locking user's initials next to the **Refresh** and **View dashboard details** icons. Hover on the initials to see the user's name, company, and roles.

The **More actions** menu includes the option to clear the edit lock. Use this option with caution.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**.
2. Select the dashboard page icon and then select the dashboard you want to edit.
3. Select the dashboard that you want to edit.
4. Perform any of the following actions.

Note:
If you aren't able to edit, either you don't have permission to edit the dashboard, or it is in edit lock.

Edit TPRM dashboard elements

You can edit the contents of a dashboard or dashboard tab, including data visualizations and filters. Because dashboards are shared, any changes you make are applied globally.

Before you begin
Role required: sn_vdr_risk_asmt.vendor_risk_admin or sn_vdr_risk_asmt.vendor_risk_manager can edit the Third-party Insights and TPRM Custom Analytics dashboards.

Any role for dashboards that you own or ones that you have been given permission to edit.

About this task
You can edit the details of dashboards created in the in-line editor and in the technical editor in the Vendor Management Workspace. When you edit the content of dashboards created in the technical editor, you're redirected to UI Builder.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**
2. Select the dashboard page icon and then select the dashboard you want to edit.
3. Perform any of the following actions.

Note:
If you're unable to edit the dashboard, you don't have permissions to edit the dashboard.

Related topics

Create a TPRM dashboard with the In-line editor

Share a TPRM dashboard

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Share a TPRM dashboard

Share a dashboard with other users, groups, or roles to create a shared view of data that you can use to collaborate. You can grant viewing permissions or both viewing and editing permissions.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_admin or sn_vdr_risk_asmt.vendor_risk_manager can share the Third-party Insights and TPRM Custom Analytics dashboards.

Any role for dashboards that you own or ones that you have been given permission to share.

About this task

You can share dashboards that have been shared with you, if sharing is enabled. If you have permissions to edit a dashboard that has been shared with you, you can pass that ability along to whomever you share it with. Users with the administrator role can share all dashboards.

Edit permissions granted by sharing a dashboard don't apply to the underlying data visualizations on the dashboard. View permissions granted don't apply to that dashboard's visualizations outside of the dashboard itself.

Only admins can see roles in the Sharing panel.

Note:
Data visualizations based on table data are automatically shared with users that you share a dashboard with.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**
2. Select the dashboard page icon  and then select the dashboard you want to share.
3. Select the more actions menu icon  and select **Share**.
4. Enter the names of one or more users, groups, or roles you want to share the dashboard with.
5. To enable the people you share the dashboard with to share the dashboard as well, select **Allow recipients to add, edit, or delete sharing permissions associated with this dashboard**. When you add a user, group, or role as a viewer, they can only share the dashboard as a viewer. When you add a user, group, or role as an editor, they can share the dashboard as a viewer or as an editor.

   Important:
   Granting permission to share a dashboard or data visualization includes the ability to add, edit, and delete sharing permissions for any user, group, or role on that dashboard or data visualization. A user can't use this ability to give themselves or others edit permissions if they weren't originally given edit permissions.

6. Select one of the following options.

Option	Description
Add as viewer	Grant only viewing permissions to the users, groups, or roles you're sharing the dashboard with. They can't edit it.
Add as editor	Grant editing permissions to the users, groups, or roles you're sharing the dashboard with.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Description
	You must be in the same application scope as the dashboard to add a user as an editor.

7. **Optional:** Select **Copy link with filter** or **Copy link** to copy the dashboard's URL to the clipboard.
   The URL points to the tab that was open when you opened the **Share dashboard** dialogue. **Copy link with filter** also applies the filters as they're configured on the dashboard or dashboard tab.
8. Select **Confirm**.
9. **Optional:** Select the dashboard details icon to view who the dashboard has been shared with and where it's visible.

Delete a TPRM dashboard

You can delete a dashboard that is no longer useful. The Analytics Center invokes the Workflow Studio to remove the dashboard from your instance.

Before you begin

Inform any users who can view the dashboard that you're deleting it. Users who have bookmarked a deleted dashboard see an error when they try to access it.

Role required: You can delete any dashboard that you created. If you have the admin role, you must be in the same application scope as the dashboard and then you can delete any dashboard.

Procedure

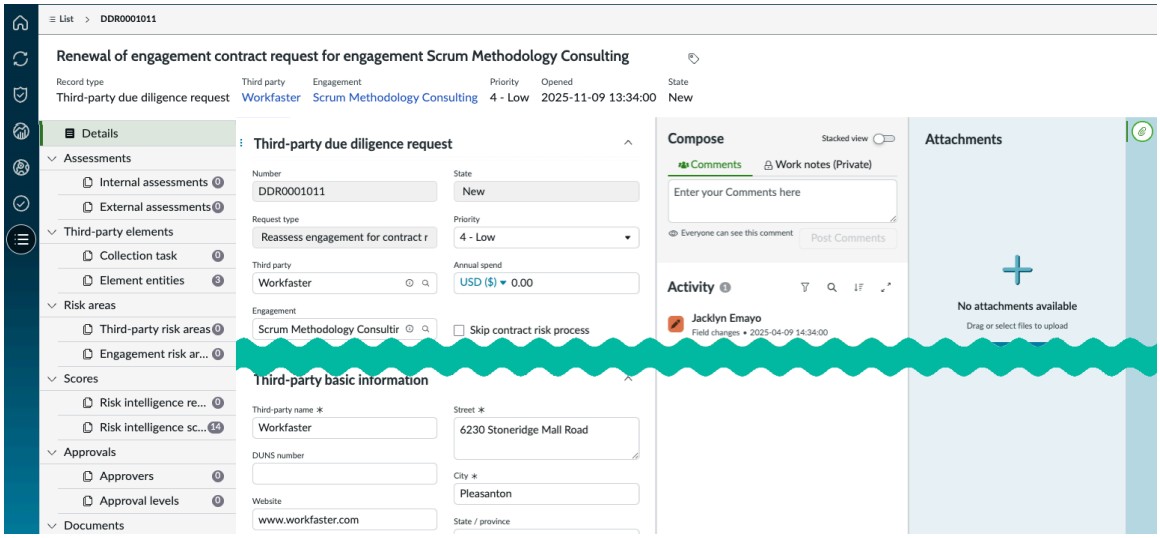
1. Navigate to **Workspaces** > **Vendor Management Workspace**
2. Select the dashboard page icon and then select the dashboard that you want to delete.
3. From the more actions menu select, **Delete**.
4. Confirm the deletion.
   You can't undo this action. If you accidentally delete a dashboard associated with a plugin, an admin can restore the original version of the dashboard.
   a. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
   b. Find the plugin using the filter criteria and search bar.
   c. Select the more actions menu button and choose **Repair**.
   d. Select **Repair** in the Activate Plugin window.

Monitoring the due diligence request process

TPR managers and TPR admins can perform a wide variety of tasks from the due diligence management dashboard. They can work on all processes in the workflow for a due diligence request: IRQs, external due diligence, approval, contract risk, and closed requests.

For each due diligence request, the system auto-assigns a unique ID number that starts with the text DDR. You can access the Due diligence management page from many locations by selecting the **DDR** number for any due diligence request. The page opens to the **Details** tab. Typically, you start from the TPRM Home page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Monitoring processes from the request management page

Viewing basic information about a request on the Details tab

From the Details tab, you can view and adjust the due diligence request information for a third party. You can also log external-facing comments and private work notes, attach files, and track request updates in the activity stream. See Due diligence request process management.

Monitoring the IRQ process

The first internal step after an engagement request is approved is to start the IRQ process to scope the risk by determining the third party's risk score. You can access the Due diligence management page from many locations by selecting the **DDR** number for any due diligence request. See IRQ process management.

Monitoring the external due diligence process

Select a VRA **Number** to open the external assessments page in the Due diligence management page. See Third-party (external) risk assessment management.

Monitoring the approval process

You can view the list of users who can approve or reject a DD request and also view the details of their approval actions. In addition, you can view the approval levels for a request. See Approval process management.

View the risk intelligence scores for a third party

The information on the **Risk intelligence scores** tab comes from risk intelligence provider services. Select any link to drill into the settings and scores. See Viewing risk intelligence scores.

Monitoring the Contract risk process

Protect your organization's interests, as the Third-party risk contract negotiator, often the corporate counsel, by incorporating specific contractual provisions so that you can address the risks identified using the Third-party Risk Management application. See Accessing DD requests that are in the contract risk process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Actions on the Due diligence management pages

Tip:
When you create (or the system generates) a new record (for example, a request for due diligence or a task), the system auto-assigns a unique ID number that helps to identify the type of data in the record. You can use the ID number to search for or filter the item you want to work on. See Unique ID numbers for TPRM records.

Actions

Action	Description
Start onboarding	For requests in the New state, this button enables the TPR manager to start the process.
Discuss	Select **Discuss** to send a message to other users. The message is recorded in the **Activity** section of the **Details** tab.
Save	Select **Save** to save any change you made to a value on any tab.
... Delete	Select **Delete** to delete the record of the engagement request.
Working in the Compose section	The **Compose section** on the **Details** tab enables you to permanently add text to the record. The Activity section is updated with any actions on issues and tasks, submissions to TP contacts, and also with work notes and comments that users add to the record. Add text in the following fields as needed: • **Work notes (Private)**: Information about the third-party risk assessment. Work notes are visible only to internal users who are assigned to the process. • **Comments**: Comments about the third-party risk assessment are visible both to internal users and to third-party contacts.
Adding an attachment	Select **Browse** in the **Attachments** section to select and add an attachment.

Monitoring your fourth-nth parties

You can identify and manage the third-party risks that depend on the services of the fourth-nth parties by using the Third-party Risk Management application. By monitoring your fourth-nth parties, you can help to ensure that they adhere to the same security and compliance standards as the primary third party.

Fourth-nth parties

Fourth-nth parties can include various entities, such as sub-suppliers, service providers, consultants, or any other organization that the third party relies on to deliver its products or services. These parties could have access to your sensitive data, systems, or processes, which makes them potential sources of risk.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Let's look at some fourth-nth party risk examples:

Parts

A company regularly uses an item from a third party that relies on a hardware part from another organization. In this case, the organization that provides the additional part is a fourth party that can potentially create a downstream risk for the item that is provided by the third party.

Services

A company stores its payroll application by using the Automatic Data Processing (ADP) service. The ADP service is a third-party service that relies on Amazon Web Services (AWS) to store its data. The ADP service depends on AWS to have security measures and processes in place to safeguard their data and maintain its safety. Although AWS is often a third party of primary services, the AWS service is a fourth party to the third party ADP in this case.

You can link two fourth parties to each other. For example, a link can occur when an organization that provides an additional part relies on another fourth party to deliver the hardware part. However, you can't create a loop when you link two fourth parties. The starting point can be either a third or fourth party. For example, let's consider Fourth party A, which has a child Fourth party B. Fourth party B, in turn, has a child Fourth party C. However, Fourth party C can’t have a child that leads back to Fourth party A. This restriction ensures that a circular dependency isn’t formed among the fourth parties.

Fourth-nth party actions

As part of your risk management program, you can add fourth-nth party information manually or by collecting responses from a third party by using a fourth-party registration questionnaire. You can manually create a fourth-nth party record if you don't have time to send a questionnaire to a third party or only need to create one record. After reviewing and registering, or manually creating these fourth-nth party records, they’re available for monitoring by using Vendor Management Workspace. As your business relationships change, you can keep relevant information current by promoting a fourth-nth party record to a third-party record. This third-party record incorporates all existing information and then designates the existing fourth-nth party as a known fourth party.

Here are the different actions that you can take to manage and monitor fourth-nth parties:

Register the fourth-nth parties

If you're a third-party risk (TPR) assessor or manager, you can register fourth-nth parties after collecting responses from a third party by using the fourth-party registration questionnaire. You can send the fourth-party registration questionnaire only to the third parties and not engagements. For more information, see Register a fourth-nth party.

View the fourth-nth parties that are associated with a third party

You can view all the related fourth-nth parties by navigating to the **Downstream suppliers** tab of the third-party page in Vendor Management Workspace. Viewing all the fourth parties that are linked to a third party can help you make informed decisions about initiating or continuing a relationship with an engagement. For instance, if a fourth party that is associated with a third party is known for higher risks in the automotive industry, it might still be acceptable to pursue an engagement in a different industry. However, if an engagement with the same third party involves the automotive industry, the risk could be considered too high.

For more information on how to view all the related fourth-nth parties, see Viewing information on fourth parties.

View the fourth-parties overview section

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can view the known fourth parties, the sub-parties that are associated with the third parties, and the unknown fourth parties by navigating to the Vendor Management Workspace home page. Having this high-level view is helpful in understanding how much information is available for a fourth party and how it relates with the other third parties and engagements. For example, if it's a known fourth party, you can leverage all the existing due diligence information that was gathered while it was assessed as a third party.

Note:
The known fourth parties are organizations that have already been used as third parties in your risk management program. The unknown fourth parties are only categorized as fourth parties that haven't been used or identified as third parties.

For more information on viewing the known fourth parties, the sub-parties that are associated with the third parties, and the unknown fourth parties, see TPRM Home page.

Manually create a fourth-nth party record

If you're a TPR assessor or manager, you can manually create a fourth-nth party record.

For more information on how to create a fourth-nth party record, see Create a fourth-nth party record.

Note:
You can add an existing third party as a fourth-nth party to another third party by navigating to the **Downstream suppliers** tab of a third-party page in the Vendor Management Workspace and selecting **Add**. After it's added the existing third party is now categorized as both a third party and fourth-nth party for the chosen third party and includes all collected information.

Promote a fourth-nth party to a third party

If you're a TPR assessor or manager, you can promote a fourth-nth party record to a third party. After you promote a fourth-nth party to a third party, a third-party record is created and the existing fourth-nth party is identified as a known fourth party.

For more information on how to promote a fourth-nth party record to a third-party record, see Promote a fourth-nth party to a third party.

Related topics

Viewing information on fourth parties

TPRM Home page

Register a fourth-nth party

Register fourth-nth parties after collecting responses from a third party by using the fourth-party registration questionnaire in the Third-party Risk Management application. With the fourth-party registration questionnaire, you can create multiple fourth-nth party records at a time.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_assessor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to the **Fourth-party templates** tab of a new or active external assessment.
2. Assign a Fourth-party registration questionnaire to the external assessment by selecting **Add** and then selecting a questionnaire.

   The questionnaire you are using for fourth-party registration can only be sent to third parties.

   You can use the fourth-party registration questionnaire that is included as part of the base system or a custom questionnaire that has the Fourth-party template classification and has a Fourth-party information metric category added.

   The third party must answer the first two questions in each Fourth-party information section. Don't alter the first eight questions of each section because they're used for mapping the responses to the new fourth-party record.

   For more information on assessments, see Assessing your third-party risk.
3. When you receive responses from the third-party contact, navigate to the **Downstream Suppliers** tab of the assessment and review the fourth-nth party information that was collected.
4. Review each fourth-nth party in the list and confirm if that party exists and select **Create new fourth-party** if it doesn't.

Downstream suppliers list

Field	Description
Name	Name of the fourth-nth party that is associated with the record.
URL	URL for the fourth-nth party.
Downstream supplier	Fourth party record that is used after the fourth-nth party is approved and becomes active. You can enter an existing fourth-nth party by double-clicking (or using the keyboard shortcut) the downstream supplier field and selecting the magnifying glass icon  . This action helps you view existing records to avoid creating duplicate records.
DUNS number	Unique numeric identifier for the single business entity. A DUNS number isn't legally required for a business.
Status	Current state in the registration process: **In review**, **Active**, or **Ignored**.

5. Select **Approve** to make each fourth-party record active or select **Ignore** to keep the record inactive.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Once a fourth-nth party record is active, it's fully registered and available for use in your risk management program.

For more information on fourth-nth parties, see Monitoring your fourth-nth parties.

Create a fourth-nth party record

Create a fourth-nth party record by using the Third-party Risk Management application. You can create fourth-nth party records manually as an alternative to using a fourth-party registration questionnaire.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_assessor

About this task

If you only need to create one fourth-nth party record or don't have time to send a questionnaire to a third party, you can create a fourth-nth party record manually. To create and register multiple fourth-nth party records, see Register a fourth-nth party.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**.
2. Select the list icon and then navigate to **Third parties** > **All fourth parties**.
3. Select **New**.
4. On the form, fill in the fields.

Create New Company form

Field	Description
Company section	
Name	Name of the fourth-nth party that is associated with the record.
Status	Status of the fourth-nth party: ○ Active ○ Onboarding ○ Prospect ○ Active unauthorized ○ Terminated ○ Onboarding rejected **Note:** After a fourth-nth party record is active, it's available for use in your risk management program.
Website	URL for the fourth-nth party.
DUNS number	Unique numeric identifier for the single business entity.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	A DUNS number isn't legally required for a business.
Notes	Additional information about the fourth-nth party.
Contact section	
Street, City, State/Province, ZIP/Postal code, Country, Phone, Fax	Standard contact information for the third-party organization.

5. Select **Save**.
6. Associate the active fourth-nth party record with a third party by navigating to the **Downstream Suppliers** tab of the desired third party and selecting **Add**.
   The fourth-nth party record is active and associated with a third party.

   For more information on fourth-nth parties, see Monitoring your fourth-nth parties.

Promote a fourth-nth party to a third party

Promote a fourth-nth party record to a third party by using the Third-party Risk Management application. If you're now working with a fourth-nth party at the third-party level, you can keep relevant information current by promoting a fourth-nth party record to a third-party record.

Before you begin
Role required: sn_vdr_risk_asmt.vendor_risk_assessor

About this task
When preparing to request due diligence for a new engagement, you can upgrade an existing fourth-nth party record to a third-party record, rather than creating a record. This third-party record is automatically populated with the existing fourth-nth party information, while the original fourth-nth party record and its relationships remain intact.

For example, Company A is pursuing a new project and needs to conduct due diligence on an engagement with a supplier, Supplier B. Previously, Supplier B was considered a fourth party because they were a subcontractor managed through a different third party, Supplier A. However, for this new project, Company A decides to work directly with Supplier B for their new project. Company A promotes Supplier B from a fourth party to a third party in their records. This scenario means that Supplier B is now directly associated with Company A. Company A can now conduct due diligence on their new engagement with Supplier B. Supplier B is a third party for Company A and still a fourth party for Supplier A.

Procedure
1. Navigate to **Workspaces** > **Vendor Management Workspace**.
2. Select the list icon and then navigate to **Third parties** > **All fourth parties**.
3. Select the desired fourth-nth party.
4. Select **Add as a third-party**.
   A third-party record is created that incorporates all the existing fourth-nth party record information and then designates that fourth-nth party as a known fourth party. Known fourth parties have been or are in the process of being assessed for risk as part of the due diligence

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

workflow. You can access all available due diligence information at the fourth-nth party and its corresponding third-party level.

For more information on fourth-nth parties, see Monitoring your fourth-nth parties.

Monitoring third-party elements

You can monitor third-party elements through scalable scoring models, relationship analysis, and due diligence workflow integration by using the Third-party Risk Management application. Monitoring third-party elements and leveraging that information can help with conducting more informed risk assessments as part of your third-party risk program.

Third-party elements overview

Third-party elements (TP elements) are the external organizations that an engagement relies on to provide goods, services, or support. These organizations can include the suppliers, contractors, facilities, individuals, or any other external organization that can access the engagement's systems, data, or facilities.

Let's look at some TP element class and risk examples:

Datacenter

A facility or location where an engagement or third party outsources the storage, processing, and management of their data and IT infrastructure. A datacenter could potentially experience a data breach, downtime, or compliance violation that exposes their engagements to unexpected risk. This example would be classified as a Facility TP element.

Manufacturing facility

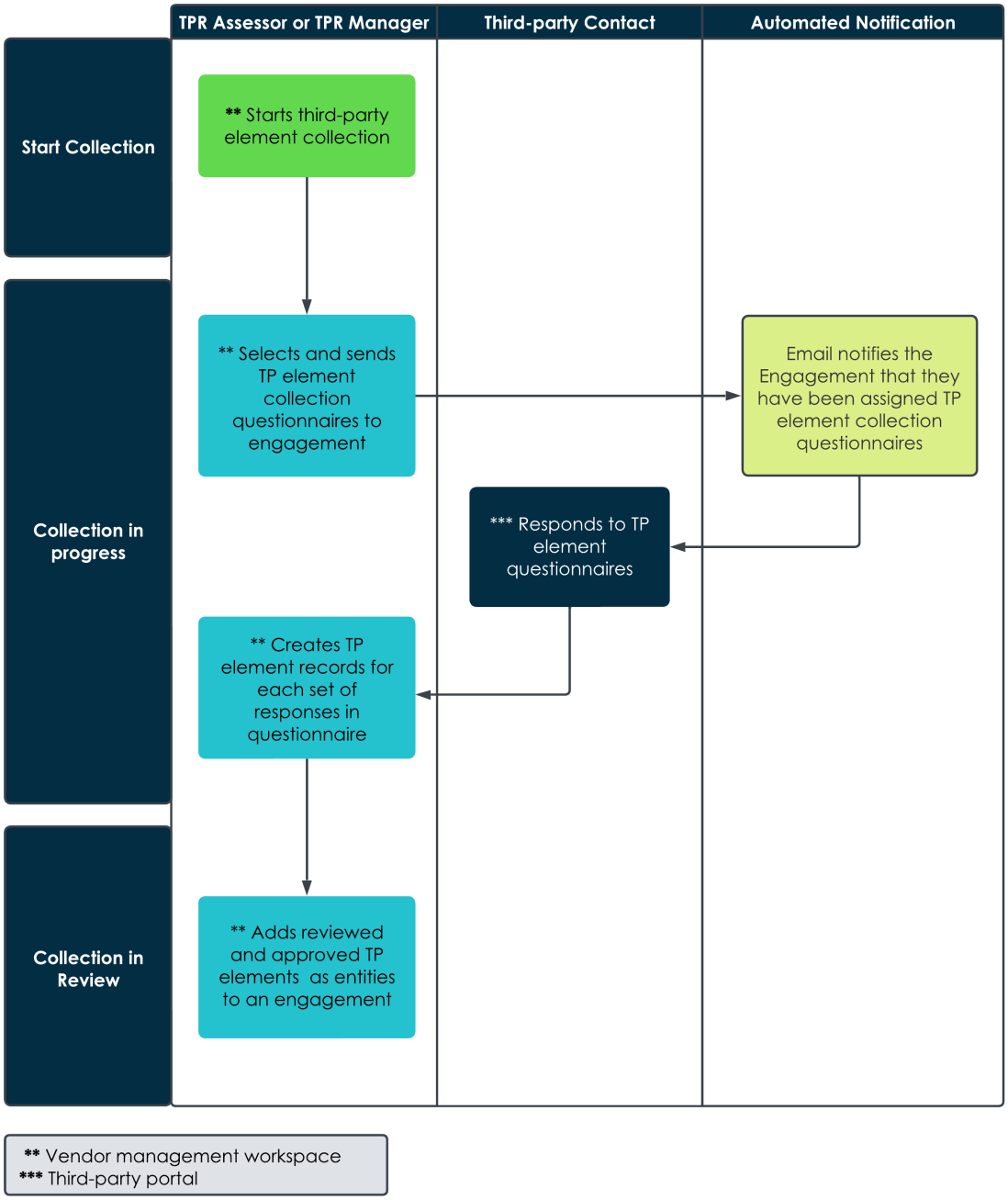
A facility or location where an engagement or third party outsources the production or assembly of their products. A manufacturing facility could potentially experience a supply chain disruption, a counterfeit part, or regulatory compliance issue that exposes their engagements to unexpected risk. This example would be classified as a Facility TP element.

Beneficial owner

An individual who owns or controls an organization that is involved in a business relationship or transaction. These individuals may not be the registered or legal owners of the organization but have significant influence or control over its operations, decision-making, or financial affairs. This example would be classified as a Principal TP element.

The following infographic shows the TP element collection process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



For more information on Third-party (TP) elements and examples of their associated controls and potential risks, see Terminology.

Collecting and reviewing third-party elements

Collecting and reviewing third-party elements is optional. If you have the Third-party risk (TPR) assessor [sn_vdr_risk_asmt.vendor_assessor] role and are the due diligence request owner or TPR manager [sn_vdr_risk_asmt.vendor_risk_manager] role, you can start this process after your due diligence request has completed the Inherent Risk Questionnaire (IRQ) process.

You would follow this process to collect and review TP elements:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. In the Vendor Management Workspace, if TP elements are needed, the Third-party risk (TPR) manager or due diligence request owner selects **Start collection** and a collection task is created.
2. The TPR manager or owner opens the external assessment for collecting elements and adds the relevant TP element collection questionnaires.
3. The TPR manager or owner reviews and approves the questionnaires and they're sent to the engagement. For more information on assessments, see Assessing your third-party risk.
4. In Vendor Management Workspace, the TPR manager or owner opens the questionnaires and verifies that all the required information was provided.
5. The TPR manager or owner then navigates to the list of TP elements and manually creates a TP element record for each set of responses in each questionnaire.
6. After all TP elements are created, the TPR manager or owner closes the collection task assessment. The system changes the state of the request from **Collection in progress** to **Collection in review**.
7. The internal stakeholders (TPR assessor, TPR approver, TPR manager, or TPR administrator) review and approve the element records.

For more information, see Create a third-party element record.

Adding third-party elements to engagements

After the TP elements are reviewed and approved by the TPR manager and internal stakeholders in Vendor Management Workspace, the TPR manager or owner opens the engagement and manually adds the reviewed and approved TP elements as entities on the **Entities** tab of the engagement. For more information, see Add a third-party element record to an engagement. After you add all TP element entities to an engagement, you can start the due diligence process. During the due diligence process, you must select and assign a questionnaire as part of an external assessment for each TP element that you created. The third-party contact completes the TP element questionnaires. For more information, see Assessing your third-party risk.

Third-party element scoring

You can categorize each TP element into one of the following types: Facility, Product, Principal, or Other. This classification helps you with organizing the assessment criteria and subsequent scoring. Scoring on a TP element is determined by averaging the risk ratings from its associated third-party risk assessments. If you conduct multiple assessments for the same TP element, the system considers only the latest assessment for each engagement for scoring, disregarding duplicates. This process helps to ensure that the TP element's risk rating reflects the most current evaluation. For example, if a TP element has assessments with risk ratings of very high and very low, the average of these ratings leads to the overall risk being moderate.

After an element is assessed and a risk rating is determined, this rating is first aggregated into a component score that is based on its classification, such as Facility. For example, all Facility-type elements are aggregated into a single component score, which contributes to the overall score of the engagement. The engagement score is then compiled by aggregating the scores from all relevant component scores within that engagement. If multiple assessments or TP elements are within an engagement, each is scored individually and then combined to form the overall engagement score. The engagement score is then rolled up to the third-party level by aggregating the scores from all the engagements that are associated with a particular third party. The aggregation at this level could be based on different rules, such as averaging, taking the minimum, or maximum scores, depending on the scoring rules set within the system. This rolled-up score represents the overall risk or performance score of the third party and reflects all the engagements and elements that are associated with it.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
You can create your own TP element classifications to meet your specific risk program requirements. For more information on creating classifications and assigning weights for scoring, see Third-party element form and Define component criteria.

Create a third-party element record

Create a third-party element record after you collect the responses from a third party by using a collection template questionnaire in the Third-party Risk Management application. After a third-party element record is created, an element entity is available to be assigned to an engagement.

Before you begin

Make sure your due diligence request has completed the Inherent Risk Questionnaire (IRQ) process so that you can start the Third-party (TP) element collection process.

Role required: sn_vdr_risk_asmt.vendor_assessor that is the due diligence request owner or sn_vdr_risk_asmt.vendor_risk_manager

About this task

In the Vendor Management Workspace, the Third-party risk (TPR) manager or due diligence request owner selects **Start collection** for the due diligence request and a collection task is created. A collection task is an external assessment for collecting elements. After receiving and verifying responses to the collection template questionnaire, a Third-party risk (TPR) manager or due diligence request owner creates third-party element records. Corresponding entity records are created after a third-party element record is created.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**.
2. Select the list icon and then navigate to **Due diligence requests** > **All requests**.
3. Select the due diligence request that you want.
4. On the **Collection task** tab of the due diligence request, select the External assessment (VRA) number to open the external assessment for collecting elements.
5. On the **Questionnaire templates** tab, select **Add** to assign a third-party element questionnaire to the external assessment and then select the collection template questionnaire.

   You can send the third-party element questionnaire only to third parties.

   For more information on assessments, see Assessing your third-party risk.
6. After you receive responses from the engagement contact, navigate to the **Risk overview** tab of the assessment.
7. In the Questionnaires and document requests section, select the collection template questionnaire and review the responses.
8. After confirming that you received all the required information, select the list icon and then navigate to **Third-party Elements** > **All third-party elements**.
9. Create a third-party element record by selecting **New** and fill in the form by using the information that was collected from each set of responses in the third-party element questionnaire.
   For descriptions of all these fields, see Third-party element form.

   Note:
   The TP element classification determines which scoring model is applied to the third-party element. You can create new third-party element classifications by navigating to **All** > **Third-party Risk Management** > **Third-party Elements** > **Classifications**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

10. Select **Submit**.
    A third-party element and an associated entity have been created. You can view the associated entity record by selecting **Go to entity**.

What to do next

Close the external assessment for collecting elements and then manually add elements as entities on the entities tab of an engagement. After all third-party elements are assigned to an engagement, you can start the due diligence process. For more information, see Add a third-party element record to an engagement and Monitoring third-party elements.

Add a third-party element record to an engagement

Assign a third-party element record to an engagement by using the Third-party Risk Management application. After you assign the element entity to an engagement, the third-party risk manager and internal stakeholders can assess it as part of the due diligence process.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor that is the due diligence request owner or sn_vdr_risk_asmt.vendor_risk_manager

About this task

You can assign third-party elements to an engagement after they've been reviewed and approved by the third-party risk manager and internal stakeholders. For more information, see Monitoring third-party elements and Create a third-party element record.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**.
2. Select the list icon and then navigate to **Third parties** > **All engagements**.
3. Select the engagement that you want.
4. Navigate to the **Entities** tab of the engagement.
5. Assign a third-party element to the engagement by selecting **Add**.
   The third-party element is active and available for assessment.

Tracking a managed activity

View managed activities in the usage analytics activities table for tracking and verification purposes in the Third-party Risk Management application.

Overview of managed activities

You can track and verify managed activities in the Usage analytics activities [sn_vdr_risk_asmt_ua_activity] table.

An engagement only consumes one license, regardless of whether there's one managed activity or many managed activities per contract year. Managed activity usage is triggered only when an activity is initiated.

Activities that are associated with a new third party going through the due diligence onboarding workflow aren't counted as managed activities. In this context, a new third party is defined as a company that is not in the Company [core_company] table.

If any of the following activities aren't related to a new third party going through the due diligence onboarding workflow, they're counted as managed activities:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- An Inherent risk questionnaire (IRQ) that is sent by the system has a status of **Awaiting response**. For more information, see Assessing your third-party risk.
- A tiering assessment with a questionnaire that is sent by the system has a status of **Awaiting response**. For more information, see Create a VRM tiering assessment.
- A third-party risk assessment with a questionnaire that is sent by the system has a status of **Submitted to third party**. For more information, see Life cycle states of a external assessment.
- The creation of a task or issue for a third-party risk assessment. For more information, see Create a task for a third party or engagement and Create an issue for a third party or engagement.

If a third-party risk assessment or due diligence request is automatically created by an event-driven management rule and later recalled, it isn't counted as a managed activity. An assessment that is related to an event-driven management rule can be recalled up until the time that it's submitted to the third party. For more information, see Event-driven management — automate assessment processes.

Note:
If an assessment isn't related to an event-driven management rule, you can't recall it and it's counted as a managed activity. If an assessment is canceled, it's still considered as a managed activity.

Using the usage analytics activities table for verification

The usage analytics activities table stores a record every time a managed activity occurs. This table is read only. Records that are two years or older are automatically archived. You must have the Third-party assessment reviewer [sn_vdr_risk_asmt.vendor_assessment_reviewer] role to view this table.

You can access the Usage analytics activities table by navigating to **All** > **Third Party Risk Management** > **Administration** > **Managed Activity Analytics**.

The following example and table show the Usage analytics activities [sn_vdr_risk_asmt_ua_activity] table.

Usage analytics activities table

Usage analytics activities View: Vendor Risk | Created | Search | Actions on selected rows...

All

Created	Activity	Activity type	Applies to	Third party	Engagement	Status
2023-12-22 12:08:30	VRI0003009	Third-party risk issue [sn_vdr_risk_asmt_issue]	Engagement			Tracked
2023-12-22 12:07:58	VRA0003019	Third-party risk assessment [sn_vdr_risk_asmt_assessment]	Engagement			Tracked
2023-12-22 12:07:27	VRA0003018	Third-party risk assessment [sn_vdr_risk_asmt_assessment]	Third party			Tracked
2023-12-22 12:06:02	INA0001133	Internal assessment [sn_vdr_risk_asmt_internal_assessment]	Engagement			Tracked
2023-12-22 10:20:36	VRA0003017	Third-party risk assessment [sn_vdr_risk_asmt_assessment]	Engagement			Recalled
2023-12-22 10:20:09	VRA0003016	Third-party risk assessment [sn_vdr_risk_asmt_assessment]	Third party			Recalled
2023-12-22 10:15:28	INA0001131	Internal assessment [sn_vdr_risk_asmt_internal_assessment]	Engagement			Recalled
2023-12-22 10:15:28	INA0001132	Internal assessment [sn_vdr_risk_asmt_internal_assessment]	Engagement			Recalled
2023-12-22 10:15:27	INA0001130	Internal assessment [sn_vdr_risk_asmt_internal_assessment]	Engagement			Recalled
2023-12-22 10:15:26	INA0001129	Internal assessment [sn_vdr_risk_asmt_internal_assessment]	Engagement			Recalled
2023-12-22 10:15:25	INA0001128	Internal assessment [sn_vdr_risk_asmt_internal_assessment]	Engagement			Recalled
2023-12-22 10:15:24	INA0001127	Internal assessment [sn_vdr_risk_asmt_internal_assessment]	Engagement			Recalled
2023-12-22 10:15:23	INA0001126	Internal assessment [sn_vdr_risk_asmt_internal_assessment]	Engagement			Recalled
2023-12-22 10:15:22	INA0001125	Internal assessment [sn_vdr_risk_asmt_internal_assessment]	Engagement			Recalled
2023-12-22 10:15:21	INA0001123	Internal assessment [sn_vdr_risk_asmt_internal_assessment]	Engagement			Recalled

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Usage analytics activities

Field	Description
Created	Date and time that the activity occurred.
Activity	Record that is related to the activity.
Activity type	Managed activities that can be associated with tiering assessments, internal assessments, third-party risk assessments (TPRA), issues, and tasks.
Applies to	• **Third party**: The activity applies to the parent third-party organization. • **Engagement**: The activity applies to the engagement.
Third party	Third party that is related to the activity.
Engagement	Engagement that is related to the activity.
Status	State of the activity: • **Tracked**: The activity is logged. • **Recalled**: The activity was recalled by a user after it occurred.

Note:
The calculated risk scores that are updated by assessments are managed activities. However, they aren't logged in the Usage analytics activities [sn_vdr_risk_asmt_ua_activity] table. The score updates from the risk intelligence score providers aren't managed activities. For more information on the risk intelligence scores, see Viewing risk intelligence scores.

Approving or rejecting requests for due diligence

Set up the approval levels and rules for due diligence requests in the Third-party Risk Management application to use while approving or rejecting requests after reviewing questionnaire responses and due diligence process results.

Approval process overview

Approval levels and rules are used to determine which team members are assigned as approvers to the due diligence request. During the approval process, approvers review the external questionnaire responses and supporting documents that were provided by the third-party contact. They also consider any other information that was gathered during the due diligence process. Approvers can approve or reject due diligence requests depending on their interpretation of the information reviewed.

For more information on managing approvals, approval levels, and approval rules, see Approval process management.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Any multi-level approvals related to a workflow require updates to be made using Workflow Studio. For more information on creating flows using Workflow Studio, see Create a flow in Workflow Studio.

Setting up approval levels and rules

You must have the admin or Third-party risk (TPR) admin [sn_vdr_risk_asmt.vendor_risk_admin] role to make the approval levels and rules for due diligence requests. You can create up to 10 different approval levels that each contain different approval rules. Within each approval level, you can assign one or more rules with different filter conditions that apply to the assigned approvers. For example, you might want different approvers to be assigned to the due diligence request depending on the engagement's risk rating and location.

With the Third-party due diligence default configuration, you can create three records with approval levels 1, 2, and 3. Level 1 has three rules, level 2 has two rules, and level 3 has two rules. The following example shows how you would assign these rules with filter conditions:

- Level 1
  - Rule 1: User A and User B are assigned to approve the engagement's low risk rating.
  - Rule 2: User C and User D are assigned to approve the engagement's medium risk rating.
  - Rule 3: User E and User F are assigned to approve the engagement's high-risk rating.
- Level 2
  - Rule 1: TPR manager is assigned to approve the engagement in Asia/Pacific.
  - Rule 2: TPR manager is assigned to approve the engagement in Europe/North America.
- Level 3
  - Rule 1: All TPR administrators are assigned to approve an engagement in a specific region that has a high-risk rating.
  - Rule 2: All TPR administrators are assigned to approve an engagement in a specific region that has a very high-risk rating.

During the approval process, level 1 is triggered first. If all assigned users approve the conditions in level 1, then level 2 is triggered and so on. If any assigned user in level 1 has rejected the due diligence request, level 2 isn't triggered and the due diligence request is rejected. For more information on possible rating definitions, see Set up risk rating scales for scoring.

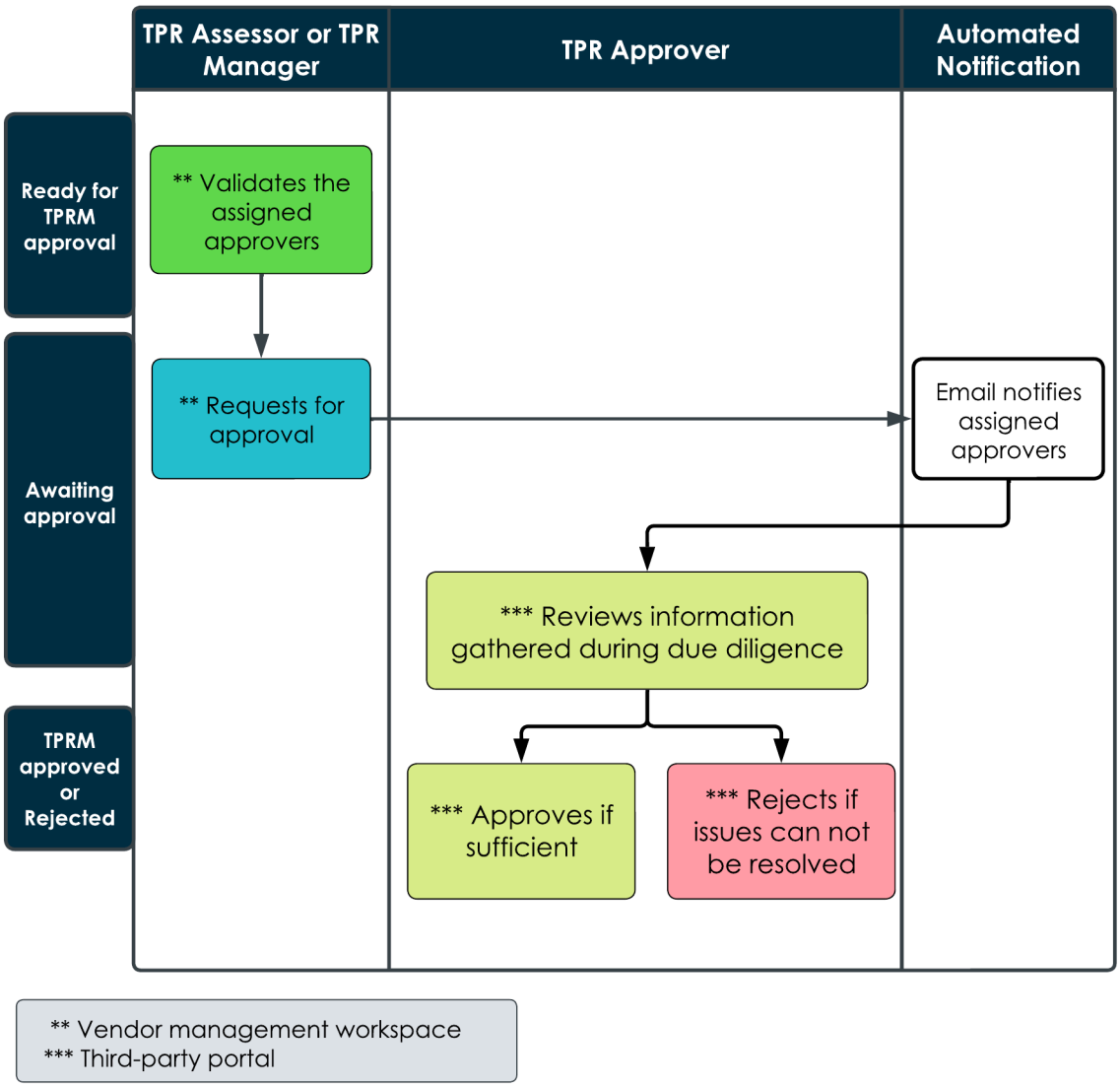
Note:
You can use the Third-party due diligence default configuration included as part of the base system or deactivate the default configuration and create an approval configuration that applies to a different table. For more information, see Set up an approval configuration record.

For more information on setting up approval levels and rules, see Set up the approval levels for due diligence requests and Set up the approval rules for due diligence requests.

Approving due diligence requests

The following infographic shows the approval process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The due diligence request enters the Ready for TPRM approval state after all assessments have been closed. The TPR manager [sn_vdr_risk_asmt.vendor_risk_manager] or TPR assessor [sn_vdr_risk_asmt.vendor_assessor] that has been assigned as the owner of the due diligence request confirm approvers have been assigned to the due diligence request. After validating the assigned approvers, the TPR manager or owner requests approval. The due diligence request enters the Awaiting approval state and the system sends an email notification to all assigned approvers.

All internal stakeholders (approvers) review the external questionnaire responses and supporting documents that were provided by the third-party contact. You must be part of the Third-party risk (TPR) manager user group to make approvals. Approvers perform all actions by using Vendor Management Workspace or VRM Classic user interface. Approvers can view all of their pending **My approvals**, **Tasks**, and **Issues** by navigating to the Task page.

To view the Task page in the Vendor Management Workspace, select **Workspaces** > **Vendor Management Workspace**. Then, select the task icon .

To view your assigned approvals, select **My approvals**.

To view **My approvals** in the VRM Classic user interface, navigate to **All** > **Self-Service** > **Third-party Risk Management** > **Due Diligence Requests** > **My Approvals**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

From this view, you can accomplish the following tasks:

- Review the internal questionnaire responses.

  Navigate to the Due diligence request record page by selecting the Due Diligence Request (DDR) number and then selecting the Internal assessment (INA) number on the **Internal assessments** tab. For more information, see IRQ process management.

- Review the risk intelligence scores.

  Navigate to the Due diligence request record page by selecting the DDR number and then selecting the **Risk intelligence scores** tab. For more information, see Viewing risk intelligence scores.

- Review the external questionnaire responses and supporting documents.

  Navigate to the Due diligence request record page by selecting the DDR number and then selecting the External assessment (VRA) number on the **External assessments** tab. For more information, see Third-party (external) risk assessment management.

- Access the approval request record page.

  Select one of the Requested states from the list to open the approval request record page. From this page, you can select **Approve** or **Reject**. For more information, see Approval process management.

If the responses meet your requirements, one or more approvers approves the request, and the owner (TPR manager or TPR assessor) closes the due diligence request and the engagement. The third party or engagement state is now **Active**. If a contract is going to be prepared, an approver, TPR manager, or owner selects **Send to contract negotiator** and assigns a contract negotiator. The approved due diligence request's state is updated to the Contract Risk Process state and the contract risk negotiator is notified through an automated email.

For more information, see Managing the contract risk process.

Rejecting due diligence requests

If an issue can't be resolved or the due diligence request is canceled, the approver can enter comments and reject the due diligence request. To view your **My approvals**, navigate to the task page, select **My approvals**, and then select a Requested state from the list to open the approval request record page. From this page, you can select **Reject** to reject the request.

After the due diligence request is rejected, the following actions occur:

1. The due-diligence request's state is updated from Awaiting approval to Rejected.
2. You must enter an explanation for rejecting the due diligence request in the **Comments** field.
3. The Due diligence process state is updated to Rejected and all stakeholders are notified that the engagement has been rejected.

> **Note:**
> The owner can reopen the approval process by selecting the due diligence request from the All request list. The owner is required to provide a justification for restarting the approval process.

Set up the approval levels for due diligence requests

Assign one or more approval levels to the users or groups that approve your due diligence requests in the Third-party Risk Management application. Because the approval levels are

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

applied iteratively and each level contains different rules, you can help to ensure that the correct user or group is assigned as an approver.

Before you begin

Role required: admin or sn_vdr_risk_asmt.vendor_risk_admin

Procedure

1. Navigate to **All** > **Approval Configurator** > **Approval Configurations**.
2. Select **Third-party due diligence default configuration**.
3. Create an approval level by selecting **New**.
   A **Third-party due diligence default level** is included as part of the base system.
4. On the form, fill in the fields.

Approval Level form

Field	Description
Name	Name for the approval level.
Level	Stage of approval.

Note:
In an approval configuration, you can't have multiple approval levels with the same level number. The rules of each level are applied sequentially, one after the other.

5. Select **Submit**.

For information on setting up rules to assign to levels, see Set up the approval rules for due diligence requests.

For more information on approval levels and rules, see Approving or rejecting requests for due diligence.

Related topics

Set up the approval rules for due diligence requests

Set up the approval rules for due diligence requests

Set up the rules at each approval level for your due diligence requests by selecting an approver type and the number of approvals that you require in the Third-party Risk Management application. You can also filter the table conditions that apply to each rule so that you can help ensure that the correct user or group is assigned as an approver.

Before you begin

Set up the approval levels. For more information, see Set up the approval levels for due diligence requests.

Role required: admin or sn_vdr_risk_asmt.vendor_risk_admin

About this task

For each rule, you can select the individual approvers, approvers from the Third-party due diligence request [sn_tprm_dd_request] table, or dynamic approvers. Dynamic approvers refer to individuals or groups who are assigned as approvers based on the Approver table that is defined in the approval rule form. The approvers can be a Third-party risk (TPR) manager or TPR administrator.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Each approval level can contain multiple approval rules. Each approval rule can be created on the table of the approving record or any other related table of the approving table.

Procedure

1. Navigate to **All** > **Approval Configurator** > **Approval Configurations**.
2. Select an approval configuration record.
3. In the Name column of the Approval Levels section, select the approval level record that you want.
4. In the Approval Rules section, select **New**.
5. On the approval rule form, specify the name of the rule.
6. Enter a brief description of the approval rule.
7. Select the source for the request.
   For descriptions of all these fields, see Approval rule form.
8. Select **Submit**.

Related topics

Set up the approval levels for due diligence requests

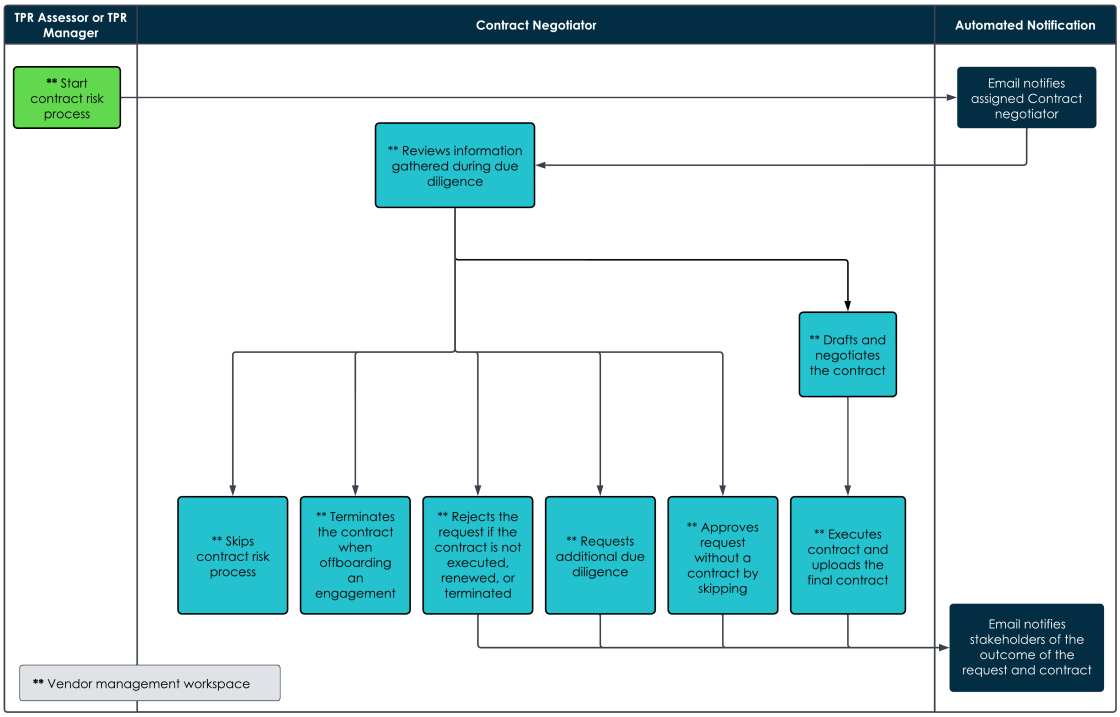
Managing the contract risk process

Protect your organization's interests, as the Third-party risk contract negotiator, often the corporate counsel, by incorporating specific contractual provisions so that you can address the risks identified using the Third-party Risk Management application.

If a contract is being negotiated with the engagement or third party, the due diligence request enters the Contract risk process state after all approvals have been processed. If you’re the assigned contract negotiator, you're notified through an automated email when all the approvals have been processed.

The following infographic shows the contract risk process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note:
The [sn_vdr_risk_asmt.contract_negotiator] role is required and your contract negotiator performs all actions by using the Vendor Management Workspace or VRM Classic user interface.

You can view all pending **Due diligence requests for Negotiator**, **Tasks**, and **Issues** by navigating to the Task page.

To view the Task page, select **Workspaces** > **Vendor Management Workspace**, and then select the tasks icon .

To view your assigned requests, select **Due diligence requests for Negotiator**.

To view **Due diligence requests for Negotiator** in the VRM Classic user interface, select **All** > **Self-Service** > **Third-party Risk Management** > **Due Diligence Requests** > **My Requests in Contract Process**

From this view, you can accomplish the following tasks:

- Review the internal questionnaire responses.

  Navigate to the Due diligence request record page by selecting the Due Diligence Request (DDR) number. You can view the related internal questionnaire responses by selecting the Internal assessment (INA) number on the **Internal assessments** tab. For more information, see IRQ process management.

- Review the risk intelligence scores.

  Navigate to the Due diligence request record page by selecting the DDR number. You can view the related risk intelligence scores by selecting the **Risk intelligence scores** tab. For more information, see Viewing risk intelligence scores.

- Review the external questionnaire responses and supporting documents.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Navigate to the Due diligence request record page by selecting the DDR number. View the related external questionnaire responses and supporting documents by selecting the Third-party risk assessment (VRA) number on the **External assessments** tab. For more information, see Third-party (external) risk assessment management.

Note:
To learn more about the processes in the due diligence workflow, see Due diligence workflow for more information.

Contract Risk process (Only if the engagement is contracted)

If the engagement includes a contract, as the contract negotiator, you prepare the contract and do the following actions:

1. Access all data that is generated during the Request, IRQ, Due Diligence, and Approval processes to design and settle the contract and assess the following items:
   - Initial Inherent Risk Questionnaire (IRQ) responses and comments by the Third-party risk assessor. For more information, see IRQ process management.
   - Risk data from the risk intelligence providers. For more information, see Viewing risk intelligence scores.
   - Responses to third-party questionnaires and engagement questionnaires. For more information, see Third-party (external) risk assessment management.
   - Issues and tasks for the third-party contacts that were assigned to you by the Third-party risk manager. Assigned issues and tasks are listed on the tasks page.
2. After the contract is fully signed by all parties (executed), attach the contract and activate the engagement by selecting **Contract executed** and then complete the following actions from the **Details** tab on the due diligence request record page:
   a. Set the **Contract start date** for the engagement.
   b. Set the **Contract start date** for the third party if not set previously.
   c. Set the **Contract expiration date** for the engagement to the requested end date.
   d. Update the due diligence request's state from Contract risk process to Engagement contract executed.

After the contract is executed, the **Contract start date** and **Contract expiration date** fields are read-only and available to view from the **Details** tab for the third party and engagement in the Vendor Management Workspace.

Note:
After opening an assigned task, select **Browse** in the **Attachments** section to select and add a contract. If you want the contract to appear in the Documents related list, select **Documents** and on the Documents page select **New** to add a new contract document or **Link Documents** to attach an existing contract document. For more information about the Document Management system, see Document Management system in Third-party Risk Management.

Follow the same process in step 2 to activate an engagement for due diligence requests, onboard an engagement, and reassess an engagement for contract renewal.

Contract Risk process (contract is skipped)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If the engagement doesn't require a contract, you can skip the contract by selecting **Skip contract** from the **Details** tab on the due diligence request record page.

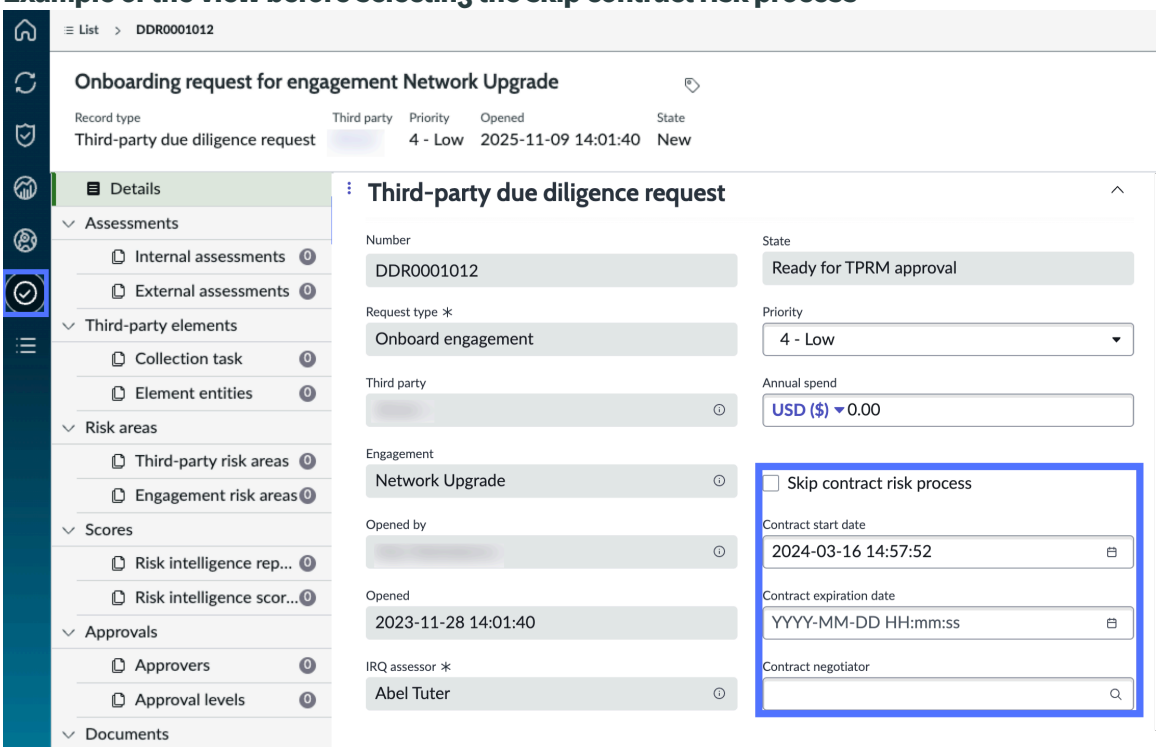
The following changes take place:

1. The **Contract start date** is changed to **Engagement start date**.
2. The **Contract end date** is changed to **Engagement expiration date**.
3. A required **Justification** field appears. Enter an explanation for skipping the contract.
4. The due diligence request's state is updated from Contract risk process to Contract risk process skipped.
5. After the owner closes the request, the engagement is **Active**.

Note:
Skipping in this context is a way of intentionally not participating in the contract risk process that was initially scheduled or expected.

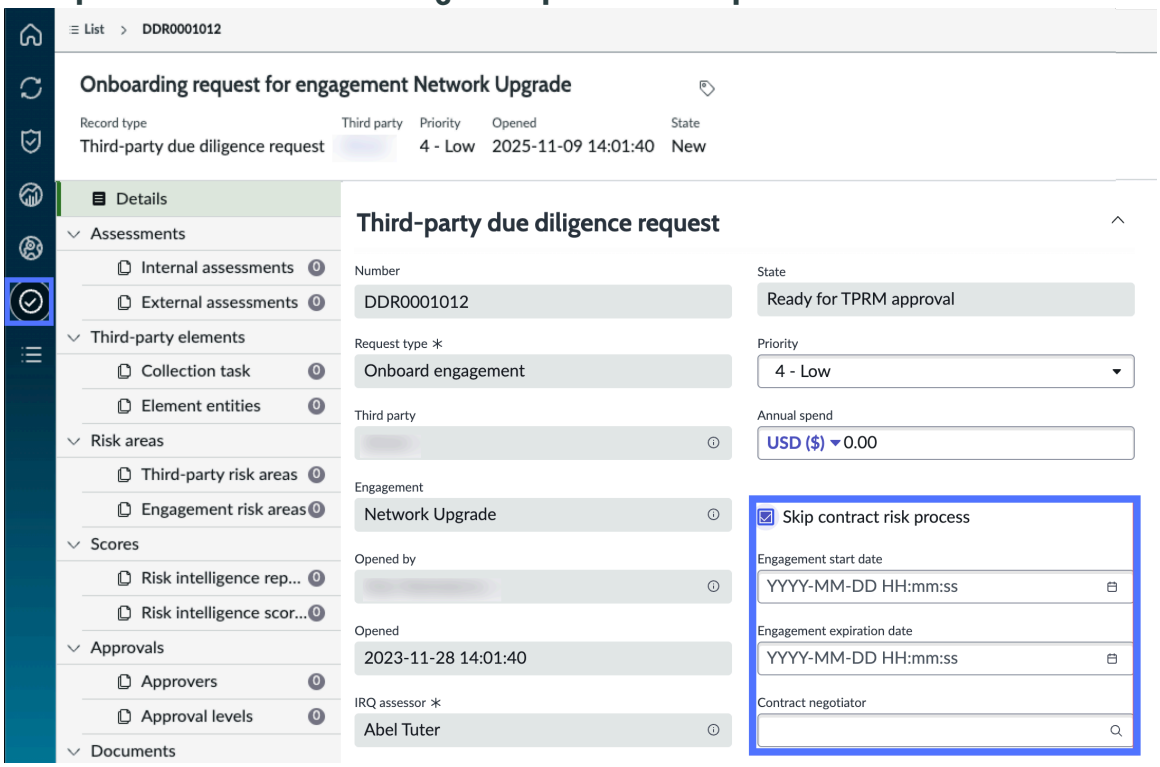
The following examples show the contract start and expiration date before and after you select the skip contract risk process.

Example of the view before selecting the skip contract risk process



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example of the view after selecting the skip contract risk process

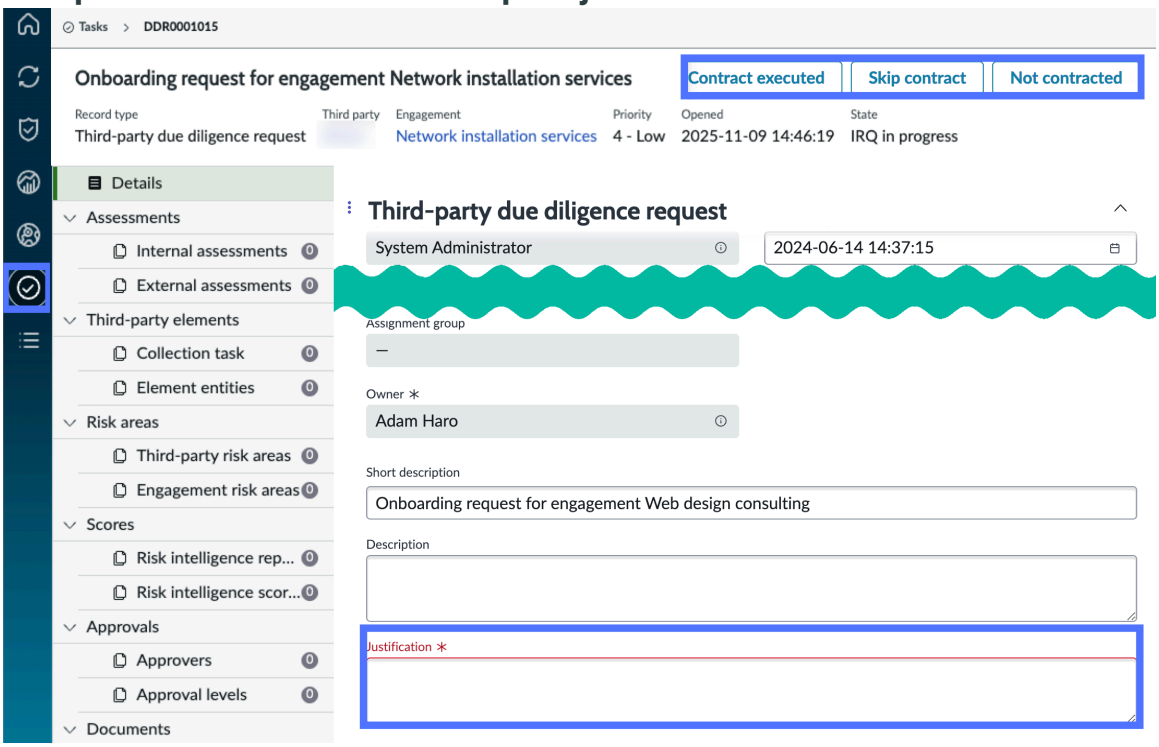


Note:
If the third-party risk manager or owner selects the **Skip contract risk process** option during the due diligence process, the assigned contract negotiator isn't notified and the Contract risk process state is skipped. An approver and owner can update the **Skip contract risk process** selection up until the approval process is completed. For more information about this process, see Due diligence request process management.

The following example shows the available selections and where the required justification box appears.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example of available selections and required justification



Contract Risk process (Not contracted, onboarding engagement is rejected)

If an issue can't be resolved or the due diligence request is canceled, you can reject the engagement by selecting **Not contracted** from the **Details** tab on the due diligence request record page.

The following actions take place:

1. A required **Justification** field appears. You must enter an explanation for rejecting the engagement.
2. The due diligence request's state is updated from Contract risk process to Not contracted.
3. After the owner closes the request, the due diligence request changes from Not contracted to Rejected.
4. All stakeholders are notified that the engagement isn't contracted and onboarding is rejected.

The owner can reopen the request and the due diligence request's state will update to the Ready for TPRM approval state.

Contract Risk process (Contract terminated)

When the engagement is being offboarded and a contract is no longer required, you can approve the termination of the contract by selecting **Contract terminated**. The following actions then take place:

1. The due diligence request's state is updated from Contract risk process to Contract terminated.
2. The **Termination date** is updated with the current date.

Contract Risk process (Contract not terminated)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If the engagement is being offboarded (relationship terminated) and the contract can't be terminated, you can reject the request by selecting **Contract not terminated** from the **Details** tab on the due diligence request record page.

The following actions then take place:

1. A required **Justification** field appears. You must enter an explanation for rejecting the request.
2. The due diligence request's state is updated from Contract risk process to Contract not terminated.
3. After the owner closes the request, the engagement is **Rejected** and all stakeholders are notified that the contract isn't terminated.

Contract Risk process (Contract not renewed)

If the engagement is being reviewed for renewal and the contract can't be renewed, you can reject the engagement by selecting **Contract not renewed**.

The following actions then take place:

1. A required **Justification** field appears. You enter an explanation for rejecting the engagement.
2. The due diligence request's state is updated from Contract risk process to Contract not renewed.
3. After the owner closes the request, the engagement is **Rejected** and all stakeholders are notified that the contract isn't renewed.

Contract Risk process (Request additional due diligence)

If you require additional due diligence, you can reject the engagement by selecting **Request additional due diligence** from the **Details** tab on the due diligence request record page.

The following actions then take place:

1. A required **Justification** field appears. You must enter an explanation for requesting additional due diligence.
2. The due diligence request's state is updated from Contract risk process to Due diligence.
3. After the owner closes the request, it's updated to the Due diligence process state and all stakeholders are notified that the engagement requires additional due diligence.
4. Either you, as the contract negotiator, or the owner can reopen the assessment and attach a new questionnaire to restart the process.

After the contract risk process is completed, the owner receives an email notification. Only the Third-party risk manager or owner can close a due diligence request.

Note:
For more information on viewing contracts associated with due diligence requests, see Accessing DD requests that are in the contract risk process.

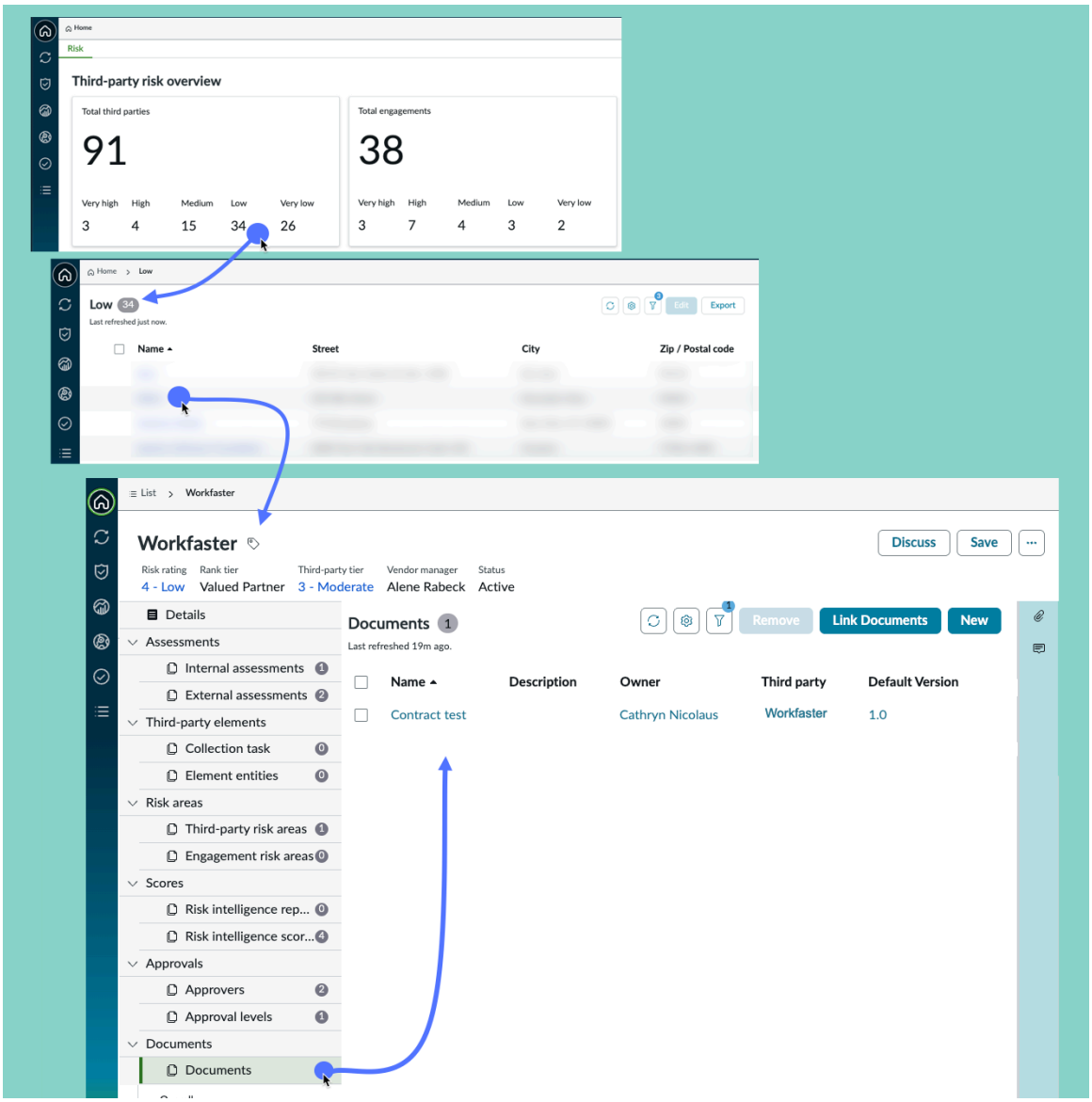
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Accessing DD requests that are in the contract risk process

You can view the contracts associated with each engagement or third party and alongside detailed information such as the expiration, start date, end date, and state. You can also manage and update contract processes.

Accessing contract information

1. Select **Workspaces** > **Vendor Management Workspace**.
2. On the **Risk** tab, select the home page icon .
3. In the Third-party risk overview section, select any number in a box to open the list of third parties or engagements with that value.
4. Select a third party or engagement name to open all tabs for the item and then select the **Documents** tab.



5. Select a **Name** to view detailed information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Viewing the list of contracts

Documents tab

Column	Description
Name	Brief description of the purpose of the contract.
Description	A brief description about the contract.
Owner	The individual who owns a document for audit purposes.
Third party	Third party with which the document is associated. When a third party is provided, sharing permissions are enabled automatically in TPRM. This field is required only if the document is associated with a third party. For example, internal documents may not need to be associated with a specific third party. **Note:** When a document is created by a third-party contact in the third-party portal, this field is auto filled and sharing permissions are enabled.
Default version	The document version that is used for document download. By default, the latest version is the default version. This field is not available in the third-party portal.

Actions on the documents page

Actions

Action	Description
New	Select **New** to create a contract.
Save	Select **Save** to save any change you made to a value on any tab.
Remove	Select **Remove** to delete the record of the contract.
Link Documents	Select **Link Documents** to link existing document records.
Adding an attachment	Select **Browse** in the **Attachments** section to select and add an attachment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Managing contract processes

Viewing basic information about a contract on the Details tab

From the details tab you can view and adjust contract information. You can also attach files.

Contract specific information on the Details tab

Column	Description
Contract Number	Assigned ID for the contract. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Start date, End date	Dates for the beginning and end of interactions with the engagement.
State	Current state of the contract: Draft, Active, Expired, or Cancelled.
Substate	Current substate of the contract: Extension Active, Renewal Active, Awaiting Review, Under Review, Approved, Renewal Approved, Rejected, Renewal Rejected, Extension Approved, Extension Rejected.
Expiration	Current state of expiration: (empty), Expired, Within 30 days.

Related topics

Contract Management

Working in the VRM Classic user interface

While you can continue to use the legacy user interface to perform Vendor Risk Management tasks, the Vendor Management Workspace offers enhanced TPRM features and more useful reports.

Configure a risk assessment to recur on a schedule

Configure a third-party risk assessment to recur on a schedule to regularly update risk results for a third party or an engagement.

Role required: sn_vdr_risk_asmt.vendor_assessor

Create a VRM third party record

Configure a third-party risk assessment to recur on a schedule to regularly update risk results for a third party or an engagement.

Role required: admin or sn_vdr_risk_asmt.vendor_risk_manager.

Setting up VRM third-party hierarchies and engagements

Create third-party hierarchies by defining the parent-child relationships between the parent third party and all of their subsidiaries. You do this task because some organizations work with third parties that have subsidiaries (or subsidiaries of subsidiaries) that can pose a potential risk to your business. You can perform

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

assessments at each subsidiary organization and roll up the results to calculate an overall risk score for the parent third party.

Role required: sn_vdr_risk_asmt.vendor_risk_manager or sn_vdr_risk_asmt.vendor_assessor.

Define a VRM engagement

Define an engagement so that you can assess the risks that are associated with the services or products offered by a third party. Engagements can also represent the products or services that are provided to the parent third party, either directly or from departments, partners, or subsidiaries that you can also assess for risk.

Tip:
Any person with access to your instance at your organization can request an engagement. That process is typically more streamlined and more effective than the process described here, where a Third-party risk (TPR) manager or TPR assessor defines an engagement. For more information, see Request due diligence for a third-party engagement.

Role required: sn_vdr_risk_asmt.vendor_risk_manager or sn_vdr_risk_asmt.vendor_assessor.

VRM third-party risk tiering assessments

Organizations use risk tiering to classify their third parties into categories of potential risk posed at the time of onboarding. The standard predefined risk tiers are None, Low, Minor, Moderate, High, and Critical. Each risk tier has associated assessment questions and document requests.

Managing external risk assessments — Legacy process

Before the TPR manager closes an assessment, stakeholders create issues and tasks, usually during the **Generating observations** state. The TPR assessor assigns third parties as needed and communicates using comment streams to achieve closure on non-compliance. The third-party primary contact uses the Third-party portal to view all assessments.

Create an external assessment — Legacy process

Create an assessment and initiate the third-party risk assessment life cycle.

Important:
Starting with version 18.1.3 of Third-party Risk Management the Vendor Risk Overview dashboard is deprecated. If Third-party Risk Management was installed prior to 18.1.3 the Vendor Risk overview dashboard is still available for your use.

Create a VRM third party record

Set up the key data and contact information for a third party that your organization will engage.

Before you begin

Contact your system administrator before you update the portfolio of third parties.
Role required: sn_vdr_risk_asmt.vendor_risk_manager or sn_vdr_risk_asmt.vendor_risk_admin

About this task

In addition to adding new records, TPR managers make ongoing updates to third-party information, including risk security scores, risk tiers, critical third-party contacts, and the business services that the third parties fulfill.

You can import third-party data from a spreadsheet, integrate the data from an onboarding system, or import data from the vendor table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Use either of the following methods to start the process:
   - In the Vendor Management Workspace, select the list icon and then navigate to **Third parties** > **All Third parties**.
   - Navigate to **All** > **Third-party Risk Management** > **All Third parties**.
2. Select **New** and then fill in the fields.

Third party form

Field	Description
Name	Third party name.
Website	URL for the third party.
DUNS number	Unique numeric identifier for the single business entity. A DUNS number is not legally required for a business.
Industry	Type of industry.
Vendor type	Specify the type of product or service that the third party will provide.
Parent	If you set up third-party hierarchies, and this third party is a subsidiary, select the parent third party.
Total annual spend	Expected amount that you expect to spend annually on this third party.
Security Score	The security score provided by a risk intelligence provider.
Score provider	The risk intelligence provider that provided the normalized security score.
Status	Status of the third party.
Contract start date	Date that the contracted engagement should start.
Risk rating	After third-party risk assessment responses have been received, this weighted average of the components (that is, the risk ratings of assessments, engagements, and subsidiaries) is calculated. For more information, see Setting up VRM third-party hierarchies and engagements.
Rank tier	Type of supplier.
Third-party tier	Risk tier for the third party calculated by mapping the tiering score to a risk tier.
Vendor manager	The employee assigned as the manager to this third party.
Business owner	The employees that use this third party in their daily business.
Notes	Additional information.
Contact tab	
Street	Street address of third party.
City	City of third party.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
State / Province	State or Province of the third party.
Zip / Postal code	Zip code or postal code of the third party.
Country	Country of the third party.
Phone	Phone number of the third party.
Fax phone	Fax number of the third party.
Profile tab	
Publicly traded	Is the third party publicly traded?
Stock symbol	Stock symbol of the third party.
Revenue per year	Annual revenue of the third party.
Number of employees	Count of the third party's employees.
Banner image	Banner image for the third party.
Banner text	Banner text for the third party.
Risk Scoring tab	
Computed risk rating	Average of the third-party risk area risk ratings.
Override risk rating	Enables you to override the computer risk rating for the third party.
Assessment risk rating	Calculated risk assessment rating. The risk rating scale helps business users better understand risk assessment results. For example, in the default settings, risk scores in the 20 through 39 range indicate high risk, while scores in the 60 through 79 range indicate low risk.
Engagement risk rating	Calculated engagement rating. The risk rating scale helps business users better understand risk assessment results. For example, in the default settings, risk scores in the 20 through 39 range indicate high risk, while scores in the 60 through 79 range indicate low risk.
Subsidiary risk rating Child third-party risk rating	Calculated risk rating for subsidiaries. The risk rating scale helps business users better understand risk assessment results. For example, in the default settings, risk scores in the 20 through 39 range indicate high risk, while scores in the 60 through 79 range indicate low risk.
Risk intelligence rating	See Integrating scores from risk intelligence providers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Overridden risk rating	If you selected **Override risk rating**, enter the new risk rating.
Overridden on	If you selected **Override risk rating**, date that the override occurred.
Justification	If you selected **Override risk rating**, you must enter a reason for the override.

3. If Third-party Risk Management is integrated with other GRC applications, or if you set up vendor hierarchies (that is, third-party risk domains, component criteria, and risk scoring rules), the form can include some or all of the following related lists.

   For more information, see Setting up VRM third-party hierarchies and engagements.

   Note:
   Risk domains are called "risk areas" in some platform applications.

   - **Child Vendors:** This table stores all information for subsidiaries. Subsidiary risk ratings are automatically aggregated and displayed on the **Risk Rating** tab on the Third-party form.
   - **Vendor Contacts:** This table stores information for all of the third-party stakeholders. Typically, the customer creates one primary third-party contact and one or more secondary contacts. The primary contact adds other contacts to the list.
   - **Business Services:** The Services table is part of the CMDB. It relates the third parties to the services they provide. For example, assume the IT team has a service called “Video Conference Services” that is used for internal employees to communicate internally and with customers. That business service, they have decided, comes from Zoom rather than building anything in-house.
   - **Vendor Engagements:** This table stores all engagement information for third parties. Engagements risk ratings are automatically aggregated as displayed on the **Risk rating** tab on the Third-party form.
   - **Tiering Assessments:** This table stores the history of tiering assessments.
   - **Repeating Assessments:** This table stores the history of recurring assessments.
   - **Assessments:** This table stores the history of assessments. Assessment risk ratings are automatically aggregated and displayed on the **Risk rating** tab on the Third-party form.
   - **Vendor Risk Components:** This table stores all third-party risk components. If third-party risk components (that is, assessments, engagements, or subsidiaries) are present, their risk ratings are automatically aggregated and displayed on the **Risk rating** tab on the Third-party form.
   - **Issues:** This table stores the history of issues.
   - **Tasks:** This table stores the history of tasks.

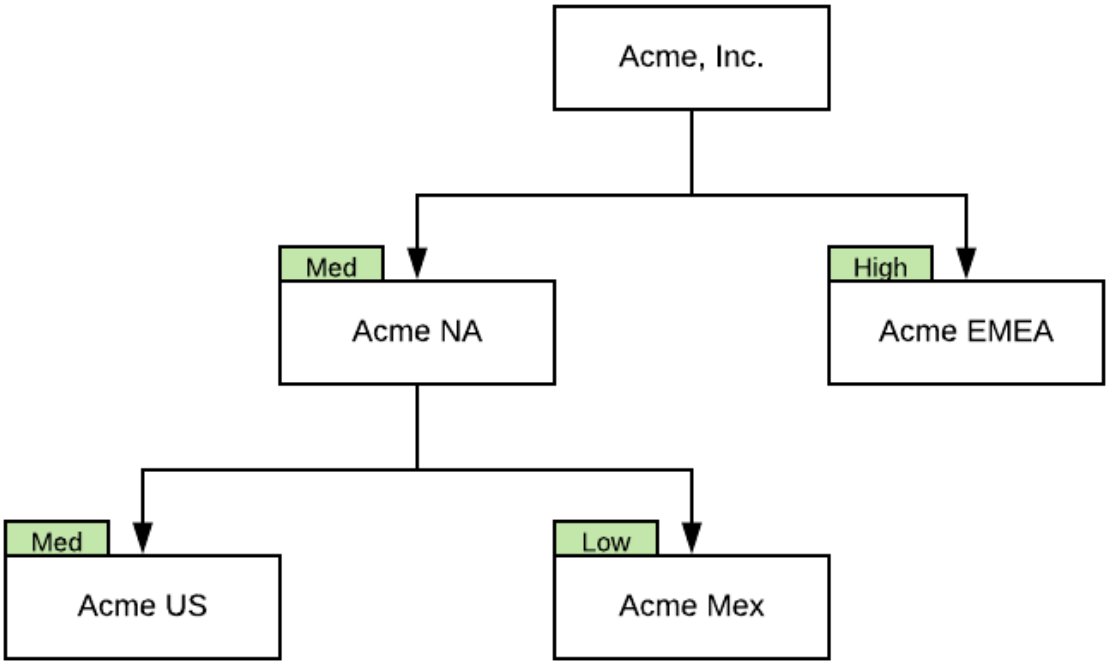
Setting up VRM third-party hierarchies and engagements

Create third-party hierarchies by defining the parent-child relationships between the parent third party and all of their subsidiaries. You do this task because some organizations work with third parties that have subsidiaries (or subsidiaries of subsidiaries) that can pose a potential risk to your business. You can perform assessments at each subsidiary organization and roll up the results to calculate an overall risk score for the parent third party.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Third-party hierarchy

In this example, parent organization Acme has two subsidiaries and Acme NA has two subsidiaries. In this hierarchy, you perform risk assessments for the parent third party and all subsidiaries and calculate risk scores for each entity. You can then aggregate (roll up) the risk scores to calculate the risk score for Acme.

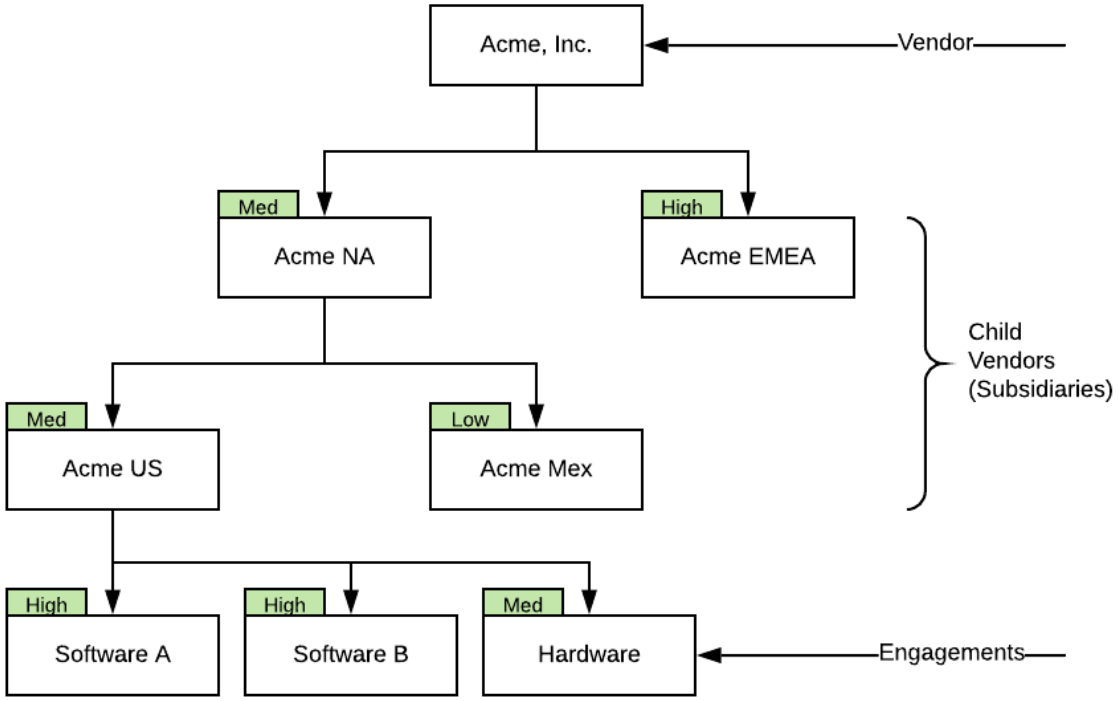


Third-party hierarchy with subsidiaries and engagements

Engagements represent products or services provided to the parent organization—either directly or from subsidiaries—that you can assess for risk. In the case where a subsidiary provides engagements, the risk scores assigned to the engagements are rolled up to calculate the risk score of the subsidiary, which in turn roll up to the parent organization.

In this example, subsidiary Acme US has three engagements. As in the previous example, risk is assessed for the parent, all of its subsidiaries, and all of their engagements. The risk scores are then rolled up to calculate the risk score for the parent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



See Define a VRM engagement.

Overview: Setting up a third-party hierarchy

Note:
The setup procedures in this section apply only if you work with multi-layered third parties; that is, third parties that operate subsidiaries. They also guide you through the setup of engagements offered by subsidiaries. If these are not the types of third parties you do business with, and you do not want to set up third-party hierarchies, these procedures are optional.

Setup procedures for third-party hierarchies

Setup procedure	Description
Define third-party risk areas.	A risk domain defines the type of risk to assess for a third party. For example, you might want to assess a data-management third party in terms of security risk and a bank in terms of financial risk. Security risk and financial risk are risk domains. Some platform applications refer to risk domains as "risk areas." See Define a third-party risk domain.
Define third-party risk area criteria.	A third-party risk area criteria is a group of risk domains (sometimes called risk areas in other platform features) that applies to a particular type of third party. See Define third-party risk area criteria.
Define component criteria.	Components are the entities for which you can assess risk. The base system includes the engagements, external

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup procedures for third-party hierarchies (continued)

Setup procedure	Description
	monitoring, subsidiaries, and third-party risk assessments components. Risk is calculated for each component and then the risk is aggregated and rolled up to calculate a third-party risk rating. See Define component criteria.
Define engagements for a third party	Define an engagement so that you can assess the risks that are associated with the services or products offered by a third party. Engagements can also represent the products or services that are provided to the parent third party, either directly or from departments, partners, or subsidiaries that you can also assess for risk. As engagements are defined, you can define primary and secondary contacts for both third parties and engagements. Each type of contact can perform specific activities in the Third-party portal. See Define a VRM engagement.
Define engagement risk scoring rules.	An engagement risk-scoring rule specifies component criteria that determine which engagements are selected for assessment. For example, a rule could enable assessments for engagements that involve more than $40,000 annual business. Engagement scoring rules apply only to engagements. See Define engagement risk scoring rules.
Define third-party risk scoring rules.	Define criteria, based on risk scores, that determine which third parties require assessments. Third-party risk scoring rules apply to subsidiaries and engagements and to third-party risk areas. See Define third-party risk scoring rules.

Define a VRM engagement

Define an engagement so that you can assess the risks that are associated with the services or products offered by a third party. Engagements can also represent the products or services that are provided to the parent third party, either directly or from departments, partners, or subsidiaries that you can also assess for risk.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager or sn_vdr_risk_asmt.vendor_assessor

Procedure

1. On the **Risk** tab of the Vendor Management Workspace, select **Create engagement** in the Quick actions box.
   The Create third-party engagement form opens to the **Details** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. **Optional:** Select **Browse** to select and add an attachment.
3. Fill in the form and then select **Save**.

Create third-party engagement form

Field	Description
Third-party engagement section	
Name	Unique name for the engagement. Ideally, mention the product or service that is the subject of the engagement.
Third party (Vendor)	The third party for whom you are creating this engagement record.
Type	Type of product or service to be provided by the engagement organization.
Start/End date	Enter start and end dates to define how long the engagement is valid.
Contract start date / end date	Preferred dates for the beginning and end of interactions with the third party.
Contract expiration date	The date on which the engagement ends officially and legally.
Status	Select the current status of the engagement. ○ Active ○ Onboarding ○ Prospect ○ Active unauthorized ○ Terminated ○ Onboarding rejected **Note:** An engagement starts in the inactive state. An engagement moves to the active state when a contract is in place or you take part in an active relationship with the third party.
Risk rating	Displays the risk rating assigned to the engagement after an assessment has been performed.
Engagement tier	The tier used for this engagement. See VRM third-party risk tiering assessments for details of how the tier is determined.
Annual spend / Value	The annual monetary spend associated with this engagement's services.
Engagement manager	Specify the person who will monitor, prioritize, and act on responses to external questionnaires, issues, and tasks. Select the lock to lock/unlock the field.
Business owner	Specify the person who is familiar with the engagement organization and the product or services that will be engaged. Select the lock to lock/unlock the field.
Notes	Enter text that describe the engagement to other users.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Contact section	
Street, City, State/ Province, ZIP/Postal code, Country, Phone, Fax	Standard contact information for the engagement organization.
Latitude and Longitude	The **Latitude** and **Longitude** values are used to mark the location on the Risk concentration map. See TPRM Risk concentration map.
Risk Ratings section	
Computed risk rating	The calculated **Computed risk rating**. The value is overall risk rating for the third party, calculated after the assessment by rolling up all of the TPR assessors' risk ratings.
Override risk rating	Option to override the computed rating. If you select the check box, then specify the following values: ○ Overridden risk rating. Select the new risk rating. ○ Overridden on: The system auto-populates the date that the override occurred. ○ Justification: Enter the reason that you overrode the value.

VRM third-party risk tiering assessments

Organizations use risk tiering to classify their third parties into categories of potential risk posed at the time of onboarding. The standard predefined risk tiers are None, Low, Minor, Moderate, High, and Critical. Each risk tier has associated assessment questions and document requests.

The more complete IRQ process replaces tiering

In the TPRM application, the IRQ is an internal questionnaire that improves the original tiering assessment process. IRQs enhance internal risk assessments with increased flexibility, control, and scalability. Unlike a tiering assessment where external questionnaires are determined solely by the risk tier, an IRQ can dynamically trigger external questionnaires based on both respondents' answers and risk tier.

To enable a seamless transition to TPRM, you have the option to duplicate existing tiering assessments and designate them as IRQ internal assessments. Risk tiering is supported as an unchanging legacy process.

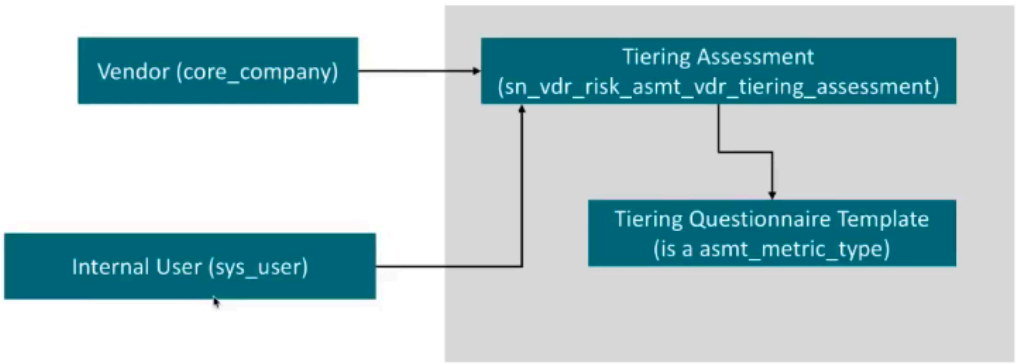
Legacy operation

1. Most organizations import their third-party portfolio through a spreadsheet or an integration with another onboarding solution. Third-party risk (TPR) managers make ongoing updates to third-party information, including risk security scores and risk tiers.
2. The TPR manager or TPR assessor determines the risk tier or categories of risk exposure for the third party.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

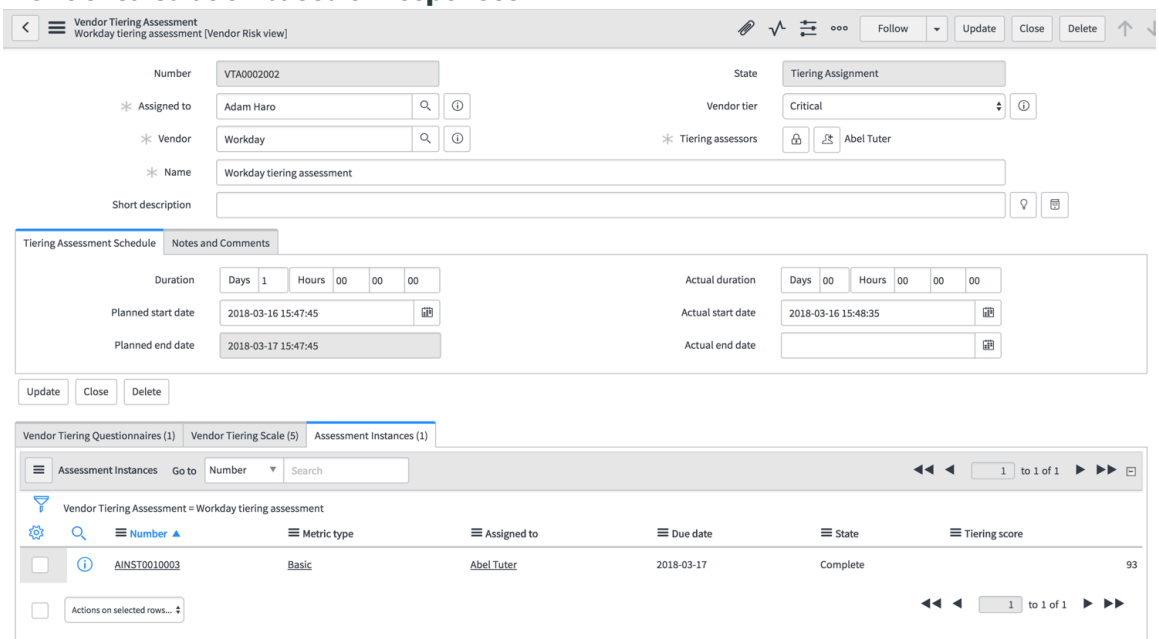
3. The TPR manager selects the third party, assigns the tiering questionnaire template, and assigns the internal assessor that is required to complete the assessment.

Risk tiering assessment table relationship



4. Internal stakeholders navigate to **Self-service** > **My Assessments and Surveys** to complete and submit the assessment.
5. After the internal assessor has responded to the questionnaire, the system calculates the tiering score as the average of all scores. The TPR manager can initiate the risk assessment or a configured business rule can auto-send one. When the assessment is closed, the system assigns a risk tier to the third party based on the tiering score.

Risk tier calculation based on responses



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk tiering scale and scoring calculations

Risk tiering process



1. The tiering assessment initiates an assessment instance for the assigned internal assessor.
2. Response scores are averaged to generate the tiering score.
3. The tiering score is mapped to risk tiers.
4. The risk tier is assigned to the third party when the tiering assessment is closed.

Create a VRM tiering assessment

The TPR assessor creates a tiering assessment from the vendor record, initiating the third-party risk tiering assessment life cycle. Also, third-party risk managers can select multiple third parties at a time and trigger multiple third-party risk tiering assessments.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

About this task

The more complete IRQ process replaces tiering.

Important:

In the TPRM application, the IRQ is an internal questionnaire that improves the original tiering assessment process. IRQs enhance internal risk assessments with increased flexibility, control, and scalability. Unlike a tiering assessment where external questionnaires are determined solely by the risk tier, an IRQ can dynamically trigger external questionnaires based on both respondents' answers and risk tier.

To enable a seamless transition to TPRM, you have the option to duplicate existing tiering assessments and designate them as IRQ internal assessments. Risk tiering is supported as an unchanging legacy process.

Procedure

1. Use either of the following methods to start the process:
   - On the **Risk** tab of the Vendor Management Workspace, select **Create tiering assessment** in the Quick actions box.
   - Navigate to **All** > **Third-party Risk Management** > **Assessment Submission Rules** > **Tier Based Submission**.
2. Fill in the fields on the **Details** tab and then select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tiering Assessment section

Field	Description
Name	Name of the tiering assessment.
Short description	Description of the tiering assessment.
Number	For each risk tiering assessment, the system auto-assigns a unique ID number that starts with the text VTA. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Applies to	The entity to which the assessment applies: ○ **Third party**: The parent organization. ○ **Engagement**: The organization within the third party that will supply the product or service.
Third party	Vendor being assessed.
State	○ Draft: Default value while the assessment is being defined. ○ Awaiting Response ○ Tiering Assignment ○ Closed
Assigned to	TPR manager assigned to manage the tiering assessment process.
Tier level	Risk tier for the third party. ○ Critical ○ High ○ Moderate ○ Low ○ Minor The results of the tiering assessment and risk assessment help to determine the value. The TPR manager can override the value.
Tiering assessors	Internal assessors responsible for completing the tier assessment.

Tiering assessment schedule

Field	Description
Tiering Assessment Schedule	
Planned duration	Estimated duration of the assessment.
Planned start date / Planned end date	Date and time that work on the tiering assessment is expected to begin and end.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Actual duration	Amount of time it took to complete the tiering assessment. This value is calculated using the **Actual state date** and **Actual end date**.
Actual start date / Actual end date	Date and time that work on the tiering assessment began and was completed
Notes and Comments	
Work notes	Information about the assessment process. Work notes are visible to users who are assigned to the issue.
Additional comments (Customer visible)	Public information about the third-party risk assessment.

3. Select **Save**.

   The **Compose section** on the **Details** tab enables you to permanently add text to the record. The Activity section is updated with any actions on issues and tasks, submissions to TP contacts, and also with work notes and comments that users add to the record. Add text in the following fields as needed:

   - **Work notes (Private)**: Information about the third-party risk assessment. Work notes are visible only to internal users who are assigned to the process.
   - **Comments**: Comments about the third-party risk assessment are visible both to internal users and to third-party contacts.

4. Select the **Tiering Questionnaires** tab, select the questionnaires to use for the tiering assessment, and then select **Add** and select **Add**.

   Note:
   The base system includes a sample tiering questionnaire called **Basic**. Modify and save the questionnaire to meet your needs.

5. Select **Save**.
6. When all settings are correct, select **Submit Assessment**.

Review VRM tiering assessment responses

Starting with GRC: TPRM version 15.0.0, risk tiering is a legacy process that you do not need to perform. Instead, use the IRQ process in the Vendor Management Workspace.

Before you begin
Role required: sn_vdr_risk_asmt.vendor_assessor

About this task
The more complete IRQ process replaces tiering.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:

In the TPRM application, the IRQ is an internal questionnaire that improves the original tiering assessment process. IRQs enhance internal risk assessments with increased flexibility, control, and scalability. Unlike a tiering assessment where external questionnaires are determined solely by the risk tier, an IRQ can dynamically trigger external questionnaires based on both respondents' answers and risk tier.

To enable a seamless transition to TPRM, you have the option to duplicate existing tiering assessments and designate them as IRQ internal assessments. Risk tiering is supported as an unchanging legacy process.

The TPR assessor can view risk tiering assessment responses after the internal stakeholders have submitted their assessment and adjust the scoring appropriately.

Procedure

1. Use either of the following methods to start the process:
   - In the Vendor Management Workspace, select the list icon and then navigate to **Tiering risk assessments** > **Open assigned to me**.
   - Navigate to **All** > **Third-party Risk Management** > **Tiering Assessments** > **My Open Assessments**.
2. Review, add, or change responses, as necessary.

Create a VRM automated risk assessment when the assigned risk tier changes

Create a risk assessment when the risk changes for a third party by using a tier-based assessment submission rule. With this process, you can start reassessing the risk automatically if the source of the tier change is the engagement or third party.

Before you begin
Role required: sn_vdr_risk_asmt.vendor_risk_manager

About this task
The comprehensive Inherent Risk Questionnaire (IRQ) process replaces tiering.

Important:

In the TPRM application, the IRQ is an internal questionnaire that improves the original tiering assessment process. IRQs enhance internal risk assessments with increased flexibility, control, and scalability. Unlike a tiering assessment where external questionnaires are determined solely by the risk tier, an IRQ can dynamically trigger external questionnaires based on both respondents' answers and risk tier.

To enable a seamless transition to TPRM, you have the option to duplicate existing tiering assessments and designate them as IRQ internal assessments. Risk tiering is supported as an unchanging legacy process.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Assessment Submission Rules** > **Tier Based Submission**.
2. Select a rule record or select **New**.
3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Security Score Providers form

Field	Description
Third party	Name of the third party to apply the rule to. This rule also applies to the selected third party's engagements. **Note:** Leave the field empty to apply the rule to all third parties and engagements.
Active	Option to turn a tier-based assessment submission rule on or off. When you select the check box, the tier-based assessment submission rule is on. When you clear the check box, the rule is turned off. **Note:** When all rules are turned off, the third-party risk assessments aren't automatically generated by tier changes.
Tier	Risk tier that should automatically generate an external assessment: ○ None ○ Critical ○ High ○ Moderate ○ Low ○ Minor
Assessment Template	Template to send when the risk tier scale changes to the tier that is specified in the rule.
Auto submit to third party	Option to automatically submit an external assessment to a third party or engagement after the external assessment is generated. If the option isn't selected, the external assessment stays in the **Draft** state after it's created.

4. Select **Update**.

   When a change to the tier activates the rule, the system generates an external assessment and sends it out to either the third party or engagement. An external assessment is only sent to the source of the tier change. If the third party or engagement caused the tier to change, an external assessment is sent to both the third party and the engagement.

Managing external risk assessments — Legacy process

Before the TPR manager closes an assessment, stakeholders create issues and tasks, usually during the **Generating observations** state. The TPR assessor assigns third parties as needed and communicates using comment streams to achieve closure on non-compliance. The third-party primary contact uses the Third-party portal to view all assessments.

External assessment workflow

1. The TPR admin creates questionnaire and document request templates.
2. The TPR manager creates internal assessment and external assessment templates, and also creates the notifications associated with the workflow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. The TPR manager prepares and sends the IRQ to internal stakeholders.
4. Internal stakeholders complete and submit the assessment.
5. After receiving the completed risk tiering assessments, the TPR assessor updates and closes the tiering assessment.
6. The TPR manager sends the assessments to the third party's primary contact. External risk assessments can be sent automatically based on changes to a risk score or risk tier.
7. The third-party contact signs into the Third-party portal to complete the risk assessment.

   The Third-party portal displays a list of assessments and the status of each. From the portal, the primary contact can invite other third-party collaborators to complete portions of the assessments. After other collaborators are identified, the primary contact submits the assessment.
8. The TPR assessor reviews the results of the assessments and closes each third-party assessment, creating issues for remediation as necessary. When an issue is created for a particular question, a visual indicator appears in the Third-party portal for the question.

   Remediating

   Remediating an issue means that the underlying issue causing the control failure or risk exposure will be fixed.

   Accepting

   Accepting an issue means you create an exception for a known control failure or risk. Controls that are **Accepted** remain in a non-compliant state until the control is reassessed. In this way, the issue can be used to document observations during audits.

Related topics

Life cycle states of a external assessment

Create an external assessment — Legacy process

Create an assessment and initiate the third-party risk assessment life cycle. An external assessment specifies the details for the third party or engagement and defines the plan for completing the assessment.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager or sn_vdr_risk_asmt.vendor_assessor

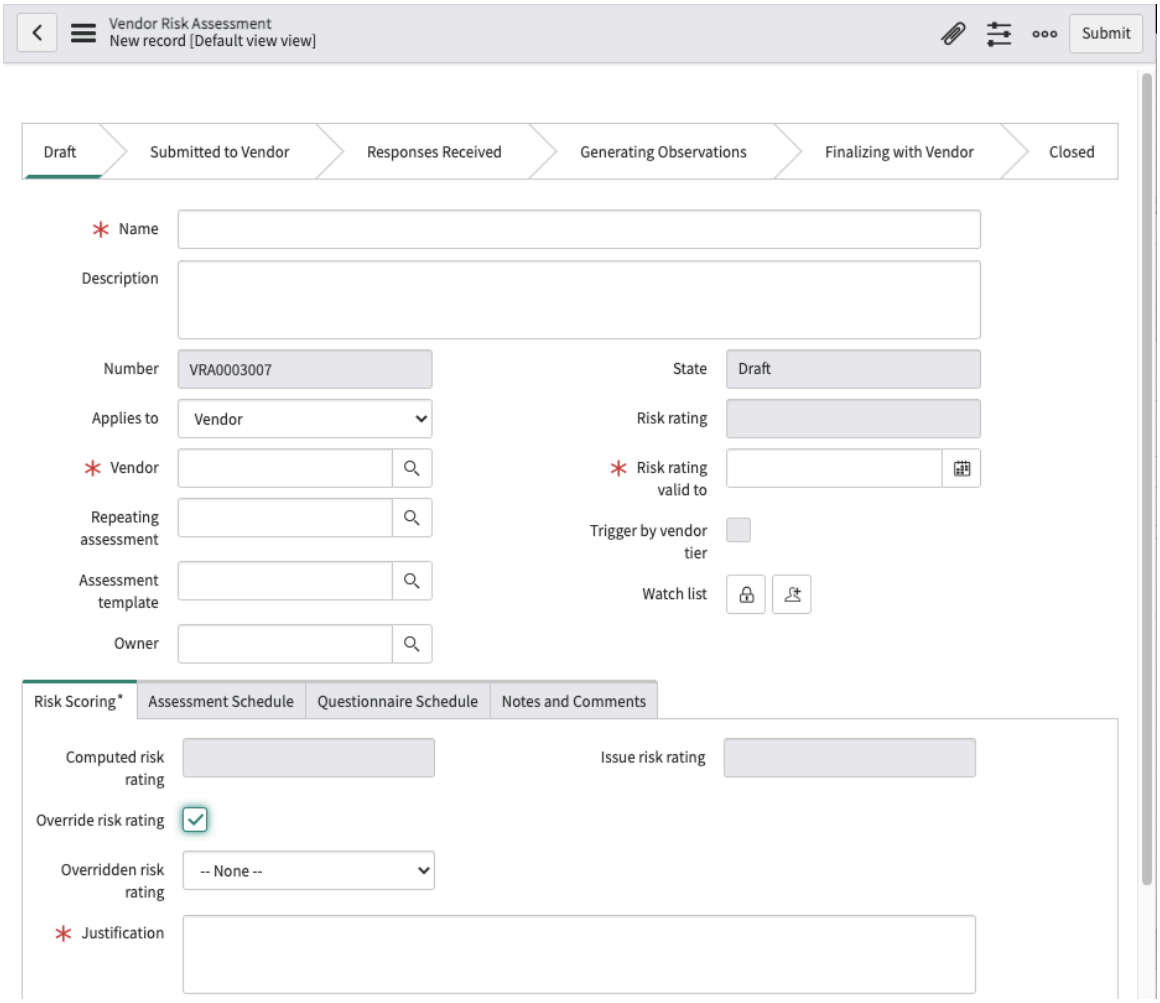
About this task

Assessments can be created on-demand or can recur on a specified schedule. When creating an on-demand external assessment, TPR managers select the questionnaire template or document request template and the third party. TPR managers can select multiple third parties at a time and automatically trigger assessments.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **External Risk Assessments** > **All Assessments**.
2. Select **New** and then fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Vendor Risk Assessment form

Field	Description
Name	The name that identifies the third-party risk assessment on all forms and lists.
Description	A more detailed explanation of the issue.
Number	For each external risk assessment, the system auto-assigns a unique ID number that starts with the text VRA. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Applies to	The entity to which the assessment applies: **Third party** or **Engagement**.
Vendor	The assessed third party. **Note:** You can reactivate a third party that is in **Terminated** status. If such a request is accepted and closed, the third party's status is changed to **Active**.
Engagement	Select the engagement to assess. The field is visible only if you selected **Engagement** from the **Applies to** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Repeating assessment	The assessment used to create the current assessment. **Note:** You can create repeating assessments if you are using the classic assessment engine. You can configure rules that auto-generate and send questionnaires and doc requests to engagements and third parties using the Event-driven management feature if you are using the Smart Assessment Engine. For more information, see Configure a risk assessment to recur on a schedule and Event-driven management — automate assessment processes.
Assessment template	Select an assessment template to create questionnaires or document requests for this assessment. To use multiple templates to create multiple questionnaires or document requests for the assessment, leave the field empty.
Owner	The individual who owns an assessment for audit purposes and monitors and manages overall assessment processes. The owner is responsible for confirming that the assessment is completed in a timely fashion by the third party, reviewing their responses, and creating and resolving issues. To drive the assessment to its completion, they are notified when an assessment reaches a particular milestone. They must have the TPR manager or TPR assessor role. For new requests, if the **Owner** field is empty, then the following action happens: The system sends an email notification to all users in the group that is specified in the **Assignment group**. The message states that the request was received and is in the **New** state. The message also includes a link to the details page for the request. See Add users to groups based on responsibilities. **Note:** If the **Owner** field is empty and you select **Start the IRQ process**, then you become the owner.
Assignment group	For new requests, the **Assignment group** is set to **Due diligence request assigners**. The system sends an email notification to all users in the group that is specified in the **Assignment group**. The message states that the request was received and is in the **New** state. The message also includes a link to the details page for the request. On the due diligence request form: ○ Any member of the group can select **Assign to me** or set the **Owner** field to any other member of the group. ○ A TPR manager or TPR assessor can clear the **Assignment group** field or change the value to select from different TPR assessors in the **Owner** selection list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
State	The process of collecting assessment data from a third party transitions through several states. See Life cycle states of a external assessment for detailed descriptions.
Risk rating	The overall risk rating for the third party. ○ Critical ○ High ○ Moderate ○ Low ○ Minor **Note:** The **Risk rating** is determined by finding a risk rating scale range in which the risk score falls. It defines how a minimum and maximum range of assessment scores maps to a qualitative risk score.
Risk rating valid until	The date the risk rating expires. The date must be later than the **Risk rating valid to** date on any associated questionnaires or document requests.
Trigger by risk tier	Select the check box to initiate the assessment when the risk tier changes for the third party.
Watch list	Add users that should be notified when this record is modified.
Risk Scoring **Note:** Risk ratings are calculated and displayed after assessment responses have been received.	
Computed risk rating	Average of the third-party risk area risk ratings.
Override risk rating	Select the check box to override the computed risk rating for the third party. When selected, future changes to the assessment risk rating will affect only the computed risk rating, not the risk rating. **Note:** If you deselect a selected check box, then the computed risk rating is copied to the assessment.
Overridden risk rating	If you selected **Override risk rating**, enter the new risk rating.
Justification	If you selected **Override risk rating**, you must enter a reason for the override.
Issue risk rating	The risk rating for issues associated with the third parties being assessed. The issue risk rating is based on the priority of closed issues and how they were resolved.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

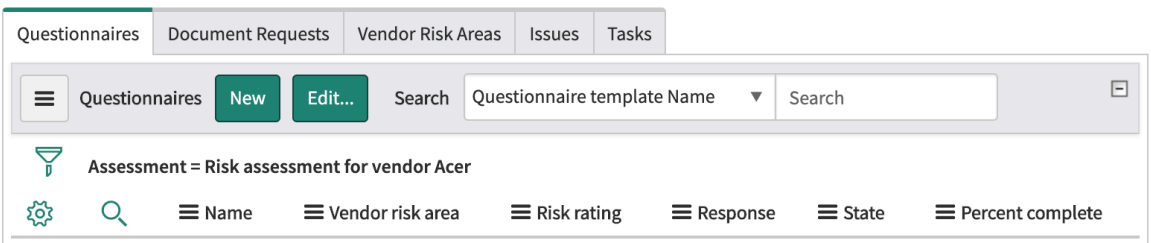
Field	Description
	○ If the issue was **Closed Completed**, it indicates that the issue was resolved. ○ If the issue was **Closed Incomplete**, it indicates that the third party failed to complete the associated questions. ○ If the issue was **Closed Cancelled**, it indicates that the issue didn't need to be resolved. If the issue is closed and the **State** of the assessment isn't closed or cancelled, the **Issue risk rating** is recalculated and displayed. **Note:** The **Computed risk rating** isn't affected by this calculation.
Override risk rating	Option to override the computed risk rating for the third party. When selected, any future changes made to the assessment risk rating will affect only the computed risk rating, not the risk rating. **Note:** If the check box is selected and then deselected, the computed risk rating is used.
Overridden risk rating	If you selected **Override risk rating**, enter the new risk rating.
Justification	If you selected **Override risk rating**, you must enter a reason for the override.
Assessment Schedule	
Planned duration (days)	Estimated duration of the assessment
Planned start date / Planned end date	Planned start and completion dates and times for work on the assessment.
Created by	User who created this record.
Created	Date/time the record was created.
Actual duration	The amount of time it took to complete the third-party risk assessment. This field is calculated using the **Actual state date** and **Actual end date**.
Actual start date	Date and time that work on the assessment began.
Actual end date	Completion date and time for the assessment.
Updated	Date/time when the record was last updated.
Questionnaire Schedule	
Planned duration (days)	The amount of time given to the third party to complete the assessment. The value is calculated using the **Planned state date** and **Planned end date**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Review duration (days)	Time allocated for the customer to review all questionnaires.
Due date	Deadline for third party to respond to and return all questionnaires.
Completion date	Actual date when third party completed all questionnaires.
Submitted to third party	Delivery date for third party questionnaires.
Resubmitted to third party	Date that questionnaires are resent to the third party.
Responses expected by	The date that your organization expects the responses to be returned by the third-party contact.
Notes and Comments	
Work notes	Information about the assessment. Work notes are visible to users assigned to the issue.
Additional comments (Customer visible)	Public information about the assessment.

3. Save the record.

   Additional related lists appear. If you left the **Assessment template** field empty and want to use assessment templates to associate multiple questionnaires and/or document requests with this assessment, use the Questionnaires or Document Requests related lists.



4. To associate existing questionnaires and/or document requests with the assessment, perform the following steps.
   a. Open the Questionnaires or Document Requests related list.
   b. Select **Edit**, select the questionnaires or document requests to use, and then select **Save**.
   c. Repeat for the other type of questions, if needed.
5. To create new questionnaire and/or document request templates and associate them with the assessment, see Create a questionnaire or document request template.

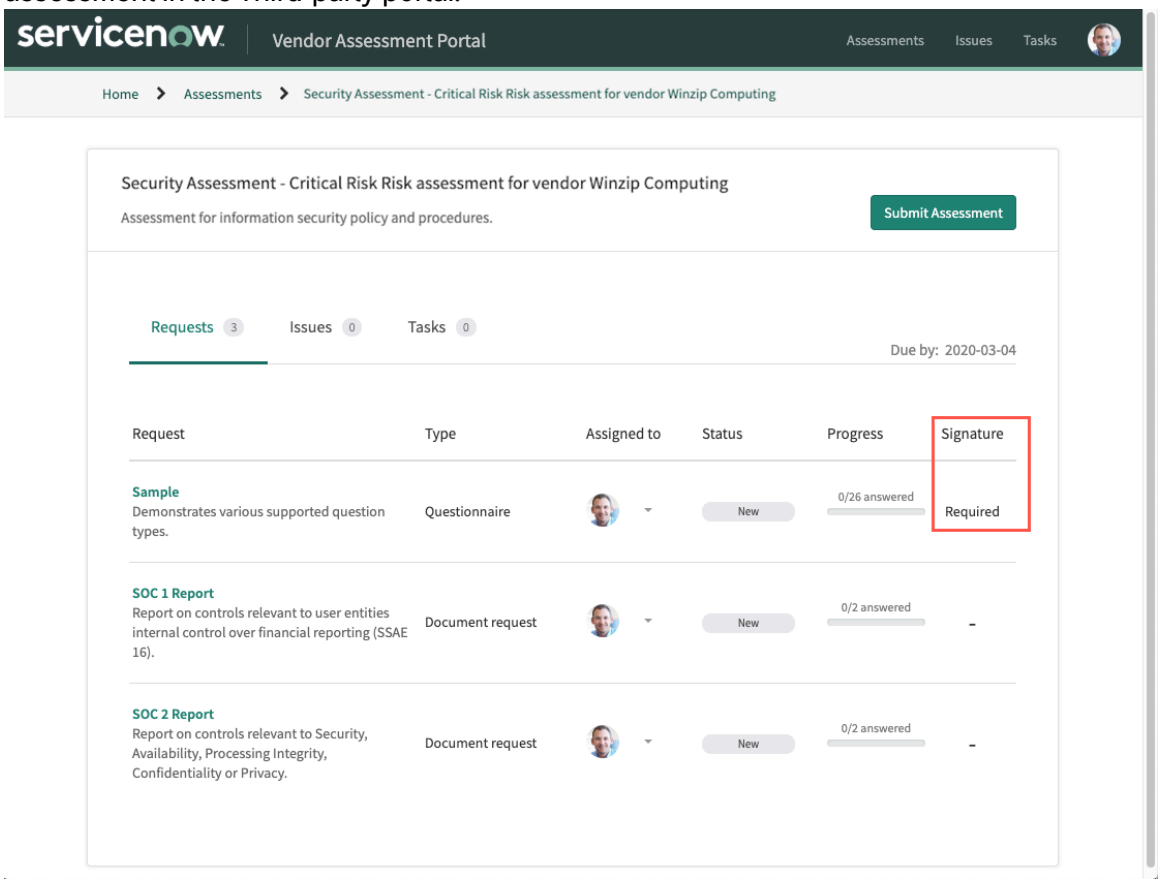
Important:
In the next step, you can choose to submit the questionnaire to the third party. To pre-populate the questionnaire with responses from the most recently closed assessment, you must select the **Include previous responses** option before you submit it to the third party. The setting cannot be changed after the questionnaire is sent to the third party. See Create a questionnaire or document request template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. Select **Submit to third party**.
   - The state of the assessment changes to **Submitted to third party**.
   - The templates that you selected generate questionnaires and/or document requests.
   - If the **Include previous responses** option is selected for a questionnaire, then previous responses are copied and added to the outgoing questionnaire. The notification in the Third-party portal includes the number, name, and closing date of the assessment that supplied the responses. The notification also includes a link to the assessment.
   - The primary third-party contact receives an email notification that includes a link to the assessment in the Third-party portal.

   Note:
   When you use the **Include previous responses** option, responses are copied from Assessment A to Assessment B one time. Any changes you make to Assessment A afterward won't be reflected in Assessment B. Both assessments remain separate.

7. When the third-party contact is ready to respond to the assessment, they open the assessment in the Third-party portal.



Note:
In the example, one of the questionnaires requires a signature. The third party or reviewer must save and e-sign the questionnaire or document request before it can be submitted. For more information, see E-signatures on questionnaires or document requests.

8. The TPR assessor moves the state of the assessment to **Generating Observations**.

   During this time, the TPR assessor can select the **View Response** link in the Document Requests or Questionnaires related list to view the response and provide comments or change responses, as necessary.

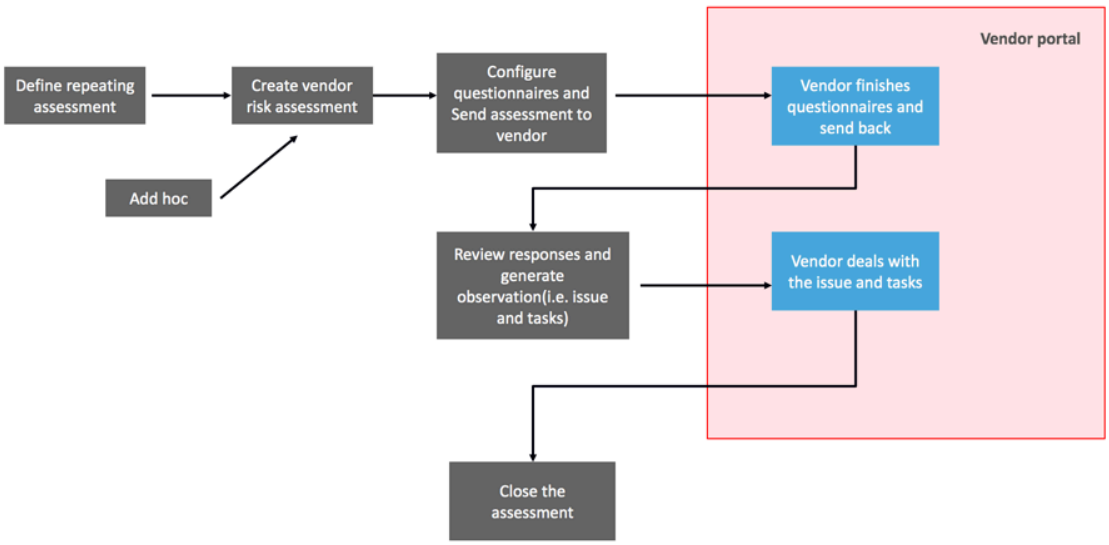
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For any problems that arise, the TPR assessor creates an issue to track the remediation process (Finalizing with third party).

9. The TPR assessor moves the assessment to **Closed** state.

What to do next

The TPR assessor works through the third-party portal with the third party to close the assessment.



Document Management system in Third-party Risk Management

Learn how the enhanced Document Management system supports third-party collaboration and internal workflows in Third-party Risk Management (TPRM).

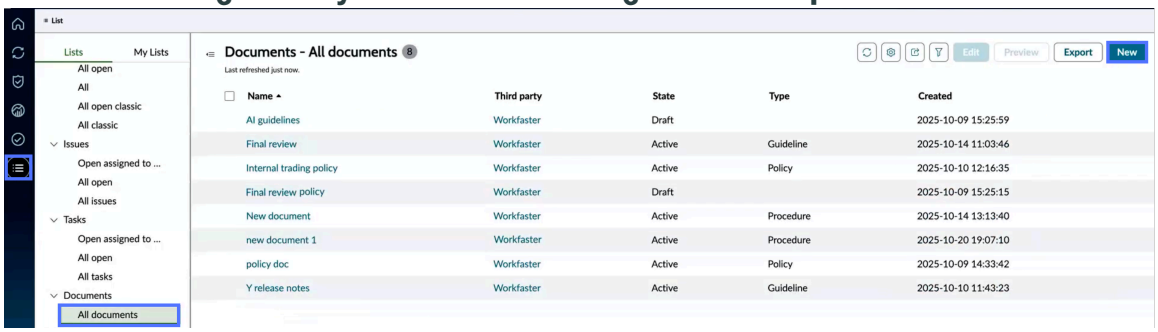
Document Management Overview

Starting with version 21.1.x, the Document Management System (DMS) in Third-party Risk Management (TPRM) provides a centralized repository for storing, organizing, and managing third-party documents throughout the vendor life cycle. DMS streamlines evidence tracking, reduces duplication, and improves audit readiness by enabling document reuse across assessments, contracts, issues, and tasks. Access DMS in the Vendor Management Workspace or third-party portal to create, manage, and reference documents. Primary contacts manage permissions in the portal. TPR assessors [sn_vdr_risk_asmt.vendor_assessor], TPR managers [sn_vdr_risk_asmt.vendor_risk_manager], and TPR administrators have write access, while third-party assessment reviewers [sn_vdr_risk_asmt.vendor_assessment_reviewer] have read-only access. DMS supports metadata, version control, search, reporting, and audit tracking for all document actions.

The DMS is accessible for internal users through the Documents module in the Vendor Management Workspace as shown in the following example.

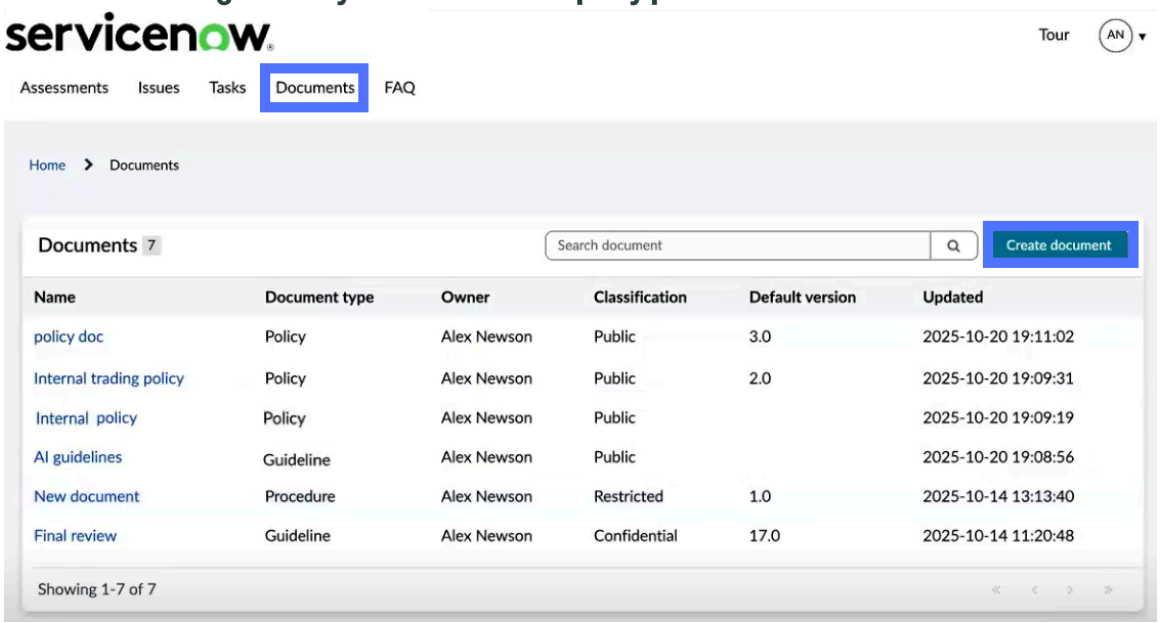
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Document Management System in Vendor Management Workspace



The DMS is accessible for external users through the Third-party portal as shown in the following example.

Document Management System in the Third-party portal



Key capabilities

- Third-party contacts can upload and manage documents using the third-party portal.

  For more information, see Upload and manage documents in the third-party portal.

- Internal users can create and access document records through the Documents module in the Vendor Management Workspace.

  For more information, see Create a document record.

- Users can manage document versions, download attachments, and track their metadata.

  For more information, see Create a document version.

- Documents can be linked to multiple TPRM record types with auto-rollup:
  - Tasks
  - Issues
  - Engagements
  - Assessments

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information, see Link documents to a TPRM record.

- Internal users can manage role-based permissions for primary contacts and other internal users.

  For more information, see Define document sharing permissions.

- Each document version supports download options, advanced search and reporting for metadata and relationships, and complete audit tracking of actions and version history.

Document life cycle and traceability

Each document captures metadata including creation date, type, description, version, and status. Metadata is used for classification, reporting, and workflow routing.

Each document supports multiple versions. TPR assessors, managers, and administrators can upload new versions, view version history, and download attachments for any version. Versions are sorted by creation date in descending order.

Documents can be linked to assessments, engagements, issues, and tasks. These references automatically roll up to related third-party records. Duplicate references aren't allowed.

Note:
A linked document is a document record associated with another record (assessment, engagement, issue, or task) for traceability and reporting. Linking creates a formal relationship that supports life-cycle tracking. A reference is the entry that represents this link, shown in the document's References tab and the related record's Documents list. Each reference includes metadata like record type and ID. The key difference is that linking is the action and a reference is the result. Multiple references to one document are possible, but duplicate references to the same record aren't allowed.

All document actions including uploads and version updates are tracked for audit purposes. Audit logs are accessible to authorized users.

Collaboration and insights

All actions, including approvals and rejections, are tracked in the audit log for transparency and reporting. You can search documents by metadata fields and generate reports on document usage, status, and relationships. Filters include document type, risk category, expiration date, and third-party association. You can generate reports on document usage, version history, and linked records using the Reports module or Performance Analytics.

Report types can include:

- Document inventory report with metadata and version details.
- Linkage report showing documents associated with assessments, engagements, and tasks.
- Audit report for document actions and life-cycle events.

Limitations

- External users can't preview documents due to restrictions; they must download documents from the portal to view them.
- The third-party field is optional when creating a document. However, if the document is associated with a third party, this field is required. For internal documents with no third-party association, the field can remain empty.
- Document creation and versioning currently require separate steps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

- Create a document record
- Create a document version
- Link documents to a TPRM record
- Define document sharing permissions
- Upload and manage documents in the third-party portal
- Document approval and publish process
- Exploring Document Management
- Exploring Document Intelligence

Create a document record

Use the Document Management system to create document records in Third-party Risk Management.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessment_reviewer

- Any user with access to the Vendor Management Workspace can create a document.
- If you have the TPR Assessor [sn_vdr_risk_asmt.vendor_assessor] role, you automatically have write access to all documents.
- If you're the document creator, you also have write access regardless of your role.
- If you aren't the creator and don't have the TPR Assessor [sn_vdr_risk_asmt.vendor_assessor] role you only have read access to the document.

For more information on setting document permissions, see Define document sharing permissions.

About this task

The document management system in TPRM enables you to create, version, and reference documents. This ensures that all relevant parties have access to the necessary documents and that the document life cycle is properly managed.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **All Documents**.
2. Create a document record by selecting **New**.
3. On the form, fill in the fields.
   For descriptions of all these fields, see Create new document form.
4. Select **Submit** to save the document record.

What to do next

After submitting the document record, complete the following tasks to finalize the document setup:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Add a version by uploading a document file. Only one attachment is allowed per version. For more information, see Create a document version.
- Define who can view, edit, or manage the document using the sharing permissions field. For more information, see Define document sharing permissions.
- Link reference records by associating the document with relevant records such as assessments, engagements, issues, or tasks to enable roll-up and traceability. For more information, see Link documents to a TPRM record.

Create new document form

On the Create new document form, fill in the fields for the document.

Create New Documents

Field	Description
Name	Unique name of the document.
Owner	Individual who owns a document for audit purposes.
Template	Option to determine whether the document is a template. This field isn't available in the third-party portal.
Default version	Document version that is used for document download. By default, the latest version is the default version. This field isn't available in the third-party portal.
Current version	Latest document version that is used for document download. This field isn't available in the Vendor Management Workspace.
Sharing permissions	Option that enables the document creator or owner to configure permission controls for the document. You can specify a user role and one of the following permission types: • Reader • Writer • Owner This field isn't available in the third-party portal.
Third party	Third party with which the document is associated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Documents (continued)

Field	Description
	When a third party is provided, sharing permissions are enabled automatically in TPRM. This field is required only if the document is associated with a third party. For example, internal documents may not need to be associated with a specific third party. **Note:** When a document is created by a third-party contact in the third-party portal, this field is auto- filled and sharing permissions are enabled.
Department	Name of the department that created the document. For example, Customer Support, Development, Finance, HR, or IT. This field isn't available in the third-party portal.
Type	Type of document based on the content. For example, Guideline, Policy, Procedure, or Contract.
Classification	Classification of the document. You can specify one of the following classification types: • Public • Restricted • Confidential • Internal
State	The state the document is in: Draft, Submit, Review, or Complete.
Description	A brief description about the document.

Create a document version

Use the document management system to version documents in Third-Party Risk Management (TPRM).

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

A document can have many versions. You can view these versions as a related list within the document record.

The term "document" refers to the container record that holds document information such as its name, description, type and other metadata. While the document record doesn't contain the actual document file, it does contain versions in the record, which you can open, update, and track.

Use the attachment icon  to add documents to a record.

Alternatively, you can provide the link to a document in the URL field. You then access the actual documents by selecting the versions in the related list.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon  and then navigate to **All Documents**.
2. Select the document record that you want and then the **Versions** tab.
3. Select **New** to add a version.
4. On the form, fill in the fields.

Create New Documents

Field	Description
Document	Name of the document.
File type	File type of the document. You can attach a file or include a URL.
Version State	The state the document is in: Draft, Submit, Review, or Complete.
Notes	Any information related to the file.

5. Select **Save** to save the document record.

What to do next

After saving the document record, complete the following tasks to finalize the document setup:

- Define who can view, edit, or manage the document using the sharing permissions field. For more information, see Define document sharing permissions.
- Link references by associating the document with relevant records such as assessments, engagements, issues, or tasks to enable roll-up and traceability. For more information, see Link documents to a TPRM record.

Define document sharing permissions

Controls who can view, edit, or manage a document using the Document Management system in Third-party Risk Management (TPRM).

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task
Sharing permissions define which users or groups can view, edit, or manage a document. You can apply user criteria, individual users, or groups for granular control.

- If permissions don't apply correctly, review user criteria or group membership.
- If you can't edit permissions, request access from the document owner or administrator.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **All Documents**.
2. Select the document record that you want and then the **Versions** tab.
3. Locate the **Sharing permissions** field.
4. Select the type of permission control:
   - **User Criteria Permissions** – Apply conditions based on roles or attributes.
   - **User Permissions** – Add individual users.
   - **Group Permissions** – Assign access to groups.
5. Specify whether users can **View**, **Edit**, or **Manage** the document.
6. Select **Submit** to save changes.

What to do next
Verify that permissions work as expected by checking access from a user account with restricted rights.

Link documents to a TPRM record

Use the Document Management system to link documents to assessments, engagements, issues, and tasks for traceability in Third-party Risk Management (TPRM).

Before you begin
Role required: sn_vdr_risk_asmt.vendor_assessor

About this task
Linking documents ensures reusability and traceability across the TPRM life cycle. A single document can be referenced by multiple records such as assessments, engagements, issues, and tasks. Duplicate references aren't allowed.

If you want to link a document directly to a third-party, engagement, or assessment record instead of the document record, navigate to that specific record and add the document reference to the **Documents** related list. For example, **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Third-parties** > **All Engagements** select the engagement record you want, open the **Documents** related list, and select **Link documents**.

Note:

- If the selected record already has the document linked, the system displays an error and prevents duplicate references.
- If permissions restrict linking, request access from the document owner or administrator.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Documents** > **All Documents**.
2. Select the document record that you want to add a document reference link to.
3. Open the **Document References** tab.
4. Select **New** to add a reference.
5. Choose the record type (Assessment, Engagement, Issue, or Task) and select the specific record.
6. Select **Submit** to save the reference.

What to do next

After linking the document, perform the following tasks:

- Verify that the reference appears in the **Document References** list.
- Confirm that the link rolls up to the associated third-party record for traceability. The linked document should be visible from the **Documents** related list of the Third-party record.
- Confirm permissions enable relevant users to view linked documents.

Using digital resilience third-party registers

Use the Digital Resilience Third-party Information Register application in the Vendor Management Workspace to create, update, and track assessments, branches, legal entities, and so on, and maintain registers of contractual arrangements with ICT third-party service providers.

Digital resilience third-party registers

Beginning with Release 19.1.x, the Digital Resilience Third-party Information Register application is supported for DORA compliance in the Vendor Management Workspace.

The Digital Resilience Third-party Information Register application is used to download the Digital resilience third-party registers. The application contains the Microsoft Excel template that includes all tabs for reporting purposes. It helps the financial entities to maintain a comprehensive register of their contractual arrangements with ICT Third-party service providers at the individual entity, sub-consolidated, and consolidated levels.

You can use Digital resilience third-party registers to create or edit the records in bulk or individually for assessments, branches, contracts, functions, legal entities, supply chains, third parties, or third-party engagements using the Microsoft Excel upload and download feature.

Note:
The IRM Professional license users can access Digital resilience third-party registers in the Operational Resilience Workspace. The TPRM license users can access Digital resilience third-party registers in the TPRM Workspace.

The Digital resilience third-party registers application fulfills multiple functions for the entities:

- Assists the entities in tracking their ICT third-party risks.
- Empowers the competent authorities in European Union to oversee ICT and third-party risk management within financial entities.
- Aids European Supervisory Authorities (ESA) in identifying Critical ICT third-party service providers (CTPP) for EU level supervision.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following applications are used in the background for the Digital resilience third-party registers application:

- Digital Resilience Third-party Information Register: This application is used to download the Digital resilience third-party registers application. It contains the Microsoft Excel template including all tabs for reporting purposes.
- Digital Operational Resilience Management: This application is used for uploading and downloading of all individual DORA tables. It's automatically installed when the Digital Resilience Third-party Information Register is activated.

For more information on configuring Digital resilience third-party registers and its possible use cases, see Configuring Digital resilience third-party registers and Use cases for updating the information registers.

Digital Operational Resilience

Digital Operational Resilience refers to the ability of a financial entity to build, assure, and review its operational integrity and reliability. It ensures that the entity has the full range of ICT related capabilities that are needed to secure its network and information systems. These systems support the continuous provision of financial services and maintain their quality, even during disruptions. The continuity can be achieved directly or indirectly with the services provided by the ICT third-party service providers.

Digital Operational Resilience Act

Digital Operational Resilience aligns with the Digital Operational Resilience Act (DORA). It's a European Union (EU) regulation that came into effect on 16 January 2023 and it will be applicable from January 17, 2025. It enhances the ICT security of financial entities supervised by the European Supervisory Authorities (ESA)s and protects Europe's financial sector from major digital disruptions.

For more information on DORA and the Digital Resilience Third-party Information Register application, see https://www.eba.europa.eu/activities/direct-supervision-and-oversight/digital-operational-resilience-act and Exploring Digital resilience third-party registers.

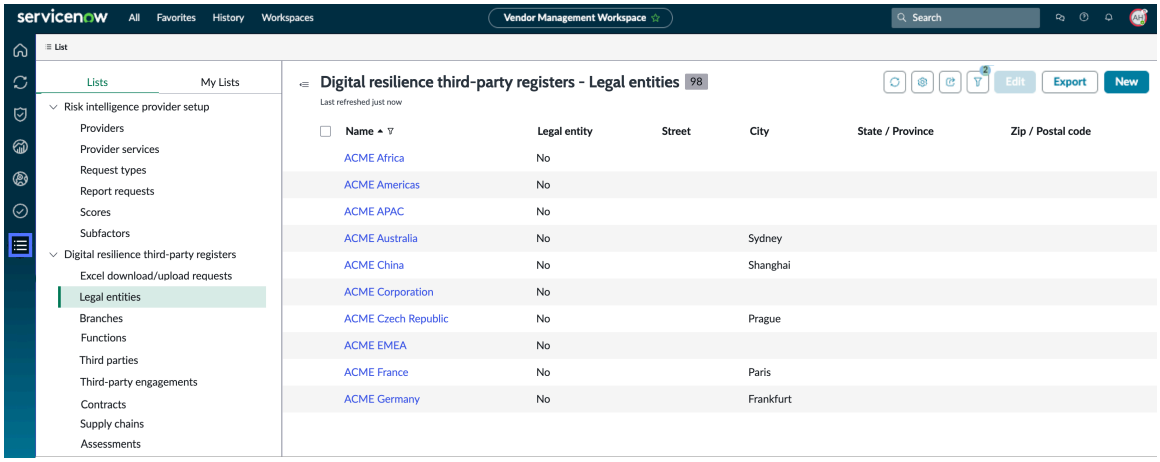
Creating records for Digital resilience third-party registers

Third-party risk (TPR) assessors [sn_vdr_risk_asmt.vendor_assessor] and TPR managers [sn_vdr_risk_asmt.vendor_manager] can create and update these records by navigating to the Digital resilience third-party registers in the Vendor Management Workspace. You must create or update these records in a specific sequence. For more information on this sequence, see Creating and reviewing the records.

Note:
TPR assessors and TPR managers can delete Third party, Third-party engagement, and Contract records. TPR administrators [sn_vdr_risk_asmt.vendor_risk_admin] can delete all record types by navigating to each individual record and selecting **Delete**.

The following example shows how records appear in the Digital resilience third-party registers in the Vendor Management Workspace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The following records can be manually created and updated.

Legal entities

You can create a legal entity record, by navigating to the Digital resilience third-party registers in the Vendor Management Workspace. Here, you can view existing legal entities and enhance their digital resilience information to comply with DORA regulations. After installing the Digital Resilience Third-party Information Register application, a **Legal Entities** related list is added for existing companies that aren't already defined as a third party, enabling you to add their details. The Legal Entity record includes essential fields for regulatory reporting, such as the Legal Entity Identifier (LEI), name, country of registration, and entity type. These fields are offered as choice lists within the system. The system acknowledges the entity hierarchy, with no additional details required for ultimate parents, while subsidiaries must specify their parent entity. The date of registration for each legal entity is also noted. Additionally, specific details like the last update, integration date, removal status, deletion date, currency used, and total asset value are documented for each entity, as required by regulators for entities engaging with external third parties for outsourced technical services. Regulators mandate these specific details for legal entities engaging with external third parties for outsourced technical services.

Note:
Existing third parties aren't shown in the Legal entities list. Company records can only be defined as a Third party or Legal entity. For companies and legal entities, the Vendor option is set to **False**. (The check box isn't selected.)

For more information see, Create a legal entity and enhance digital resilience data, Create New Company form, and Create New Legal entity form.

Branches

You can create a branch record by navigating to the Digital resilience third-party registers in the Vendor Management Workspace. This enables you to enhance the branch's digital resilience information to help ensure compliance with DORA regulations. A legal entity can operate multiple branches across different cities or countries, and all these branches can be documented. When a new branch is established, its information must be included for regulatory reporting. Some common details captured include the branch name and description, owner's details, business units and departments for reporting purposes, whether the branch is a head office or another type, the branch ID, and its originating country. The branch number is auto-generated, and once all details are complete, the information is ready to be captured in the information register.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information see, Create a branch and enhance digital resilience data and Create New Branch form.

Function

You can create a function record, by navigating to the Digital resilience third-party registers in the Vendor Management Workspace. Here, you can add details such as the function identifier, license activity, function name, and criticality or importance assessment. Each function represents a specific service or group of services as defined by the Digital Operational Resilience Act (DORA). The functions record is used to capture detailed information about each function, including descriptive text. Once the function record is created, you can enhance its digital resilience information to help ensure compliance with DORA regulations, effectively documenting the third-party provided ICT service usage.

For more information see, Create a function and enhance digital resilience data and Create New Function form.

Third parties

You can access and view existing third-party records by selecting the Third parties list within the Digital resilience third-party registers in the Vendor Management Workspace. After installing the Digital resilience third-party registers, a **Digital Resilience Information** related list is added on the third party's page, enabling you to set up the digital resilience information details.

Here, you can view the legal entity ID of the third party, which can be captured by the Value Added Tax (VAT) number or Company Registration Number (CRN). You can specify the country of registration and its code, which the system uses to generate the ID. Additionally, you can indicate if the third party is an ultimate or a subsidiary, include the name of the ICT third party and the type of service they provide (for example, Software as a Service), and optionally note if an individual acts on behalf of the organization. You can also select the reporting currency and input the total annual expense for this engagement.

For more information see, Create a third party and enhance digital resilience data, Create New Company form, and Create New ICT third-party service provider form.

Engagements

You can access and view existing third-party engagement records by selecting the Third-party engagements list within the Digital resilience third-party registers in the Vendor Management Workspace. After you install the Digital resilience third-party registers, the **Digital Resilience Information** related list is added on the third-party engagements page, enabling you to set up the digital resilience information details.

Here you can view the third party's name, its type, annual spend, engagement tier, and other relevant information. You can enhance the record's digital resilience information by creating ICT third-party service provider records. Add ICT third-party service provider details such as the name of the service provider, its identification code, type of ICT services, currency, and so on. This enhances the digital resilience information of its associated third-party engagement for compliance with DORA regulation.

For more information see, Create a third-party engagement and enhance digital resilience data, Create New Third-party engagement form, and Add Digital resilience information to third-party engagements.

Contracts

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can create a contract record by navigating to the Digital resilience third-party registers in the Vendor Management Workspace. Here, you can add details such as the vendor name, start and end dates, state, substate, and other relevant information. Once the contract record is established, you can enhance its digital resilience information to help ensure compliance with the DORA regulations.

The Digital resilience third-party registers provide details about who within your organization is using externally outsourced ICT services, which functions and branches are using them, and who the third-party providers and their engagements are. Contracts serve as the link between these aspects, binding legal entities, branches, and functions to third parties and their engagements.

You can access these contracts through the Contracts list in the Digital resilience third-party registers. Alternatively, navigate to a specific legal entity's record, open the **Legal Entities** related list, and access all associated contract information. To view contracts for a legal entity, go to the legal entity's record, open the **Legal Entities** related list, and navigate to the different Contracts-related tabs. If the entity signing the contract differs from the one using it, that detail is included in the record, along with the service provider. Details captured in these records can include data storage and processing locations, data sensitivity and service provider reliance, contract and termination details, annual assessments, and contractual reference numbers.

For more information see, Create a contract and enhance digital resilience data, Create New Contract form, and Create New Contractual arrangement form.

Supply chains

You can create a supply chain record by navigating to the Digital resilience third-party registers in the Vendor Management Workspace. Here you can capture details of the supply chain such as the type of the ICT services, Legal Entity Identifier (LEI) of the entity that provides the ICT services, and so on.

For more information see, Create a supply chain and enhance digital resilience data and Create New Contractual arrangement form.

Assessments

You can create an assessment of the ICT service record by navigating to the Digital resilience third-party registers in the Vendor Management Workspace. Here, you can add details such as the contractual arrangement reference number, identification code, and type of code for the ICT third-party service provider. Once the assessment is created, you can enhance its digital resilience information to help ensure compliance with the DORA regulation. It’s required to review your contracts and third parties annually.

Add details such as the contractual arrangement reference number, identification code, and type of code for the ICT third-party service provider. You can then enhance its digital resilience information for compliance with DORA regulation.

For more information see, Create an assessment and enhance digital resilience data and Create New Contractual arrangement form.

For more information on the roles related to using Digital resilience third-party registers, see Roles in Third-party Risk Management.

Uploading and downloading records

In addition to creating individual records, TPR assessors and TPR managers can request the download of records using the Excel download/upload requests feature. For more information

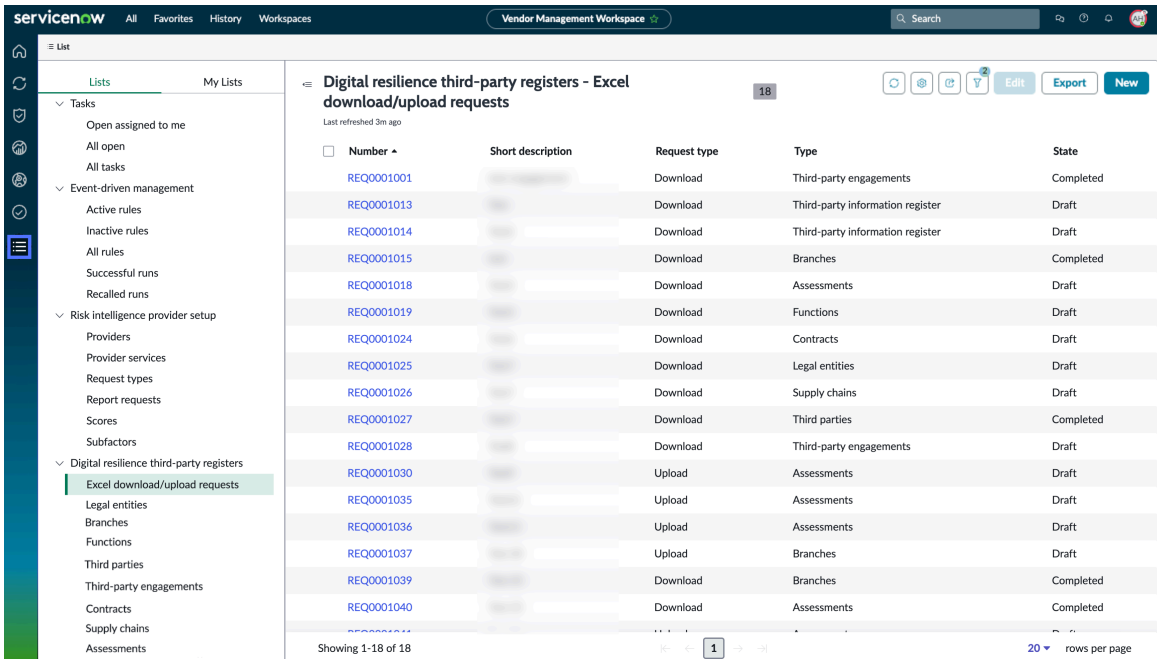
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

see, Create a Microsoft Excel download request, and Create New Excel download/upload request form.

Note:
You need the TPR administrator role to edit and delete Excel download/upload requests.

TPR administrators can create and update records in bulk using the Excel download/upload requests feature. For more information, see Create records in bulk and Update existing records in bulk.

The following example shows where you can view and create Excel download/upload requests.



Note:
If you have the Third-party assessment reviewer [sn_vdr_risk_asmt.vendor_assessment_reviewer] role, you can export a list of each record type by navigating to the list of records you want in the Digital resilience third-party registers in the Vendor Management Workspace.

Register of Information packages

After upgrading the Digital Resilience Third-party Information Register application to version 21.1.x, third-party assessors (sn_vdr_risk_asmt.vendor_assessor) can generate regulator-ready Register of Information (RoI) packages using the Plain-CSV Report Package option on the download page. The resulting ZIP file includes metadata and report folders structured to regulator specifications, with filenames containing the Legal Entity Identifier (LEI), entity ID, and release version. This format ensures EU DORA compliance and supports automated validation workflows. Users can follow the guide provided in the Instructions section on the Download/Upload request page for step-by-step instructions and required permissions. For more information, see Register of information regulatory packages and Generate a register of information package.

Third-party risk managers (sn_vdr_risk_asmt.vendor_manager) can validate downloaded RoI packages using the same Plain-CSV Report Package option. The system performs validation across multiple tables, checking file format, structure, encoding, naming conventions, and field-level data. If validation warnings are detected, a report is automatically attached, including mappings to regulator fields such as Template Code, Row Code, and Column Code. These reports also include real-world field labels, rule expressions, and record identifiers. Validation

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

errors can be cross-referenced using a downloadable Excel master template that mirrors the CSV structure, simplifying issue identification and resolution. This template can be generated using the Excel master template option on the download page. Additional enhancements include support for “Not applicable” values, enforcement of file size limits, and clearer error messages for malformed data. For more information, see Validation framework for Register of Information and Validate Register of Information packages.

Create a legal entity and enhance digital resilience data

Create a legal entity record in Digital resilience third-party registers using Third-party Risk Management. You can then configure digital resilience information for the legal entity such as its name, type, country, and hierarchy.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

About this task

When you select the Legal entities list within the Digital resilience third-party registers in the Vendor Management Workspace, you can view the existing legal entity records in the system.

Note:
Existing third parties aren’t shown in the Legal entities list. Company records can only be defined as a Third party or Legal entity. For companies and legal entities, the Vendor option is set to **False**. (The check box isn’t selected.)

When you install Digital resilience third-party registers, the **Legal entities** tab gets added to existing company record pages that aren’t already defined as a third party. You can select the tab and configure the details for that Legal entity.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Digital resilience third-party registers**.
2. Select **Legal entities** and then create a company record by selecting **New**.
3. On the form, fill in the fields.
   For descriptions of all these fields, see Create New Company form.
4. Select **Save**.

   The company record is set up. Users can set up the legal entity for the company and the digital resilience information on the **Legal entity** tab of the company record.
5. To create a legal entity record and set up its digital resilience information for DORA regulation, navigate to the **Legal entity** tab and select **New**.

   The Legal entity record contains the fields that provide the information required for the regulatory reporting of the legal entity. This includes details such as Legal Entity Identifier (LEI), name, country of registration, entity type (as defined by the regulator), and more. These fields are offered as choice lists within the system for users to select from.

   For information on setting up the digital resilience information for a legal entity, see Create New Legal entity form.
6. Select **Save**.
   The company record is now associated with a legal entity. You can confirm this by reviewing the Legal entity column of the Legal entities list. If the column field shows Yes, a legal entity is associated with the company record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. To edit a Legal entity record, navigate to the legal entity tab of a company record, select the legal entity you want and select **Save** after making your edits.
8. To export Legal entity records, select **Export**.

What to do next

Set up branches for a legal entity. For more information, see Create a branch and enhance digital resilience data.

Create New Company form

On the Create New Company form, fill in the fields for the legal entity.

Create New Company form

Field	Description
Name	Unique name of the company.
Website	Website details of the company.
DUNS Number	Unique identification number for the company that is generated by the application. Data Universal Numbering System number, is a unique nine-digit number that identifies a business.
Rank tier	Rank tier for the company. Available options are: • **Strategic Partner** • **Valued Partner** • **Tactical Supplier** • **Excluded Supplier** • **Other**
Third-party tier	Tier assigned for the company. Available options are: • **1 - Very High** • **2 - High** • **3 - Moderate** • **4 - Low** • **5 - Very Low**
Vendor manager	Vendor manager of the company.
Business owner	List of business owners for the company.
Parent	Parent organization that determines the corporate hierarchy.
Status	Current standing of the company. Available options are:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Company form (continued)

Field	Description
	• **Not Selected** • **Selected** • **Onboarding** • **Prospect** • **Active** • **Active unauthorized** • **Terminated** • **Onboarding rejected**
Risk rating	Rating assigned to the company based on risk evaluation. This field is auto-filled.
Total annual spend	Total amount that the company spends annually. This field is auto-filled.
Notes	Further remarks or comments regarding the company.
General	
Industry	Sector or industry classification for the company. Available options are: • **Agriculture** • **Apparel** • **Banking** • **Biotechnology** • **Chemicals** • **Communications** • **Construction** • **Consulting** • **Education** • **Electronics** • **Energy** • **Engineering** • **Entertainment** • **Environmental** • **Finance** • **Food & Beverage** • **Government** • **Healthcare** • **Hospitality**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Company form (continued)

Field	Description
	• **Insurance** • **Machinery** • **Manufacturing** • **Media** • **Not For Profit** • **Recreation**
Vendor	Choice to identify the company as a vendor. By default, this option is set to **False** (check box is not selected) for companies and legal entities.
Manufacturer	Manufacturers who produce the items that users procure.
Number of employees	Number of employees that the company has.
Banner image	Banner image for the company with a height between 60 and 70 pixels.
Attach image	Option to attach the banner image.
Banner text	Banner text that is displayed with the banner image.
Location	
Street, City, State/Province, ZIP/Postal code, Country, Phone, Fax phone	Standard contact information for the company.
Latitude and Longitude	Values that are used to mark the location of the company on the Risk concentration map.
Financial	
Publicly traded	Option to mark if the company is publicly traded.
Stock symbol	Stock symbol of the company.
Stock price	Stock price of the company.
Revenue per year	Revenue per year for the company.
Market cap	Market cap for the company.
Profits	Profits for the company.
Fiscal year	Fiscal year for the company in YYYY-MM-DD format.
Risk ratings	
Computed risk rating	Calculated risk rating. This field is auto-filled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Company form (continued)

Field	Description
	The value is overall risk rating for the company, calculated after the assessment by rolling up all of the TPR assessors' risk ratings.
Override risk rating	Option to override the computed risk rating. If you select the check box, then specify the following values: • **Overridden risk rating**: Select the new risk rating. • **Overridden on**: Date that overridden risk rating or justification is updated. • **Justification**: Enter the reason for overriding the value.
Overridden risk rating	Rating that has been manually changed by a user, overriding the rating that was calculated by a system. Available options are: • **1 - Very High** • **2 - High** • **3 - Moderate** • **4 - Low** • **5 - Very Low**
Overridden on	Date when the overridden risk rating or its justification was last updated.
Justification	Reason for overriding the risk rating.
Assessment risk rating	Risk level for the assessment. This field is auto-filled.
Engagement risk rating	Risk level for the engagement. This field is auto-filled.
Subsidiary risk rating	Risk level for the subsidiary. This field is auto-filled.
Risk intelligence rating	Score that reflects the probability and impact of a risk event. This field is auto-filled.

Create New Legal entity form

On the Create New Legal entity form, fill in the fields to set up the digital resilience information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Legal entity form

Create New Legal entity form

Field	Description
Digital resilience information	
LEI of the entity	Legal Entity Identifier. A unique global identifier for the entity reported in the register of information. It uses the 20-character, alpha-numeric code based on the ISO 17442 standard.
Name of the entity	Legal name of the entity that maintains and updates the register of information.
Country of the entity	Two-letter country code where the license or the registration of the entity, as listed in the information register, was issued.
Type of entity	Types of the entity. Identify the type of the entity by using one of the following options: • **Credit institutions** • **Investment firms** • **Central counterparties (CCPs)** • **Asset management companies** • **Account information service providers** • **Electronic money institutions** • **Crypto-asset service providers** • **Central security depository** • **Trading venues** • **Trade repositories** • **Payment institution** • **Other financial entity** • **Securitization repository** • **Crowdfunding service providers** • **Administrator of critical benchmarks** • **Credit rating agency** • **Institutions for occupational retirement provision** • **Insurance intermediaries, reinsurance intermediaries and ancillary insurance intermediaries** • **Insurance and reinsurance undertakings** • **Data reporting service providers** • **Managers of alternative investment funds**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Legal entity form (continued)

Field	Description
	• **Non-financial entity: Other than ICT intra-group service provider** • **Non-financial entity: ICT intra-group service provider** • **Issuers of asset-referenced tokens**
Hierarchy of the entity within the group	Hierarchy of the entity within the group that is identified by using one of the following options: • **Ultimate parent** • **Parent other than ultimate parent** • **Subsidiary** • **Entities other than entities of the group** • **Outsourcing**
LEI of the direct parent undertaking of the entity	Legal Entity Identifier (LEI) of the direct parent undertaking of the entity reported in the register of information. This field is displayed when the **Hierarchy of the entity within the group** field has one of the following values: • **Parent other than ultimate parent** • **Subsidiary** • **Entities other than entities of the group** • **Outsourcing**
Date of last update	Date of last update made in the register of information in relation to the entity in the YYYY-MM-DD format.
Date of integration in the register of information	Date on which the entity was included in the register of information in the YYYY-MM-DD format.
Has the financial entity been deleted in the information register?	Information of the legal entity such as whether the financial entity been deleted in the information register. Available options are: • **Yes**: Displays the **Date of deletion in the register of information** field. • **No**: If the financial entity has been deleted in the information register, the date is auto-filled in the following field: **Date of deletion in the register of information**.
Currency	Code of currency used in preparing the financial entity's financial statements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Legal entity form (continued)

Field	Description
Value of total assets - of the financial entity	Monetary value of the total assets of the entity using the ICT services, as per the previous year's financial statement.

Create a branch and enhance digital resilience data

Create a branch record in Digital resilience third-party registers using Third-party Risk Management. You can then enhance its digital resilience information for compliance with DORA regulation.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

About this task

A legal entity can operate multiple branches across various cities or countries, all of which can be documented on the form. If a new branch is launched, its information is also required for regulatory reporting.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Digital resilience third-party registers**.
2. Select **Branches** and then create a branch by selecting **New**.
3. On the form, fill in the fields.
   For descriptions of all these fields, see Create New Branch form.

   Users typically fill in the following details of the branch:
   - Branch name and its description
   - Owner's details
   - Tagging of business units and departments for reporting purpose
   - Specifying the branch as a head office or as a different branch other than the head office
   - ID of the branch and its originating country

   The number for the branch is auto-generated. Once the branch details are complete, the information is ready to be captured in the information register.
4. Select **Save**.
5. To edit a Legal entity record, navigate to the legal entity tab of a company record, select the legal entity you want and select **Save** after making your edits.
6. To edit the branch record, select it from the list and select **Save** after making your edits.
7. To export the branch records, select **Export**.

What to do next

Specify the functions that are associated with a branch. For more information, see Create a function and enhance digital resilience data.

Create New Branch form

On the Create New Branch form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Branch form

Field	Description
SysID	Unique 32-character GUID (Globally Unique ID) that identifies each branch record in an instance. Provide this value if you want to update an existing record. Provide a value of -1 if you want to create a new record in the system.
Name	Name of the branch.
Description	Description for the branch.
Number	Unique identification number for the branch that will be generated by the application, for example, BRN0001005. This field is auto-filled.
Department	Department that the branch belongs to, for example, Customer Support, Product Management.
Owner	Name of the owner of the branch.
Business unit	Name of the business unit that is associated with the branch, for example, HR, IT, Legal.
Digital resilience information	
Is Branch different from Financial Entity head office of the branch	Option to confirm if the branch is different from the head office. Available options are: • **Yes**: When you select the **Yes** option, the **Identification code type** and **Identification code of the branch** fields are displayed. • **No**
Identification code type	Type of identification code used for the branch. Available options are: • **LEI** • **Other**
Identification code of the branch	An overseas branch of the financial entity, uniquely identified by a specific code, for example, FB97521. The financial entity uses the branch's Legal Entity Identifier (LEI) or another identification code to distinguish it.
LEI of the financial entity head office of the branch	Legal Entity Identifier (LEI) of the head office of the financial entity to which the branch belongs, for example, LEIACMEGermany001 or LEIACMEAmericas001
Name of the branch	Name of the branch that is used for identification. When the LEI of the financial entity head office of the branch is entered, this field is auto-filled, for example, Frankfurt branch office.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Branch form (continued)

Field	Description
Country of the branch	Two-letter country code where the branch is located. When the LEI of the financial entity head office of the branch is entered, this field is auto-filled, for example, Germany.

Create a function and enhance digital resilience data

Create a function record in Digital resilience third-party registers using Third-party Risk Management where you can configure details of the function such as function identifier, license activity, function name, criticality, or importance assessment details. You can then enhance its digital resilience information for compliance with DORA regulation.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

About this task

A legal entity can have multiple branches and across these branches, different functions operate. Thus, the legal entities, branches, and functions are the users of the ICT service that is outsourced.

A function can be a service, a service offering, or a process.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Digital resilience third-party registers**.
2. Select **Functions** and then create a function by selecting **New**.
3. On the form, fill in the fields.

   For descriptions of all these fields, see Create New Function form.
4. Select **Save**.

   An organization can have various functions, each representing a specific service, service offerings, or group of services and their service offerings, as defined by the Digital Operational Resilience Act (DORA). You can select and view these functions. The functions form is designed to capture the detailed information about each function.

   You can also add descriptive text on the form. Once completed, you have captured details about the third-party provided Information and Communication Technology ICT service usage.
5. To edit the function record, select it from the list and select **Save** after making your edits.
6. To export function records, select **Export**.

Create New Function form

On the Create New Function form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Function form

Field	Description
Name	Name of the function, for example, Financial Accounting.
Description	Description for the function.
Number	Unique identification number for the function that will be generated by the application, for example, FUN0001003. This field is auto-filled.
Department	Department that the function belongs to, for example, Finance.
Owner	Name of the owner for the function.
Business unit	Name of the business unit that is associated with the function, for example, HR, IT, Legal.
Digital resilience information	
Function Identifier	Function identifier that is composed by the letter F (capital letter) followed by a natural number (for example, “F1” for the 1st function identifier and “Fn” for the nth function identifier with “n” being a natural number). For example, when you create newer functions, it will be F1, F2, F3, and so on. This field is auto-filled.
Licensed activity	Licensed activity that is referred to in Annex II for different type of financial entities. List of activities that the function is related to. Licensed activity is a particular drop-down list that's been provided by the user and the set of values that are required by the regulator.
Function name	Function name according to the financial entity’s internal organization, for example, Financial Accounting.
LEI of the financial entity	Financial entity using the LEI, 20-character, alpha-numeric code, for example, LEIACMEGermany001.
Function Type	Type of the function. Available options are: • **Business capability** • **Business service** • **Business process** • **Service offering** • **Is an independent object**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Function form (continued)

Field	Description
	When you select the **Business capability** option the **Select the business capability** field is displayed. When you select the **Business service**, **Business process**, or **Service offering** options, the following fields are displayed: • **Select the business service** • **Select the business process** • **Select the service offering**
Criticality or importance assessment	Criticality or importance of the function according to the financial entity's assessment. Available options are: • **Yes** • **No** • **Assessment not performed**
Reasons for criticality or importance	Brief explanation on the reasons to classify the function as critical or important. Maximum 300 characters are allowed.
Date of the last assessment of criticality or importance	Date of the last assessment of criticality or importance in case the function is supported by ICT services provided by ICT third-party service providers. If you have Operational Resilience, this information is auto -populated. If you do not have Operational Resilience and you are using the application with TPRM, you must fill in this information manually. If the function is service-related and you have Operational Resilience, and you've completed an importance and impact assessment, the default values are copied from that assessment.
Recovery time objective of the function	Recovery time objective of the function in number of hours. If the recovery time objective is less than 1 hour, '1' is reported. In case the recovery time objective of the function is not defined, '0' is reported. If a Business Impact Analysis (BIA) has been conducted for the business process, service, or service offering, and Business Continuity Management (BCM) is also set up in the same

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Function form (continued)

Field	Description
	instance, then the values are copied from the relevant BIA for this function.
Recovery point objective of the function	Recovery point objective of the function in number of hours. If the recovery point objective is less than 1 hour, '1' is reported. In case the recovery point objective of the function is not defined, '0' is reported. If a Business Impact Analysis (BIA) has been conducted for the business process, service, or service offering, and Business Continuity Management (BCM) is also set up in the same instance, then the values are copied from the relevant BIA for this function.
Impact of discontinuing the function	Impact of discontinuing the function according to the financial entity's assessment. One of the options in the corresponding drop-down list is used. Available options are: • **Low** • **Medium** • **High** • **Assessment not performed**

Create a third party and enhance digital resilience data

Create a third-party record in Digital resilience third-party registers using Third-party Risk Management. Add the details of the third-party company such as its name, address, phone number, vendor manager. You can then enhance its digital resilience information for compliance with DORA regulation.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

About this task

By selecting the Third parties list within the Digital resilience third-party registers from the Vendor Management Workspace, you can access and view the existing third parties in the system.

After installing the Digital resilience third-party registers, the **Digital resilience information** tab is added for third parties. You can open this tab and set up the digital resilience information details.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Digital resilience third-party registers**.
2. Select **Third parties** and then create a third party by selecting **New**.
3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For descriptions of all these fields, see Create New Company form.

4. Select **Save**.
5. To set up the digital resilience information for DORA regulation, navigate to the **Digital resilience information** tab of the third party and select **New**.
6. On the form, fill in the fields.

   For descriptions of all these fields, see Create New ICT third-party service provider form.

7. To edit the third-party company record, select it from the list and select **Save** after making your edits.
8. To export third-party company records, select **Export**.
9. To delete the third-party company record, select it from the list and select **Delete**.

Create New Company form

On the Create New Company form, fill in the fields for the third party.

Create New Company form

Field	Description
Name	Name of the third party.
Phone	Phone number of the third party.
Fax phone	Fax phone number of the third party.
Street, City, State/Province, ZIP/Postal code	Standard contact information for the third party.
Manufacturer	Option to mark the third party as a manufacturer.
Vendor	Option to mark the third party as a vendor.
Stock symbol	Stock symbol of the third party.
Stock price	Stock price of the third party.
Notes	Additional details of the third party.

Create New ICT third-party service provider form

On the Create New ICT third-party service provider form, fill in the fields.

Create New ICT third-party service provider form

Field	Description
Type of code to identify the ICT third-party service provider	Type of code that is used to identify the ICT third-party service provider. Available options are: • **LEI** • **EUID**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New ICT third-party service provider form (continued)

Field	Description
	• **Country Code_CRN**: Company Registration Number • **Country Code_VAT**: Value-added Tax Identification number • **Country Code_PNR**: Passenger Name Record • **Country Code_NIN**: National Identification Number
Identification code of ICT third-party service provider	Identification code of the ICT third-party service provider.
Type of additional identification code to identify the ICT service provider	Type of additional identification code to identify the ICT service provider. Available options are: • **LEI** • **EUID** • **Country Code_CRN**: Company Registration Number • **Country Code_VAT**: Value-added Tax Identification number • **Country Code_PNR**: Passenger Name Record • **Country Code_NIN**: National Identification Number
Additional identification code to identify the ICT third-party service provider	Additional identification code to identify the ICT third-party service provider.
Type of person of the ICT third-party service provider	Type of person of the ICT third-party service provider. Available options are: • **Legal person, excluding individual acting in a business capacity** • **Individual acting in a business capacity**
Country of the ICT third-party service provider's headquarters	Country where the ICT third-party service provider's headquarters is located.
Legal name of the ICT third-party service provider	Legal name of the ICT third-party service provider.
Name of the ICT third-party service provider	Name of the ICT third-party service provider. This field can list a commonly used brand name or trading name that the ICT third-party service provider operates under, which might not exactly match the legal name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New ICT third-party service provider form (continued)

Field	Description
Currency	Currency of the country where the ICT third-party service provider's headquarters is located.
Total annual expense or estimated cost of the ICT third-party service provider	Total annual expense or estimated cost of the ICT third-party service provider.
Is the third party the ultimate third party?	Option to confirm whether the third party is the ultimate third party. Available options are: • **Yes** • **No**
Identification code of the ICT service provider's ultimate parent undertaking	Identification code of the ICT service provider's ultimate parent.
Type of code to identify the ICT service provider's ultimate parent	Type of code that is used to identify the ICT service provider's ultimate parent. Available options are: • **LEI** • **EUID** • **Country Code_CRN**: Company Registration Number • **Country Code_VAT**: Value-added Tax Identification number • **Country Code_PNR**: Passenger Name Record • **Country Code_NIN**: National Identification Number

Create a third-party engagement and enhance digital resilience data

Create a third-party engagement record in Digital resilience third-party registers using Third-party Risk Management. Add details of the third-party engagement such as the name of the third party, its type, annual spend, engagement tier. You can then enhance its digital resilience information for compliance with DORA regulation.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

About this task

By selecting the Third-party engagements menu item within the Digital resilience third-party registers from the Vendor Management Workspace, you can access and view the existing third-party engagements in the system.

The **Digital resilience information** tab is also available for the Third-party engagement module, enabling you to report on third-party engagements at a more detailed, granular level.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

After installing the Digital resilience third-party registers, the **Digital resilience information** tab is added for third-party engagements. You can open this tab and set up the digital resilience information details.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Digital resilience third-party registers**.
2. Select **Third-party engagements** and then create a third-party engagement by selecting **New**.
3. On the form, fill in the fields.
   For descriptions of all these fields, see Create New Third-party engagement form.
4. Select **Save**.
5. Add digital resilience information.
   For more information, see Add Digital resilience information to third-party engagements.
6. To edit the third-party engagement records, select it from the list and select **Save** after making your edits.
7. To export the third-party engagement record, select **Export**.

Create New Third-party engagement form

Use the create new third-party engagement form to capture all the information that you need to create a third-party engagement record in Digital resilience third-party registers using Third-party Risk Management. As a third-party risk assessor you can create a third-party engagement record.

Create New Third-party engagement form

Field	Description
Name	Unique name for the engagement. Ideally, mention the product or service that is the subject of the engagement.
Third party	The third party for whom you are creating this engagement record.
Type	Type of product or service to be provided by the engagement organization.
Start date	Enter start and end dates to define how long the engagement is valid.
End date	Preferred dates for the beginning and end of interactions with the third party.
Status	Select the current status of the engagement. Available options are: • **Active** • **Onboarding** • **Prospect** • **Active unauthorized**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Third-party engagement form (continued)

Field	Description
	• **Terminated** • **Onboarding rejected**
Risk rating	Displays the risk rating assigned to the engagement after an assessment has been performed.
Engagement tier	The tier used for this engagement. See VRM third-party risk tiering assessments for details of how the tier is determined.
Annual spend	The annual monetary spend associated with this engagement's services.
Engagement manager	Specify the person who will monitor, prioritize, and act on responses to external questionnaires, issues, and tasks. Select the lock to lock/unlock the field.
Business owner	Specify the person who is familiar with the engagement organization and the product or services that will be engaged. Select the lock to lock/unlock the field.
Notes	Enter text that describes the engagement to other users.
Third-party engagement: Contact	
Street, City, State/Province, ZIP/Postal code, Country, Phone, Fax	Standard contact information for the engagement organization.
Latitude and Longitude	The **Latitude** and **Longitude** values are used to mark the location on the Risk concentration map. See TPRM Risk concentration map.
Risk ratings	
Computed risk rating	Calculated **Computed risk rating**. This field is auto-filled. The value is overall risk rating for the third party, calculated after the assessment by rolling up all of the TPR assessors' risk ratings.
Override risk rating	Option to override the computed rating. If you select the check box, then specify the following values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Third-party engagement form (continued)

Field	Description
	• Overridden risk rating: Select the new risk rating. • Overridden on: Date that overridden risk rating or justification is updated. • Justification: Enter the reason for overriding the value.
Overridden risk rating	Rating that has been manually changed by a user, overriding the rating that was calculated by a system. Available options are: • **1 - Very High** • **2 - High** • **3 - Moderate** • **4 - Low** • **5 - Very Low**
Overridden on	Date that overridden risk rating or justification is updated.
Justification	Reason for overriding the value.
Assessment risk rating	Risk rating for the assessment. This field is auto-filled.
Engagement risk rating	Risk rating for the engagement. This field is auto-filled.
Subsidiary risk rating	Risk rating for the subsidiary. This field is auto-filled.
Risk intelligence rating	Score that corresponds to the likelihood and consequence of a risk event. This field is auto-filled.
Related lists on the form	
Engagement contacts	Engagement contacts for the third-party engagement.
Business services	Business services related to the third-party engagement.
Tiering assessments	Tiering assessments for the third-party engagement.
Repeating assessments	Repeating assessments for the third-party engagement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Third-party engagement form (continued)

Field	Description
	Note: You can create repeating assessments if you are using the classic assessment engine. You can configure rules that auto-generate and send questionnaires and doc requests to engagements and third parties using the Event-driven management feature if you are using the Smart Assessment Engine. For more information, see Configure a risk assessment to recur on a schedule and Event-driven management — automate assessment processes.
Assessments	Assessments for the third-party engagement.
Third-party risk areas	Risk areas related to the third-party engagement.
Issues	Issues related to the third-party engagement.
Tasks	Tasks related to the third-party engagement.
Entity types	Entity types related to the third-party engagement.
Digital resilience information	Digital resilience information for the third-party engagement. You can add the following parameters: • Name • Third party • Identification code of ICT third-party service provider • Type of code to identify the ICT third-party service provider • Name of the ICT third-party service provider

Add Digital resilience information to third-party engagements

Add Digital resilience information to third-party engagements by creating ICT third-party service provider records in Digital resilience third-party registers using Third-party Risk Management. Add details such as name of the service provider, its identification code, type of ICT services, currency, and so on. This enhances the digital resilience information of its associated third-party engagement for compliance with DORA regulation.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Digital resilience third-party registers**.
2. Select **Third-party engagements** and select an engagement record you want.
3. Select the **Digital resilience information** tab and then create an ICT third-party service provider by selecting **New**.
4. On the form, fill in the fields.
   For descriptions of all these fields, see Create New ICT third-party service provider form.
5. Select **Save**.
   The ICT third-party service provider record is created and its details are displayed in the **Details** tab of the ICT third-party service provider record. You can confirm which third-party engagements have digital resilience information associated with them by reviewing the Digital resilience information column of the Third-party engagements list. If the column field shows Yes, digital resilience information is associated with the third-party engagement record.

Create a contract and enhance digital resilience data

Create a contract record in Digital resilience third-party registers using Third-party Risk Management where you add details of the contract such as vendor name, start and end dates, state, substate. You can then enhance its digital resilience information for compliance with DORA regulation.

Before you begin
Role required: sn_vdr_risk_asmt.vendor_assessor

About this task
The Digital resilience third-party registers include details about who within your organization is using externally outsourced ICT services, which functions and branches are using them, and who the third-party providers and their engagements are. The contracts link these two aspects together.

The contracts link both parties—those using the information and those providing it. Essentially, they bind legal entities, branches, and functions to third parties and third-party engagements.

You can navigate to the contracts from the Contracts menu item in Digital resilience third-party registers. Alternatively, you can navigate to the legal entities record, open the Legal entities tab, and navigate to the contracts.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Digital resilience third-party registers**.
2. Select **Contracts** and then create a contract by selecting **New**.
3. On the form, fill in the fields.
   For descriptions of all these fields, see Create New Contract form.
4. Select **Save**.
5. To submit the contract for review, select **Submit for Review**.
6. To add entities signing the contract to use the ICT services associated with the contract, navigate to the **Entities signing contract to use service** related list of the contract record and select **Add**.
7. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. To add entities using the ICT services associated with the contract, navigate to the **Entities making use of services** related list of the contract record and select **Add**.
9. Select **Save**.

> **Note:**
> When creating multiple entities using the ICT services, the combination of LEI and Nature of the entity must be unique. If the nature of the entity is a branch, the combination of the LEI of the entity, Nature of the entity, and the identification code of the branch must be unique.

10. To add entities signing the contract to provide ICT services associated with the contract, navigate to the **Entity providing services** related list of the contract record and select **Add**.
11. Select **Save**.
12. To add third parties signing the contract to provide ICT services associated with the contract, navigate to the **Third party signing contract to provide services** related list of the contract record and select **Add**.
13. Select **Save**.
14. To add third-party engagements signing the contract to provide ICT services associated with the contract, navigate to the **Third-party engagements signing contract** related list of the contract record and select **Add**.
15. Select **Save**.
16. To set up the digital resilience information for DORA regulation, navigate to the **Specific information** related list and create a contractual arrangement by selecting **New**.
17. On the form, fill in the fields.
18. Select **Save**.
19. To add intra-group contractual arrangements, navigate to the **Intra-group contractual arrangements** tab of the contract and select **Add**.
20. Select **Save**.
21. To add ICT service supply chains associated with the contract, navigate to the **ICT service supply chains** tab of the contract and select **New** and fill in the fields.
22. Select **Save**.
23. To add Assessments of the ICT services associated with the contract, navigate to the **Assessments of the ICT services** tab of the contract and select **New** and fill in the fields.
24. Select **Save**.
    For descriptions of all these fields, see Create New Contractual arrangement form.
25. To edit the contract record, select it from the list and select **Save** after making your edits.
26. To export contract records, select **Export**.
27. To delete the contract record, select it from the list and select **Delete**.

Create New Contract form

On the Create New Contract form, fill in the fields.

Create New Contract form

Field	Description
Contract	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contract form (continued)

Field	Description
Contract number	Unique identifier number for the contractual arrangement, for example, CNTR0009002. This field is auto-filled.
Contractual arrangement reference number	Internal reference number of the contractual arrangement assigned by the financial entity. It is used to identify the contractual arrangement between the financial entity and the direct ICT third-party service provider.
Name	Name and short description of the contract.
Type of contractual arrangement	Type of contractual arrangement that is identified by using one of the options in the corresponding drop-down list: • **Standalone arrangement** • **Overarching arrangement** • **Subsequent or associated arrangement**
State	State of the contract. For example, Draft state.
Contract model	Type of contract being created such as a Service or a Purchase Agreement.
Currency	Code of the currency that is used to report the amount.
Annual expense or estimated cost for the past year	Annual expense or estimated cost (or intragroup transfer) of the ICT service arrangement for the past year.
Description	Detailed description of the contract.

Create New Contractual arrangement form

On the Create New Contractual arrangement form, fill in the fields.

Create New Contractual arrangement form

Create New Contractual arrangement form

Field	Description
Contractual arrangement	
Contract number	Unique identifier number for the contractual arrangement, for example, CNTR0009002. This field is auto-filled.
Contractual arrangement reference number	Internal reference number of the contractual arrangement assigned by the financial entity. It is used to identify the contractual arrangement between the financial entity and the direct ICT third-party service provider.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description
Name	Name and short description of the contract.
Type of contractual arrangement	Type of contractual arrangement that is identified by using one of the options in the corresponding drop-down list: • **Standalone arrangement** • **Overarching arrangement** • **Subsequent or associated arrangement**
State	State of the contract. For example, Draft state.
Contract model	Type of contract being created such as a Service or a Purchase Agreement.
Currency	Code of the currency that is used to report the amount.
Annual expense or estimated cost for the past year	Annual expense or estimated cost (or intragroup transfer) of the ICT service arrangement for the past year.
Description	Detailed description of the contract.
Entities signing contract to use service	
LEI of the entity signing the contractual arrangement	Legal Entity Identifier (LEI) code to identify the entity that would be signing the contractual arrangement, for example, LEI0000000000000000B.
Name of the entity	Name of the entity that would be signing the contractual arrangement, for example, ACME NA.
Entities making use of services	
LEI of the entity making use of the ICT services	LEI of the entity making use of services, for example, LEI0000000000000000C.
Name of the entity	Name of the entity making use of services, for example, ACME SA.
Nature of the entity making use of the ICT services	Nature of the entity making use of services, for example, branch of a financial entity.
Identification code of the branch	Identification code of the branch making use of services, for example, ACMESAbranch2LEI.
Entities providing services	
LEI of the entity making use of the ICT services	LEI of the entity making use of services, for example, LEI0000000000000000C.
Name of the entity	Name of the entity providing services, for example, ACME AMERICAS.
Third parties signing contract to provide info	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description
Identification code of the ICT third-party service provider	Identification code of the ICT third-party service provider, for example, LEI0000000000EXTTPP2.
Type of code to identify the ICT third-party service provider	Type of code to identify the ICT third-party service provider, for example, LEI.
Name of the ICT third-party service provider	Name of the ICT third-party service provider, for example, Adobe.
Third-party engagements signing contract	
Identification code of the ICT third-party service provider	Identification code of the ICT third-party service provider, for example, LEI0000000000EXTTPE1.
Type of code to identify the ICT third-party service provider	Type of code to identify the ICT third-party service provider, for example, LEI.
Name of the ICT third-party service provider	Name of the ICT third-party engagement service provider, for example, Acer engagement 1.
Specific information	
Contractual arrangement reference number	Contractual arrangement reference number for the contract, for example, CNTR0009002.
LEI of the entity making use of the ICT service(s)	LEI of the entity making use of the ICT service(s), for example, LEI00000000000000000C.
Function identifier	Function as defined by the financial entity, for example, F3,F1.
Type of ICT services	Type of the ICT service used by the entity, for example, Computation, Data analysis.

Service provider type	• **Third party**: Selecting this option displays the following fields:
	  ○ Identification code of ICT third-party service provider
	  ○ Type of code to identify the ICT third-party service provider
	• **Third-party engagement**: Selecting this option displays the following fields:
	  ○ Identification code of ICT third-party engagement service provider
	  ○ Type of code to identify the ICT third-party engagement service provider
	• **Legal entity**: Selecting this option displays the LEI of the entity providing ICT services field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description
Identification code of ICT third-party service provider	Code to identify the ICT third-party service provider, for example, LEI0000000000000000D.
Identification code of ICT third-party engagement service provider	Identification code of ICT third-party engagement service provider.
LEI of the entity providing ICT services	Entity providing ICT services using LEI, 20-character, alpha-numeric code based on the ISO 17442 standard, for example, LEI0000000000000000D.
Type of code to identify the ICT third-party service provider	Type of code that is to identify the ICT third-party service provider, for example, LEI.
Start date of the contractual arrangement	Date of entry into force of the contractual arrangement, for example, 2025-07-01.
End date of the contractual arrangement	End date as stipulated in the contractual arrangement, for example, 2028-07-01.
Reason of the termination or ending of the contractual arrangement	Reason for the termination or ending of the contractual arrangement. Available options are: • **Termination not for cause: Expired and not renewed** • **Termination for cause: Provider in breach of applicable law, regulations or contractual provisions** • **Termination for cause: Identified impediments of the provider capable of altering the supported function** • **Termination for cause: Provider's weaknesses regarding the management and security of sensitive data or information** • **Termination: As requested by the competent authority** • **Other reasons for termination**
Notice period for the financial entity making use of the ICT service(s)	Notice period for terminating the contractual arrangement by the financial entity making use of the ICT service(s) in a business-as-usual case.
Notice period for the ICT third-party service provider	Notice period for terminating the contractual arrangement by the direct ICT third-party service provider in a business-as-usual case.
Country of the governing law of the contractual arrangement	Country whose legal system oversees the contract.
Country of provision of the ICT services	Country where the ICT services are provided.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description
Storage of data	Option to specify if the ICT service is related to storage of data. Available options are: • **Yes** • **No**
Sensitiveness of the data stored by the ICT service provider	Option to identify the level of sensitiveness of the data stored or processed by the ICT service provider. Available options are: • **Low** • **Medium** • **High**
Level of reliance on the ICT service	Option to specify the level of reliance on the ICT service. Available options are: • **Not significant** • **Low reliance** • **Material reliance** • **Full reliance**
Intra-group contractual arrangements	
Contractual arrangement linked to this contractual arrangement	Contract number linked to this contractual arrangement, for example, CNTR0009004.
Name	Name of the intra-group contractual arrangements, for example, Staffing agency.
ICT service supply chains	
Number	ICT service supply chain number associated with the contract, for example, SCHAIN0001002.
Recipient of sub-contracted ICT services	Recipient of sub-contracted ICT services of the supply chain. It is the parent supplier.
Identification code of the recipient of sub-contracted ICT services	Identification code of the recipient of sub-contracted ICT services of the supply chain. This field is auto-filled.
Type of code to identify the recipient of sub-contracted ICT services	Type of code to identify the recipient of sub-contracted ICT services of the supply chain. This field is auto-filled.
Type of ICT services	Type of ICT service associated with the supply chain, for example, Data storage.
Contractual arrangement reference number	Contract number associated with the supply chain, for example, CNTR0009002.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description

Service provider type	• **Third party**: Selecting this option displays the following fields:
	  ○ Identification code of ICT third-party service provider
	  ○ Type of code to identify the ICT third-party service provider
	• **Third-party engagement**: Selecting this option displays the following fields:
	  ○ Identification code of ICT third-party engagement service provider
	  ○ Type of code to identify the ICT third-party engagement service provider
	• **Legal entity**: Selecting this option displays the LEI of the entity providing ICT services field.

LEI of the entity providing ICT services	Entity providing ICT services using LEI, 20-character, alpha-numeric code based on the ISO 17442 standard, for example, LEI0000000000000000D.
Identification code of ICT third-party service provider	Identification code of ICT third-party service provider, for example, LEI0000000000EXTTPP1.
Identification code of ICT third-party engagement service provider	Identification code of ICT third-party engagement service provider.
Type of code to identify the ICT third-party service provider	Type of code to identify ICT third-party service provider, for example, LEI.
Rank	Rank of the supply chain, for example, 1 or 2.
Assessment of the ICT service	
Name	Name of the assessment in the <first-name.last-name> format.
Description	Description for the assessment.
Number	Unique identification number for the assessment that will be generated by the application. For example, TPA0001001. This field is auto-filled.
Department	Department that the assessment belongs to.
Owner	Name of the owner for the assessment.
Business unit	Name of the business unit that is associated with the assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description
Contract number	Unique identifier number for the contractual arrangement, for example, CNTR0009002. This field is auto-filled.
Contractual arrangement reference number	Contract number associated with the assessment, for example, CNTR0009002.

Service provider type	• **Third party**: Selecting this option displays the following fields:
	  ○ Identification code of ICT third-party service provider
	  ○ Type of code to identify the ICT third-party service provider
	• **Third-party engagement**: Selecting this option displays the following fields:
	  ○ Identification code of ICT third-party engagement service provider
	  ○ Type of code to identify the ICT third-party engagement service provider
	• **Legal entity**: Selecting this option displays the LEI of the entity providing ICT services field.

Identification code of ICT third-party service provider	Identification code of ICT third-party service provider, for example, LEI0000000000EXTTPP1.
Identification code of ICT third-party engagement service provider	Identification code of ICT third-party engagement service provider.
LEI of the entity providing ICT services	Entity providing ICT services using LEI, 20-character, alpha-numeric code based on the ISO 17442 standard, for example, LEI00000000000000000D.
Type of code to identify the ICT third-party service provider	Type of code to identify ICT third-party service provider, for example, LEI.
Type of ICT services	Type of ICT services, for example, Data analysis.
Substitutability of the ICT third-party service provider	Substitutability of the ICT third-party service provider. The following options are available: • Not substitutable • Easily substitutable • Medium complexity in terms of substitutability • Highly complex substitutability

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Contractual arrangement form (continued)

Field	Description
Reason for the substitutability classification	Reason for the classification.
Is the ICT third party audited?	Option to specify if the ICT third party has been audited. Available options are: • **Yes** • **No**
Date of the last audit on the ICT third-party service provider	Date when the last audit was performed.
Existence of an exit plan	Availability of an exit plan. The following options are available: • Yes • No
Possibility of reintegration of the contracted ICT service	Choice to verify the feasibility of reincorporating the contracted ICT service. Available options are: • **Easy** • **Difficult** • **Highly complex**
Impact of discontinuing the ICT services	Choice to specify the impact of discontinuing the ICT services. Available options are: • **Low** • **Medium** • **High** • **Assessment not performed**
Are there alternative ICT third-party service providers identified?	Choice to indicate if any other ICT third-party service providers have been identified. Available options are: • **Yes** • **No** • **Assessment not performed** If you select the check box, then specify the following field value: **Identification of alternative ICT TPP**.
Identification of alternative ICT TPP	Supplementary details on the identification of alternative ICT third-party providers (TPP).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a supply chain and enhance digital resilience data

Create an Information and Communication Technology (ICT) service supply chain record in Digital resilience third-party registers using Third-party Risk Management. You can then configure details of the supply chain such as the type of the ICT services, Legal Entity Identifier (LEI) of the entity that provides the ICT services.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Digital resilience third-party registers**.
2. Select **Contracts** and then select the contract record you want to associate a supply chain record with.
3. Navigate to the ICT service supply chains related list and select **New**.
4. On the form, fill in the fields.
   For descriptions of all these fields, see Create New Contractual arrangement form.
5. Select **Save**.
6. To edit the supply chain record, complete the following.
   a. Navigate to **Supply chains** and select the check box of the record you want from the list.
   b. Select **Edit** and update the fields as required.
   c. Select **Update**.
7. To export supply chain records, complete the following.
   a. Navigate to **Supply chains** and select the check box of the record you want from the list.
   b. Select **Export**.
   c. Select the **File Type**.
      Available choices are:
      - **Excel**
      - **CSV**
      - **JSON**
      - **PDF**
   d. Select the **Delivery Type**.
      Available choices are:
      - **Download**
      - **Email**

Create an assessment and enhance digital resilience data

Create an assessment of the Information and Communication Technology (ICT) service in Digital resilience third-party registers using Third-party Risk Management. Add details such as the contractual arrangement reference number, identification code, and type of code for the ICT third-party service provider. You can then enhance its digital resilience information for compliance with DORA regulation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: sn_vdr_risk_asmt.vendor_assessor

About this task
It's required that you review your contracts and third parties annually. You can provide the following assessment details on the assessment form:

- Contractual reference number, which helps identify the following details:
  - Users of the contract
  - Providers of the contract
  - Other relevant details that are automatically pulled in
- Audit information:
  - Has the third-party provider been audited?
  - When was the audit last conducted?
- Exit strategy details:
  - Existence of an exit plan
  - Possibility of integrating with the ICT service provider if terminated
  - Impact assessment of discontinuing the ICT service
  - Identification of any alternatives

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Digital resilience third-party registers**.
2. Select **Contracts** and then select the contract record you want to associate an assessment record with.
3. Navigate to the Assessments of the ICT services related list and select **New**.
4. On the form, fill in the fields.
   For descriptions of all these fields, see Create New Contractual arrangement form.
5. Select **Save**.
6. To edit the assessment record, complete the following.
   a. Navigate to **Assessments** and select the check box of the record you want from the list.
   b. Select **Edit** and update the fields as required.
   c. Select **Update**.
7. To export assessment records, complete the following.
   a. Navigate to **Assessments** and select the check box of the record you want from the list.
   b. Select **Export**.
   c. Select the **File Type**.
   Available choices are:
   - **Excel**
   - **CSV**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **JSON**
- **PDF**

d. Select the **Delivery Type**.
Available choices are:

- **Download**
- **Email**

What to do next
Once all details are captured, you can perform the following tasks:

- Download the information using the Microsoft Excel download feature. For more information, see Create a Microsoft Excel download request.
- Upload updated records as needed. For more information, see Update existing records in bulk.

Create a Microsoft Excel download request

Create a Microsoft Excel download request to download the records from the Digital resilience third-party registers using Third-party Risk Management for auditing purposes.

Before you begin
Role required: sn_vdr_risk_asmt.vendor_assessor

About this task
Use the Excel download/upload requests module in Digital resilience third-party registers to export the records in Microsoft Excel format. The European Union auditors and regulators can download these records for audits, reviews, and appropriate actions.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Digital resilience third-party registers**.
2. Select **Excel download/upload requests** and then create an Excel download/upload request by selecting **New**.
3. On the form, fill in the fields.
For descriptions of all these fields, see Create New Excel download/upload request form.
4. Select **Save**.
After saving a download request, you can choose which records you want to download by navigating to its corresponding tab. For example, you would navigate to the **Contracts** tab for a Excel master template download request or the **Assessments** tab for an Assessments download request.
5. Select the records that you want from the list and perform one of the following steps.
For information on Register of information regulatory packages, see Register of information regulatory packages, Generate a register of information package, Validation framework for Register of Information, and Validate Register of Information packages.
6. Add the name that you want for the Microsoft Excel file and select **Save**.

   In releases prior to 21.x.x of Digital resilience third-party registers, downloading the contract created a single sheet with all the contract data. Starting with version 21.x.x of Digital resilience third-party registers, when you generate a report on the contracts, it mirrors the UI and provides details, including information on entities, third parties, third-party engagements, and specific contract information in the Microsoft Excel sheet.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

It generates a Microsoft Excel sheet that you can submit directly to your regulatory authority. The file strictly adheres to the format of the template issued by the regulatory authority and includes all necessary details for reporting your third-party engagements.

Starting with version 20.x.x of Digital resilience third-party registers, you can see choice or reference values in the downloaded Microsoft Excel files. For example, Departments can be created in the system as 'Research and Development'. When the functions are downloaded, department values are displayed as options in the Microsoft Excel template for selection. The template includes drop-down lists for departments, business units, and other yes or no questions (as seen in the Branch template). Additional drop-downs are added for countries, currencies, etc.

The application also handles translations for meta data, including headers and drop-down options.

Ensure that no duplicate records are present after downloading data for Legal entities, Functions, etc. When downloading the template, ensure that there are no duplicate Third party rows. For example, creating one DORA Third party and two DORA entities, then creating DORA contracts for the same vendor using the same entity, result in only one Third party row in the downloaded template and not two duplicate rows. You can add new entities and enter their LEI (even if not in the drop-down list) in the downloaded contract file without needing to download the contract records again. You can upload the modified contract records back to the application.

7. To export Excel download/upload requests, select the requests you want and then **Export**.

Create New Excel download/upload request form

Use the Create New Excel download/upload request form to capture all the information that you need to create a download/upload request for Digital resilience third-party registers using the Third-party Risk Management application. As a third-party risk manager or third-party risk assessor you can create an Excel download/upload request record.

Create New Excel download/upload request form

Field	Description
Short description	Brief description of the request. For example, legal_entity_template.
Type	Types of download request. The choices are as follows: • **Excel master template** • **Plain-csv reporting package** • **Assessments** • **Branches** • **Contracts** • **Functions** • **Legal entities** • **Supply chains**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Excel download/upload request form (continued)

Field	Description
	• **Third parties** • **Third-party engagements**
Number	Number of the request. This field is auto-filled.
Request type	Type of the request. The choices are as follows: • **Upload** • **Download**
State	State of the record. This field is auto-filled to **Draft** state.
Entity maintaining the register of info **Note:** These fields appear when you select **Excel master template** or **Plain-csv reporting package**as the **Type**.	
LEI of the entity maintaining the register of information	Entity maintaining and updating the register of information using the LEI, 20-character, alpha-numeric code based on the ISO 17442 standard.
Name of entity	Legal name of the entity that maintains and updates the register of information.
Country of entity	Country where the license or the registration of the entity, as listed in the information register, was issued.
Type of entity	Types of the entity. The options include the following: • **Credit institutions** • **Investment firms** • **Central counterparties (CCPs)** • **Asset management companies** • **Account information service providers** • **Electronic money institutions** • **Crypto-asset service providers** • **Central security depository** • **Trading venues** • **Trade repositories** • **Payment institution** • **Other financial entity** • **Securitization repository**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New Excel download/upload request form (continued)

Field	Description
	• **Crowdfunding service providers** • **Administrator of critical benchmarks** • **Credit rating agency** • **Institutions for occupational retirement provision** • **Insurance intermediaries, reinsurance intermediaries and ancillary insurance intermediaries** • **Insurance and reinsurance undertakings** • **Data reporting service providers** • **Managers of alternative investment funds** • **Non-financial entity: Other than ICT intra-group service provider** • **Non-financial entity: ICT intra-group service provider** • **Issuers of asset-referenced tokens**
Competent authority	The competent authority according to Article 46 of Regulation (EU) 2022/2554 to which the register of information is reported.
Date of reporting	The ISO 8601 (yyyy-mm-dd) code of the date of reporting
Base currency	Currency used for reporting monetary values in the report. For example, US Dollar or Euro.
Report type	Specifies whether the report covers a single entity **Individual** or a **Consolidated** group of entities.

Create records in bulk

Create records in bulk from the Digital resilience third-party registers using Third-party Risk Management rather than creating one record at a time for single or multiple entities. You can save time and effort by working on multiple records at a time.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_admin

About this task

Only DORA administrators can view the **Upload** option and perform this task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Digital resilience third-party registers**.
2. Select **Excel download/upload requests** and then create an Excel upload request by selecting **New**.

   Note:
   Only DORA administrators can see the **Upload** option and perform this task.

3. On the form, select **Upload** as the request type and fill in the remaining fields.
   For descriptions of all these fields, see Create New Excel download/upload request form.

   Note:
   You can only upload one type of record for each upload request. For example, if you made an upload request for Assessment records, you can only include Assessment record information in the template.

4. Select **Save**.
   A template file is generated and available for download.
5. Download the default template by selecting **Download template** and fill it out.
   You can view instructions for filling out the template by navigating to the **Instructions** tab of the template file. You can add your record creation information by navigating to the **Digital resilience information** tab and filling out the template.
6. Attach the completed template file by selecting **Attach File** and selecting the file from your local hard drive.
7. Select **Upload**.
8. Navigate to the **Result** section of the upload request to view the records that were uploaded successfully and any errors.
   a. Correct the errors in the Microsoft Excel spreadsheet.
9. Repeat the steps until all errors are resolved and all records are uploaded successfully.
   The records are uploaded in bulk from the Digital resilience third-party registers.

Update existing records in bulk

Update existing records in bulk from the Digital resilience third-party registers using Third-party Risk Management.

Before you begin
Role required: sn_vdr_risk_asmt.vendor_risk_admin

About this task
Only DORA administrators can view the **Upload** option and perform this task.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Digital resilience third-party registers**.
2. Select **Excel download/upload requests** and then create an Excel download request by selecting **New**.
3. On the form, select **Download** as the request type and fill in the remaining fields.
   For descriptions of all these fields, see Create New Excel download/upload request form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select **Save**.
   After saving a download request, you can choose which records you want to download by navigating to its corresponding tab. For example, you would navigate to the **Contracts** tab for a Third-party information register download request or the **Assessments** tab for an Assessments download request.
5. Select the records that you want to update from the list and select **Export to Excel**.
6. Add the name that you want for the Microsoft Excel file and select **Save**.

   It creates a Microsoft Excel sheet that you can use to make bulk updates for the records you selected.

   After downloading the templates to add options on the reference fields, the upload templates are updated to a dynamic format with drop-downs for choice and reference fields, rather than hard-coding the values.

   The dynamic templates automatically handle translations for headers and reference field options. They fetch these elements in real-time, ensuring they remain up-to-date without the need for manual updates. The default template stays up-to-date because the options are generated dynamically.

   You can view instructions for filling out the template by navigating to the **Instructions** tab of the template file. You can add your updated record creation information by navigating to the **Digital resilience information** tab and filling out the template.

   Note:
   You can only upload or download one type of record for each request. For example, if you made an upload request for Assessment records, you can only include Assessment record information in the template.

7. Follow the instructions in the template file and add your updated information.
8. Create an upload request by navigating to **Excel download/upload requests** and selecting **New**.
9. On the form, select **Upload** as the request type and fill in the remaining fields.
   For descriptions of all these fields, see Create New Excel download/upload request form.

   Note:
   Only DORA administrators can view the **Upload** option and perform this task.

10. Select **Save**.
11. Attach the updated template file by selecting **Attach File** and selecting the file from your local hard drive.
12. Select **Upload**.
13. Navigate to the **Result** section of the upload request to view the records that were uploaded successfully and any errors.
    a. Correct the errors in the Microsoft Excel spreadsheet.
14. Repeat the steps until all errors are resolved and all records are uploaded successfully.
    The updated records are uploaded in bulk from the Digital resilience third-party registers.

Register of information regulatory packages

The Register of Information (RoI) is a regulatory reporting requirement under the Digital Operational Resilience Act (DORA) and is supported by the Digital Resilience Third-party Information Register application in the Vendor Management Workspace application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RoI overview

The RoI is a structured data package that financial entities must submit to regulators to demonstrate compliance with DORA. It includes information about legal entities, third-party service providers, contracts, and functions.

Starting with version 21.1.x, third-party assessors (sn_vdr_risk_asmt.vendor_assessor) can generate regulator-ready RoI packages using the Plain-CSV Report Package option on the download page. The ZIP file includes metadata and report folders structured to regulator specifications, with file names containing LEI, entity ID, and release version. This enhancement ensures EU DORA compliance and supports automated validation workflows. You can follow the guide provided in the Instructions section on the Download/Upload request page for step-by-step instructions and required permissions.

Note:
You can use the Excel master template option to download a document to use for data preparation and internal review and the Plain-CSV reporting package option to download a document to use for regulator submission and compliance validation.

The RoI framework in TPRM is designed to align with DORA's five pillars, particularly ICT third-party risk management and incident reporting. RoI packages generated in TPRM follow the European Banking Authority's structure and validation requirements.

Note:
RoI framework includes DPM business validation rules and additional configuration files such as report.json, reportPackage.json, and FrameworkCodeModuleVersion. These components enable third-party risk administrators (sn_vdr_risk_asmt.vendor_admin) to view and maintain validation logic and configuration settings for CSV reporting and automated validation workflows, ensuring consistency and compliance across regulatory submissions. TPR admins can access these properties by navigating to **All** > **Digital Operational Resilience Management** > **Properties** and can access DPM business validation rules by navigating to **All** > **Digital Operational Resilience Management** > **DPM business validation rules**.

Digital Resilience Third-party Information Register support for RoI

The Digital Resilience Third-party Information Register provides the following capabilities to support RoI compliance:

- Data capture for entities, contracts, functions, and third parties
- CSV report generation aligned with regulator specifications
- ZIP packaging with metadata and report folders
- Validation workflows for technical, schema, and business rule checks
- Role-based access for managing RoI requests

Note:

All RoI-related actions are performed in the **Digital resilience third-party registers** section of the Vendor Management Workspace. This workspace provides access to download/upload requests, validation tools, and master templates.

For more information, see Generate a register of information package

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Generate a register of information package

Use the CSV report option in the download page to generate regulator-ready Register of Information (RoI) packages.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **Digital resilience third-party registers**.
2. Select **Excel download/upload requests** and then create an Excel download request by selecting **New**.
3. On the form, select and fill in the remaining fields.
   The **Excel Master Template** option downloads documents to use for data preparation and internal review. The **Plain-CSV Reporting Package** option downloads documents that you can use for regulator submission and compliance validation.

   For descriptions of all these fields, see Create New Excel download/upload request form.
4. Select **Export info register** to initiate the download process.

   When a Register of Information (RoI) package is uploaded using the Plain-CSV Report Package option, the system automatically generates a ZIP file containing metadata and report folders with CSV files formatted to meet DORA specifications. Real-time validation is performed during the upload process. If any errors or warnings are detected, a validation report is generated and attached to the request record alongside the CSV package. This report includes mappings to regulator fields (such as Template Code, Row Code, and Column Code), rule expressions, field labels, and record identifiers to help you locate and resolve issues. An email notification is sent to whoever initiated the request once the download is complete. If no issues are found, only the CSV package is attached. You can access the report from the attachment area of the request record and cross-reference it with the downloadable Excel master template, which mirrors the CSV structure and assists with error resolution.

   For more information on validation, see Validate Register of Information packages.

Validation framework for Register of Information

The validation framework helps ensure that RoI packages meet regulatory requirements defined by the DORA.

Validation overview

The validation framework for the Digital Resilience Third-party Information Register application helps ensure that downloaded RoI packages comply with the structural, formatting, and data integrity requirements defined by the DORA. It supports a real-time, three-level validation system that automatically checks for technical accuracy, regulatory alignment, and business rule compliance during the upload process.

- Level 1 (Technical checks): 29 rules validating file encoding, structure, and naming.
- Level 2 (Data package mode technical checks): 12 rules ensuring template and schema alignment.
- Level 3 (Data package model business rules): 70 rules verifying regulatory logic and field dependencies.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
The Data Package Model is used to structure and validate RoI packages.

The DPM business validation rules and report.json, reportPackage.json, FrameworkCodeModuleVersion properties enable Third-party risk admins [sn_vdr_risk_asmt.vendor_admin] to view and maintain validation logic and configuration settings for CSV reporting and automated validation. Third-party risk admins can access these properties by navigating to **All** > **Digital Operational Resilience Management** and then selecting **Properties** or **DPM Business Validation Rules**.

Validation process

Validation is now performed automatically during the upload of RoI CSV files. As soon as the ZIP package is uploaded via an Excel download/upload request, the system initiates real-time validation without requiring a separate request type. The system performs checks across multiple dimensions:

- File-level validation: Ensures correct encoding, naming conventions, and file structure.
- Template-level validation: Verifies that required templates are present and formatted correctly.
- Field-level validation: Applies rule expressions to check for missing values, incorrect formats, and invalid references.

Validation results are returned in a downloadable report that includes:

- Mappings to regulator fields such as Template Code, Row Code, and Column Code.
- Rule expressions and descriptions.
- Real-world field labels and record identifiers.
- Row-level error summaries.

Third-party risk managers (sn_vdr_risk_asmt.vendor_manager) can validate downloaded RoI packages using the same Plain-CSV Report Package option. After a validation report is generated for a Register of Information (RoI) package, the system automatically sends an email notification to whoever initiated the download or upload request. This email alerts the user that the process has been completed and provides access to the results. If validation warnings are detected, both the validation report and the CSV package are attached to the request record. If no issues are found, only the CSV package is included. This automated notification ensures timely awareness and facilitates efficient follow-up actions for compliance and data correction workflows.

To assist with error resolution, you can cross-reference the validation report with downloadable master templates that mirror the CSV structure. These templates help identify the location and context of each issue, making it easier to correct data in the ServiceNow instance or source system. Validation reports are only generated when errors or warnings are detected. If no issues are found, only the CSV package is returned.

To improve troubleshooting, the system maps rule expressions to real-world field labels and record identifiers. Even when malformed data is uploaded, the validation API returns meaningful error messages to help you identify and resolve issues efficiently.

Excel master templates are available for download from the **Download/Upload Request** page. These templates mirror the expected CSV structure and provide field definitions, formats, and sample values to assist with validation and error resolution.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:
Only users with the TPR admin [sn_vdr_risk_asmt.vendor_risk_admin] role can perform validation tasks.

Common validation issues

Refer to the following guidance to troubleshoot common validation issues when submitting RoI packages.

- Validation report is missing: The uploaded package contains no errors or warnings. Check the **Result** section of the request. If no issues are found, only the CSV package is returned and no validation report is generated.
- Missing required fields: One or more required fields are empty or incorrectly formatted. Open the validation report and locate the affected row and column. Use the master template to identify the correct field name and expected format. Update the record in the ServiceNow instance or source system and revalidate.
- Rule expression failures: The data violates one or more business rules defined in the validation framework. Review the rule expression and description in the validation report. Use the record identifier to locate the affected record and correct the data. Common issues include invalid LEI formats, empty currency fields, or missing contract references.
- Invalid use of “Not applicable” values: These values are used in fields that don’t support them. Check the field definition in the master template. Replace “Not applicable” with a valid value or remove it if the field is required. Revalidate the updated package.
- Validation report is difficult to interpret: The report lacks context or field labels are unclear. Download the master template and use it to cross-reference the row number, sheet name, and record identifier. This helps locate the affected record and understand the validation error in context.
- File size or encoding issues: The uploaded ZIP file exceeds the 5-MB limit or uses unsupported encoding. Compress the file to meet the size requirement and verify all CSV files use UTF-8 encoding. Re-upload the corrected package.

Validate Register of Information packages

Run real-time validation on Register of Information (RoI) packages to help ensure compliance with DORA requirements.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager

Generate a Plain-CSV Reporting Package and an Excel Master Template. For more information, see Generate a register of information package.

About this task

Validation is performed automatically when a ZIP file containing RoI CSV templates is uploaded via an Excel download/upload request. The system initiates real-time validation without requiring a separate request type.

Once validation is complete, the system sends an email notification to whoever initiated the request. If validation warnings are detected, both the validation report and the CSV package are attached to the request record. If no issues are found, only the CSV package is included.

The validation report contains mappings to regulator fields such as Template Code, Row Code, and Column Code, along with rule expressions, field labels, and record identifiers. These details help users locate and resolve issues efficiently.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To review and resolve validation errors, download the Excel master template from the **Download/ Upload Request** page. The template mirrors the CSV structure and includes field definitions, formats, and sample values. Use it to cross-reference the validation report and identify the location and context of each issue.

Validation reports are only generated when errors or warnings are present. If no issues are found, only the CSV package is returned.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**, select the list icon and then go to **Digital resilience third-party registers**.
2. Select **Excel download/upload requests** and open the request record you want.
3. Download the validation report from the attachment area of the request record.
4. Cross-reference the validation report with the Excel master template to identify and correct issues.
5. Update the affected records in the system or spreadsheet and re-upload the corrected package for re-validation.

Managing the Third-party portal

Third-party contacts respond to questionnaires, requests for documentation, tasks, and issues on the Third-party portal. The portal is the point of interaction between third parties and risk assessors.

Third-party contacts

Third-party contacts are the individuals that represent the third party. By using the third-party portal, they can respond to questionnaires, work on tasks, and address issues that your third-party risk assessment team raises. Third-party contacts are either primary or secondary contacts. The primary contact is the assigned individual who receives the assessment questionnaires. Each third party must have at least one primary contact. The Third-party editor [vendor_editor], Third-party Risk (TPR) manager [sn_vdr_risk_asmt.vendor_risk_manager], TPR assessor [sn_vdr_risk_asmt.vendor_assessor], or the primary contact can create third-party contacts.

You assign the **primary contact** responsibility to the third-party contact who can directly answer assessment questions or assign another contact at the third party to answer the questions. Primary contacts can manage other contacts for the third party.

Third-party contacts are automatically assigned two roles: vendor_contact and snc_external. The vendor_contact role provides third-party contacts with access to the Third-party portal, while the snc_external role is a safeguard that restricts access only to the portal. The snc_external role helps prevent any unauthorized entry into your instance. For more information, see Set up third-party contacts.

Note:
Third-party contacts see your organization's name in all references on the Third-party portal. You specify the name in the `sn_vdr_risk_asmt.company.name` property setting. See Configure TPRM properties.

Tasks for third-party contacts

The primary third-party contact can perform the following tasks:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Delegate questionnaires, tasks, and issues to other third-party contacts.
- View and update the third-party contact information.
- Update the notification preferences.

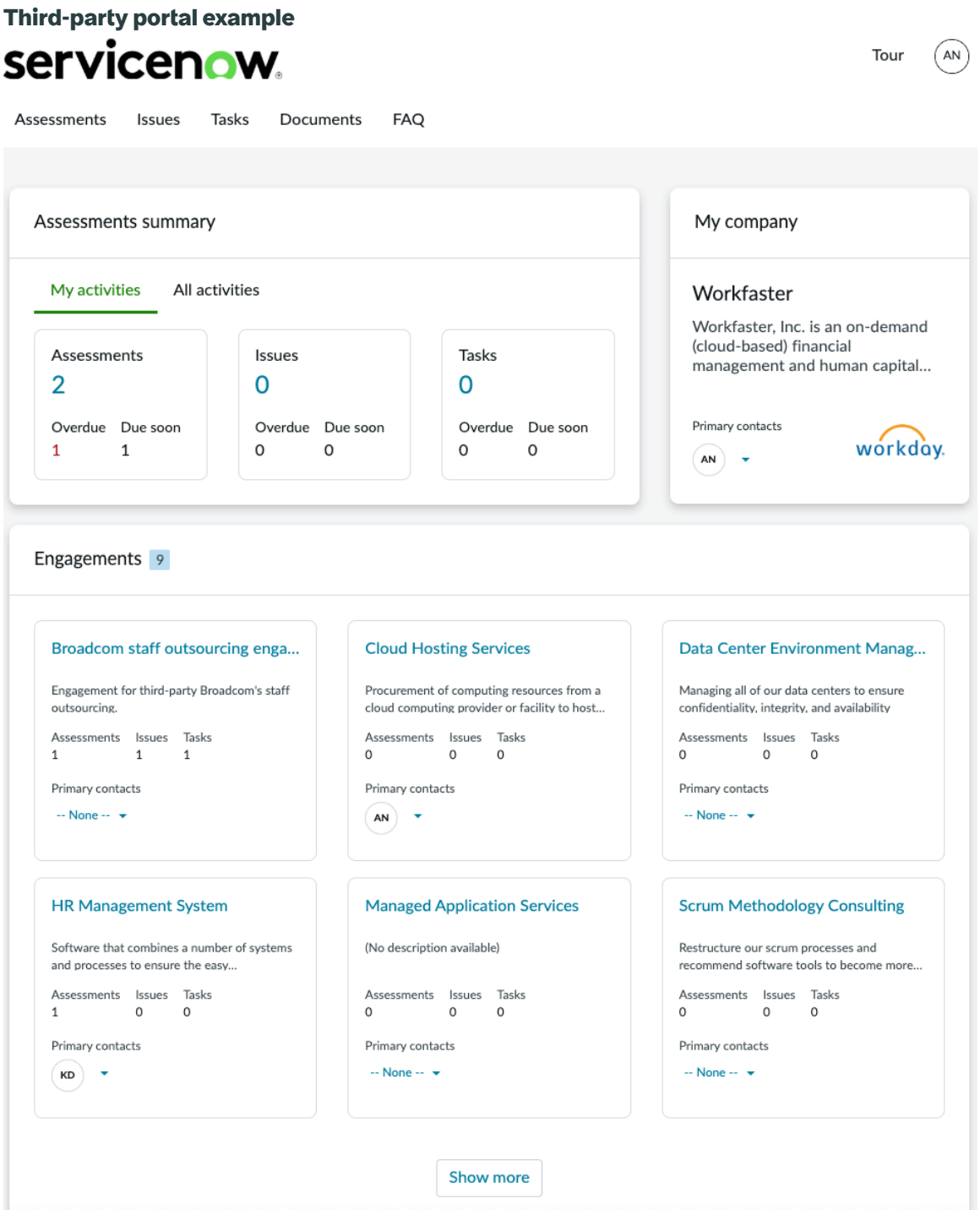
Secondary third-party contacts can use the portal to perform the following tasks:

- View and respond to "assigned to me" assessments.
- Change a password or request a new password.

Important:
The third-party contact role should be used only for external contacts. The role prohibits access to the ServiceNow AI Platform and grants access only to the Third-party portal.

Third-party contacts see the portal as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Questionnaire and document request states

Progress is tracked in assessment requests and the progress is indicated by the state of the requests within the questionnaires and document requests. Here are the possible states for requests.

New

After questionnaires and document requests are sent out, they are in the **New** state.

In progress

After the third-party or engagement contact has started providing responses in a questionnaire or document request, the requests is in the **In progress** state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Completed

After the third-party or engagement contact has provided responses for all questions in a questionnaire or document request and saved, the request is in the **Completed** state.

Note:
After all requests have entered the Completed state, you must return to the assessment page and submit the assessment.

Responding to questionnaires using a Microsoft Excel template

Third-party contacts can use a Microsoft Excel template to respond to questionnaires by downloading the template, completing it, and importing the final version into the Third-party portal. The Microsoft Excel questionnaire template contains instructions for filling out the template. This enables third-party contacts to provide information outside the third-party portal, streamlining the due diligence process. For more information, see Using a Microsoft Excel spreadsheet template for external questionnaires and Respond using a Microsoft Excel template.

Responding to assessments using a SIG questionnaire

Third parties can use the Shared Assessments Standardized Information Gathering questionnaire (SIG) to provide assessment documentation in the Third-party Risk Management application. The third-party contact can upload the pre-filled SIG spreadsheet or respond to a form-based questionnaire that is imported to the instance. For more information, see Using the SIG questionnaire for a risk assessment and Respond using the SIG.

Note:
Third-party contacts can reassign a questionnaire to another team member by selecting the more actions menu icon and selecting **Reassign**. After reassigning the questionnaire, they lose access to the questionnaire.

Launching the portal

Third-party contacts launch the portal by using **[your instance URL]/svdp**).

Learning to use the portal—the FAQ page

Third-party contacts can select **FAQ** to view answers to common questions, such as how to invite additional users to the portal and how to assign primary contacts to third-party or engagement records.

Managing third-party contacts

Users in your organization with the TPR assessor role [sn_vdr_risk_asmt.vendor_assessor] use TPRM to manage the following third-party contact activities:

- Create a login for a new third-party contact.
- Enable or disable a third-party contact login.
- Reset a password for a third-party contact.
- Assign a user role to a third-party contact.
- Assign a third-party contact to an assessment.
- View and update the customer contact information.
- Access the completed assessments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information, see Set up third-party contacts and Manage the access for your third-party contacts.

Note:
If necessary, you can respond on behalf of third parties or engagements to questionnaires. See Respond to a questionnaire for a third party or engagement for more information.

The **Allow assessors to answer/edit questionnaires for third-party contacts** property (*sn_svdp.allow_assessor_edit*) must be active. For more information on configuring this property, see Configure TPRM properties.

Related topics

- E-signatures on questionnaires or document requests
- Using a Microsoft Excel spreadsheet template for external questionnaires
- Using the SIG questionnaire for a risk assessment
- TPRM and the Explicit Roles plugin

Set up third-party contacts

Set up your third-party contacts so that you can send assessments, address issues, and communicate any additional required information with these contacts using Third-party Risk Management.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager and admin for steps 4 and 5

About this task

Third-party contacts are external users at the third-party organization. They use the Third-party portal to securely organize, prioritize, and perform tasks like responding to questionnaires for assessments, performing tasks, and communicating with your risk-assessment staff regarding issues. You grant access to the Third-party portal and specify the permissions for third-party contacts. The third-party risk (TPR) manager must contact a team member with the admin role to complete steps 4 and 5.

Important:
The third-party contact role should be used only for external contacts. The role prohibits access to your ServiceNow AI Platform instance and grants access only to the Third-party portal.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Third Parties** > **Third-party Contacts** to determine whether a third-party contact has already been assigned.

   The number of contacts is listed for each third party on the third-party contacts page.

2. On the third-party contacts page, select a third party to view the list of associated contacts.
   - To manage existing contacts:
     - Select each contact to verify that the contact is associated with the appropriate third party, is active, and, if applicable, is specified as the primary contact.

       Note:
       The questionnaires, document requests, and issues that are currently assigned to the contact are listed in the associated tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- If you don't have the admin role, ask a user who does to verify that the vendor_contact role appears for the user on the Roles related list. If the user with the admin role can't see the Roles related list, they have to go to step 4. If the user with the admin role can't see the vendor_contact role listed for the user, they have to go to step 5.

Note:
For more information on managing third-party contacts, see Manage the access for your third-party contacts.

- To add a contact, select **New** and continue with the following steps.

Note:
It's normal for a contact to have the snc_external role because the vendor_contact role includes it.

3. On the form, fill in the fields.

Third-party contact form

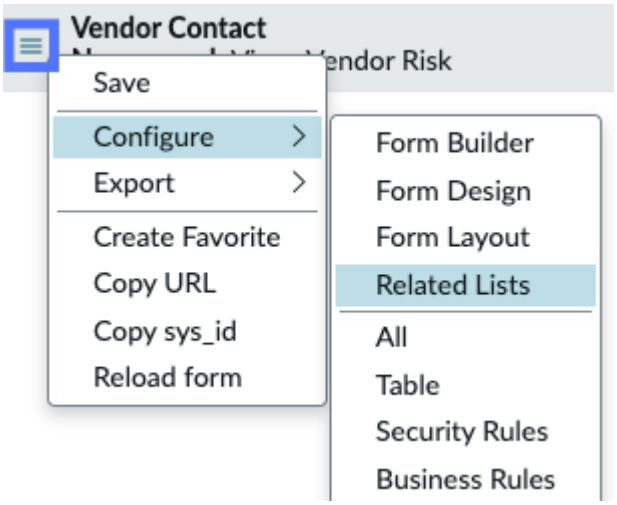
Field	Description
First name, Last name, Email, Title, Department	Standard contact information for the user at the third-party organization.
User ID	ID used to log in to the Third-party portal instance.
Third-party	Third-party organization of the contact.
Language, Time Zone	Preferred language and time zone for the user at the third-party organization.
Active	Option to activate the contact to be eligible to work in the Third-party portal.
Primary contact	Third-party contact who can directly answer assessment questions or assign another contact at the third party to answer the questions. They can also manage other contacts for the third party.

Note:
An email notification is sent out to the new third-party contact after the form is submitted. The email contains a link to the third-party portal and login credentials.

4. **Optional:** Validate that each contact has the vendor_contact role by adding the **Roles** value to the Vendor Contact page.

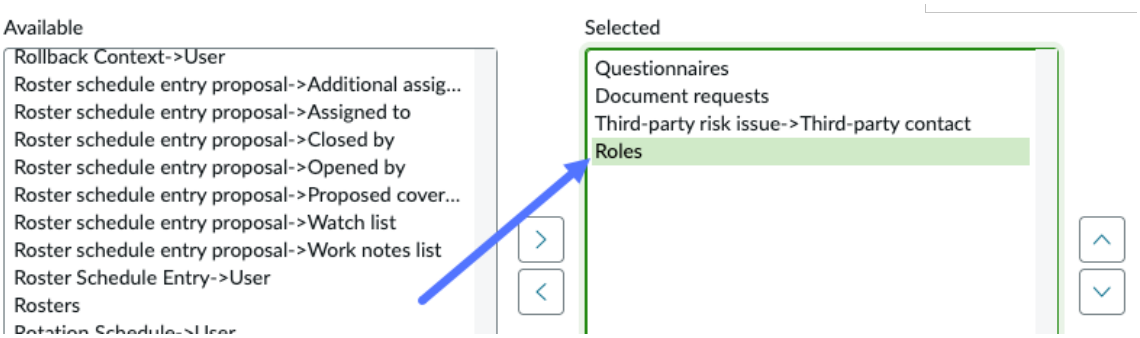
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Add the Roles related list by selecting the actions icon and selecting **Configure** > **Related Lists**.



b. Move the Roles related list to the Selected list and then select **Save**.

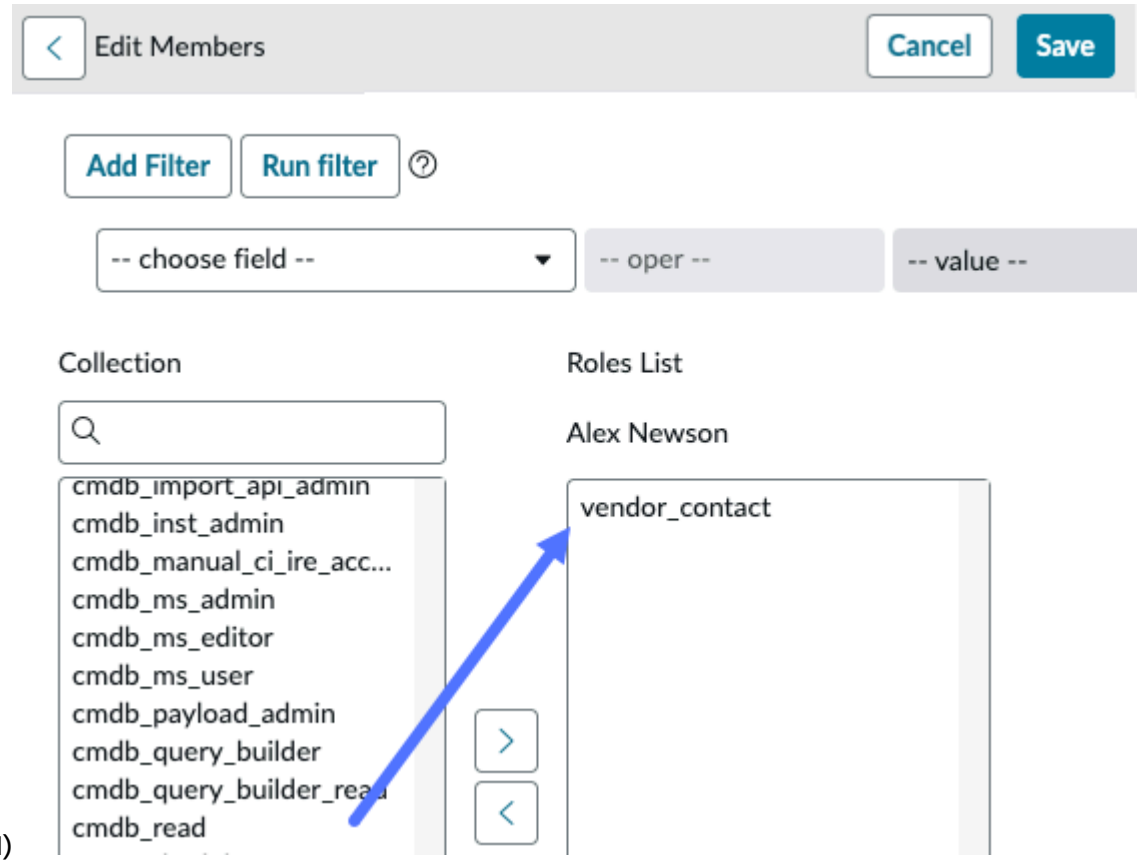
(Optional)



5. **Optional:** Grant third-party contacts access to the third-party portal by selecting **Edit** and adding **vendor_contact** to the Roles list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

(Optional)



Warning:
If the user has other roles, such as snc_internal, then the user might also be able to log in to your platform and have visibility into critical records.

Manage the access for your third-party contacts

View your existing third-party contacts and adjust their information and access permissions as needed by using Third-party Risk Management. When you keep the contact details up to date, you can help to avoid your third-party contacts from getting unauthorized access or losing authorized access to the third-party portal.

Before you begin

The third-party risk (TPR) manager must contact a team member with the admin role to complete the last 3 options of step 3.

Role required: sn_vdr_risk_asmt.vendor_risk_manager and admin to complete the last 3 options of step 3.

About this task

Your third-party contacts are external users at the third-party organization. They use the third-party portal to securely organize, prioritize, and perform tasks like responding to questionnaires for assessments and communicating with your risk-assessment staff about issues. You can also adjust the access to the third-party portal and permissions for your third-party contacts.

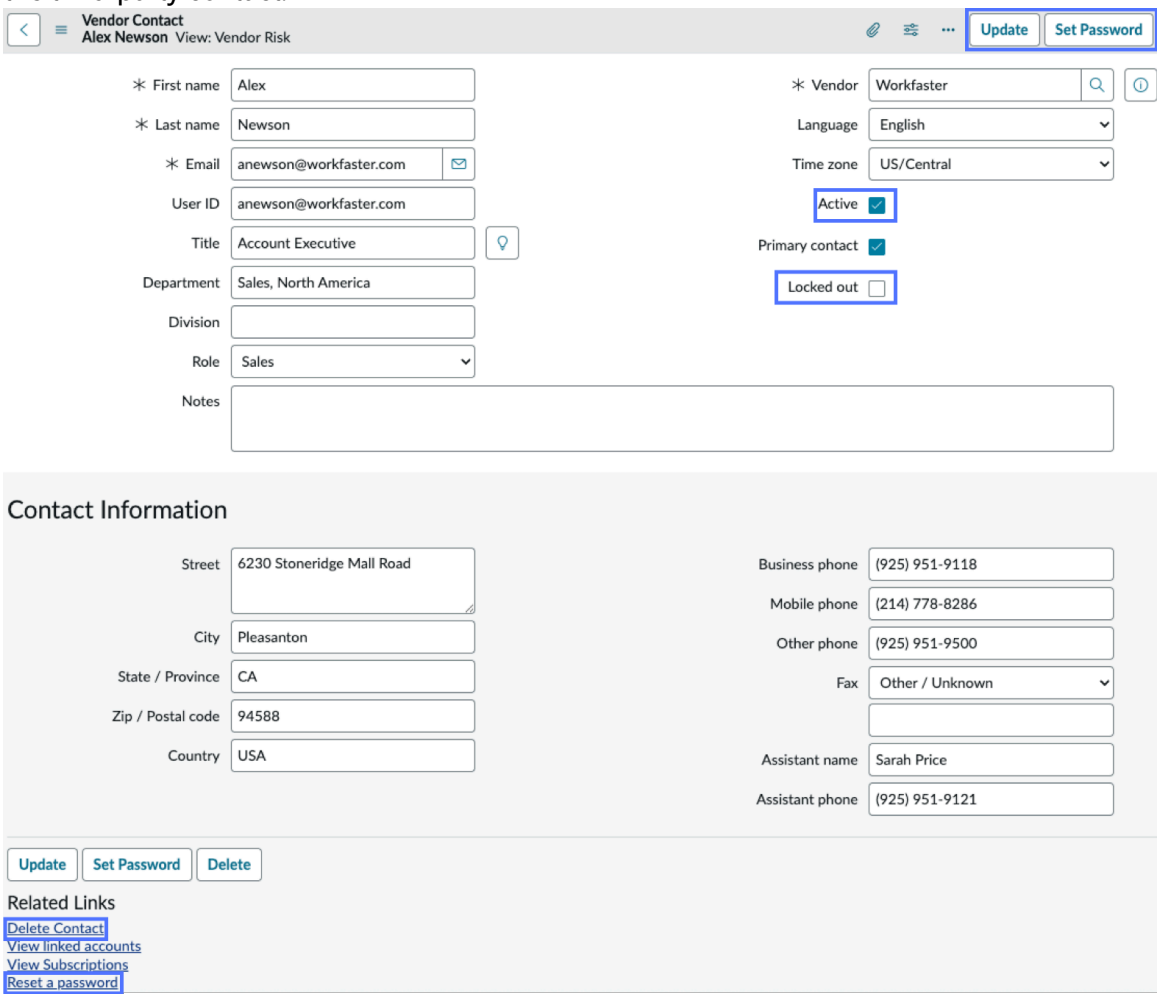
Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Third Parties** > **Third-party Contacts** to view your existing third-party contacts.

   The number of contacts is listed for each third party on the third-party contacts page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. Select the third party that you want to view the list of associated contacts for and then select the third-party contact.



3. **Optional:** Manage the access to the portal for your third-party contacts.

4. Select **Update**.

Note:
For more information on setting up third-party contacts, see Set up third-party contacts and Enable email with third-party contacts.

E-signatures on questionnaires or document requests

Questionnaires or document requests might require electronic signatures of third-party contacts and/or reviewers.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_risk_manager or sn_vdr_risk_asmt.vendor_assessor

About this task

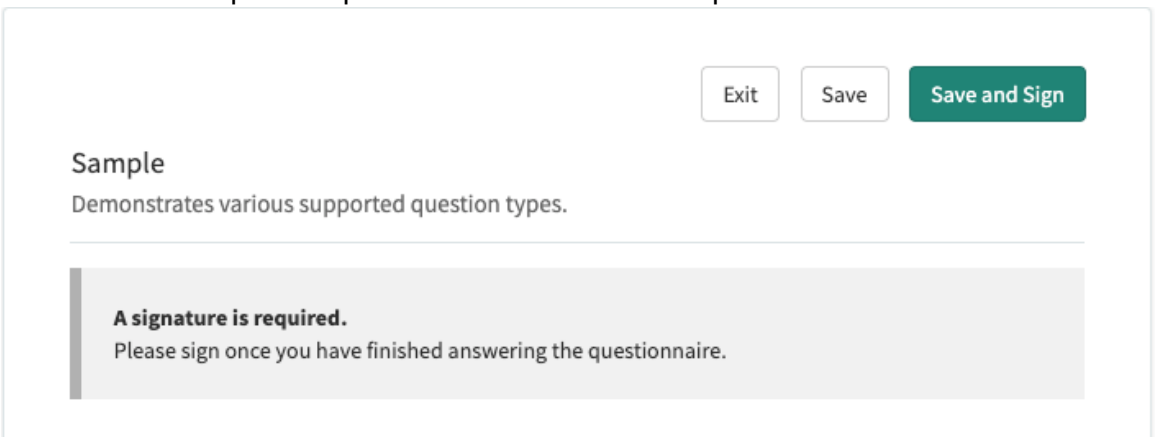
After a questionnaire or document request has been submitted to the third party, the Third-party Risk (TPR) manager or TPR assessor receives an email notification that includes a link to the record.

Note:
The signature feature isn't supported for SAE questionnaires.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

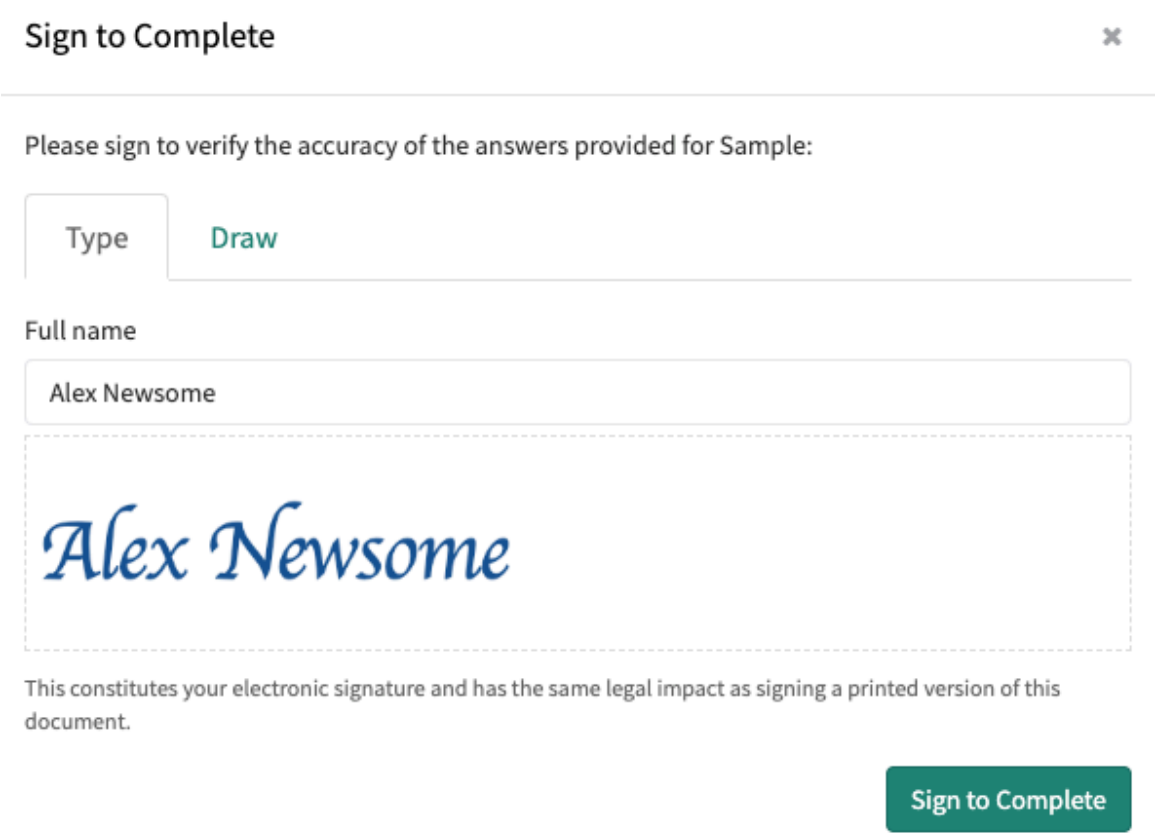
Procedure

1. Select the link to open the questionnaire or document request.

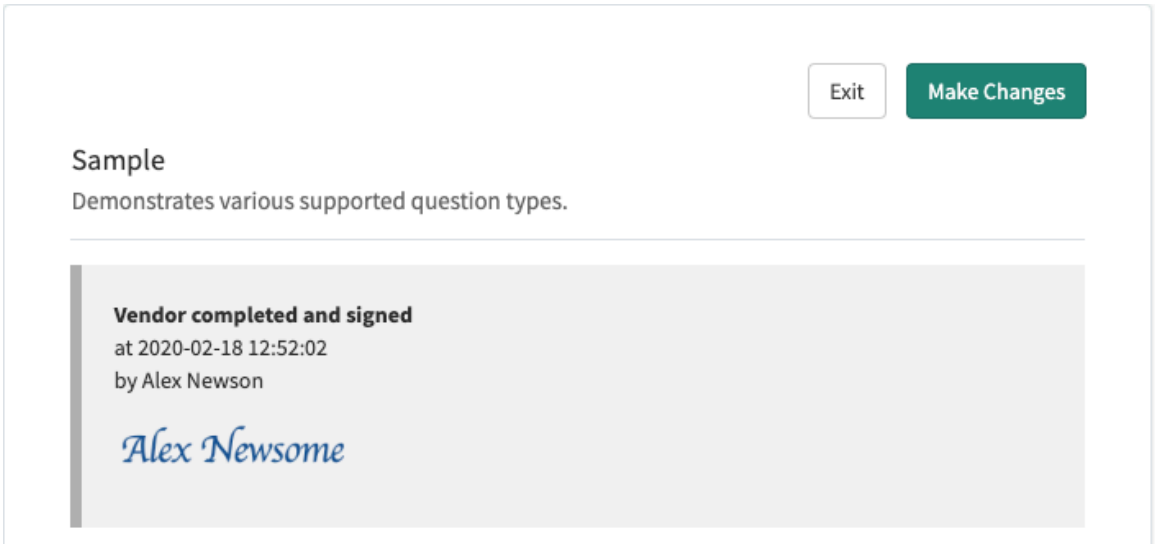


Note:
Notice that a signature is required for the **Sample** questionnaire. Open the questionnaire that requires a signature.

2. Complete the questionnaire or document request, and, when you have answered the questions, select **Save and Sign**.
3. Use the **Type** tab to enter your name or use the **Draw** tab provide a free-form signature and then select **Sign to Complete**.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. To update the questionnaire or document request in any way, select **Make Changes**.
   The signature is removed and you must sign again after making the changes.
5. After you have completed and signed the assessment, select **Exit** and then repeat the process for any additional questionnaires or document requests in the assessment.
6. When you have completed all questionnaires or document requests in the assessment, select **Submit Assessment**.

> **Note:**
> You cannot submit an assessment until all items that require e-signatures have been signed.

Result
The state of the assessment changes to **Response Received**, and risk scores are calculated.

Upload and manage documents in the third-party portal

Use the third-party portal to upload and manage documents for assessments, engagements, issues, and tasks in Third-Party Risk Management (TPRM).

Before you begin
Role required: Primary contacts can complete all actions while secondary contacts must be assigned read and write access.

About this task
Third parties and engagement owners can upload and manage documents directly in the portal. Uploaded documents can include contracts, policies, or compliance evidence and can be linked to assessments, engagements, and related tasks.

Procedure
1. Log in to the Third-party portal at `https://<myCompany>.service-now.com/svdp`.
2. Select the **Documents** tab, and then select **Create document** to upload a document.
3. On the form, fill in the fields.
   For descriptions of all these fields, see Create new document form.
4. Attach the document file.
5. Select **Submit** to save the document record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If the file upload fails, check the file size and format restrictions and retry. If permissions prevent upload, request access from the engagement owner.

6. When managing documents, you have the following actions available.

Related topics

Document Management system in Third-party Risk Management

Create a document record

Create new document form

TPRM and the Explicit Roles plugin

Activating the Third-party Risk Management plugin also installs the Explicit Roles plugin. Administrators assign the snc_internal and snc_external roles to provide internal and external users access to the instance.

When third-party contacts are created, they are automatically assigned the snc_external role, giving them access to resources related to the Third-party portal.

Various tables provide role-based access to record by setting the **Roles** field. If the **Roles** field is empty, all users have access to that record. For example, if the **Roles** field for a Service Catalog item has an empty **Roles** field, all users have access to that Service Catalog item.

However, when the Explicit Roles plugin is installed, the **Roles** field is updated to **snc_internal**. Also, all users are given the snc_internal role. Continuing with the previous example:

- Before installing the Explicit Roles plugin, if a Service Catalog item had an empty **Roles** field, it was accessible to every user.
- After installing the Explicit roles plugin, the **Roles** field of the Service Catalog item is updated to snc_internal and all existing users are given the snc_internal role, making the catalog item accessible to those users.
- After that, all new users must be assigned the snc_internal role, or they will not have access to that Service Catalog item.

The following table describes the changes to tables affected by the Explicit Roles plugin.

Tables affected by the Explicit Roles plugin

Table	Changes
Access Control [sys_security_acl]	For all existing and newly created ACLs without a role requirement, the snc_internal role is assigned.
Catalog item [sc_cat_item]	For all records where the **Roles** field is empty, the snc_internal role is added. If the glide.sc.use_user_criteria property is set to false, newly created catalog items are automatically assigned the snc_internal role. If the property is set to true, the SNC External user criteria is added to all newly created catalog items, excluding external users from viewing the record.
Page [content_page]	For sites that have a login page, where the **Read roles** field is empty, the snc_internal role is added. For sites that have no login page or that have automatically created content pages, the public role is added.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables affected by the Explicit Roles plugin (continued)

Table	Changes
Navigation Menu [sys_app_application]	For all records where the **Roles** field is empty, the snc_internal role is added. Newly created navigation menus with an empty **Roles** field are also automatically assigned the snc_internal role.
Overview Help Panel [sys_ui_overview_help_panel]	For all records where the **Roles** field is empty, the snc_internal role is added. Newly created overview panels with an empty **Roles** field are also assigned the snc_internal role.
Portal Page [sys_portal_page]	For all records where the **Read** roles field is empty, the snc_internal role is added. Newly created portal pages with an empty **Read roles** field are also automatically assigned the snc_internal role.
Processor [sys_processor]	For all records where the **Roles** field is empty, the snc_internal role is added. Newly created processors with an empty **Roles** field are also automatically assigned the snc_internal role.
Report [sys_report]	For all records where the **Roles** field is empty, snc_internal is added. Newly created reports that have an empty **Roles** field when sharing are also automatically assigned the snc_internal role.

Using a Microsoft Excel spreadsheet template for external questionnaires

Third parties and engagements can use a Microsoft Excel spreadsheet to respond to questionnaires by downloading the template, completing it, and importing the final version into the Third-party portal. This enables respondents to provide information outside the third-party portal.

Downloading the questionnaire template

You can access the questionnaire template through the Vendor Management Workspace, Classic user interface, or through the third-party portal.

If you have the Third-party risk (TPR) assessor [sn_vdr_risk_asmt.vendor_assessor] or TPR manager [sn_vdr_risk_asmt.vendor_risk_manager] role, you can download the questionnaire template by navigating to the questionnaire you want and selecting **View responses**. For more information on the questionnaire template process, see Respond using a Microsoft Excel template.

To view a questionnaire using the Classic user interface, select **All** > **Self-Service** > **Third-party risk management** > **External risk assessments** > **All open**, select the assessment you want, and then select **View responses** next to the questionnaire you want in the Questionnaire related list. After the questionnaire page has opened, select the Download Excel template link.

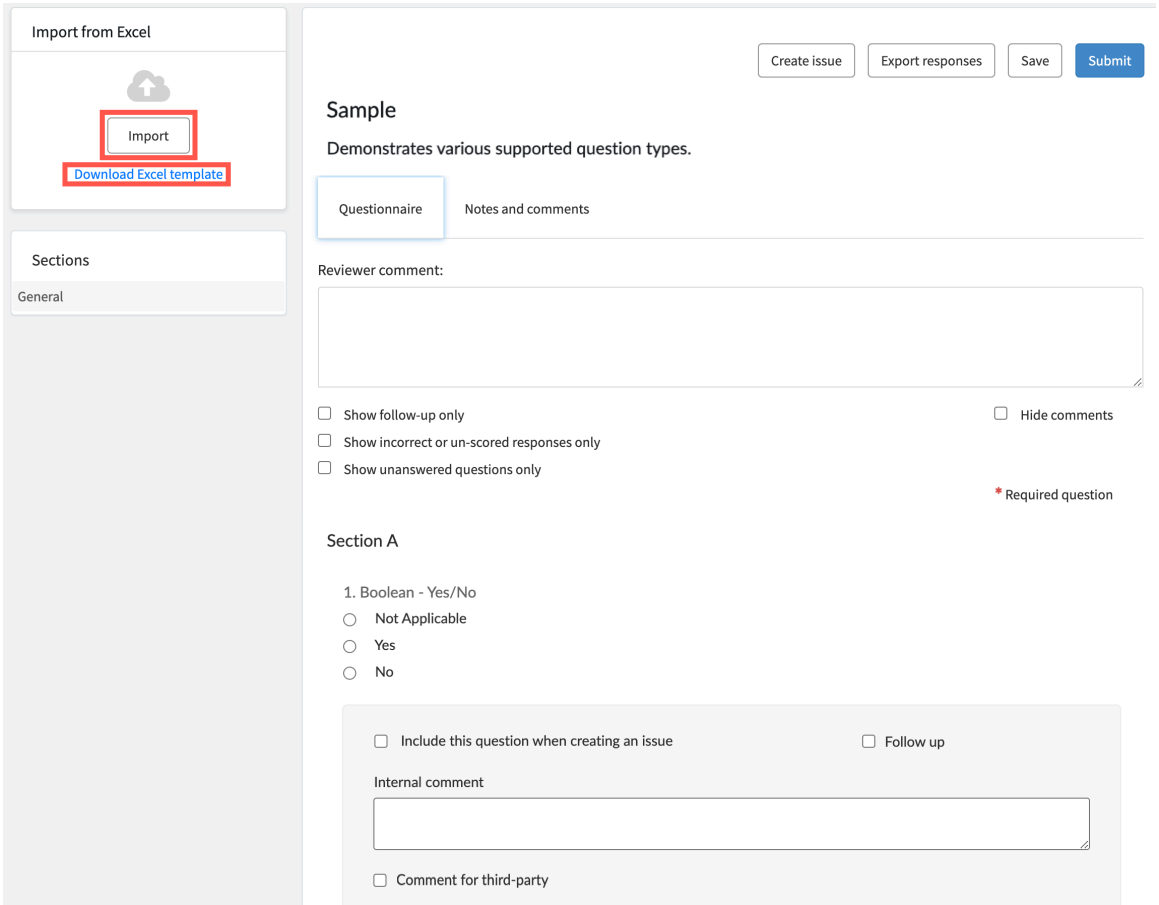
To view a questionnaire using the Vendor Management Workspace, select **Workspaces** > **Vendor Management Workspace**, select the list icon and then navigate to **External risk assessments**. After choosing the assessment you want, navigate to the Questionnaires and document requests section of the Risk overview tab and select the questionnaire you want. After the questionnaire page has opened, select the Download Excel template link.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
As TPR assessor or TPR manager you can submit a questionnaire after completing this process on behalf of a third party or engagement contact if the **Allow assessors to answer/edit questionnaires for third-party contacts** property (*sn_svdp.allow_assessor_edit*) is active. For more information on configuring this property and responding to questionnaires, see Configure TPRM properties, Respond to a questionnaire for a third party or engagement, and Review responses to external questionnaires.

The following example shows the questionnaire page.

Sample questionnaire example



Important:
The questionnaire template is downloaded in the .xlsx format and after being completed must be uploaded in the same format.

Completing the questionnaire template

You can view the instructions for filling out the template by navigating to the **Instructions** tab in the questionnaire template file. To add question data for each section of the questionnaire, go to the corresponding tab. Each tab is named after its section and contains the relevant question data.

Important:
You must follow the instructions for each question type and column entry. Entries in the Question Details, Depends on, and Required when columns must match the tag, question name, or action being referenced. Validation for the questionnaire template is limited.

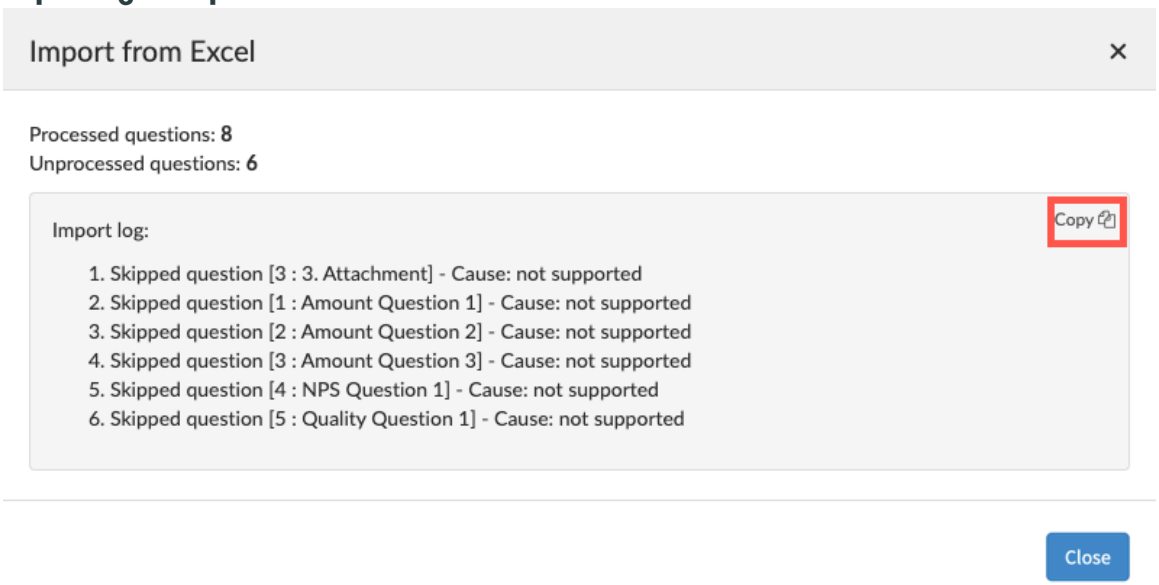
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Importing the questionnaire template

Import a completed questionnaire by selecting Import and then selecting the file from your file browser. A dialog box shows the progress status for your questionnaire template as answers are imported. After the import is complete, you can review the results and select **Copy** to copy the import log to your clipboard if applicable. Review the import log and correct any errors before attempting to upload the updated template.

The following example shows the dialog box and import log.

Import log example



Limitations

The questionnaire template has the following limitations and requirements.

- Don’t modify the structure or formatting of the document; only make selections or enter content as instructed.
- Not all question types have validation, so some of your responses might not be checked for correctness or completeness.
- Answer all mandatory questions; leaving them unanswered can result in an incomplete submission.
- Complete certain question types, including Attachment, Reference, Image Scale, and Template, in the ServiceNow instance or with the help of a third-party representative, as the template doesn’t support them.
- Follow the additional conditions specified in the Required When column for conditional questions, which depend on your answers to previous questions, as indicated in the Depends On column.
- Review the Question Details column carefully, as it provides additional context or information about the questions.
- Disable any filters in the questionnaire template to help ensure you see and answer all questions, as filters can hide questions.
- Avoid modifying or distributing the document without authorization, as this violates the copyright agreement and can result in penalties for you or your organization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information about questionnaire template requirements, see the **Instructions** tab in the questionnaire template file.

For instructions that you can send to third-party contacts, see Respond using a Microsoft Excel template.

Note:
Due to license restrictions, you can't download Shared Assessments Standardized Information Gathering (SIG) questionnaire templates. For more information about using SIG questionnaires, see Using the SIG questionnaire for a risk assessment.

Respond using a Microsoft Excel template

Use a Microsoft Excel template to respond to questionnaires by downloading the template, completing it, and importing the final version into the Third-party portal. The Microsoft Excel questionnaire template contains instructions for filling out the template.

Before you begin
Role required: vendor_contact

About this task
The Microsoft Excel questionnaire template enables third-party and engagement contacts to provide information outside the third-party portal, streamlining the due diligence process. For more information, see Using a Microsoft Excel spreadsheet template for external questionnaires.

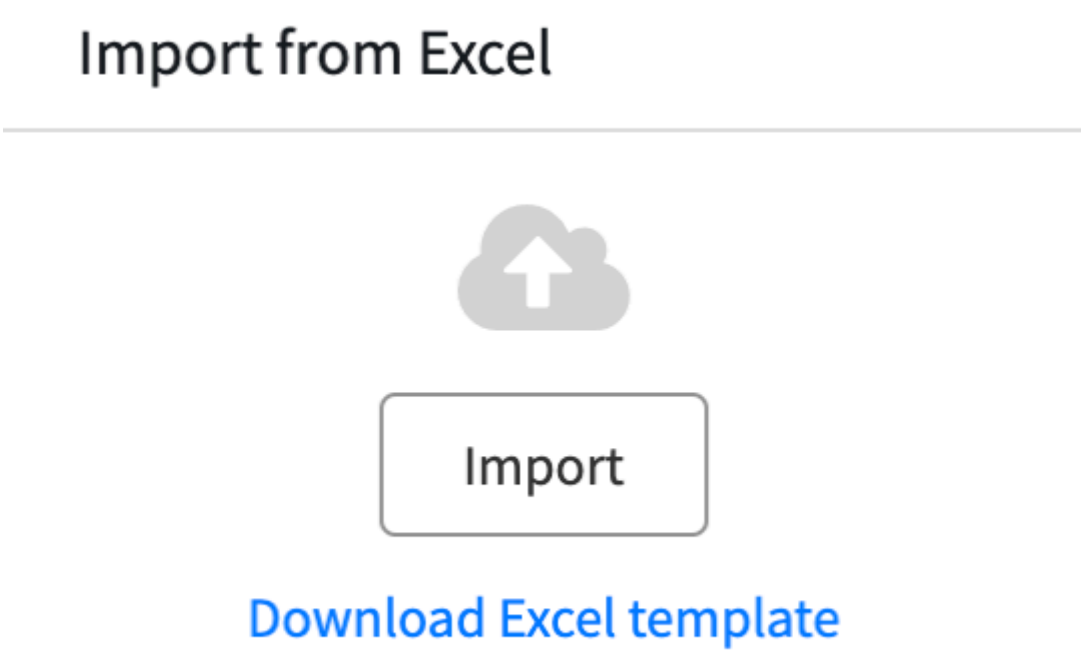
Procedure

1. Log in to the Third-party portal at `https://<myCompany>.service-now.com/svdp`.
2. Select the **Assessments** tab, and then select the assessment and questionnaire you want to respond to.
3. Select the Download Excel template link.
   The system generates a template file and it's automatically downloaded. Downloaded files use the following file naming convention: `<questionnaireName_id>.xlsx`
4. Fill out the template according to the instructions.
   You can view the instructions for filling out the template by navigating to the **Instructions** tab in the template file. To add question data for each section of the questionnaire, go to the corresponding tab. Each tab is named after its section and contains the relevant question data.

   Important:
   You must follow the instructions for each question type and column entry. Entries in the Question Details, Depends on, and Required when columns must match the tag, question name, or action being referenced. Validation for the questionnaire template is limited.

5. Upload a completed questionnaire by selecting **Import** and then select the file from your file browser.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



A dialog box shows the progress status for your questionnaire template upload. After the upload is complete, you can review the results.

6. Review the results and select **Copy** to copy the import log to your clipboard if applicable.
7. Select **Close**.
   a. Review the import log and correct any errors in the Microsoft Excel questionnaire template.
8. Repeat the steps 5 through 7 until all errors are resolved.
   The questionnaire template has been successfully uploaded and the questionnaire is now updated with all the question data from the complete questionnaire template.
9. Select **Submit**.
   The complete questionnaire is now available for review by the requester.

Using the SIG questionnaire for a risk assessment

Third parties can use the Shared Assessments Standardized Information Gathering questionnaire (SIG) to provide assessment documentation in the Third-party Risk Management application. The third-party contact can upload the pre-filled SIG spreadsheet or respond to a form-based questionnaire that is imported to the instance.

Supported SIG versions

TPRM supports the current SIG version and prior versions up to 2021. The following SIG versions are supported:

- SIG Full 2024, 2023, 2022, and 2021
- SIG Core 2024, 2023, 2022, and 2021
- SIG Lite 2024, 2023, 2022, and 2021

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
SIG 2020 versions are available for reactivation. SIG 2020 versions are deactivated by default.

Important:

The base system includes sample SIG questionnaires. These questionnaires don't provide the correct answers. The templates provided by the Shared Assessments service don't include the correct answers. You have to determine the correct and wrong answers.

Yes-or-no questions in the sample SIG questionnaires don't include scoring logic. By default, all Yes answers in the samples are graded as correct. You must configure the logic for your own needs.

SIG Limitations

Your third party might run into the following issues when using a SIG:

- If a third party uploads a version prior to the earliest supported SIG, all responses for matching questions are imported and any non-matching questions are imported with empty responses for the third party to answer later.
- If a third party attempts to load the data from a version of SIG that is older than the current version, some questions might not be mapped or parsed correctly (for example, if you load data for SIG 2021 full on SIG 2022 full).
- Loading a version of SIG prior to 2021 isn't supported.

Note:
For more information about using the GRC: SIG Questionnaire Integration plugin, see Standardized Information Gathering (SIG) Questionnaire Integration, Install the GRC: SIG Questionnaire Integration, and Verify the SIG Questionnaire Integration in Third-party Risk Management.

For instructions that you can send to third-party contacts, see Respond using the SIG.

Respond using the SIG

Use the Shared Assessments Standardized Information Gathering questionnaire (SIG) to provide assessment documentation on the third-party portal. You can upload the pre-filled SIG spreadsheet or import a form-based questionnaire.

Before you begin
Role required: vendor_contact

About this task
TPRM supports the current SIG version and prior versions up to 2021. The following SIG versions are supported:

- SIG Full 2025, 2024, 2023, 2022, and 2021
- SIG Core 2025, 2024, 2023, 2022, and 2021
- SIG Lite 2025, 2024, 2023, 2022, and 2021

Note:
SIG 2020 versions are available for reactivation. SIG 2020 versions are deactivated by default.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you upload a version prior to the earliest supported SIG, all responses for matching questions are imported and any non-matching questions are imported with blank responses for you to answer later.

Important:
If you attempt to load data from a version of SIG that is older than the current version, some questions might not be mapped or parsed correctly (for example, if you load data for SIG 2022 full on SIG 2023 full). You can't load a version of SIG prior to 2021.

Procedure

1. Log in to the Third-party portal at `https://<myCompany>.service-now.com/svdp`.
2. Upload a completed questionnaire or complete the questionnaire.
3. Submit the SIG questionnaire on the Third-party portal.
   The complete SIG questionnaire is now available for review by the requester.

Using risk intelligence reports and scores

Request risk intelligence reports or scores directly from your external risk intelligence content providers by using the Third-party Risk Management application. This information can be requested and managed based on the importance or risk level of the individual third party.

Risk intelligence overview

Risk intelligence providers are companies that specialize in analyzing and generating risk scores for various third-party risk domains. These providers offer services that are similar to personal credit scoring systems, delivering data that helps organizations assess third parties.

If you have the third-party risk (TPR) assessor [sn_vdr_risk_asmt.vendor_risk_assessor] and are the due diligence request owner or the TPR manager [sn_vdr_risk_asmt.vendor_risk_manager] role, you can use the TPRM application to request scores or reports for third parties by using the risk intelligence request form. After the reports and scores are generated by the risk intelligence provider, the links to these reports are delivered and associated with that risk intelligence report record.

The information in these reports can cover various topics, including the geopolitical risks, economic stability, industry-specific trends, and regulatory changes that could affect your third-party interaction. You can order different types of reports, such as credit risk reports, compliance reports, strategic risk reports, and more, for your specific risk management program requirements.

Setting up risk intelligence providers and request types

If you have the TPR assessment reviewer [sn_vdr_risk_asmt.vendor_assessment_reviewer] role, you must register the providers and set up both the providers and request types in the Third-party Risk Management application before you can request a report. For more information, see Register a risk intelligence provider, Set up a risk intelligence provider service, and Set up a request type for a provider.

Note:
You can request risk reports for third parties but not for engagements.

Requesting risk intelligence

As a TPR manager [sn_vdr_risk_asmt.vendor_risk_manager], TPR assessor [sn_vdr_risk_asmt.vendor_risk_assessor] that is the due diligence request owner, or contract

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

negotiator [sn_vdr_risk_asmt.contract_negotiator] that is assigned to the due diligence request, you can request a Risk Intelligence Report (RIR) or score to gain insight on how trustworthy a particular third party can be. You would follow this process to request risk intelligence reports or scores:

1. Fill out the RIR request form. An RIR request can be associated with a third party or due diligence request. When you associate a RIR request with a due diligence request, reviewers and approvers can more easily access all the related activity, scores, reports, and details through the **Risk Intelligence report request** tab in the Vendor Management Workspace[var.vendor-management-ws]. For more information, see Request a risk intelligence report and Request a risk intelligence report associated with a due diligence request.

   Note:
   If you want to associate an RIR request with a due diligence request, it must be after the inherent risk questionnaire (IRQ) has been completed (that is, when the due diligence request has entered the IRQ in progress state).

2. The TPR manager [sn_vdr_risk_asmt.vendor_risk_manager] and their team reviews the request.
3. The TPR manager [sn_vdr_risk_asmt.vendor_risk_manager], TPR assessor [sn_vdr_risk_asmt.vendor_risk_assessor] that is the due diligence request owner, or contract negotiator [sn_vdr_risk_asmt.contract_negotiator] that is assigned to the due diligence request can submit it if it's approved. After the request has been submitted and has entered the Order pending state, all fields in the Risk intelligence report request section are read-only to help to prevent incorrect orders from being submitted to the provider.

   Note:
   The TPR manager, TPR assessor, or contract negotiator can cancel a RIR request while the request is in the Open or Order pending state. An RIR request can also be canceled if the report is no longer needed due to new information that impacts the third party or some other change.

4. After the reports and scores are generated by the risk intelligence provider, the links to these reports and the scores are delivered and associated with the risk intelligence report request. The RIR request then enters the Closed complete state.

For more information on RIR requests and their process states, see Risk intelligence report requests management.

Note:
You can't have multiple RIR requests with the same provider, request type, or third party. For example, if you have already associated an RIR request with a third party, you can't request the same report from the same provider as part of a due diligence request for an engagement. This process helps with preventing duplicate orders from being submitted to the provider.

You can manually add scores to third parties and use the Risk intelligence scores related list to review the background information on the existing scores for a third party. For more information, see Add a risk intelligence score to risk data for a third party.

Tracking sanctions-related information

By tracking sanction-related information about your third parties, you can check if that third party is involved in any activities that are prohibited or restricted by government sanctions or regulations. Logging and updating sanctions-related information for third parties keeps your team informed as you review and approve a due diligence request as part of your third-party risk

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

program. For more information about tracking sanctions-related information, see Track sanctions-related information.

Request a risk intelligence report

Request a risk intelligence report (RIR) or score to gain insight on how trustworthy a particular third party can be using the Third-party Risk Management application.

Before you begin

You must set up and register all risk intelligence providers and set up request types so that they're available as selections in the risk intelligence report form. For more information, see Register a risk intelligence provider, Set up a risk intelligence provider service, and Set up a request type for a provider.

Role required: sn_vdr_risk_asmt.vendor_risk_manager

About this task

You can order different types of risk intelligence reports such as credit risk reports, compliance reports, strategic risk reports, and more for your specific risk management program requirements.

Note:
There can only be one active request of each type for a third party. For example, if Workfaster has already requested a Level 1 report, they can't request another Level 1 report while the first one is still being processed.

Procedure

1. Navigate to **All** > **Self-Service** > **Third-party Risk Management** > **Risk Intelligence Provider Setup** > **Report Requests**.
2. Select **New**.
3. On the form, fill in the fields.

   For descriptions of all these fields, see Risk intelligence report request form. To create a risk intelligence report request that is associated with a due diligence request, see Request a risk intelligence report associated with a due diligence request.
4. **Optional:** In the Sanction section of the form, enter any sanctions-related information. For information on how to track sanctions screening information, see Track sanctions-related information.
5. Select **Save**.

   The system opens to the third-party risk RIR request. For each risk intelligence request, the system auto-assigns a unique ID number that starts with the text RIR. Use this ID to track your request. You can add attachments and start a discussion with your team from this page.
6. Select **Submit request**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The RIR request has been submitted to the provider.

Note:
You can create a risk intelligence request through the third-party record page with the following actions.

a. In Vendor Management Workspace, select the list icon and then navigate to **All third parties**.
b. Select the relevant third party to get to the third-party record page.
c. On the **Risk Intelligence report request** tab, select **New** and specify the **Provider** and **Request type**.
d. Select **Save**.
e. Select **Submit request**.

You have submitted the RIR request to the provider.

Request a risk intelligence report associated with a due diligence request

Request a risk intelligence report (RIR) or score to gain insight on how trustworthy a particular third party can be as part of the due diligence request process by using the Third-party Risk Management application. By associating your RIR request with a due diligence request, all activity, scores, reports, and details are available for you to see.

Before you begin

You must set up and register all risk intelligence providers and set up request types so that they're available as selections in the Risk intelligence report request form. For more information, see Register a risk intelligence provider, Set up a risk intelligence provider service, and Set up a request type for a provider.

Role required: sn_vdr_risk_asmt.vendor_assessor that is the due diligence request owner, sn_vdr_risk_asmt.vendor_risk_manager, or sn_vdr_risk_asmt.contract_negotiator assigned to the due diligence request.

About this task

You can order different types of risk intelligence reports such as credit risk reports, compliance reports, strategic risk reports, and more for your specific risk management program requirements.

Note:
There can only be one active request of each type for a third party. For example, if Workfaster has already requested a Level 1 report, they can't request another Level 1 report while the first one is still being processed.

Procedure

1. Navigate to **Workspaces** > **Vendor Management Workspace**.
2. Select the list icon and then navigate to **Due diligence requests** > **All requests**.
3. Navigate to the Due diligence request record page by selecting the relevant **DDR** number.
4. On the **Risk Intelligence report request** tab, select **New** and specify the **Provider** and **Request type**.

   For descriptions of all these fields, see Risk intelligence report request form.

5. **Optional:** In the Sanction section of the form, enter any sanction-related information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For information on how to track sanctions screening information, see Track sanctions-related information.

6. Select **Save**.

   The system opens to the Third-party risk intelligence request. For each risk intelligence request, the system auto-assigns a unique ID number that starts with the text RIR. Use this ID to track your request. You can add attachments and start a discussion with your team from this page.

7. Select **Submit request**.
   You have submitted the RIR request to the provider.

Track sanctions-related information

Track sanction-related information as part of requesting risk intelligence reports and scores by using the Third-party Risk Management application. Logging and updating sanctions-related information for third parties keeps your team informed as you conduct due diligence as part of your third-party risk program.

Before you begin

Role required: sn_vdr_risk_asmt.vendor_assessor that is the due diligence request owner, sn_vdr_risk_asmt.vendor_risk_manager, or sn_vdr_risk_asmt.contract_negotiator assigned to the due diligence request

Procedure

1. Navigate to **All** > **Self-Service** > **Third-party Risk Management** > **Risk Intelligence Provider Setup** > **Report Requests**.
2. Select the RIR number that you want.
3. On the form, specify if the third party is sanctioned by selecting **Yes** or **No** and fill in the fields. For descriptions of all these fields, see Risk intelligence report request form.
4. Select **Update**.
   The sanctions-related section of the RIR request has been updated.

Third-party Risk Management reference

Reference topics provide detailed descriptions of tables, properties, forms, and roles that are installed with the Third-party Risk Management application.

Terminology

Learn more about the key concepts and terms that are used in the TPRM application.

Third, Fourth, and nth parties

A third party is any organization or individual that you've interacted or entered into a business relationship with. Third parties can have subsidiaries and can contract with fourth parties. For example, departments are subsidiaries. A fourth party can contract with further parties (referred to as nth parties—fifth, sixth, and so on). All downstream parties (fourth through nth parties) carry risk in the same ways as third parties.

A vendor provides the goods or services that you use to produce or deliver your own goods or services. All vendors are third parties, but not all third parties are vendors. Here's a list of some other types of third parties:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Suppliers
- Affiliates
- Counterparties
- Consultants
- Partners
- Professional services
- Advisers
- Franchises
- Dealers
- Resellers
- Distributors
- Customers
- Clients
- Outsourced staff

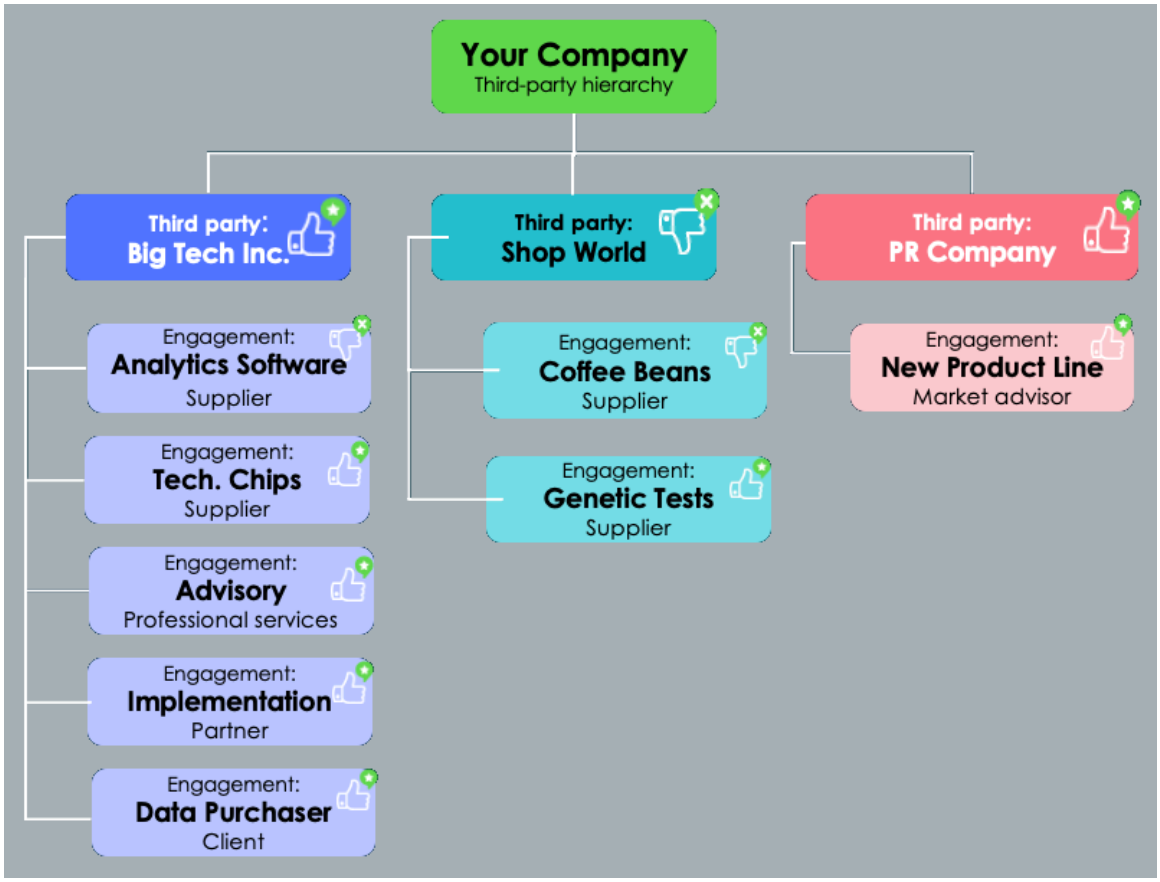
Engagements

An engagement is the informal or contracted relationship that you intend to form with a third party that could potentially expose your organization to risk. The engagement outlines the services or products to be provided by the third party and other details of the relationship. These details can include the terms of payment, confidentiality requirements, and the duration of the relationship.

You can assess each engagement by using internal and external assessments. The issues, tasks, internal assessments, and external assessments are associated with the engagements.

In this example, Your Company interacts with three third parties and manages several engagements among them.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The particular third-party engagements that you might have depend on your industry, size, and operational requirements. Each engagement brings its own set of risks and requires appropriate risk management measures (due diligence) to protect your interests.

- For a detailed discussion and an example, see Why you might have several engagements with a single third party.
- For a list of the kinds of engagements that you might perform, see Types of engagement with third parties.

Subsidiaries

A subsidiary is an organization owned or controlled by the third party and is considered part of the third party's organization. They're typically managed as part of the third party's risk profile. They're different from fourth to nth parties which have contracts with a third party and aren't owned or controlled by that third party.

Risk assessment for subsidiaries is the same as for other third parties. The risk ratings of the subsidiaries contribute to their controlling third party's score.

IRQ—the Inherent Risk Questionnaire

During the internal assessment process, internal employees in your organization answer questions in the IRQ. These responses help with assessing the inherent risk that is associated with engaging with a third party. An inherent risk refers to the level of risk before implementing any risk mitigation measures. An IRQ supports the following activities:

Determining risk factors

- The nature of the services provided by the third party.
- The sensitivity of the data involved.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The geographic location of the third party.
- The overall security posture of the third party.

Determining scoring or rating

Responses to the questionnaire are often scored or rated to help quantify the inherent risk that is associated with the third party. This scoring system can aid in prioritizing risk management efforts.

Decision making

The results of the IRQ are then used in the decision-making process. Third-party Risk (TPR) administrators and managers can configure IRQs to send out specific external assessment (due diligence) questionnaires to the third parties based on the specific responses to questions.

- Should you engage with the third party?
- What level of due diligence is required?
- What specific risk mitigation measures should you implement?

Ongoing due diligence

The IRQ may also be part of ongoing management, with periodic reassessments to account for changes in the third party's operations, security practices, or other relevant factors.

Due diligence (DD)

Due diligence is the process of conducting a thorough investigation or examination of the integrity, reputation, financial stability, legal compliance, operation capabilities, supply chain, and other relevant factors of a potential business partner, supplier, or vendor. Conducting due diligence on third parties is a crucial component of your comprehensive third-party risk program. You conduct due diligence to become aware of the risks that are associated with a third party so that you can confidently decide how to form your relationship. Use due diligence workflows to onboard new engagements or to reassess or retire any existing engagements. Due diligence workflows include gathering information through internal assessments, external assessments, and risk intelligence. All the scores from these steps are analyzed by the third-party risk managers to decide whether to onboard, reassess, or retire an engagement. Due diligence also has an optional contract negotiation process before closing the due diligence workflow.

See Why you conduct due diligence and Types of due diligence.

Third-party risk assessments

A third-party risk assessment (TPRA) is a set of questionnaires that you can send to third-party contacts or internal users to assess the third-party and engagement risks. An assessment that you send to internal users are categorized as an internal assessment. An assessment that you send to a third-party contact is called an external assessment.

Use an internal assessment to calculate the third party and engagement tiers. The classification that you use to identify the internal questionnaires in the questionnaire templates table is the Inherent Risk Questionnaire template [irq_template]. You can automatically attach the required questionnaires for external assessments according to the responses that you receive from the internal assessments. You can configure this option in a questionnaire to question mapping table [sn_tprm_dd_m2m_question_to_questionnaire].

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use an external assessment to assess the risks that are associated with the third party and engagement according to the third-party contact responses that you receive. The risk ratings from an external assessment are calculated at the assessment level by using all the questionnaires that are attached to the assessment. These assessment ratings are aggregated and rolled up to the third parties and engagements. The aggregation is either MIN, MAX or AVG and can be configured in a scoring setup. Third-party contacts (external users) from the third-party portal `https://<myCompany>.service-now.com/svdp` respond to these external assessments.

For more information on scoring, see Scoring calculations using the classic assessment engine.

Risk intelligence providers

Risk intelligence providers generate risk scores for a variety of third-party risk domains. Your organization can purchase services from providers that return data that is analogous to personal credit scores. The scores provide insight on how trustworthy and safe a particular third party can be.

See Integrating scores from risk intelligence providers.

Risk intelligence scores

Risk intelligence scores are numerical assessments that evaluate the level of risk associated with a particular organization. These scores are generated by risk intelligence providers who collect and analyze a wide range of data sources. Scores can come in any form be it ratings or numbers. The system maps the score value to the appropriate TPRM rating. These scores can help your organization make informed decisions about engaging with third parties, managing compliance, and mitigating potential risks. Risk intelligence scores are available for third parties as of the Washington DC release. The risk ratings are calculated by the scoring rules that are associated with the engagement in the scoring setup.

Third-party scores

Third-party scores are numerical assessments that are an aggregate of your risk intelligence scores and scores determined by external assessments (engagement questionnaires, and third-party risk questionnaires).

These scores help organizations make informed decisions about selecting and managing their third-party relationships, enabling alignment with their risk tolerance and compliance requirements. By assessing third-party scores, organizations can identify potential risks, prioritize due diligence efforts, and implement appropriate risk mitigation strategies.

Risk rating components

A component is the entity for which you can assess risk. The base system includes engagements, external monitoring, subsidiaries, and third-party risk assessments. Risk is calculated for each component and then the risk is aggregated and rolled up to calculate a third-party risk rating.

A component criteria is the definition of how a component is going to be used by a third party. A component criteria is a group of components that should apply to a particular type of third party or engagement.

Note:
You can't add new components or modify existing ones. You can, however, define the criteria (in terms of scoring method and weight) to be used to assess the components.

A risk area or domain defines the type of risk to assess for a third party. This is typically aligned to the area/domain in which the third-party operates or for which they provide a product/service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For example, you might want to assess a data-management third party in terms of security risk and a bank in terms of financial risk.

A risk area criteria is the definition of how risk areas are going to be used by a Third party is defined in the risk area criteria. A third-party risk area criteria is a group (or grouping) of risk domains or areas that may apply to a particular type of third party. For example, security, financial, and reputational risk domains may be grouped into a risk area criteria that should apply for any third party. One can better understand and mitigate the risks that a third party poses to your organization by identifying the domains of their business to assess for risk and quantifying the importance (weight) of each domain.

Scoring rules

A scoring rule provides the mechanism to apply component criteria and risk area criteria to a third-party and a risk area criteria for an engagement.

For a third party, the component criteria determine which specific components are applicable and the relevant scoring method for each component. These components may include geographic location, overall security posture, and results from internal and external assessments. The scoring methods for these components are configured in the scoring setup. For example, internal assessments for geographic location and overall security posture are part of the internal assessment process, while external assessments use methods like MIN, MAX, or AVG to calculate risk ratings. Additionally, risk intelligence scores from external providers are mapped to appropriate ratings and combined with the external assessment scores to form the overall third-party score.

For a third party, the risk area criteria determine which specific risk areas (or domains) are applicable and the relevant scoring method for each risk area.

These risk areas may include:

- Data breaches
- Downtime
- Compliance violations
- Supply chain disruption
- Counterfeit parts
- Regulatory compliance issues
- Hidden ownership
- Reputational risk
- Financial risk

The scoring method for each risk area can be configured in the scoring setup and can be either MIN, MAX, or AVG, depending on the organization's preference and the nature of the risk.

For an engagement, the risk area criteria determine the applicable risk areas or domains, which include:

- Geographic location
- Security posture
- Nature of services
- Data sensitivity
- Third-party elements

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The scoring method for a specific risk area can be configured as MIN, MAX, or AVG. This method aggregates the risk ratings from internal and external assessments to determine the overall third-party score.

Note:

For more information on assessment configuration and scoring, see Classic assessment configuration, Scoring calculations using the classic assessment engine, and Verifying scoring calculations using the classic assessment engine.

Third-party elements

Third-party elements are the external organizations that a third party or engagement relies on to provide goods, services, or support. These organizations can include vendors, suppliers, contractors, individuals, or any other external organization that has access to the third party or engagement's systems, data, or facilities. Any vulnerabilities or failures in these third-party elements can have a significant impact on the third party or engagement's operations, reputation, and security. By implementing these controls and addressing associated risks, organizations can enhance their ability to manage and mitigate the potential negative impacts of third parties and their third-party elements. Regularly reassessing and updating these controls is essential to adapting to changes in the business environment and regulatory landscape.

Here are some examples of Third-party elements and their associated controls and potential risks.

Datacenter

Facilities or locations where third parties or engagements outsource the storage, processing, and management of their data and IT infrastructure.

Controls:

- Vendor security assessments: Assess regularly the security measures and practices of third-party vendors providing services such as cloud hosting or data storage.
- Data encryption: Confirm that data stored in the datacenter is encrypted to protect it from unauthorized access.
- Access controls: Implement strict access controls to limit physical and virtual access to the datacenter facilities and servers.
- Incident response plan: Develop and maintain a comprehensive incident response plan to address any security incidents promptly.

Risks:

- Data Breaches: A breach in the third-party datacenter could lead to unauthorized access and compromise of sensitive information.
- Downtime: Reliance on a third-party datacenter puts the organization at risk of downtime if the service provider experiences technical issues.
- Compliance Violations: Failure by the datacenter to adhere to industry or regulatory compliance standards could lead to legal and financial consequences for the organization.

Manufacturing facility

Facilities or locations where third parties or engagements outsource the production or assembly of their products.

Controls:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Supplier Audits: Regularly audit and assess the security practices of suppliers providing critical components or services for the manufacturing process.
- Quality Assurance Standards: Enforce quality assurance standards for third-party suppliers to promote the integrity and safety of raw materials and components.
- Supply Chain Visibility: Maintain visibility into the entire supply chain to identify and address potential vulnerabilities.
- Contractual Agreements: Establish clear contractual agreements with suppliers outlining security requirements and consequences for non-compliance.

Risks:

- Supply Chain Disruption: Dependency on third-party suppliers exposes the organization to the risk of supply chain disruptions, impacting production.
- Counterfeit Parts: Inadequate controls on the supply chain may lead to the use of counterfeit or substandard components, compromising product quality.
- Regulatory Compliance Issues: Failure by suppliers to comply with regulatory standards can result in legal and regulatory consequences for the manufacturing facility.

Beneficial owners

Individuals who ultimately own or control an organization that is involved in a business relationship or transaction. These individuals may not be the registered or legal owners of the organization but have significant influence or control over its operations, decision-making, or financial affairs.

Controls:

- Due Diligence: Incorporate a robust due diligence process to identify and verify beneficial owners, including background checks, document reviews, and interviews where necessary.
- Contractual Obligations: Include clauses in contracts with third parties that require them to disclose any changes in beneficial ownership and confirm compliance with applicable laws and regulations.
- Monitoring and Reporting: Establish a system for ongoing monitoring of beneficial owners to detect any changes or developments that may impact the risk profile of the third party.
- Training and Awareness: Provide training to relevant staff on the importance of understanding and monitoring beneficial ownership, including red flags and reporting procedures.
- Regulatory Compliance Program: Develop and maintain a program that verifies compliance with all relevant laws and regulations related to beneficial ownership, including reporting and disclosure requirements.
- Escalation Procedures: Establish clear escalation procedures for cases where concerns or irregularities related to beneficial ownership are identified, promoting timely and appropriate action.

Risks:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Hidden Ownership: Beneficial owners might deliberately conceal their ownership, making it challenging to assess the potential risks associated with their influence on the third party.
- Reputational Risk: If the beneficial owners have a questionable reputation, involvement with them may harm the reputation of your organization.
- Regulatory Compliance: Failure to comply with regulations related to beneficial ownership reporting and transparency can lead to legal and regulatory consequences.
- Financial Risk: Beneficial owners with financial instability or involvement in fraudulent activities may pose financial risks to the third party and, consequently, to your organization.

Roles in Third-party Risk Management

Roles determine permissions and access in TPRM.

TPRM roles

Friendly name [role name]	Description	Contains roles
Third-party reader [vendor_reader]	Read access to third-party contact records.	None
Third-party editor [vendor_editor]	Create/update/delete third-party contact records.	None
Third-party assessment reviewer [sn_vdr_risk_asmt.vendor_assessment_reviewer]	View assessment and questionnaire data. In addition to viewing, they can leave comments on the following tables: • Tiering assessment • Internal assessment • External assessment • Third-party risk issues • Third-party risk tasks • Third-party risk due diligence request	Contains: • compliance_reader • risk_reader • task_editor • vendor_reader • sn_dora_accel.user • sn_smart_asmt.template_reader • sn_smart_asmt.assessment_reader
TPR assessor (Third-party risk assessor) [sn_vdr_risk_asmt.vendor_assessor]	• Includes all permissions of the Third-party assessment reviewer role plus: Manage third parties, third-party contacts, external risk assessments, and issues. • You can set the following options for the	Contains: • compliance_reader • vendor_assessment_reviewer • vendor_editor • vendor_reader • sn_dora_accel.manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Friendly name [role name]	Description	Contains roles
	`sn_svdp.allow_assessor_edit` property: ○ Enable TPR assessors to answer questions or modify responses in third-party questionnaires (default). ○ Enable TPR assessors to modify responses. ○ Don't enable TPR assessors to answer questions or modify responses. See Configure TPRM properties.	
TPR approver [sn_vdr_risk_asmt.approver]	Includes all permissions of the Third-party assessment reviewer role plus: approve IRQs.	Contains: • vendor_assessment_reviewer • sn_dora_accel.user
TPR manager (Third-party risk manager) [sn_vdr_risk_asmt.vendor_risk_manager]	Includes all permissions of the TPR assessor role plus: • Manage third-party assessment templates and scheduled assessments. • Manage engagements and engagement contacts. • Manage scoring rules for both third parties and engagements.	Contains: • vendor_assessor • sn_dora_accel.manager
TPR admin (Third-party risk admin) [sn_vdr_risk_asmt.vendor_risk_admin]	Includes all permissions of the TPR manager role plus: Create and edit the following items: • Third-party assessment templates • Risk tiering templates • Risk tier questionnaire templates • Third-party questionnaire templates	Contains: • vendor_risk_manager • assessment_admin • sn_dora_accel.admin • sn_smart_asmt.assessment_admin • sn_smart_imp_auto.automation_creator

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Friendly name [role name]	Description	Contains roles
	• Document request templates • Post assessment automation rules **Note:** All the templates include both classic and SAE templates.	
Contract risk negotiator [sn_vdr_risk_asmt.contract_negotiator]	Includes all permissions of the TPRA assessor role plus: Gives users in the legal department access to modify contract status and the start and expiration dates. You can add users with this role to the **Contract risk negotiators** user group. See Add users to groups based on responsibilities.	Contains: • vendor_assessor • sn_dora_accel.manager
[vendor_contact] • Called a third-party contact when responding to an external questionnaire/task/issue for a third party. • Called an engagement contact when responding to a questionnaire/task/issue for an engagement.	You assign the third-party contact role to users at the third-party organization whose risk is being assessed. Third-party contacts are assigned the snc_external role to give them access to resources and actions in the Third-party portal. **Important:** The third-party contact role should be used only for external contacts. The role prohibits access to your ServiceNow AI Platform instance and grants access only to the Third-party portal. You assign the **primary contact** responsibility to the third-party contact who can directly answer assessment questions or assign another contact at the third party to answer the questions. Primary	Contains: snc_external

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Friendly name [role name]	Description	Contains roles
	contacts can manage other contacts for the third party.	

Roles required for accessing the Digital resilience third-party registers

A user with one of the following roles can access the Digital resilience third-party registers related modules in the Vendor Management Workspace:

- TPRM DORA user [sn_dora_accel.user] role

  Third-party assessment reviewer and TPR approver contain this role.

- TPRM DORA manager [sn_dora_accel.manager] role

  TPR assessor and TPR manager contain this role.

- TPRM DORA admin [sn_dora_accel.admin]

  The TPR admin contains this role.

For more information on DORA related roles, see Roles installed with Digital resilience third-party registers.

Roles required for using Smart Assessment Engine

A user with one of the following roles can view templates in the Assessment Workspace:

- TPRM SAE template reader [sn_smart_asmt.template_reader] role

  Third-party assessment reviewer contains this role.

- TPRM SAE assessment reader [sn_smart_asmt.assessment_reader] role

  Third-party assessment reviewer contains this role.

A user with one of the following roles can respond to questionnaires in the Vendor Management Workspace, GRC portal, or Third-party portal.

- TPRM SAE internal assessment user [sn_vdr_risk_asmt.internal_assessment_responder]

  This is role is automatically assigned to an assigned IRQ assessor or internal assessment respondent.

  This role is required to respond to internal/IRQ assessment questionnaires using the GRC Portal.

  This role contains the following roles: sn_grc_business_user, canvas_user, and sn_smart_asmt.actor.

- TPRMSAE external assessment user [sn_vdr_risk_asmt.external_assessment_responder]

  This is role is automatically assigned to the assigned third-party contact.

  This role is required to respond to external questionnaires using the Third-party portal.

  This contains the role: sn_smart_asmt.actor.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A user with the TPRM SAE admin [sn_smart_asmt.assessment_admin] role can create SAE templates in the Configure domain separation for Vendor Management Workspace and Assessment Workspace.

Third-party admin contains this role.

A user with the sn_smart_imp_auto.automation_creator role can create post assessment impact automation rules.

Third-party admin contains this role.

Important:
The Third-party assessment reviewer [sn_vdr_risk_asmt.vendor_assessment_reviewer] role is the minimum role that you must have to view any template that is a member of the TPRM external questionnaire, TPRM external document request, TPRM internal tiering questionnaire, and TPRM internal IRQ purposes.

For more information on SAE related roles, see Roles in Smart Assessment Engine.

Related topics

Assign TPRM roles to users and user groups

Roles installed with Digital resilience third-party registers

Roles in Smart Assessment Engine

Unique ID numbers for TPRM records

When you create (or the system generates) a new record (for example, a request for due diligence or a task), the system auto-assigns a unique ID number that helps to identify the type of data in the record. You can use the ID number to search for or filter the item you want to work on.

Unique text prefixes for ID numbers that identify the type of record

- **Questionnaire requests**: When a questionnaire template is added to an assessment and sent out, the system generates assessment instances for each template. Each of these instances is automatically assigned a unique ID number that starts with the text AINST.
- **Contracts**: For each contract, the system auto-assigns a unique ID number that starts with the text C or CNTR.
- **Controls**: For each control, the system auto-assigns a unique ID number that starts with the text CTRL.
- **Due diligence requests**: For each due diligence request, the system auto-assigns a unique ID number that starts with the text DDR.
- **Engagement risk scoring rules**: For each engagement risk scoring rule, the system auto-assigns a unique ID number that starts with the text ERS.
- **Event-driven management**: For each Event-driven management rule, the system auto-assigns a unique ID number that starts with the text EMR. In the history table of rule runs (executions), the system auto-assigns a unique ID number for each run that starts with the text EMH.
- **IRQs**: For each IRQ process, the system auto-assigns a unique ID number that starts with the text INA.
- **Risk Intelligence Requests**: For each risk intelligence request, the system auto-assigns a unique ID number that starts with the text RIR.
- **Issues**: For each issue, the system auto-assigns a unique ID number that starts with the text VRI.
- **Tasks**: For each task, the system auto-assigns a unique ID number that starts with the text VRT.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **External assessments (the external due diligence process where third-party contacts respond to requests for information)**: For each external risk assessment, the system auto-assigns a unique ID number that starts with the text VRA.
- **Third-party risk scoring rule**: For each third-party risk scoring rule, the system auto-assigns a unique ID number that starts with the text VRS.
- **Risk tiering assessment**: For each risk tiering assessment, the system auto-assigns a unique ID number that starts with the text VTA.

Results of migrating a template to a TPRM SAE template

You can view the templates that were migrated to Smart Assessment format.

Tracking template migration

After you have started the migration process, you can view the progress and confirm if it was completed successfully. For more information on the migration process, see Migrate a template to an SAE template and Creating an assessment template from legacy assessment metric types.

Viewing the migration results

To view your migration results, navigate to **All** > **Third-party Risk Management** > **Assessment Setup** > **Classic Template Migration**. In the Assessment template migrations list, select the migration number. Each migration record for a metric type is assigned a unique number that starts with the text ATMIG. The form displays the values that were used to generate the template. The related lists display the status and content of the migrated data.

The following table describes the fields in the Assessment template migration list.

Assessment template migration list

Field	Description
Number	Unique number that starts with the text ATSMIG in the migration record for the questionnaire. You can use the number to search for the record.
Source metric type	Classic template that migrated.
Target assessment template	Smart Assessment template that is migrated from the source template.
Purpose	Purpose for the migrated template. **Note:** Known as Template classifications in the Classic assessment engine, TPRM has a **Purpose** for each classic template classification. TPRM purpose options include: • TPRM external 3rd-party element questionnaire • TPRM external 4th-party questionnaire • TPRM external document request

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment template migration list (continued)

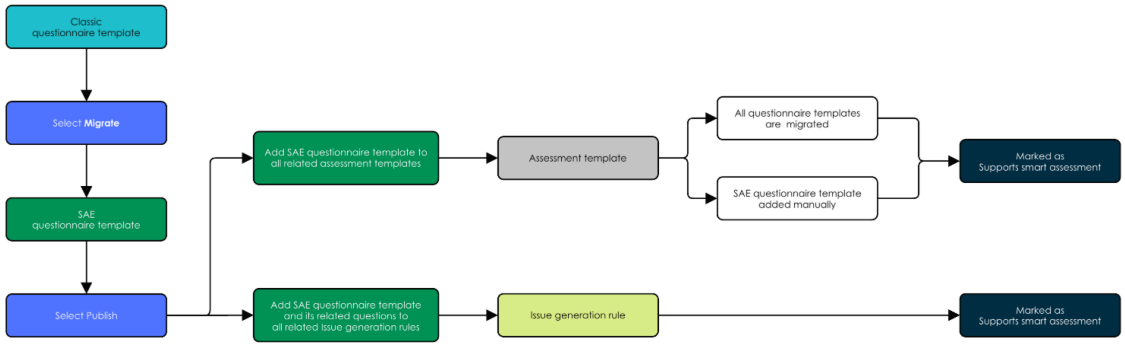
Field	Description
	• TPRM external questionnaire • TPRM internal IRQ • TPRM internal tiering questionnaire To view a TPRM SAE questionnaire template you must have the TPR assessment reviewer role [sn_vdr_risk_asmt.vendor_assessment_reviewer]. For more information on creating assessment template purposes, see Create an assessment template category. **Note:** You can create an assessment only from a published assessment template. You can update a published template only if no active assessment is associated with the template.
Migration status	Value that updates as the template migration process proceeds. • **In progress**: Status for after you start the migration process, the process is in progress until it finishes. • **Completed**: The migration is completed successfully. • **Partially completed**: Only some elements were successfully migrated. • **Errored**: An error occurred during the migration.
Error details	Description of an error that occurred during the unsuccessful migration.
Created	Date and time the migration job was created.

Template migration results

The following diagram shows the questionnaire to TPRM SAE template migration workflow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SAE migration workflow



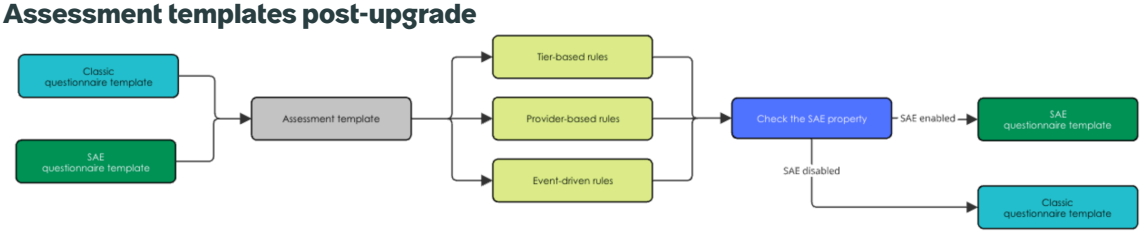
1. Migrate templates either one by one or in bulk. After migration, all templates are in the Draft state.
2. Review each migrated questionnaire template individually to confirm that they're accurate and complete.
3. Publish TPRM SAE questionnaire templates. After publishing, the following actions occur automatically:
   - TPRM SAE templates are associated with all related Assessment templates.
   - TPRM SAE templates are associated with all related Issue generation rules.

   Note:
   For Issue-generation rules to work as expected when applied to an TPRM SAE assessment template, at least one question must have the option, Enable preferred response, set to true.
4. After all questionnaire templates related to an assessment template have been migrated and published, they should be marked as Supports smart assessment and ready for use.
5. Review each assessment template to confirm it's marked as Supports smart assessment. If an assessment template isn't marked as Supports smart assessment, manually adding a new TPRM SAE questionnaire template to it updates its status.
6. After a questionnaire template has been migrated and published, its related issue generation rule is automatically marked as Supports smart assessment and is ready for use.

For more information, see Migrate a template to an SAE template, Create a TPRM SAE questionnaire or document request template, Create an external assessment template, and Create an issue generation rule.

The following diagram shows the relationship between assessment templates and questionnaires after upgrading.

Assessment templates post-upgrade



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Before setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, the following are used by default.
  - Existing questionnaire templates
  - Existing assessments
- After setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, the following are used by default.
  - SAE questionnaire templates (New or migrated).
  - Assessments marked as Supports smart assessment.
  - Tier-based, Provider-based, and Event-driven management rules only work with assessments marked as Supports smart assessment.

Note:
Templates and questions must be reviewed to confirm they're marked as Supports smart assessment. After the assessment templates and questions are marked as Supports smart assessment, issue-generation rules can be applied.

Template migration scoring results

The Migrate scores from classic template business rule automates the migration of scores from the Classic template to the TPRM SAE template, helping ensure consistent scoring configuration. If a new template is created, you must manually enable scoring, define the correct options, and set their scores. For more information, see Scoring assessments, Configure scoring for an assessment, and Normalization in assessment.

Migration limitations

The assessment migration process has the following limitations and requirements.

- The following question types aren't supported: percentage, ranking, image scale, and custom metric. You must either convert these question types to supported formats before migration or create new questions in the template designer after migration.
- If a section in the classic template contains only unsupported questions, an empty section is created in the TPRM SAE template. TPRM SAE templates with empty sections can't be published; therefore, you must either add replacement questions to these sections or delete the empty sections before publishing.
- When transferring TPRM SAE questionnaire templates between instances, the update set won't include the duration information. Users must export the duration information manually from the `sn_smart_asmt_duration` table and import it into the target instances.
- If an assessment template isn't updated to support SAE assessments, the related tier-based, provider-based, and event-driven management rules won't run as expected.
- The TPRM scoring migration proceeds only if there were no errors during the template migration. If there were errors, the TPRM scoring migration doesn't occur.
- Responses from previous assessments aren't migrated.

Related topics

How legacy metric types are migrated to sections in templates

Guidelines for importing spreadsheet data

Before you try to import the questionnaire data from a Microsoft Excel spreadsheet into Third-party Risk Management tables, you must verify that its format meets particular guidelines.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property settings that affect spreadsheet data

You can specify the following property settings:

Text delimiter in spreadsheets [`sn_vdr_risk_asmt.excel_choice_delimiter`]

Character string that separates response text in questions of type 'Choice' and 'Multiple Selection'.

Common delimiters: \r, \n, \t, \r\n, and the comma character.

Maximum spreadsheet file size [`sn_vdr_risk_asmt.excel_file_max_size`]

Maximum file size in MB that can be imported.

See Configure TPRM properties.

Supported columns

Required columns are marked with *. Column headings must appear in the first row of the spreadsheet.

- Serial number *
- Category *
- Question *
- Order *
- Data type *
- Description
- Scored
- Correct answer
- Scale definition
- Depends on
- Displayed when
- Min
- Max
- Weight
- Mandatory
- Allow additional information
- Allow not applicable
- All other columns of the Assessment Metric [asmt_metric] table

Supported question types

- Check box
- Yes/No
- Choice
- Attachment
- Date
- Date/Time

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Percentage
- String
- Multiple Selection
- Number
- Numeric Scale

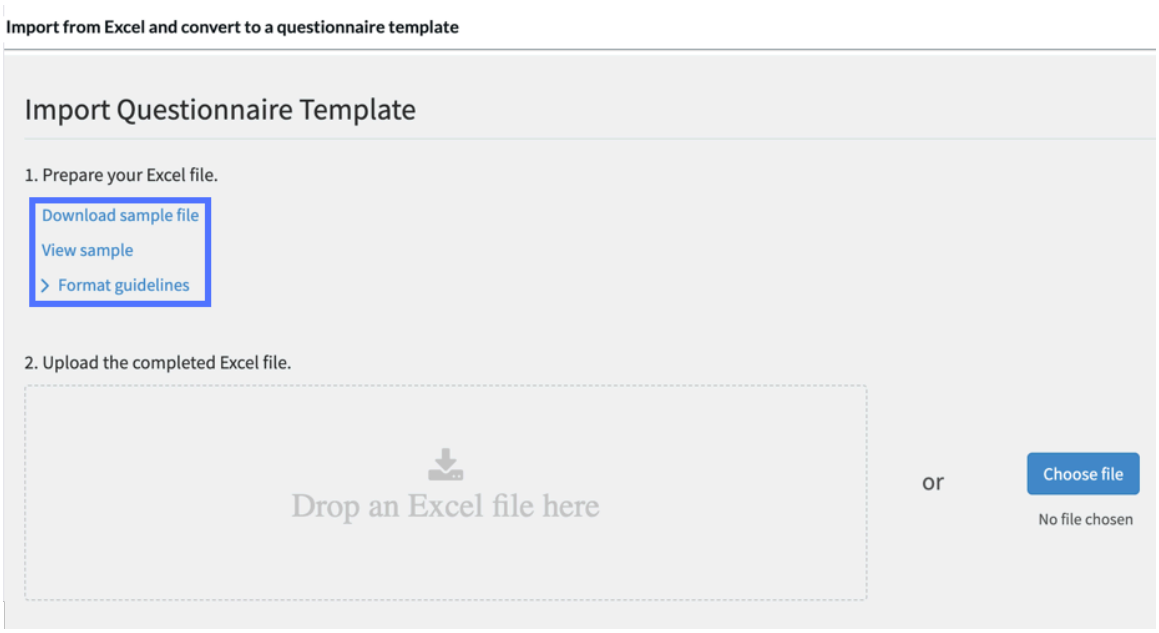
Supported Excel formats

Requirements:

- Each file can have only one worksheet.
- You can separate multiple choices in a cell with line breaks (Alt/Option + Enter). Other options are available in System Properties.

- .xlsx
- .xls
- .xlm
- .xltx
- .xlt
- .xlw
- .xlsb
- .csv

Note:
You can review the formatting requirements and view or download a sample spreadsheet to use as an example. Referencing a sample file can help you ensure that you are using values in the expected format.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

- Import a questionnaire from a spreadsheet
- Configure TPRM properties

Sample questionnaires

The questionnaire that you use can depend on your industry, geographic area, jurisdiction, or the particular nature of your operations. These questionnaires are provided as part of the base system and are samples that shouldn't be implemented into your risk management program without first being reviewed and approved by your legal team.

Types of Questionnaire template

You can view these questionnaire templates by navigating to **All** > **Third-party Risk Management** > **Assessment Setup** > **Questionnaire Templates**.

Name	Risk Area	Regulation or Purpose	Classification
IRQ - 3rd Party Engagement Onboarding	None	Scope external due diligence sent	IRQ Template
IRQ - 3rd Party Engagement Onboarding - Singapore	None	Scope external due diligence sent	IRQ Template
IRQ - 3rd Party Engagement Onboarding - EU	None	Scope external due diligence sent	IRQ Template
IRQ - 3rd Party Engagement Additional Due Diligence	None	Scope external due diligence sent	IRQ Template
IRQ - 3rd Party Engagement Renewal	None	Scope external due diligence sent	IRQ Template
IRQ - 3rd Party Eng. Offboarding No Due Diligence	None	Scope external due diligence sent	IRQ Template
IRQ - 3rd Party Eng. Offboarding with Due Diligence	None	Scope external due diligence sent	IRQ Template
OSHA - Sample Questionnaire	Compliance Risk	OSHA	Questionnaire template
FDA - Sample Questionnaire	Compliance Risk	FDA	Questionnaire template
Financial - Sample Questionnaire	Financial Risk		Questionnaire template
ABAC - Sample Questionnaire	Anti-Bribery and Corruption Risk		Questionnaire template

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Risk Area	Regulation or Purpose	Classification
Export Control - Sample Questionnaire	Business Continuity Risk		Questionnaire template
Supply Chain - Sample Questionnaire	Business Continuity Risk		Questionnaire template
CCPA - Sample Questionnaire	Privacy Risk		Questionnaire template
HIPPA - Sample Questionnaire	Privacy Risk		Questionnaire template
GDPR - Sample Questionnaire	Privacy Risk		Questionnaire template
BCM - Sample Questionnaire	Business Continuity Risk		Questionnaire template
NIST - Sample Questionnaire	Security Risk		Questionnaire template
Environmental Full - Sample Questionnaire	Environmental Risk		Questionnaire template
Environmental Lite - Sample Questionnaire	Environmental Risk		Questionnaire template
ESG - Sample Questionnaire	Environmental Risk		Questionnaire template
CAIQ 4.0.2 Sample Questionnaire	Security Risk		Questionnaire template
FCPA Sample Questionnaire - UK	Anti-Bribery and Corruption Risk		Questionnaire template
TPRM General Question Sample Questionnaire	Compliance Risk		Questionnaire template
German Supply Chain Due Diligence - Sample Questionnaire - EU	Business Continuity Risk		Questionnaire template
PCI DSS - Sample Questionnaire	Compliance Risk		Questionnaire template
SOX - Sample Questionnaire	Compliance Risk		Questionnaire template
AML - Sample Questionnaire	Anti-Bribery and Corruption Risk		Questionnaire template
SEC - Sample Questionnaire	Financial Risk		Questionnaire template
CFPB - Sample Questionnaire	Compliance Risk		Questionnaire template
FTC - Sample Questionnaire	Compliance Risk		Questionnaire template
CAA Clean Air Act - Sample Questionnaire	Environmental Risk		Questionnaire template

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Risk Area	Regulation or Purpose	Classification
CWA Clean Water Act - Sample Questionnaire	Environmental Risk		Questionnaire template
FAA Federal Aviation Admin Sample Questionnaire - US	Compliance Risk		Questionnaire template
DOT Department of Transportation - Sample Questionnaire - US	Compliance Risk		Questionnaire template
IRS Internal Revenue Service - Sample Questionnaire - US	Compliance Risk		Questionnaire template
Operational Resiliency - Sample Questionnaire	Resiliency Risk		Questionnaire template
Competition - Sample Questionnaire	Compliance Risk		Questionnaire template
Supply Chain Resiliency - Sample Questionnaire	Resiliency Risk		Questionnaire template
12CFR Part 1016 Privacy -Sample Questionnaire	Privacy Risk		Questionnaire template
GLBA Gramm-Leach-Bliley Act - Sample Questionnaire - US	Privacy Risk		Questionnaire template
RBI Reserve Bank of India - Sample Questionnaire - India	Financial Risk		Questionnaire template
Medical Billing - Sample Questionnaire	Compliance Risk		Questionnaire template
MiFID II Markets in Financial Instruments Directive II - Sample Questionnaire - EU	Financial Risk		Questionnaire template
PSD2 Payment - Sample Questionnaire -EU	Compliance Risk		Questionnaire template
Conflict Minerals - Sample Questionnaire	Reputational Risk		Questionnaire template
Hi-Trust Health Info Trust Alliance - Sample Questionnaire	Security Risk		Questionnaire template
Bribery Act 2010 - Sample Questionnaire	Anti-Bribery and Corruption Risk		Questionnaire template
CPRA California Privacy Rights Act - Sample Questionnaire	Privacy Risk		Questionnaire template
CIS Critical Security Controls - Sample Questionnaire	Security Risk		Questionnaire template
Cyber Essentials - Sample Questionnaire	Security Risk		Questionnaire template
MAS Monetary Authority of Singapore BCM - Sample Ques. - Singapore	Business Continuity Risk		Questionnaire template
PDPA Personal Data Protection Act - Sample Ques. - Singapore	Compliance Risk		Questionnaire template

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Risk Area	Regulation or Purpose	Classification
CSA Cyber Security Agency of Singapore - Sample Ques.- Singapore	Security Risk		Questionnaire template
Sustainable Singapore Blueprint - Sample Ques - Singapore	Environmental Risk		Questionnaire template
Strategic Goods (Control) Act - Sample Ques. - Singapore	Business Continuity Risk		Questionnaire template
Workplace Safety and Health Act WSHA - Sample Ques. - Singapore	Compliance Risk		Questionnaire template
Singapore's anti-corruption and bribery regulations - Sample Ques. - Singapore	Anti-Bribery and Corruption Risk		Questionnaire template
TradeFirst - Sample Questionnaire - Singapore	Business Continuity Risk		Questionnaire template
EU-OSHA - Sample Ques. - EU	Compliance Risk		Questionnaire template
Element Product Risk - Sample			Questionnaire template
Element Facility Risk - Sample			Questionnaire template
Element Facility Datacenter Risk - Sample			Questionnaire template
Element Beneficial Owner Risk - Sample			Questionnaire template
Element - Product Info. Collection- Sample		Third-party element collection	Questionnaire template
Element - Facility General Info. Collection- Sample		Third-party element collection	Questionnaire template
Element - Facility Datacenter Info. Collection- Sample		Third-party element collection	Questionnaire template
Element - Beneficial Owner Info. Collection- Sample		Third-party element collection	Questionnaire template
Gen AI - Sample Questionnaire			Questionnaire template

Due diligence request process management

From the Details tab, you can view and adjust the due diligence request information for a third party. You can also log external-facing comments and private work notes, attach files, and track request updates in the activity stream.

The **Details** tab for a due diligence request displays information in the following sections:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Third-party due diligence request

Third-party due diligence request

Field	Description
Number	For each due diligence request, the system auto-assigns a unique ID number that starts with the text DDR.
State	Current state in the due diligence process: IRQ, external due diligence, approval, contract risk, or closed.
Request Type	• **Onboard a new engagement.** Start the onboarding process for a new engagement with an existing third party. • **Reassess an existing engagement.** Reassess an existing engagement when the conditions change. For example, let's say that you hear adverse news or have changes in your third-party's supply lines. You might want to reassess the risk by conducting additional due diligence. • **Reassess an existing engagement for contract renewal.** Reassess the risk before your organization renews the contract with a current third party or engagement by conducting due diligence. • **Offboard an engagement with due diligence.** Determine if offboarding (terminating the relationship) with an engagement is the optimal course of action by conducting due diligence. For example, it might be too risky to switch third parties or engagements even if their current performance doesn’t meet expectations. • **Offboard an engagement with NO due diligence.** Request that an engagement be permanently terminated when an engagement ends or you want to switch to a different third party for other reasons. In this case, you typically don't need to conduct additional due diligence. The process does, however, include the normal Inherent Risk Questionnaire (IRQ) process to confirm that the services provided by the engagement will no longer continue.
Priority	Priority of the request. • **1 - Critical** • **2- High**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Third-party due diligence request (continued)

Field	Description
	• **3 - Moderate** • **4 - Low** • **5 - Planning**
Third party	Third party with which the request is associated.
Annual spend	Money that is spent with the third-party organization in one year.
Engagement	Engagement with which the request is associated. **Note:** After the due diligence request is submitted by the requester, the TPR manager or due diligence request owner can update this field to an existing engagement by selecting the magnifying glass icon. This helps avoid onboarding existing engagements.
Skip contract risk process	Option to skip the contract risk process. When you select the check box, you bypass the `contract negotiation` state. The **Contract start date** and **Contract expiration date** fields are replaced with **Engagement start date** and **Engagement expiration date**. See Contract Risk process. **Note:** After the Third-party risk (TPR) manager approves the request, it won't be sent to the contract negotiators, and the request is closed.
Requestor	Creator of the request.
Opened	Date the request was opened.
Contract start date, Expiration date	Preferred dates for the beginning and end of interactions with the engagement.
Engagement start date, Engagement expiration date	Preferred dates for the beginning and end of interactions with the engagement.
IRQ assessor	User at your organization that responds to the IRQ. See IRQ process management.
Contract negotiator	User at your organization that prepares, negotiates, and approves the contract.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Third-party due diligence request (continued)

Field	Description
Assignment group	Qualified group of individuals available to work on the request. For new requests, the **Assignment group** is set to **Due diligence request assigners**. The system sends an email notification to all users in the group that is specified in the **Assignment group**. The message states that the request was received and is in the **New** state. The message also includes a link to the details page for the request. On the due diligence request form: • Any member of the group can select **Assign to me** or set the **Owner** field to any other member of the group. • A TPR manager or TPR assessor can clear the **Assignment group** field or change the value to select from different TPR assessors in the **Owner** selection list.
Assigned to	The individual assigned to the due diligence request. The owner is responsible for confirming that the assessment is completed in a timely fashion by the third party, reviewing their responses, and creating and resolving issues. To drive the assessment to its completion, owners are notified when an assessment reaches a particular milestone. The owner must have the TPR manager or TPR assessor role.
Short description, Description	Description of the request that helps others to understand the creator's intent and requirements.

Third-party basic information

Third-party basic information

Field	Description
Third-party name	Name of third party with which the request is associated.
DUNS number	Unique numeric identifier for the single business entity. A DUNS number isn't legally required for a business.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Third-party basic information (continued)

Field	Description
	Note: In the Third-party due diligence request [sn_tprm_dd_request] table, there are two DUNs number columns: vdr_duns_number indicates the third party DUNs number and eng_duns_number indicates the engagement DUNs number.
Street, City, State/Province, ZIP/Postal code, Country, Phone, Fax	Standard contact information for the third-party organization.
Website	URL for the third party.
Type	Type of third party.
Industry	The industry in which the third party is involved.
First name, Last name, Title, Email, Phone	Standard contact information for the third-party contact.

Engagement basic information

Engagement basic information

Field	Description
Engagement name	Name of engagement with which the request is associated.
Type	Type of product or service for this engagement.
Use the corporation address	Option to use the same corporation address as the third party. When you select the check box, auto-populate the related fields with the third-party organization contact information.
Street, City, State/Province, ZIP/Postal code, Country, Phone, Fax	Standard contact information for the engagement organization.
Use the same contact	Option to use the same contact information as the third party. When you select the check box, the related fields are auto-populated with the third-party contact information.
First name, Last name, Title, Email, Phone	Standard contact information for the engagement contact who will respond to the questionnaires.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk ratings

Fields are auto-populated by the current stage of the IRQ process for the request.

Field	Description
Inherent assessment rating	Rating determined by the IRQ process.
Risk intelligence rating	Rating determined by data from a risk intelligence service provider.
Third-party assessment rating	Rating determined by responses during the external assessment process.
Engagement rating	Rating determined for the engagement.

Progress summary

Status of the due diligence processes. The fields are auto-populated by the current stage of each assessment for the due diligence request.

- Inherent risk assessment
- Third-party risk assessment
- Engagement risk assessment

Compose, Activity, Attachments

The **Compose section** on the **Details** tab enables you to permanently add text to the record. The Activity section is updated with any actions on issues and tasks, submissions to TP contacts, and also with work notes and comments that users add to the record. Add text in the following fields as needed:

- **Work notes (Private)**: Information about the third-party risk assessment. Work notes are visible only to internal users who are assigned to the process.
- **Comments**: Comments about the third-party risk assessment are visible both to internal users and to third-party contacts.

Related topics

Requesting third-party risk due diligence

Request due diligence for a third-party engagement

Offboarding an engagement without conducting due diligence

Request third-party risk due diligence request form

Create New Third-party engagement form

Request third-party risk due diligence request form

The due diligence request form captures all the initial information that you need to start the due diligence process. Any employee within your organization can request due diligence. If you're selecting an existing third party, a significant portion of the information is automatically filled in.

Request third-party risk due diligence form

Field	Description
Third-party information section	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request third-party risk due diligence form (continued)

Field	Description
Name, DUNS number, Phone, Industry, Website, and Fax	Standard information for the parent organization. A DUNS number isn't legally required for a business. **Note:** • The third party that you identify here might be the target of your request, or it might be the parent of the organization that you engage with. You add the information about the engagement organization in the following Engagement address section. • In the Third-party due diligence request [sn_tprm_dd_request] table, there are two DUNs number columns: vdr_duns_number indicates the third party DUNs number and eng_duns_number indicates the engagement DUNs number.
Engagement information section	
Name	Name that identifies this engagement on all forms and lists.
Type	Type of product or service that the engaged organization provides.
Phone / Fax	Phone and fax numbers of the department or subsidiary organization that the engagement relates to. This number could differ from the number for the parent third party.
Request start date	Date by which you need the engagement to be active so that you can engage with the third party. This information helps the Third-party risk (TPR) manager to prioritize your request.
Request end date	Date at which you expect to end the engagement.
User who will respond to the initial IRQ	Person with the IRQ assessor role who should respond to the IRQ. For more information, see Respond to an internal assessment. **Note:** While reviewing this request for due diligence, the TPR manager or owner can specify a different user.
Third-party address section	
Street, City, State/Province, ZIP/Postal code, Country	Standard address information for the parent organization.
Engagement address section	
Street, City, State/Province, ZIP/Postal code, Country	Standard address information for the engagement organization. Select **Same as third-party address** if the target of your engagement request is the parent third-party organization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request third-party risk due diligence form (continued)

Field	Description
Third-party primary contact section	
First name, Last name, Title, Email, and Phone	Standard contact information for the person at the third-party organization who acts as the primary third-party contact. For a description of the responsibilities of the third-party contact role, see Roles in Third-party Risk Management.
Engagement primary contact section	
First name, Last name, Title, Email, and Phone	Standard contact information for the person at the engagement organization who acts as the primary third-party contact. If the target of your engagement request is the parent third-party organization, select **Same as third-party primary contact**. For a description of the responsibilities of the third-party contact role, see Roles in Third-party Risk Management.

Related topics

- Requesting third-party risk due diligence
- Request due diligence for a third-party engagement

IRQ process management

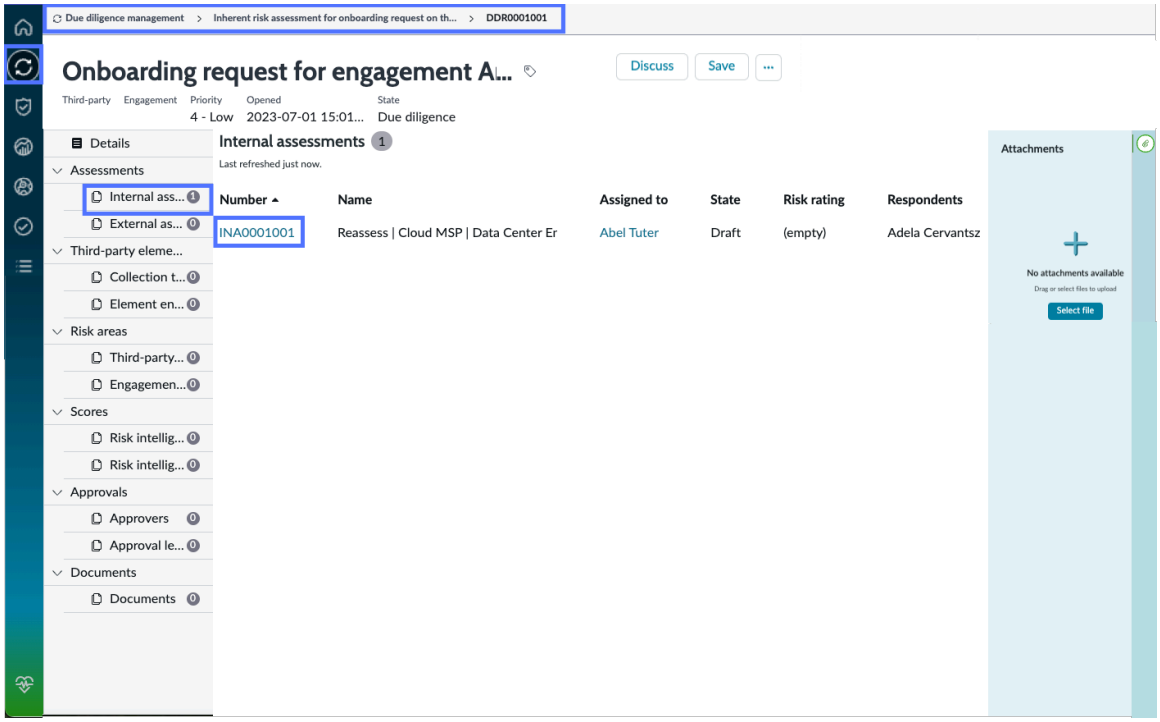
The first internal step after an engagement request is approved is to start the IRQ process to scope the risk by determining the third party's risk score.

Accessing the IRQ process

On the Due diligence management page, select the **DDR** number for any due diligence request and then select the **Internal assessments** tab.

The tab displays the list of all IRQ processes for the engagement request. For each IRQ process, the system auto-assigns a unique ID number that starts with the text INA.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Viewing the list of internal risk assessments

Internal assessments tab

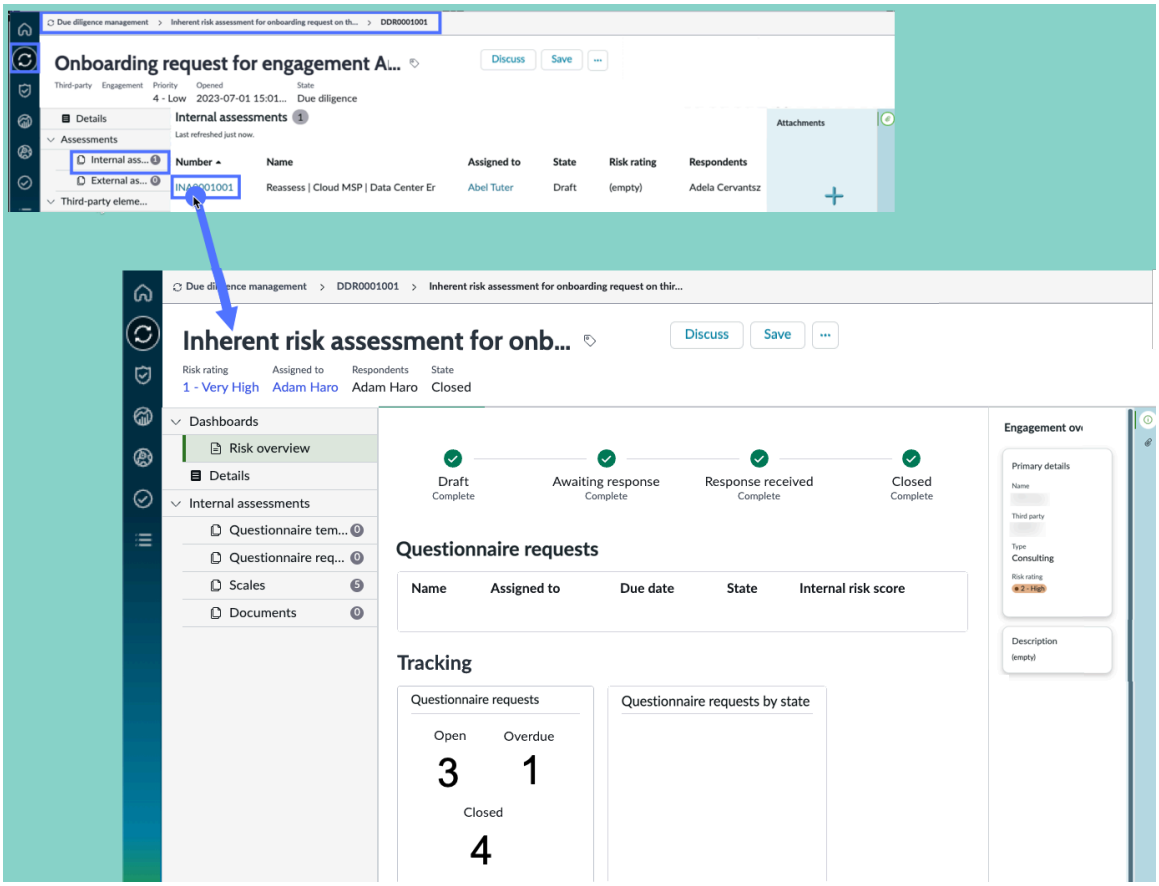
Internal assessments tab

Column	Description
Number	For each IRQ process, the system auto-assigns a unique ID number that starts with the text INA. Select an INA number to work on the Internal assessments page to the **Risk overview** tab. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Name, Assigned to, Risk rating	Data from the engagement request.
State	The current state of the internal assessment: Draft, Awaiting response, Response received, or Closed.
Respondents	Users who responded to the request.

Risk overview tab on the Internal assessments page

For each IRQ process, the system auto-assigns a unique ID number that starts with the text INA. Select an INA number to work on the IRQ process on the Internal assessments page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



- The symbols indicate the state of each stage in the IRQ process for the request.



- **Questionnaire requests** section: List of questionnaires that are associated with the third party. You can view each questionnaire by selecting the **Name**.
- **Tracking** section: Count of assessments associated with the third party that are in the **Open**, **Overdue**, and **Closed** state.

Details tab on the Internal assessments page

- **Internal assessment section**: General information on the third party and schedules for the overall assessment and questionnaire due dates from the engagement due diligence request.

- The **Compose section** on the **Details** tab enables you to permanently add text to the record. The Activity section is updated with any actions on issues and tasks, submissions to TP contacts, and also with work notes and comments that users add to the record. Add text in the following fields as needed:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **Work notes (Private)**: Information about the third-party risk assessment. Work notes are visible only to internal users who are assigned to the process.
- **Comments**: Comments about the third-party risk assessment are visible both to internal users and to third-party contacts.

- The **Third-party overview** section provides key information on the third party that is associated with the engagement request.

Questionnaire templates tab on the Internal assessments page

The tab lists all open IRQs. Select a questionnaire name to view the details.

Scales tab on the Internal assessments page

The tab lists the definitions of the calculated rating and tier values. See Set up risk rating scales for scoring and VRM third-party risk tiering assessments for instructions for defining the settings.

Questionnaire requests tab on the Internal assessments page

All values on the tab come from the internal assessments that have been conducted on the third part in the engagement.

Questionnaire requests tab

Column	Description
Number	When a questionnaire template is added to an assessment and sent out, the system generates assessment instances for each template. Each of these instances is automatically assigned a unique ID number that starts with the text AINST. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Assessment number	For each external risk assessment, the system auto-assigns a unique ID number that starts with the text VRA. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Metric type	Questionnaire that determined the questionnaires used in the assessment.
Assigned to	User that is responsible for managing and responding to the IRQ.
Due date	Deadline for third party to respond to and return all questionnaires.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Questionnaire requests tab (continued)

Column	Description
State	Current stage of the IRQ process for the engagement request.
Internal risk score	An engagement risk-scoring rule specifies component criteria that determine which engagements are selected for assessment. For example, a rule could enable assessments for engagements that involve more than $40,000 annual business. Engagement scoring rules apply only to engagements. See Define engagement risk scoring rules.

Related topics

- Assessing your third-party risk
- Respond to an internal assessment

Create new internal assessment form

Use the internal assessment form to capture all the information that you need to create an internal assessment. As a third-party risk assessor, you can create an assessment template.

Internal assessment form

Field	Description
Name	The name that identifies the third-party risk assessment on all forms and lists.
Short description	A more detailed explanation of the purpose of the assessment.
Number	For each external risk assessment, the system auto-assigns a unique ID number that starts with the text VRA. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Applies to	The party to which the assessment applies: **Third party** or **Engagement**.
Third party	Select the third party to assess. **Note:** You can reactivate a third party that is in **Terminated** status. If such a request is accepted and closed, the third party's status is changed to **Active**.
Engagement	Select the engagement to assess. The field is visible only if you selected **Engagement** from the **Applies to** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Internal assessment form (continued)

Field	Description
Due diligence request	If there's an existing due diligence request associated with this assessment, it's listed here.
Assessment Engine	The assessment engine used for the Third-party risk assessment. This field is set to **Smart**. This field is only visible if you have enabled the Smart Assessment Engine enabled [`sn_vdr_risk_asmt.sae_enabled`] property. For more information about this property, see Configure TPRM properties. **Note:** When reviewing previous assessments, you can determine which engine was used by checking this field. If the assessment was created using the Classic assessment engine, the field displays **Classic**.
State	Current stage of the internal assessment process.
Assigned to	The individual who owns an assessment for audit purposes and monitors and manages overall assessment processes. The owner is responsible for confirming that the assessment is completed in a timely fashion by the third party, reviewing their responses, and creating and resolving issues. To drive the assessment to its completion, they are notified when an assessment reaches a particular milestone. They must have the TPR manager or TPR assessor role.
Risk rating	The overall risk rating for the third party. • Critical • High • Moderate • Low • Minor **Note:** The **Risk rating** is determined by finding a risk rating scale range in which the risk score falls. It defines how a minimum and maximum range of assessment scores maps to a qualitative risk score.
Respondents	Individual who is assigned to respond to the internal assessment. Multiple respondents can be assigned to an internal assessment.
Assessment Schedule	
Planned duration (days)	Estimated duration of the assessment. **Note:** This estimate includes the amount of time needed to receive responses and for internal and external users to review.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Internal assessment form (continued)

Field	Description
Planned start date / Planned end date	Planned start and completion dates and times for work on the assessment. **Note:** The **Planned end date** is automatically set to one month from the **Planned start date**. After the assessment is saved, this date can't be changed.
Actual duration	The amount of time it took to complete the third-party risk assessment. This field is calculated using the **Actual state date** and **Actual end date**.
Actual start date	Date and time that work on the assessment began.
Actual end date	Completion date and time for the assessment.
Notes and Comments	
Work notes	Information about the assessment. Work notes are visible to users assigned to the issue.
Additional comments (Customer visible)	Public information about the assessment.

Related topics

Create an external assessment template

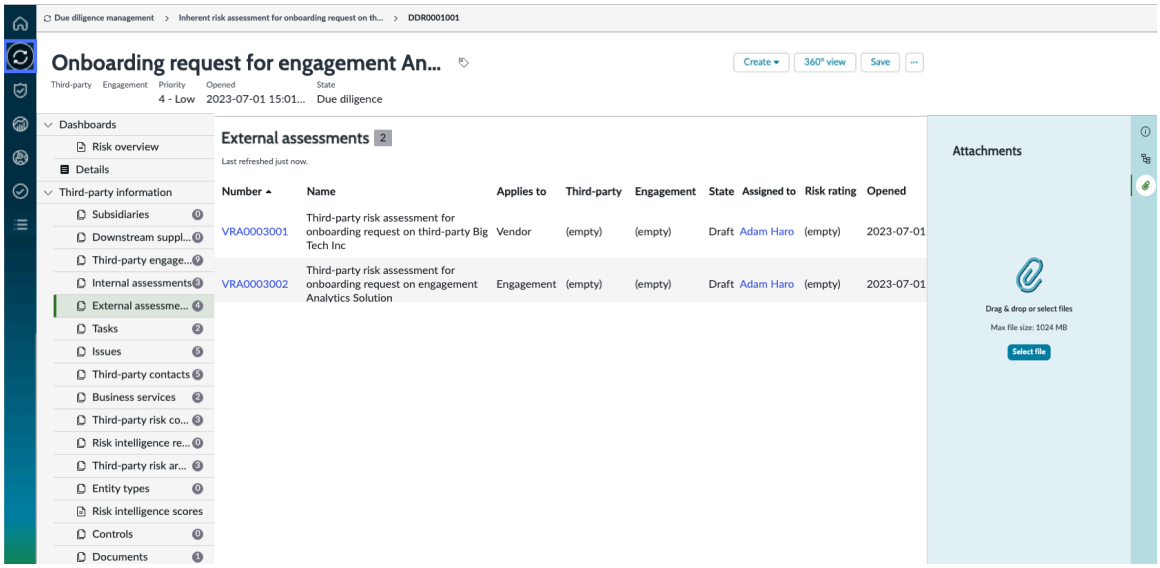
Third-party (external) risk assessment management

After the IRQ process is complete, you send questionnaires and document requests to the third-party contact. You manage the third-party risk assessment by working with the contacts to help ensure that the responses are complete and accurate.

Accessing an external assessment

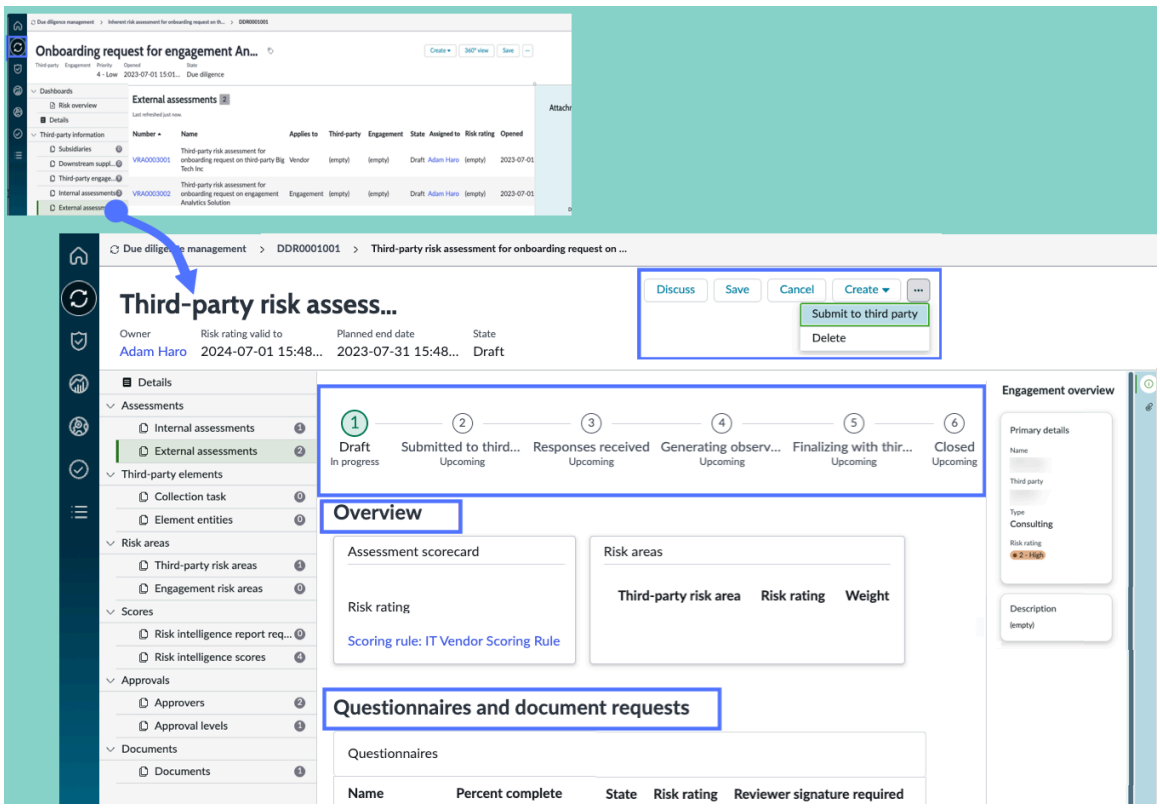
On the Due diligence management page, select the **DDR** number for any engagement due diligence request and the select the **External assessments** tab. The tab displays the list of all third-party risk assessments (external due diligence processes) for the selected engagement request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Working on a third-party risk assessment

For each external risk assessment, the system auto-assigns a unique ID number that starts with the text VRA. A risk assessment can represent the work on an engagement request for a third-party organization or an engagement request for a group within the parent organization. Select a VRA number to work on the risk assessment on the **External assessments** tab.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Actions on any tab

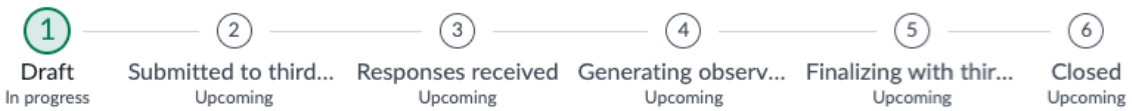
Actions

Action	Description
Discuss	Select **Discuss** to send a message to other users. The message is recorded in the **Activity** section of the **Details** tab.
Create	Create an issue or task as describe in the following sections.
Save	Select **Save** to save any change you made to a value on any tab.
Submit to third party	Submit all questionnaires and document requests to the TP contact. The action is recorded in the Activity section on the **Details** tab.
… Delete	Select **Delete** to delete the record of the engagement request.
Adding an attachment	Select **Browse** in the **Attachments** section or select the attachment icon to select and add an attachment.

Working on third-party risk assessments

Risk overview tab on the External assessments page

- The symbols indicate the current state of the external assessment process for the engagement request. See Life cycle states of a external assessment for descriptions of the states.



- **Overview** section: List of assessments that are associated with the engagement.
- **Questionnaires and document requests** section: List of questionnaires and document requests for the engagement.
- **Fourth-party questionnaires** section: List of questionnaires and document requests for fourth parties and their sub-parties that are associated with the engagement.
- **Tracking** section: Count of assessments associated with the third party that are in the **Open**, **Overdue**, and **Closed** status.

Details tab on the External assessments page

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Third-party risk assessment section: General information on the third party plus schedules for the overall assessment and questionnaire due dates from the engagement due diligence request.

- The **Compose section** on the **Details** tab enables you to permanently add text to the record. The Activity section is updated with any actions on issues and tasks, submissions to TP contacts, and also with work notes and comments that users add to the record. Add text in the following fields as needed:
  - **Work notes (Private)**: Information about the third-party risk assessment. Work notes are visible only to internal users who are assigned to the process.
  - **Comments**: Comments about the third-party risk assessment are visible both to internal users and to third-party contacts.

Questionnaire templates tab on the External assessments page

The tab lists the questionnaires that the third-party contact will respond to. Select a name to view the details. For more information, see Create a questionnaire or document request template and Create a questionnaire or document request template using the Designer.

To enable TPR assessors to modify responses, configure the **Allow TPR assessors to modify responses in third-party questionnaires** [`sn_svdp.allow_assessor_edit`] system property. You can set the following options:

- Enable TPR assessors to answer questions or modify responses (default)
- Enable TPR assessors to modify responses
- Do not enable TPR assessors to answer questions or modify responses

See Configure TPRM properties.

Document templates tab on the External assessments page

The tab lists the requests for documents that the third-party contact should return. The information in the columns helps you to prioritize your work in following up with third-party contact. In particular, the state and percent complete values are key indicators. Select a name to view the details. For more information, see Create a questionnaire or document request template and Create a questionnaire or document request template using the Designer.

Fourth-party templates tab on the External assessments page

The tab lists the fourth-party questionnaires that the third-party contact will respond to. Select a name to view the details. For more information, see Monitoring your fourth-nth parties.

Third-party risk areas tab on the External assessments page

A risk domain defines the type of risk to assess for a third party. For example, you might want to assess a data-management third party in terms of security risk and a bank in terms of financial risk. Security risk and financial risk are risk domains. Some platform applications refer to risk domains as "risk areas." See Define a third-party risk domain.

Issues tab on the External assessments page

In an iterative process, before the TPR manager closes an assessment, the TPR manager can generate non-compliance issues and tasks. The TPR manager communicates with the TP contacts and engagement contacts by using comments

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

to close the issues and tasks. The TPR manager can also assign different contacts as needed. See Create an issue for a third party or engagement and Manage issues.

Tasks tab on the External assessments page

In an iterative process, before the TPR manager closes an assessment, the TPR manager can generate non-compliance issues and tasks. The TPR manager communicates with the TP contacts and engagement contacts by using comments to close the issues and tasks. The TPR manager can also assign different contacts as needed. See Create a task for a third party or engagement and Manage a task for a third party or engagement.

Related topics

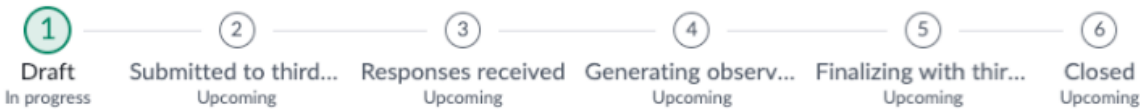
- Life cycle states of a external assessment
- Define a third-party risk domain
- Manage issues
- Manage a task for a third party or engagement
- Assessment metric type form
- Third-party risk assessment form
- Third-party element form

Life cycle states of a external assessment

The process of collecting assessment data from a third party moves between several states. For example, during the **Submitted to third party** state, the third party responds to tasks, issues, and works to complete the questionnaires.

Third-party assessment states

Third-party assessment states



Draft

An external assessment record is opened in the **Draft** state.

- **Assessment template:** A set of external questionnaires and document requests that are auto-generated based on IRQ responses. Alternatively, an administrator could manually specify the questionnaires and document requests.
- **Risk rating:** The overall risk rating that is auto-generated based on IRQ responses.
- **Owner:** The owner is the person who owns an assessment for audit purposes and monitors and manages overall assessment processes. Owners are responsible for confirming that the assessment is completed in a timely fashion by the third party, reviewing their responses, and creating and resolving issues. To drive the assessment to its completion, owners are notified when an assessment reaches a particular milestone. The owner must have the TPR manager or TPR assessor role.

Submitted to third party

The questionnaires and document requests for the assessment have been sent to the third-party contact. Internal stakeholders await responses.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Responses received

After contacts at the third party have completed all questionnaires and document requests, your internal third-party risk team reviews and analyzes the responses. The team might return particular questions for follow-up, clarification, or missing answers.

Generating observations

When all responses are completed, the system can auto-generate issues for incorrect answers.

Third-party contacts respond to issues. Your internal third-party risk team makes a final determination to accept the responses or remediate the issues.

Finalizing with a third party

Your third-party risk team reviews all assessment data. In some cases, the team resets the assessment to the **Draft** state to restart the assessment life cycle.

Closed

When all data is acceptable, the assessment is complete and a member of the team closes the assessment. If the engagement will be contracted, the **Closed** state initiates the contract risk process.

Assessment metric type form

Use the assessment metric type form to capture all the information that you need to create a questionnaire template using the Third-party Risk Management application. As a third-party risk admin, you can create a questionnaire template.

Assessment Metric Type form

Field	Description
Name	The name of the template.
Third-party risk area	Select the third-party risk domain that applies to the type of third party that will receive the questionnaire or document request. For example, if you select the Security risk domain, then only third parties that are assigned that risk domain will receive the questionnaire or document request. For more information, see Define a third-party risk domain.
Third-party signature required	Option to require the third party's primary contact to provide an electronic signature in the Third-party portal. **Note:** You can use electronic signatures to certify that the third-party contact has successfully reviewed and approved the questionnaire responses or document request.
Reviewer signature required	Option to require the reviewer to review the validity of the assessment responses and provide an electronic signature as final approval.
Description	A description for the template.
Include previous responses	Option to pre-populate the questionnaire with responses from a completed questionnaire (state is **Complete**).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment Metric Type form (continued)

Field	Description
	Important: If you have the TPR assessor [sn_vdr_risk_asmt.vendor_assessor] role, you can override the option that is specified in the questionnaire template while editing a questionnaire. The entry in the Third-party portal notifies the third-party contact that responses were copied. The notification includes a link to the assessment that supplied the responses and its last updated date. • The responses are populated when the new questionnaire is submitted to the third-party contact. • The source questionnaire must be based on the same template as the current questionnaire. • The responses are populated from the most recently completed questionnaire. • Answers of the attachment, duration, and signature type aren't copied. • The setting can't be changed after the questionnaire is sent to the third party. To specify the maximum age for source questionnaires, configure the **Maximum age for reusing responses** `sn_vdr_risk_asmt.max_age_for_questionnaire_reuse` system property. See Configure TPRM properties.

Related topics

Create a questionnaire or document request template

Create a questionnaire or document request template using the Designer

Assessing your third-party risk

Create new external assessment template form

Use the external assessment template form to capture all the information that you need to create an external assessment template. As a third-party risk manager, you can create an assessment template.

Assessment Templates form

Field	Description
Name	Name of the assessment template.
Assessment results valid duration (days)	The number of days that the default assessment will be valid.
Assessment duration (days)	Time provided for the entire external assessment to be completed.
Questionnaire duration (days)	Time allocated for the assessor to complete the questionnaire portion of the assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment Templates form (continued)

Field	Description
Questionnaire review duration (days)	Time allocated for the third-party risk admin to review the responses provided to questionnaire.
Created by	User who created the template.
Created	Time when the template was created.
Updated	Time when the template was last updated.
Supports smart assessment	Option that indicates that the assessment template can be used with the Smart Assessment Engine. **Note:** For existing assessments, this option is not set when there are classic questionnaire and document request templates that have not been migrated and published. This option is set automatically when an SAE questionnaire or document request template has been added manually. When you create a new assessment template and have the Smart Assessment Engine property enabled, this field is selected by default after saving the template.
Description	Description of the assessment.
Questionnaire templates	
Name	Name of the questionnaire template.
Third-party risk area	The third-party risk area that applies to this questionnaire template.
Description	Description of the questionnaire template.
Document request templates	
Name	Name of the document request template.
Third-party risk area	The third-party risk area that applies to this document request template.
Description	Description of the document request template.
***SAE* Questionnaire templates**	
Name	Name of the questionnaire template.
Third-party risk area	The third-party risk area that applies to this questionnaire template.
Description	Description of the questionnaire template.
***SAE* Document templates**	
Name	Name of the document request template.
Third-party risk area	The third-party risk area that applies to this document request template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment Templates form (continued)

Field	Description
Description	Description of the document request template.

Related topics

Create an external assessment template

Create New TPRM SAE questionnaire template form

Use the Create New TPRM questionnaire template form to capture all the information that you need to create a TPRM SAE questionnaire template using the Smart Assessment template designer. As a third-party risk admin, you can create a questionnaire template.

Create New TPRM questionnaire template form

Field	Description
Template name	Unique meaningful name for the template.
Third-party risk area	The third-party risk area that applies to this questionnaire template. **Note:** This option is only available when you create an internal or external questionnaire template using the Vendor Management Workspace.
Purpose	Purpose for the new template. **Note:** Known as Template classifications in the Classic assessment engine, TPRM has a **Purpose** for each classic template classification. TPRM purpose options include: • TPRM external 3rd-party element questionnaire • TPRM external 4th-party questionnaire • TPRM external document request • TPRM external questionnaire • TPRM internal IRQ • TPRM internal tiering questionnaire To view a TPRM TPRM questionnaire template you must have the TPR assessment reviewer role [sn_vdr_risk_asmt.vendor_assessment_reviewer].

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New TPRM questionnaire template form (continued)

Field	Description
	For more information on creating assessment template purposes, see Create an assessment template category **Note:** You can create an assessment only from a published assessment template. You can update a published template only if no active assessment is associated with the template.
Include previous responses	Option to pre-populate the questionnaire with responses from a completed questionnaire (state is **Complete**). **Important:** If you have the TPR assessor [sn_vdr_risk_asmt.vendor_assessor] role, you can override the option that is specified in the questionnaire template while editing a questionnaire in the draft state. The entry in the Third-party portal notifies the third-party contact that responses were copied. The notification includes a link to the assessment that supplied the responses and its last updated date. • The responses are populated when the new questionnaire is submitted to the third-party contact. • The source questionnaire must be based on the same template as the current questionnaire. • The responses are populated from the most recently completed questionnaire. • Answers of the attachment, duration, and signature type aren't copied. • The setting can't be changed after the questionnaire is sent to the third party. To specify the maximum age for source questionnaires, configure the **Maximum age for reusing responses** `sn_vdr_risk_asmt.max_age_for_questionnaire_` system property. See Configure TPRM properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create New TPRM questionnaire template form (continued)

Field	Description
	Note: This option is only available when you create a questionnaire template using the Vendor Management Workspace.
Instructions	Information that a responder might find useful when responding to a questionnaire.

Related topics

Create a TPRM SAE questionnaire or document request template

Third-party risk assessment form

Use the third-party risk assessment form to capture all the information that you need to create an assessment using the Third-party Risk Management application. As a third-party risk assessor or manager, you can create an external assessment.

Third-party risk assessment form

Field	Description
Name	The name that identifies the third-party risk assessment on all forms and lists.
Description	A more detailed explanation of the purpose of the assessment.
Number	For each external risk assessment, the system auto-assigns a unique ID number that starts with the text VRA. The unique ID is used in all references to the item. You can use the ID to search or filter for the item that you want to work on.
Applies to	The party to which the assessment applies: **Third party**, **Engagement**, **Entity**.
Third party	The assessed third party. **Note:** You can reactivate a third party that is in **Terminated** status. If such a request is accepted and closed, the third party's status is changed to **Active**.
Engagement	Select the engagement to assess. The field is visible only if you selected **Engagement** from the **Applies to** field.
Entity	Select the entity to assess. The field is visible only if you selected **Entity** from the **Applies to** field. **Note:** This is an entity record created as part of the third-party element collection process. For more information, see Monitoring third-party elements.
Repeating assessment	The assessment used to create the current assessment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Third-party risk assessment form (continued)

Field	Description
	Note: You can create repeating assessments if you're using the classic assessment engine. You can configure rules that auto-generate and send questionnaires and doc requests to engagements and third parties using the Event-driven management feature if you're using the Smart Assessment Engine. For more information, see Configure a risk assessment to recur on a schedule and Event-driven management — automate assessment processes.
Assessment template	Select an assessment template to create questionnaires or document requests for this assessment. To use multiple templates to create multiple questionnaires or document requests for the assessment, leave the field empty.
Due diligence request	If there's an existing due diligence request associated with this assessment, it's listed here.
Assessment Engine	The assessment engine used for the Third-party risk assessment. This field is set to **Smart**. This field is only visible if you have enabled the Smart Assessment Engine enabled [`sn_vdr_risk_asmt.sae_enabled`] property. For more information about this property, see Configure TPRM properties. **Note:** When reviewing previous assessments, you can determine which engine was used by checking this field. If the assessment was created using the Classic assessment engine, the field displays **Classic**.
State	The process of collecting assessment data from a third party transitions through several states. See Life cycle states of a external assessment for detailed descriptions.
Risk rating	The overall risk rating for the third party. • Critical • High • Moderate • Low • Minor **Note:** The **Risk rating** is determined by finding a risk rating scale range in which the risk score falls. It defines how a minimum and maximum range of assessment scores maps to a qualitative risk score.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Third-party risk assessment form (continued)

Field	Description
Risk rating valid to	The date the risk rating expires. The date must be later than the **Risk rating valid to** date on any associated questionnaires or document requests.
Trigger by third-party tier	Select the check box to initiate the assessment when the risk tier changes for the third party.
Assigned to	The individual who owns an assessment for audit purposes and monitors and manages overall assessment processes. The owner is responsible for confirming that the assessment is completed in a timely fashion by the third party, reviewing their responses, and creating and resolving issues. To drive the assessment to its completion, they are notified when an assessment reaches a particular milestone. They must have the TPR manager or TPR assessor role.
Watch list	Add users that should be notified when this record is modified.
Risk Scoring **Note:** Risk ratings are calculated and displayed after assessment responses have been received.	
Computed risk rating	Average of the third-party risk area risk ratings.
Issue risk rating	The risk rating for issues associated with the third parties being assessed. The issue risk rating is based on the priority of closed issues and how they were resolved. • If the issue was **Closed Completed**, it indicates that the issue was resolved. • If the issue was **Closed Incomplete**, it indicates that the third party failed to complete the associated questions. • If the issue was **Closed Cancelled**, it indicates that the issue didn't need to be resolved. If the issue is closed and the **State** of the assessment isn't closed or canceled, the **Issue risk rating** is recalculated and displayed. **Note:** The **Computed risk rating** isn't affected by this calculation.
Override risk rating	Option to override the computed risk rating for the third party. When selected, any future changes made to the assessment risk rating affects only the computed risk rating, not the risk rating. **Note:** If the check box is selected and then deselected, the computed risk rating is used.
Overridden risk rating	Risk rating to override the current computed risk rating. If you selected **Override risk rating**, enter the new risk rating.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Third-party risk assessment form (continued)

Field	Description
Justification	Justification for overridden risk rating. If you selected **Override risk rating**, you must enter a reason for the override.
Assessment Schedule	
Planned duration (days)	Estimated duration of the assessment. **Note:** This estimate includes the amount of time needed to receive responses and for internal and external users to review.
Planned start date / Planned end date	Planned start and completion dates and times for work on the assessment. **Note:** The **Planned end date** is automatically set to one month from the **Planned start date**. After the assessment is saved, this date can't be changed.
Actual duration	The amount of time it took to complete the third-party risk assessment. This field is calculated using the **Actual state date** and **Actual end date**.
Actual start date	Date and time that work on the assessment began.
Actual end date	Completion date and time for the assessment.
Questionnaire Schedule	
Planned duration (days)	The amount of time given to the third party or engagement to complete all questionnaires.
Review duration (days)	Time allocated for the Assessment reviewer to review all questionnaires. **Note:** Users with the Third-party assessment reviewer [sn_vdr_risk_asmt.vendor_assessment_reviewer] role can review and leave comments for the following: • Tiering assessments • Internal assessments • External assessments • Third-party risk issues • Third-party risk tasks • Third-party risk due diligence requests
Submitted to third party	Delivery date for third party questionnaires.
Due date	Deadline for third party to respond to and return all questionnaires.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Third-party risk assessment form (continued)

Field	Description
	Note: The **Due date** is set to a duration of 10 days by default. You can extend the due date of a questionnaire by increasing the **Planned duration (days)**; however, the **Planned end date** of the assessment won't be updated.
Completion date	Actual date when third party completed all questionnaires.
Responses expected by	The date that your organization expects the responses to be returned by the third-party contact.
Notes and Comments	
Work notes	Information about the assessment. Work notes are visible to users assigned to the issue.
Additional comments (Customer visible)	Public information about the assessment.

Related topics

Assessing your third-party risk

Third-party element form

Use the third-party element form to capture all the information that you need to create a third-party element record using the Third-party Risk Management application. As a third-party risk manager, third-party risk assessor, or due diligence request owner, you can create a third-party element record.

Third-party element form

Field	Description
Name	Name that identifies this third-party element on all forms and lists.
Classification	Type of third-party element: • Facility • Product • Principal • Other

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Third-party element form (continued)

Field	Description
	Note: This selection determines which scoring model is applied to the third-party element. You can create new third-party element classifications by navigating to **All** > **Third-party Risk Management** > **Third-party Elements** > **Classifications**.
Description	Text that explains and clarifies the background of the third-party element.
Notes	Additional information about the third-party element.
Alternate name	Alternate name to refer to the third-party element. An alternate name could be a simplified, branded, or localized name that differs from the official name that was provided by the third party.
Created by	User who created the third-party element.
Contact details section	
First name, Last name, Contact department, Contact title, Contact phone, and Contact email	Standard contact information for the person at the third-party organization who acts as the primary third-party contact. For a description of the responsibilities of the third-party contact role, see Roles in Third-party Risk Management.
Street, City, State/Province, ZIP/Postal code, Country	Standard address information for third-party organization.
Latitude and Longitude	Values that are used to mark the location on the Risk concentration map. For more information, see TPRM Risk concentration map.

Related topics

- Monitoring third-party elements
- Create a third-party element record
- Add a third-party element record to an engagement

Approval process management

You can view the list of users who can approve or reject a DD request and also view the details of their approval actions. In addition, you can view the approval levels for a request.

Approval process

During the approval process, each aspect of risk is analyzed by the appropriate internal stakeholders. All internal stakeholders (approvers) review the questionnaire responses and supporting documents from the third-party and engagement contacts. If the responses are good,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

one or more approvers approves and then closes the DD request. If a contract will be prepared, the approved request moves to the Contract Risk process.

Accessing the Due diligence management page

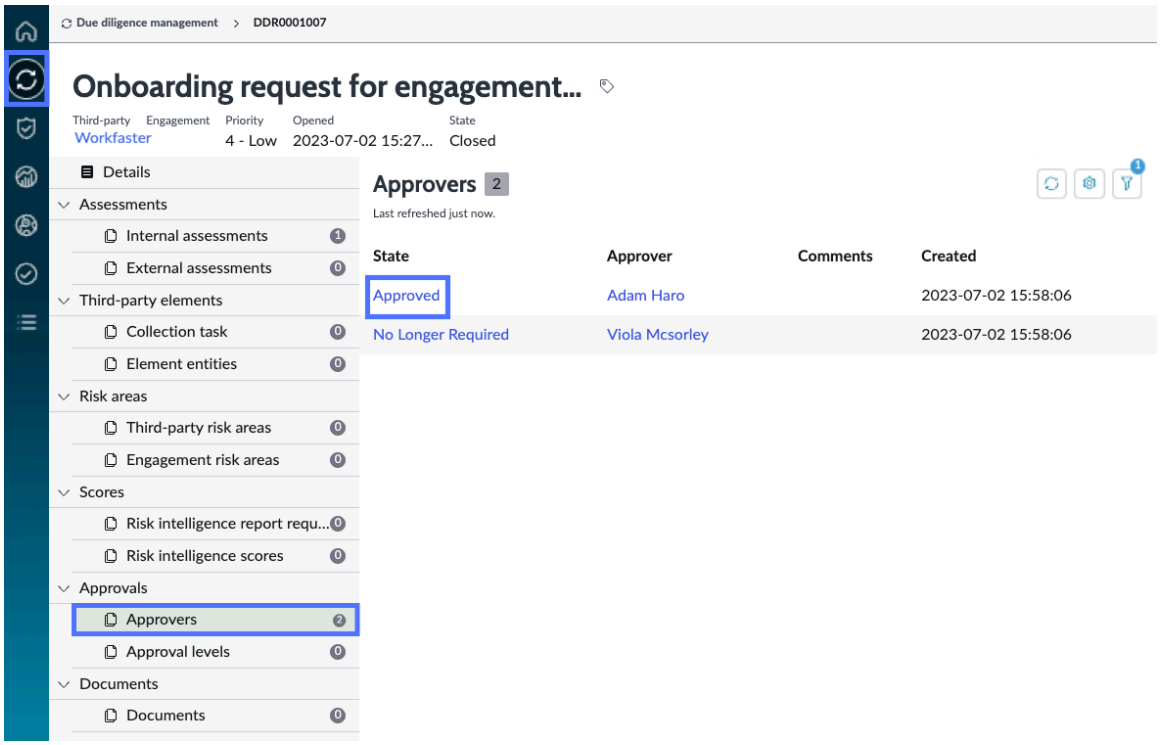
You can access the Due diligence management page from many locations by selecting the **DDR** number for any DD request. Select either the **Approvers** tab or the **Approval levels** tab.

Approvers tab

The tab lists the users that have responded to the engagement request. Select the **State** value to view the details of the approval action that the approver performed.

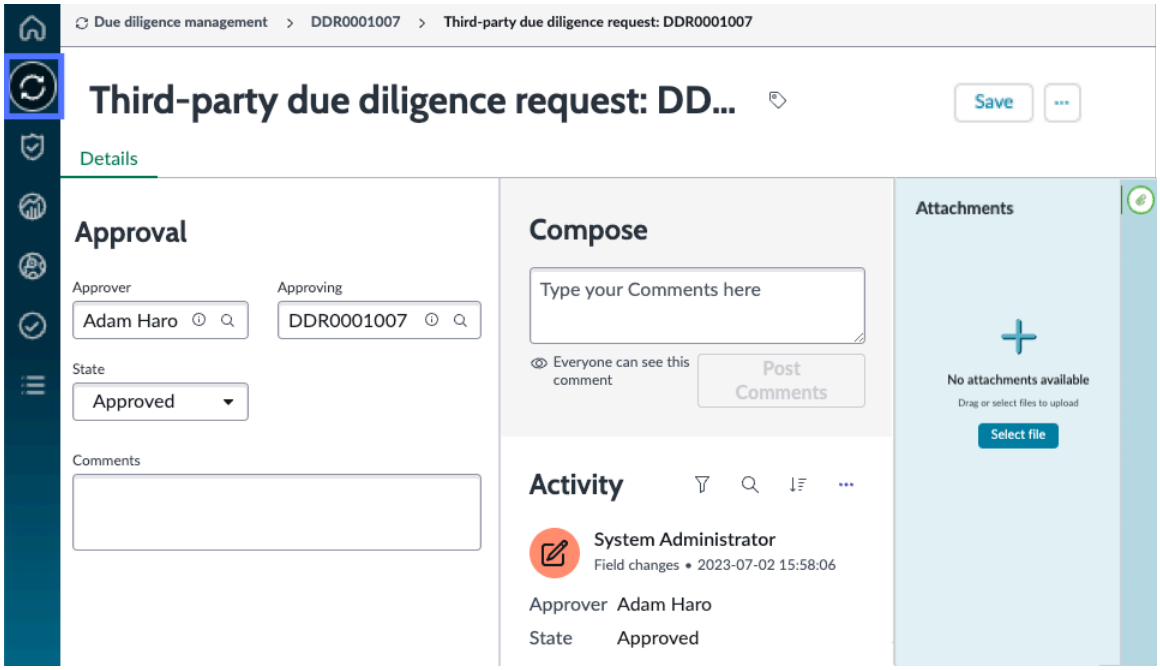
The state of the approval can be one of the following values:

- Not yet requested
- Requested
- Approved
- Rejected
- Cancelled
- No longer required

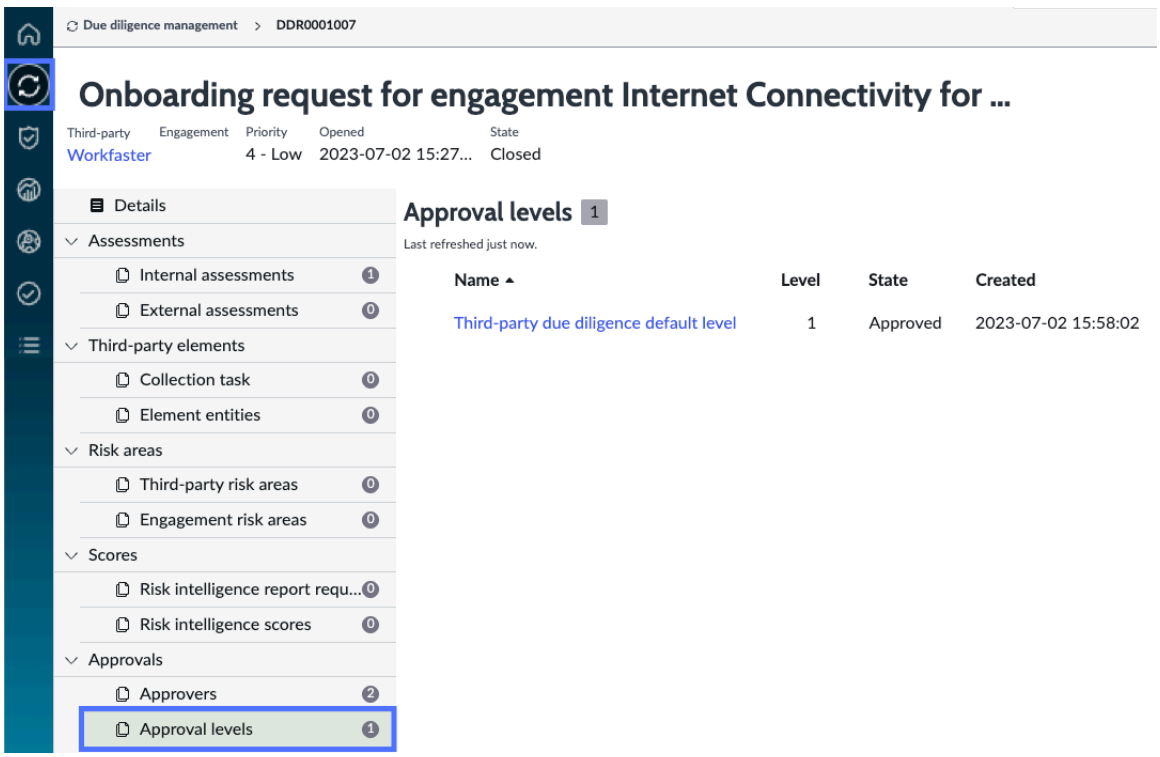


Select the **State** value for a request to view the **Details** tab for the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Approval levels tab



Note:
For more information on how Third-party risk (TPR) admins can set approval levels and rules, see Set up the approval levels for due diligence requests and Set up the approval rules for due diligence requests.

Approval business rules

If you have the TPR admin [sn_vdr_risk_asmt.vendor_risk_admin] role, you can view all business rules by navigating to **All** > **System Definition** > **Business Rules**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following business rules are included when the Third-party Risk Due Diligence [sn_tprm_dd] application is activated.

Third-party risk due diligence business rules

Business rule	Source table	Description
Create approval records	Third-party due diligence request [sn_tprm_dd_request]	Creates approval records for the evaluated approvers, setting the first record to **Requested** and subsequent records to **Not yet requested** when the due diligence request state updates to **Awaiting for approval**.
Roll up approval and update DD	Approval [sn_tprm_approval]	Marks next approval record as **Requested** if multiple approvals are required. If all required approval records are approved, then the due diligence record state is updated to **Approved**.
Cancel existing approvals	Third-party due diligence request [sn_tprm_dd_request]	Cancels approval requests if the state of the approval record is updated to **No longer required**.

Related topics

- Approving or rejecting requests for due diligence
- Set up the approval levels for due diligence requests
- Set up the approval rules for due diligence requests
- Approval rule form

Approval rule form

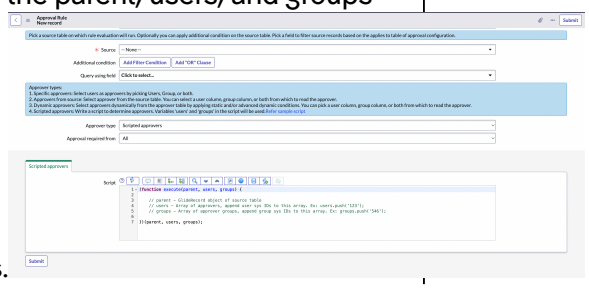
The approval rule form captures all the information needed to create an approval rule. An admin or third-party risk admin can create an approval rule.

Approval Rule form

Field	Description
Name	Name of the approval rule.
Source	Table to which the approval rule is applied. Third-party due diligence request [sn_tprm_dd_request] table is the source table for due diligence requests.
Query using field	Field that connects the approving table and the source table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Approval Rule form (continued)

Field	Description
	Note: This field is only required if you're not using the Third-party due diligence request [sn_tprm_dd_request] table as a source.
Additional condition	Filter conditions that you can apply on the source table. These filter conditions determine when the rule is applied.
Approver type	Type of approver: • Specific approvers: Your choice of approvers. • Approver from source: Users or groups from the source table. • Dynamic approvers: Approvers that are selected dynamically from any table. • Scripted approvers: Script to determine your approvers. In the following example, a new approval rule record is shown with Scripted approvers as the selected **Approver type**. A script is started where you can update the parent, users, and groups parameters. 

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Approval Rule form (continued)

Field	Description
	Note: For security reasons, a user with the admin role doesn't have write access to the **Script** field on the Approval Rule form. Only the Approver Configurator developer has create and write access to the **Script** field on the Approval Rule form. If you have the admin role, you can set up an approval rule only with the following types of approvers from the Approver type list: • Specific approvers • Approver from source For more information on the roles in the GRC: Approver Configurator application, see Roles installed with GRC: Approver Configurator.
Approval required from	Any user or all stakeholders from whom the approval is required.
Description	Brief note that describes the approval rule.
Approvers	
Approvers from	Approver table. This field is available only if the Approver type is **Approver from source** or **Dynamic approvers**. This field defaults to the source table if the approver is from the source table.
Filter by	Conditions to filter records from the approver table. This field is available only if the Approver type is **Dynamic approvers**.
Advanced	Option to set a scripted dynamic condition.
User field	User reference or list of approvers from the approver table.
Group field	User group reference as approver from the approver table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Approval Rule form (continued)

Field	Description
Dynamic condition	Script field to apply an advanced filter on the approver table.
Users	One or more users that are designated as approvers.
Group	Group of approvers.
Scripted approvers	
Script	Script to determine approvers. **users** and **groups** in the script are selected as approvers.

Risk intelligence report requests management

You can view a list of risk intelligence report (RIR) requests, their associated providers, scores, and report URLs. In addition, you can create requests and make updates by using the Third-party Risk Management application.

Risk intelligence report request process

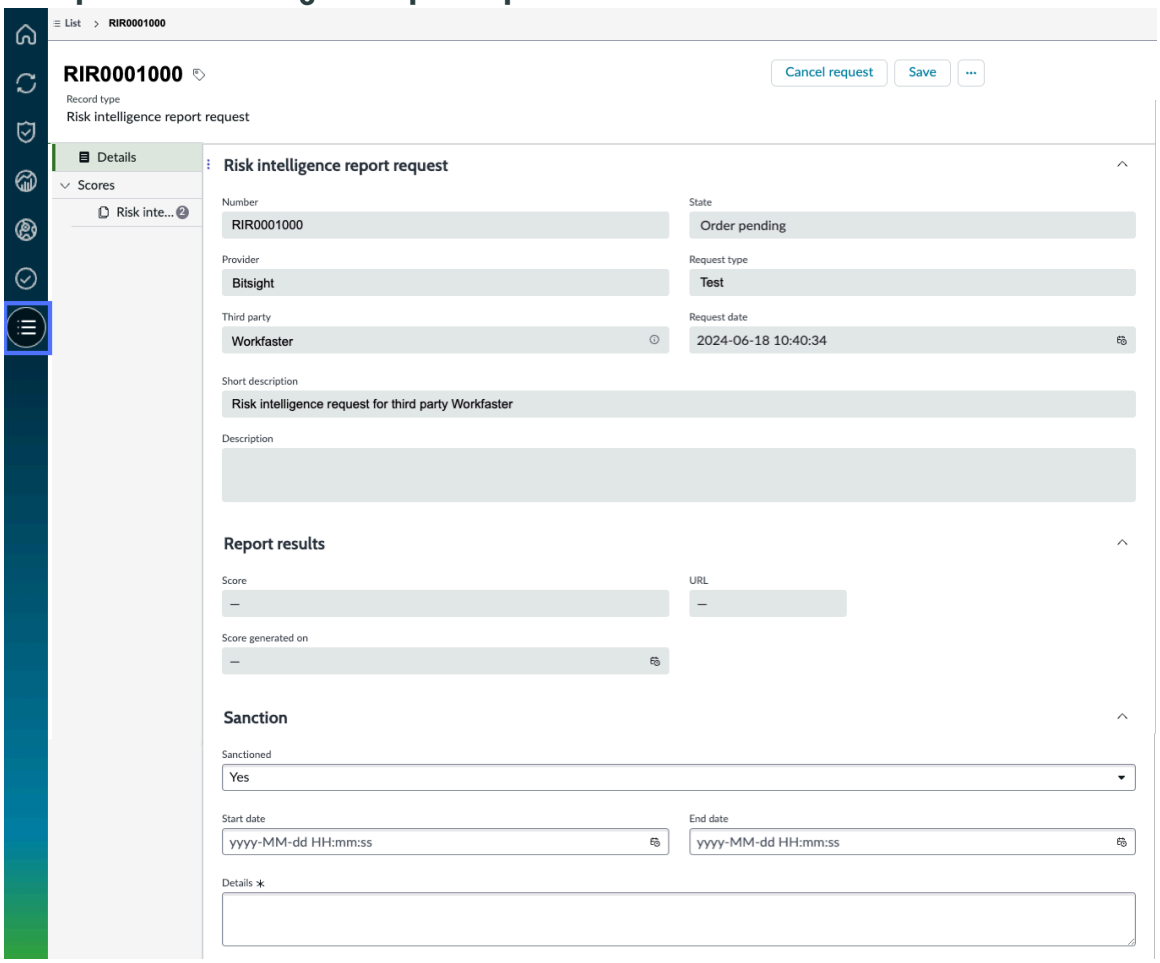
If you have the third-party risk (TPR) assessor [sn_vdr_risk_asmt.vendor_risk_assessor] or TPR manager [sn_vdr_risk_asmt.vendor_risk_manager] role, you can request a RIR or score. You can create a RIR request that is associated with a third party or due diligence request. If you want to associate an RIR request with a due diligence request, it must be after an inherent risk questionnaire (IRQ) has been completed (that is when the due diligence request has entered the IRQ in progress state). You can update the Sanction section at any time.

For more information, see Request a risk intelligence report, Request a risk intelligence report associated with a due diligence request, Risk intelligence report request form, and Track sanctions-related information.

The following example shows how a new risk intelligence report request appears in Vendor Management Workspace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example of a risk intelligence report request



The following table shows the information that is captured in an RIR request.

Risk intelligence report request

Field	Description
Risk intelligence report request section	
Number	Unique ID number that is auto-assigned by the system and starts with the text RIR.
Provider	Organization that is responsible for generating the risk intelligence information for the request.
Request type	Type of report or score that is provided. Each service that is offered by the provider returns a particular type of risk rating or score. For example, Financial risk or Security risk. **Note:** The request types that are available are dependent on what has been set up for the provider. For more information, see Set up a request type for a provider.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk intelligence report request (continued)

Field	Description
Third party	Third party that is to be scored by the provider.
Due diligence request	Due diligence request that is associated with the risk intelligence request. There's an option to request risk intelligence as part of a due diligence request. For more information, see Request a risk intelligence report associated with a due diligence request.
Short description/ Description	Text that explains and clarifies the intent of the request for stakeholders.
State	Current state of the request: • Open • Order pending • Order in progress • Closed complete • Closed incomplete
Request date	Date that the order is pending and ready to be sent to the provider.
Received date	Date that the response from the provider is received.
Report results section	
Score	Overall risk score that is determined by the provider.
URL	Link to additional information about the origin of the generated score.
Score generated on	Date that the score is generated.
Sanction section	
Sanctioned	Option that you can select **Yes** to indicate that the third party is sanctioned. This field is set to **No** by default.
Start date	Start date of the sanctioned enforcement.
End date	End date of the sanctioned enforcement.
Details	Text that explains and clarifies the type of sanction and how it impacts your business relationship with the third party.

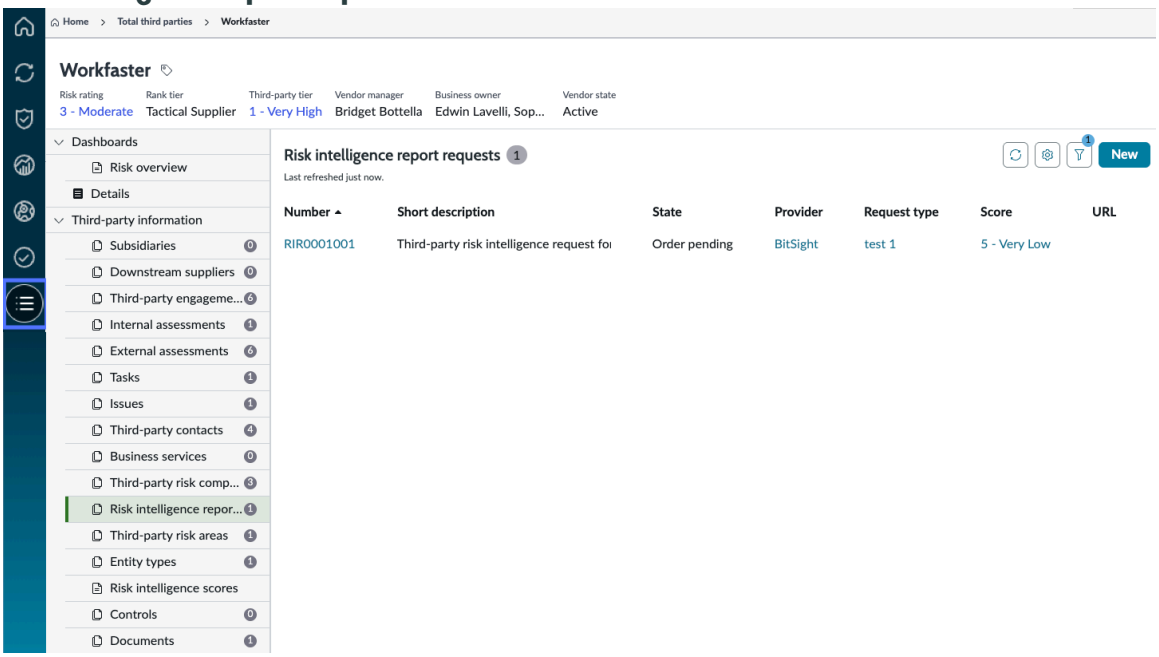
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk intelligence report requests tab

While viewing the data for a third party, you can select the **Risk intelligence report requests** tab to view the list of report requests.

The following example shows the **Risk intelligence report requests** tab in Vendor Management Workspace.

Risk intelligence report requests tab



For more information on RIR requests, see Using risk intelligence reports and scores.

Risk intelligence report request states

The RIR requests have the following potential states:

Open

An RIR request enters this state after the record has been created and saved by the Third-party Risk (TPR) manager, TPR assessor, or contract negotiator that is assigned to the due diligence request. For each risk intelligence request, the system auto-assigns a unique ID number that starts with the text RIR.

Order pending

An RIR request enters this state after the record has been reviewed and submitted by the Third-party Risk (TPR) manager, TPR assessor, or contract negotiator that is assigned to the due diligence request.

The following changes take place:

- The order has been submitted to the provider.
- The **Request date** field has been populated with the date that this record was submitted on.
- All fields in the Risk intelligence report request section are read-only.

Order in progress

An RIR request enters this state after the order has been received by the provider.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following changes take place:

- The score records are generated with the report request.
- The **Score generated on** field is updated.

Closed incomplete

An RIR request enters this state after the order was received by the provider but couldn't be processed due to an error, and the order was closed.

Closed complete

An RIR request enters this state after the order was received and processed by the provider.

Canceled

An RIR request enters this state after a TPR manager, TPR assessor, or contract negotiator cancels the report request. If you must cancel a request, it can be done while the request is in the **Open** or **Order pending** state. If you want to create a duplicate of a canceled request, you can't edit that record. You must create a new RIR request.

Related topics

Integrating scores from risk intelligence providers

Risk intelligence report request form

Risk intelligence provider integrations

Integrating EcoVadis with Third-party Risk Management

Risk intelligence report request form

Use the risk intelligence request form to capture all the information that you need to request risk intelligence using Third-party Risk Management. As a third-party risk manager, third-party risk assessor, and contract negotiator that is assigned to the due diligence request, you can request risk intelligence.

Risk intelligence report request

Field	Description
Risk intelligence report request section	
Number	System that auto-assigns a unique ID number that starts with the text RIR.
Provider	Organization that is responsible for generating risk intelligence information for the request.
Request type	Type of report or score that is provided. Each service offered by the provider returns a particular type of risk rating or score. For example, a risk intelligence report ordered from Black Kite that provides a high-level summary of cyber risk information could be classified as a Level 1 - General Cyber Risk Report request type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk intelligence report request (continued)

Field	Description
	Note: The request types that are available are dependent on what has been set up for the provider. For more information, see Set up a request type for a provider.
Third party	Third party that is to be scored by the provider.
Due diligence request	Due diligence request that is associated with the risk intelligence request. There's an option to request risk intelligence as part of a due diligence request. For more information, see Request a risk intelligence report associated with a due diligence request.
Short description/ Description	Text that explains and clarifies the intent of the request for stakeholders.
State	Current state of the request: • Open • Order pending • Order in progress • Closed complete • Closed incomplete
Request date	Date that the order is pending and ready to be sent to the provider.
Received date	Date that the response from the provider is received.
Report results section	
Score	Overall risk score that is determined by the provider.
URL	Link to additional information about the origin of the generated score.
Score generated on	Date that the score is generated.
Sanction section	
Sanctioned	Option to select **Yes** to indicate that the third party is sanctioned. This field is set to **No** by default.
Start date	Start date of the sanctioned enforcement.
End date	End date of the sanctioned enforcement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk intelligence report request (continued)

Field	Description
Details	Text that explains and clarifies the type of sanction and how it impacts your business relationship with the third party.

Related topics

- Using risk intelligence reports and scores
- Request a risk intelligence report
- Request a risk intelligence report associated with a due diligence request
- Track sanctions-related information

Scoring calculations using the classic assessment engine

Perform a comprehensive external risk assessment when calculating multiple ratings and scores by using the Third-party Risk Management application. You can gain a deeper understanding of the overall calculation process and learn how user-defined parameters and configurations influence the results of the questionnaires.

Risk rating scale

Every time that you create a questionnaire, the system applies a default risk rating. You can configure the risk rating scale, which includes the categories, minimum, and maximum values, to meet your specific questionnaire needs that can vary for each assessment. For example, you can define risk rating values as colors rather than **1-Very High** through **5-Very Low**.

The following example shows the default risk ratings that are provided as part of the base system.

Default risk rating scale



Score calculation mechanism

The score calculation mechanism for each external assessment uses the ServiceNow AI Platform® assessment score calculation engine. This engine performs these calculations by using a series of related equations that are dynamically recalculated. You define the following parameters that affect the calculated assessment rating:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Questions (metrics)

  For more information on how to define a question, see Define a question.

- Metric scale definition

  For more information on how to define the metric scale definition, see Define a question.

- Categories

  For more information on how to define a category, see Set up and maintain a question bank.

- Weights

  For more information on how to define a weight, see Define component criteria.

- Risk rating scale

  For more information on how to define a risk rating scale, see Set up risk rating scales for scoring.

- Business service rating scale

  At the end of the scoring calculation, if a third party or engagement is associated with a business service that you defined in the Service [cmdb_ci_service] table, that criticality weight is factored into the calculation. Different business services may have varying levels of associated risks. By adjusting the criticality weight, you can use the resulting values to adjust your risk mitigation strategies.

  Note:
  Only answered questions contribute to overall calculations.

  You can define the criticality weights by navigating to **All** > **Self-Service** > **Third-party Risk Management** > **Assessment Setup** > **Business Service Rating Scale**.

  As part of the base system, four ratings are defined:

  - 1 - most critical
  - 2 - somewhat critical
  - 3 - less critical
  - 4 - not critical

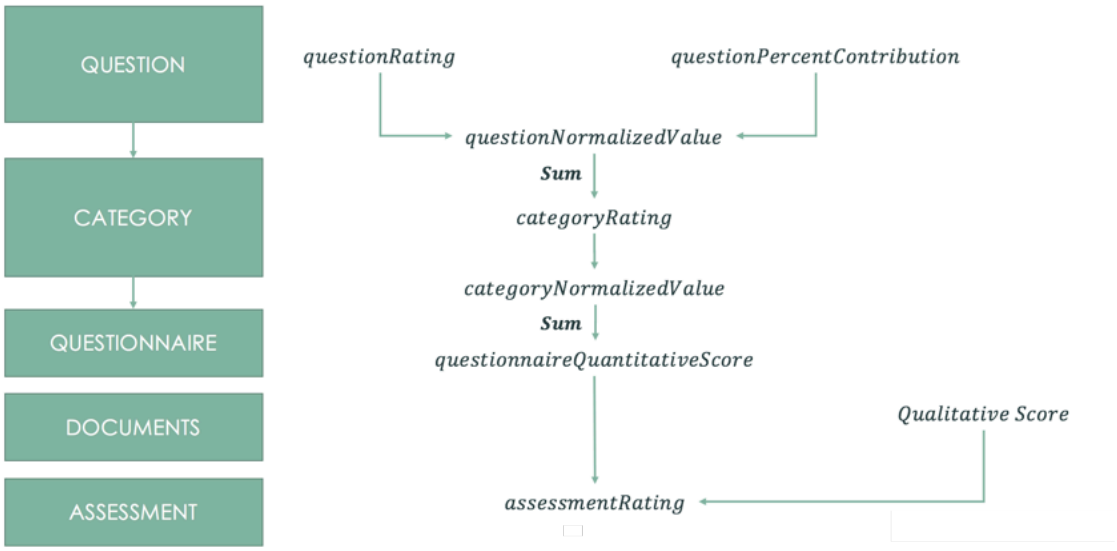
  You can associate each third party or engagement with multiple business services.

Note:
A business service is a defined sequence of tasks or activities that contribute to the delivery of a service such as email, IT services, E-commerce.

The following infographic shows the assessment rating calculation process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment rating calculation process



1. Each question on the questionnaire has these values calculated:
   a. questionRatings: The rating for each question is calculated by the responses. The rating is determined by the metric scale definition and the values that are associated with the answers. The questionRating is not a value that is stored in a table.
   b. questionPercentContribution: The percent contribution of each question within its category is determined by this calculation. This value is based on the weight that is assigned by the third-party risk manager to the question and the overall weight of the category. The questionPercentContribution is not a value that is stored in a table.
   c. questionNormalizedValue: The normalized value for each question is calculated by multiplying the question rating, question percent contribution, and a constant value (100). This value enables you to compare questions with different weights and ratings.
2. The categories of each questionnaire have these ratings calculated:
   a. categoryRating: The rating for each category is calculated by summing up the normalized values of all the questions within the category. The category rating is derived from the associated risk rating scale.
   b. categoryNormalizedValue: The category rating is normalized by multiplying it with the category weight to enable you to compare values across all categories.
3. Questionnaire, questionnaireQuantitativeScore: The overall quantitative score for the assessment is calculated by summing up the normalized category scores. This score represents the risk score for the questionnaire.
4. Documents, Qualitative Score: The calculation for the qualitative risk rating for the document requests is based on the answer to the default question “Do you have document ‘document name’? on the document request. This rating can be overridden by the third-party risk assessor if necessary.
5. Assessment, assessmentRating: The final rating for the assessment is calculated by taking the weighted average of the questionnaires and document requests within each third-party risk area. The weights are determined by the risk area scoring method.

Note:
Only answered questions contribute to overall calculations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scored option for questions

Selecting the scored option (**Scored** check box) is optional. All question responses unless otherwise stated are scored. The scored option changes the scoring behavior. When the 'Scored' option is selected, the score is always 0 or 100 reflecting whether the answer is correct or incorrect, and the questionRating and questionPercentContribution formulae are not used; the Normalized Value is directly set to 0 or 100. When the 'Scored' check box is not selected, the score is calculated using the questionRating and questionPercentContribution formulae to determine the Normalized Value. Selecting the Maximum normalization input field only applies when the 'Scored' check box is not selected, as it is used to define the maximum value for normalization, and the score can vary based on the input values and weights. If the 'Scored' check box is selected, the Maximum normalization input field does not apply, and the Normalized Value is simply 0 or 100. For more information on questions and normalized scores, see Set up and maintain a question bank, Define a question and Normalize the scores for metrics.

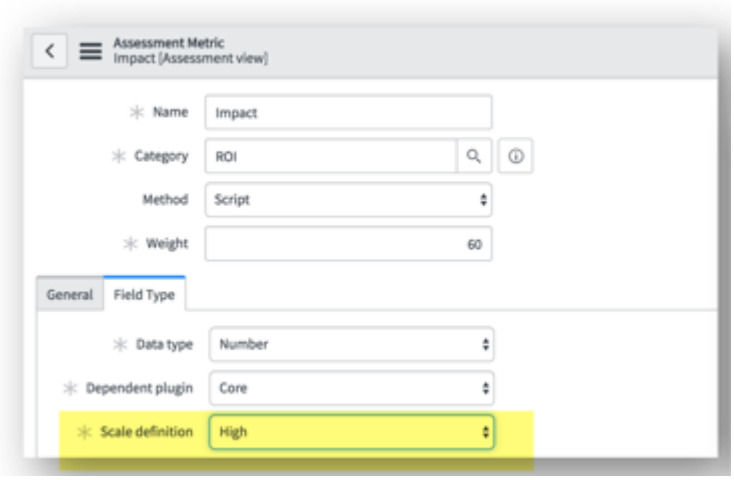
questionRating calculation

You use the `questionRating` calculation to define the relative degree of significance of each individual assessment metric as compared to other metrics. This key variable helps to calculate the normalized value later in the process.

You can define the **Scale definition** for an individual assessment metric by setting it to be **High** or **Low**.

The following example shows how the metric scale definition field was defined in the Assessment Metric form.

Metric scale definition example



- **High** means that large numerical values indicate a positive result. If the metric scale definition is high, the following equation is used:

  ```
  questionRating = (value - minValue) / (maxValue - minValue)
  ```

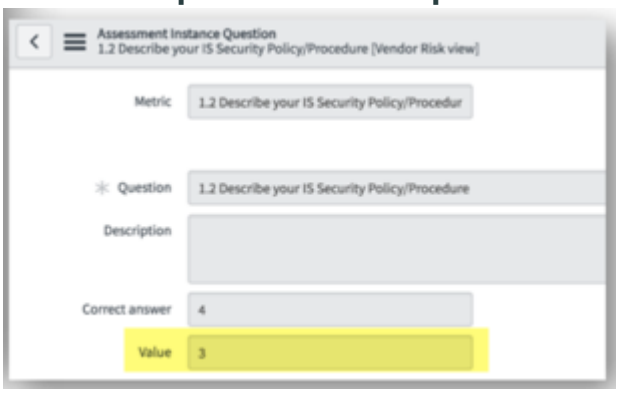
- **Low** means that small numerical values indicate a positive result. If the metric scale definition is low, the following equation is used:

  ```
  questionRating = 1 - ((value - minValue) / (maxValue - minValue))
  ```

The following example shows the question value field that is defined in the assessment instance question form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment question value example



The **value** used in the equation is taken from the response to the question. The configuration of the metric defines the correct answer, which is the value, and the other values that are associated with the other incorrect or less desirable answers. The questionRating is not a value that is stored in a table.

questionPercentContribution calculation

The `questionPercentContribution` defines the degree of significance of the assessment metric within the category where it's included. This key variable is used in calculating the normalized value later in the process.

The following equation is used to calculate the `questionPercentContribution`.

```
questionPercentContribution = (questionWeight /
sumOfAllQuestionWeightsWithinCategory)
```

Note:
sumOfAllQuestionWeightsWithinCategory is the sum of weights in the category for questions that are answered.

The **Category** represents a theme for evaluating the assessable records in a metric type. You can define this category's example with the return on investment (ROI), risk, performance, security, personal data, and so on.

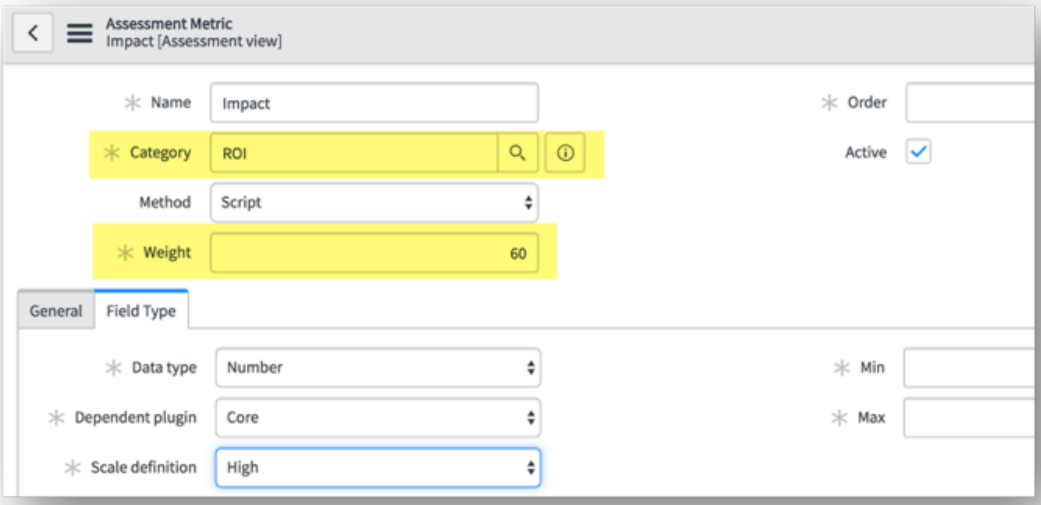
The **Weight** is a numerical value that represents the metric importance that relates to other metrics. A higher weight in proportion to the overall weight of the category has a stronger influence on the final score. You can define the weight, set it to any integer, and apply it to questions and categories.

Note:
The questionPercentContribution is not a value that is stored in a table.

The following example shows the question category and weight field that you can define in the assessment metric form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment question category and weight example



questionNormalizedValue calculation

The `questionNormalizedValue` enables questions with different weights and ratings to be compared equally on the same scale.

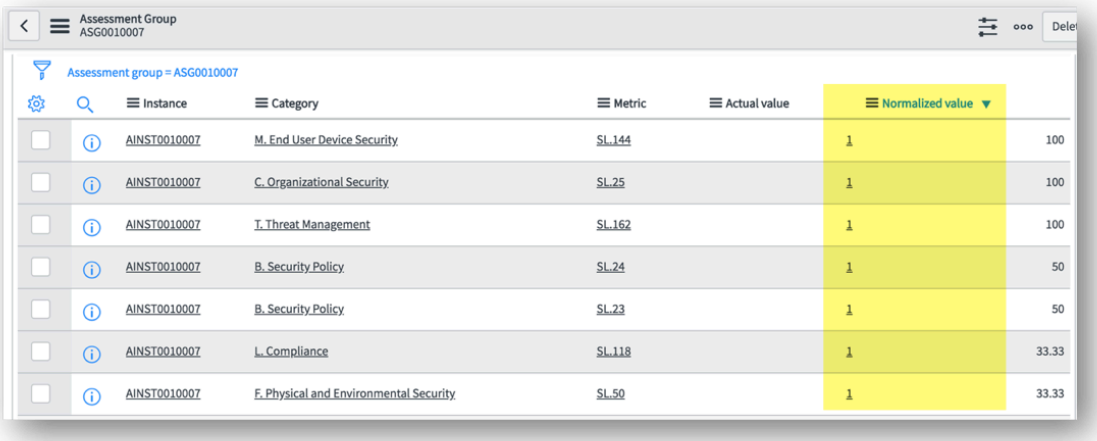
The following equation is used to calculate the `questionNormalizedValue`.

```
questionNormalizedValue = 100 * questionRating *
questionPercentContribution
```

Each answer to every question (assessment metric) on the questionnaire has a **normalized value**. This normalized value enables you to make a meaningful comparison that is later rolled up to the category and the overall assessment results.

The following example shows a list of normalized values for an assessment group.

Normalized value list for an assessment group example



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

categoryRating calculation

Now that there are normalized values for each metric within the category, the `categoryRating` calculates a value for the entire category that can then be normalized by using the `categoryNormalizedValue` equation to facilitate inter-category comparisons.

The following equation is used to calculate the `questionPercentContribution`.

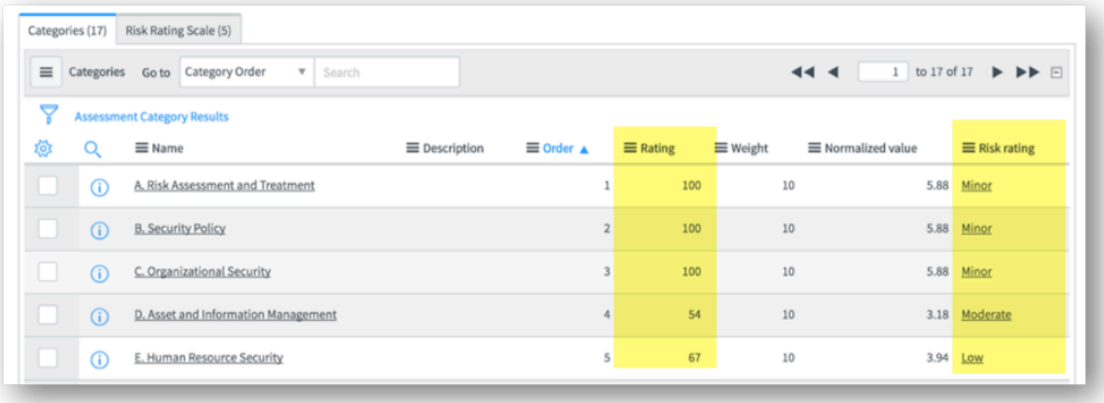
```
categoryRating = sumOfAllQuestionNormalizedValuesWithinCategory
```

The category **Rating** is the sum of all normalized values for the metrics within the category.

The stated **Risk Rating** for each category is derived from the associated Risk Rating Scale.

The following example shows the list of category ratings and risk ratings for an assessment category.

Categories rating and risk rating list example



categoryNormalizedValue calculation

With the Category Ratings established, the `categoryNormalizedValue` equation uses this rating and the category weight to normalize the result across all categories.

The following equation is used to calculate the `categoryNormalizedValue`.

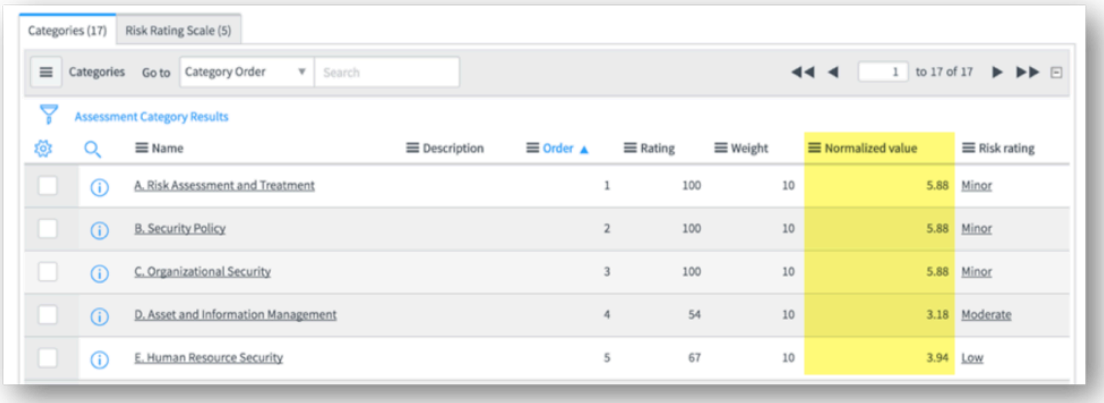
```
categoryNormalizedValue = categoryRating * (categoryWeight /
sumOfAllCategoryWeights)
```

This calculated normalized value performs a more meaningful comparison that is later rolled up to the overall assessment results. Higher **categoryWeight** values increase the normalized value of the category.

The following example shows the list of normalized values for an assessment category.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Categories normalized value list example



questionnaireQuantitativeScore calculation

With all categories normalized, the overall quantitative score for the assessment is calculated.

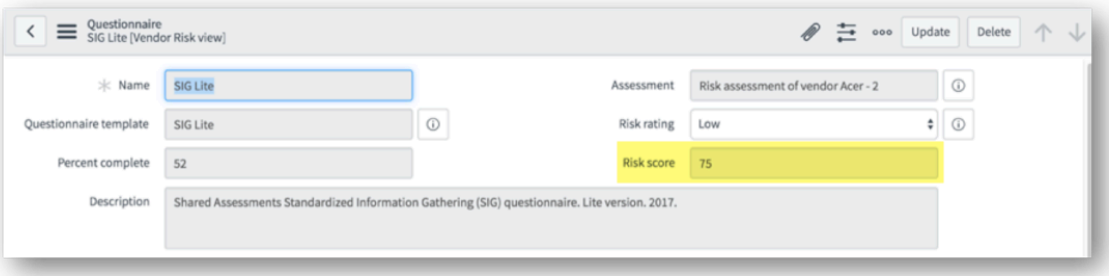
The following equation is used to calculate the `questionnaireQuantitativeScore`.

```
questionnaireQuantitativeScore = sumOfAllCategoryNormalizedValues
```

The output from the `questionnaireQuantitativeScore` equation is the sum of the normalized category scores. It's presented as the **Risk Score** on the record for the questionnaire.

The following example shows a risk score for a questionnaire.

Questionnaire record with risk score example



Qualitative score for documents

Document Requests have a risk rating that is a qualitative score. The preliminary risk rating is based on the answer to the default question "Do you have document 'document name'?".

The document risk rating uses the scale that is shown in the following table.

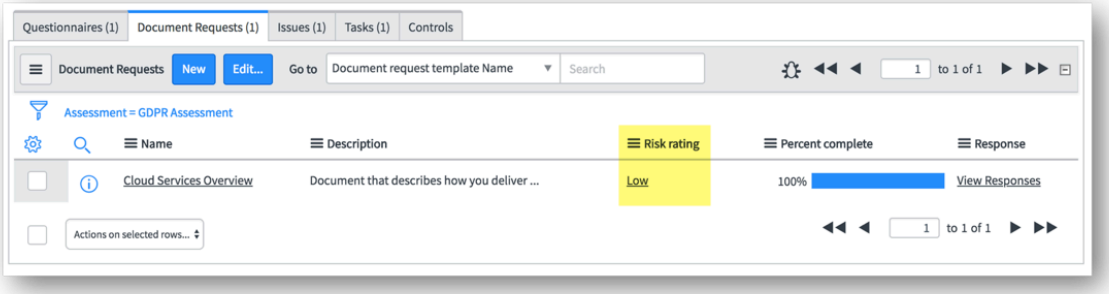
Document risk rating scale

Response	Risk Rating
Yes	Low
No or unanswered	High
N/A	Moderate

The following example shows a risk rating for a document request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

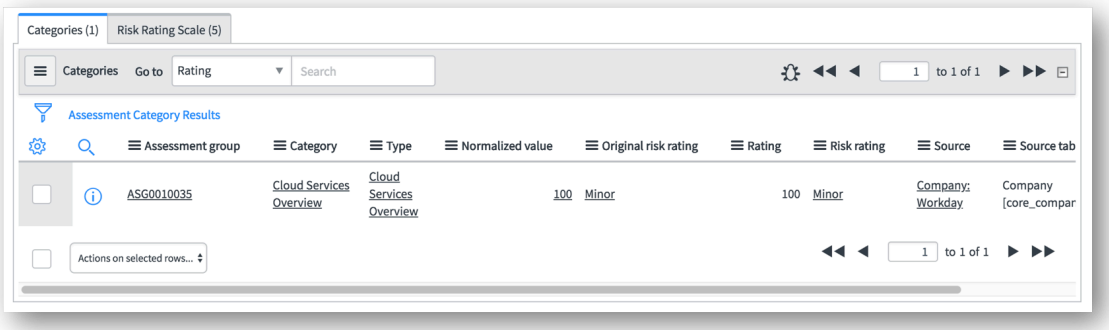
Document request risk rating example



After the document is reviewed, it might be found to be deficient, so the Third-party risk assessor can override the default rating. The assessment retains the current **Risk Rating** and the **Original Risk Rating**. The stated **Risk Rating** for each category is derived from the associated Risk Rating Scale.

The following example shows a categories related list that includes the original and current risk rating.

Categories related list example



assessmentRating calculation

For any external assessment, the final rating for the assessment is calculated as the weighted average of the questionnaires and document requests within each third-party risk area.

The following equation is used to calculate the `assessmentRating`.

```
assessmentRating = (AVG (Questionnaire + Document Request for a risk area) * weight assigned to that risk area + (Questionnaire + Document Request for another risk area) * weight assigned to that risk area) / the sum of the weights
```

- Questionnaire 1 = defined in the Security Risk Area
- Questionnaire 2 = defined in the Financial Risk Area
- Questionnaire 3 = defined in the Financial Risk Area
- Document Request 1 = defined in the Security Risk Area

The risk area criteria are set like the example shown in the following table:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk area criteria

Risk Area	Scoring Method	Weight
Security Risk	Average Risk	10
Financial Risk	Max Risk	20

The final rating for the assessment is calculated by using this equation:

```
assessmentRating = (AVG (Questionnaire 1 + Document Request 1) *
10 + MAX (Questionnaire 2 + Questionnaire 3) * 20) / (10 + 20).
```

The final rating is the overall assessment rating that considers the scores and ratings from all assessments conducted for a third-party or engagement. It's calculated by taking the weighted average of the questionnaires and document requests within each risk area. This calculation process ensures that all relevant metrics, categories, and weights are taken into account based on how you defined these parameters and configurations. The calculation process and the factors involved can help you make informed decisions and take appropriate actions based on the final rating.

Note:
For information on verifying risk ratings and scoring calculations, see Verifying scoring calculations using the classic assessment engine.

Related topics

Verifying scoring calculations using the classic assessment engine

Verifying scoring calculations using the classic assessment engine

You can review scores and risk ratings in your questionnaires to help ensure the accuracy and consistency of risk scoring by verifying the correct application of weights, normalized values, scoring methods, and risk rating scales. Based on the different weights you assign, Third-party Risk Management averages these values and produces a composite score for the overall risk.

Verification checklist

The [sn_vdr_risk_asmt.vendor_assessor] or [sn_vdr_risk_asmt.vendor_manager] role is required to perform all related actions by using the Vendor Management Workspace or VRM Classic user interface. For full descriptions of assessment configuration and set up, see Classic assessment configuration.

Here are some of the configurations that you can check while reviewing scores and risk ratings:

Checklist items

Configurations	Description
Scoring method	Verify that the correct scoring method has been selected. You can select or update scoring methods for risk area domains, risk area criteria, and component criteria. For example, confirm that Min Risk is used instead of Average Risk if that aligns better with your assessment goals.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Checklist items (continued)

Configurations	Description
	For more information, see Define a third-party risk domain, Define third-party risk area criteria, and Define component criteria.
Weights	Verify the accuracy of weights applied to risk areas, risk criteria, risk components, and questions. You can apply custom weights to reflect the importance and priority of different types of risk. Weight values for questions must be whole integers. Using decimals results in incorrect scores. For example, use 56 and not 0.56. For more information on how to assign or update weights, see Define a third-party risk domain, Define third-party risk area criteria, Define component criteria, and Define a question.
Scoring calculations	Verify that calculations, normalized values, and unanswered questions are behaving as expected. For example, confirm that you're accounting for unanswered questions not being included as part of the scoring calculation. For information on the different formulas used to calculate scores and ratings, see Scoring calculations using the classic assessment engine. For information on how to use normalized values to calculate assessment scores for Choice or Multiple Selection questions with the scored check box not selected Normalize the scores for metrics.

How to view risk ratings

You can view risk ratings for individual third parties, engagements, assessments, and questionnaires.

The following risk ratings are available to view.

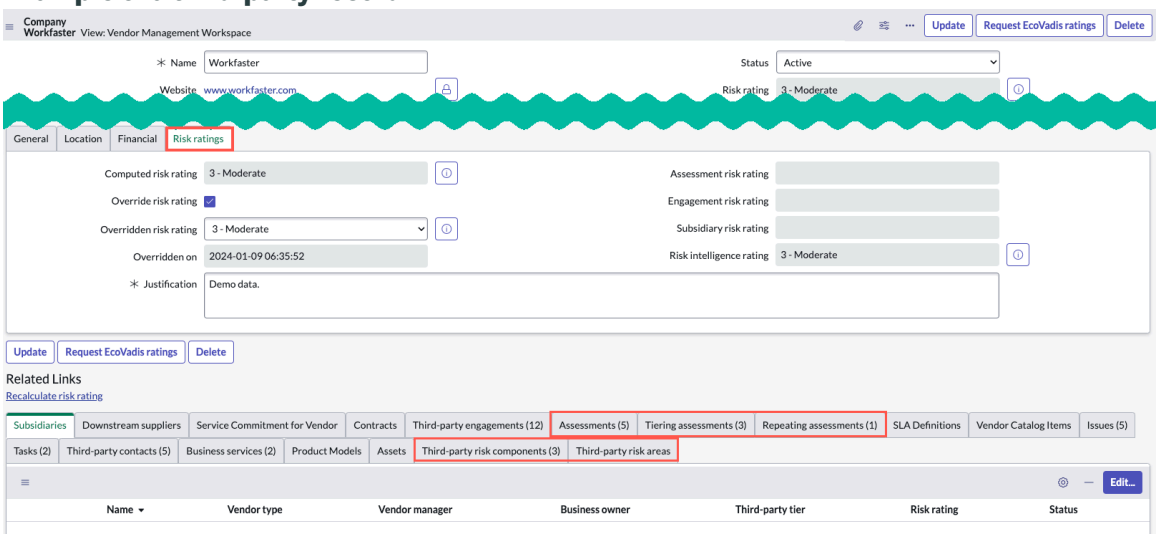
- Computed risk rating: The overall risk rating for the third party, calculated after the assessment.
- Third party rating: An aggregate of all engagement ratings.
- Engagement risk rating: Determined by the component criteria
- Subsidiary risk rating: If company1 has company2 and company3 as subsidiaries, the aggregate of final ratings on company2 and company3 are the subsidiary ratings on company1.
- Risk intelligence rating: Aggregate of all provider ratings.
- Assessment rating: Determined by weights defined by category, calculations, and more.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Risk ratings and scores are only available to view after assessments have been completed and scores have been integrated from a provider.

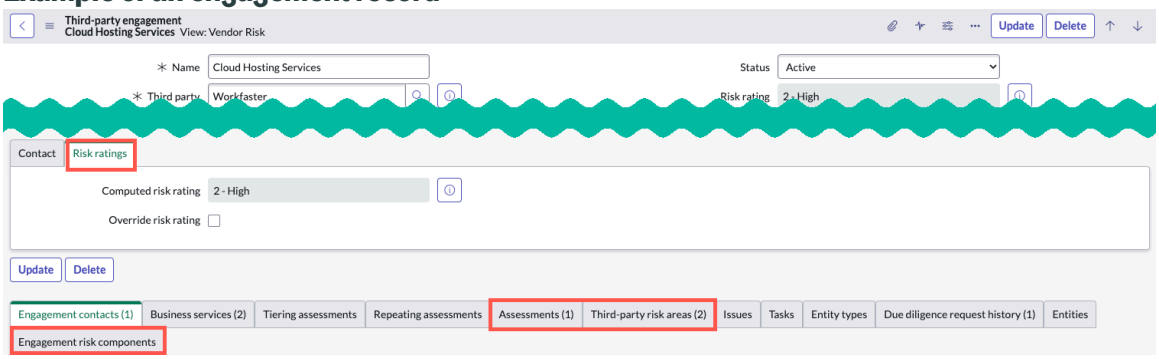
You can view all associated ratings for a third party by navigating to its Risk ratings related list. Navigate to **All** > **Third-party Risk Management** > **Third Parties** > **All Third Parties** and select the third party you want. The following example shows you can view all available risk ratings as well as the Third-party risk components, Third-party risk areas, Assessments, Tiering assessments, Repeating assessments related lists, and more.

Example of a third-party record



You can view all associated ratings for an engagement by navigating to its Risk ratings related list. Navigate to **All** > **Third-party Risk Management** > **Engagements** > **All Engagements** and select the engagement you want. The following example shows you can view all available risk ratings as well as the Engagement risk components, Third-party risk areas, Assessments, Tiering assessments, Repeating assessments related lists, and more.

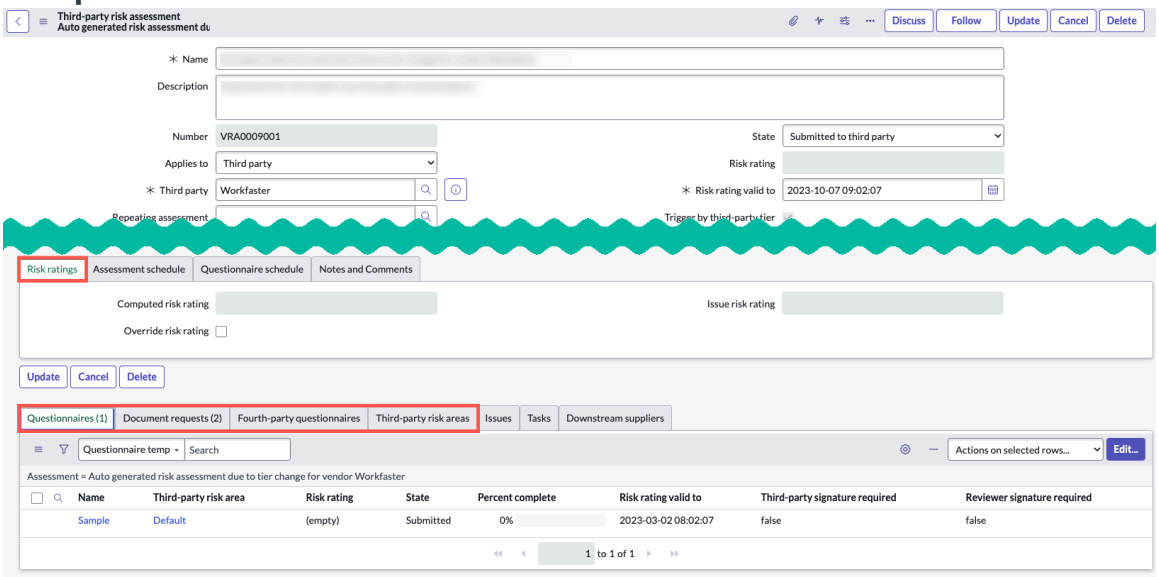
Example of an engagement record



You can view all associated ratings for an assessment by navigating to its Risk ratings related list. Navigate to **All** > **Third-party Risk Management** > **External Risk Assessments** > **All Assessments** and then select the assessment you want. The following example shows you can view all available risk ratings as well as the Third-party risk areas, Questionnaires, Document requests, Downstream supplier related lists, and more.

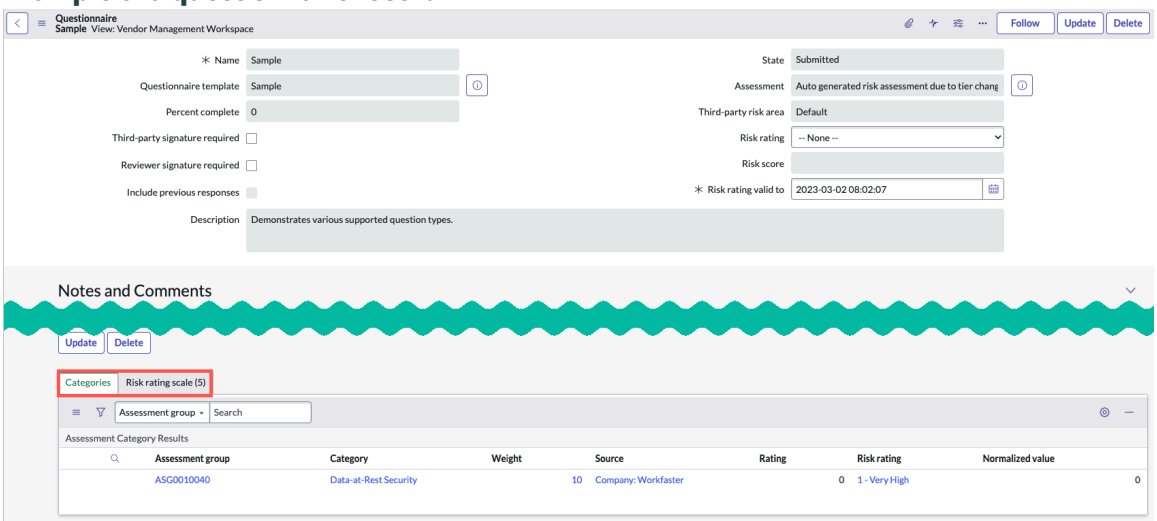
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example of assessment record



You can view all associated ratings for a questionnaire by navigating to its Risk ratings list. After navigating to an assessment, select the questionnaire you want to view. The following example shows you can view all available risk ratings, risk scores, and more.

Example of a questionnaire record



Third-party risk management data model

Use the Third-party Risk Management (TPRM) data model to assess, monitor, and mitigate the risks for your risk management program.

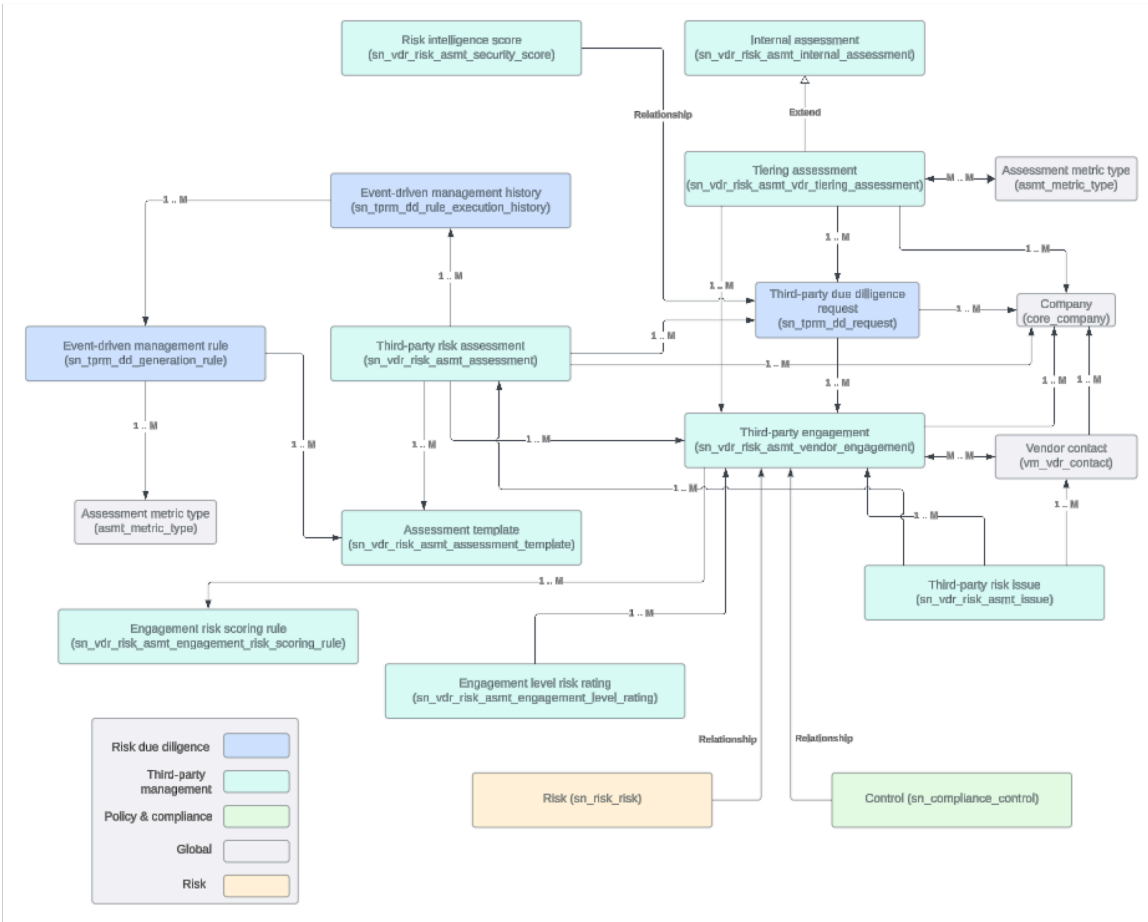
TPRM data model overview

The Third-party Risk Management application is one of the Governance, Risk, and Compliance products.

The following model is used to support TPRM's capabilities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TPRM data model



The third-party risk assessment data model includes various components and relationships:

Components:

- Risk intelligence score [sn_vdr_risk_asmt_security _score]
- Internal assessment [sn_vdr_asmt_internal_assessment]
- Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment]
- Event-driven management history [sn_tprm_dd_rule_execution_history]
- Third-party due diligence request [sn_tprm_dd_request]
- Company [core_company]
- Event-driven management rule [sn_tprm_dd_generation_rule]
- Third-party risk assessment [sn_vdr_risk_asmt_assessment]
- Third-party engagement [sn_vdr_risk_asmt_vendor_engagement]
- Vendor contact [vm_dr_contact]
- Assessment metric type [asmt_metric_type]
- Assessment template [sn_vdr_risk_asmt_assessment_template]
- Third-party risk issue [sn_vdr_risk_asmt_issue]
- Engagement risk scoring rule [sn_vdr_risk_asmt_engagement_risk_scoring_rule]
- Engagement level risk rating [sn_vdr_risk_asmt_engagement_level_rating]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Risk [sn_risk_risk]
- Control [sn_compliance_control]

Relationships:

- The third-party risk assessment component can have a one-to-many relationship with the following components:
  - Event-driven management histories
  - Third-party due diligence requests
  - Company
  - Third-party engagements
  - Third-party risk issues
  - Assessment templates
- The Event-driven management histories component can have a many-to-one relationship with the Event-driven management rules component.
- The Event-driven management rules component can have a one-to-many relationship with the Assessment metric type component and the Assessment template component.
- The third-party engagement component can have a one-to-many relationship with the following components:
  - Company
  - Engagement risk scoring rule
  - Third-party risk issue
- The Third-party engagement component can have a many-to-many relationship with the Vendor contact component.
- The Vendor contact component can have a one-to-many relationship with the Company and a Third-party risk issue component.
- The Engagement level risk rating component can have a one-to-many with the Third-party engagement component.
- The Third-party engagement component is related to the Risk and Control component.
- The Risk intelligence score component is related to the Third-party due diligence component.
- The Tiering assessment component can have a one-to-many relationship with the following components:
  - Third-party due diligence
  - Third-party engagement
  - Company
- The Tiering assessment component can have a many-to-many relationship with the Assessment metric type component.
- The Third-party due diligence component can have one-to-many relationships with the following components:
  - Event-driven management history
  - Third-party risk assessment
  - Company
- The following components are related to Risk due diligence:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Event-driven management rule
- Event-driven management history
- Third-party risk due diligence request

- The following components are related to Third-party management:
  - Risk intelligence score
  - Internal assessment
  - Tiering assessment
  - Third-party risk assessment
  - Third-party engagement
  - Assessment template
  - Third-party risk issue
  - Engagement risk scoring rule
  - Engagement level risk rating
- The internal assessment component is an extension of the tiering assessment component.
- The Control component is related to Policy and Compliance Management.
- The Risk component is related to Risk Management.
- The following components are Global:
  - Vendor contact
  - Company
  - Assessment metric type

The following table lists the roles that are required for the components in the TPRM data model.

Roles for the TPRM data model

Role	Description
sn_vdr_risk_asmt.approver	Approve due diligence requests in the third-party risk management process.
sn_vdr_risk_asmt.contract_negotiator	Work in the contract risk process stage of the onboarding process.
sn_vdr_risk_asmt.vendor_assessment_reviewer	Edit assessments.
sn_vdr_risk_asmt.vendor_assessor	Manage third parties, third-party contacts, third-party risk assessments, and issues, and complete third-party risk assessment requests.
sn_vdr_risk_asmt.vendor_risk_admin	Have full control over all vendor risk management data and assessment metric types.
sn_vdr_risk_asmt.vendor_risk_manager	Manage third parties, third-party contacts, third-party assessment templates, questionnaire templates, documentation request templates, and scheduled assessments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information on the roles, see Roles in Third-party Risk Management.

Core components

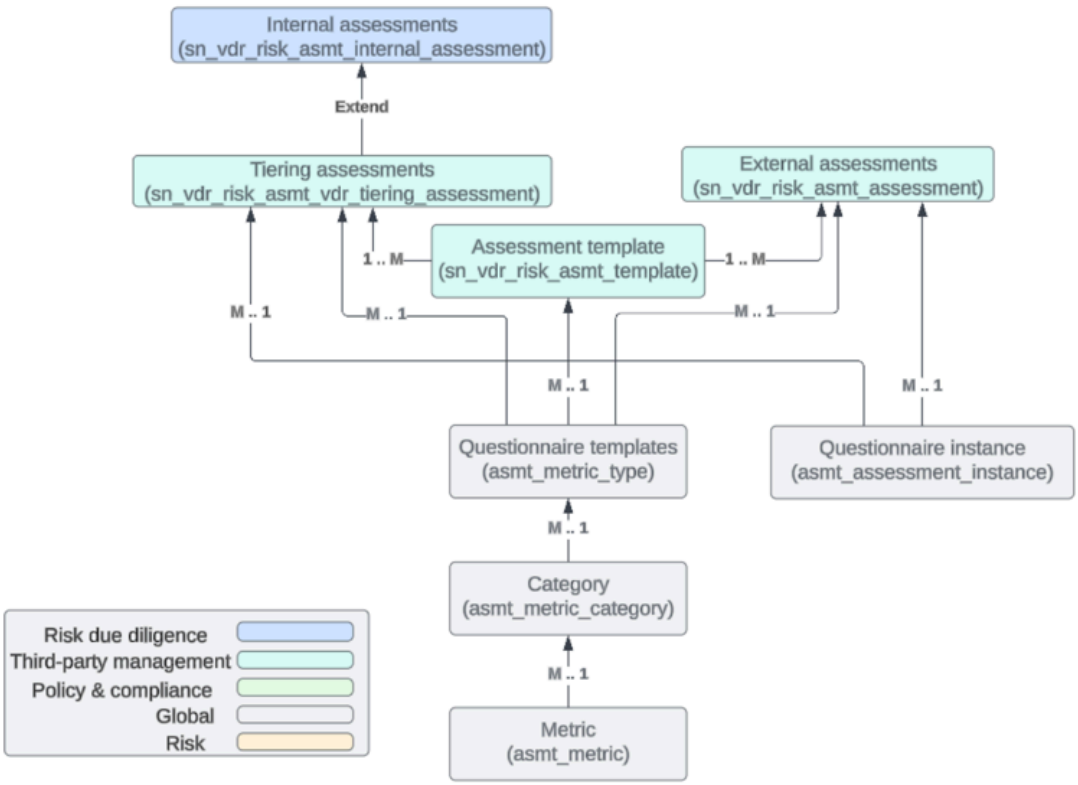
TPRM is based on sending assessments and calculating scores from the received responses.

You can use these core components to perform assessments:

- Third-party risk assessment
- Third-party engagement
- Third-party due diligence
- Scoring setup
- Risk intelligence

The following diagram shows the main tables and flow for a third-party risk assessment of the TPRM data model.

Third-party risk assessment data model



Here are the components and relationships that make up the Third-party risk assessment data model.

Components:

- Internal assessments [sn_vdr_risk_asmt_internal_assessment]
- Tiering assessments [sn_vdr_risk_asmt_vdr_tiering_assessment]
- External assessments [sn_vdr_risk_asmt_assessment]
- Assessment template [sn_vdr_risk_asmt_template]
- Questionnaire templates [asmt_metric_type]
- Questionnaire instance [asmt_assessment_instance]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Category [asmt_metric_category]
- Metric [asmt_metric]

Relationships:

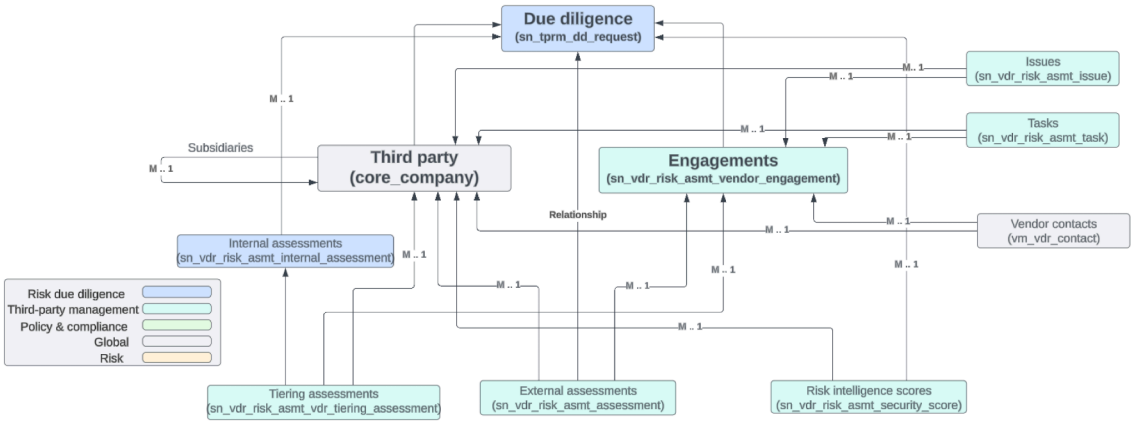
- The Metric component can have a many-to-one relationship with the Category component.
- The Category component can have a many-to-one relationship with the Questionnaire component.
- The Questionnaire templates component can have a many-to-one relationship with the following components:
  - Assessment template
  - Tiering assessments
  - External assessments
- The Questionnaire instance component can have a many-to-one relationship with the following components:
  - External assessments
  - Tiering assessments
- The Assessment template component can have a one-to-many relationships with the following components:
  - Tiering assessments
  - External assessments
- The Internal assessment component is an extension of the Tiering assessment component.
- The Internal assessment components are related to Risk due diligence.
- The following components are related to Third-party management:
  - Tiering assessments
  - External assessments
  - Assessment templates
- The following components are Global:
  - Questionnaire templates
  - Category
  - Metric
  - Questionnaire instance

For more information on assessments, see Assessing your third-party risk.

The following diagram shows the main tables and flow that are used for the due diligence in the TPRM data model.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Due diligence data model



Here are the components and relationships that make up the due diligence data model.

Components:

- Third party [core_company]
- Engagements [sn_vdr_risk_asmt_vendor_engagement]
- Due diligence [sn_tprm_dd_request]
- Issues [sn_vdr_risk_asmt_issue]
- Tasks [sn_vdr_risk_asmt_task]
- Vendor contacts [vm_vdr_contact]
- Risk intelligence scores [sn_vdr_risk_asmt_security_score]
- External assessments [sn_vdr_risk_asmt_assessment]
- Tiering assessments [sn_vdr_risk_asmt_vdr_tiering_assessment]
- Internal assessments [sn_vdr_risk_asmt_vdr_internal_assessment]

Relationships:

- The Third party component has a one-to-many relationship with subsidiaries.
- The Third party component has a one-to-many relationship with the following components:
  - Vendor contacts
  - Internal assessments
  - External assessments
  - Tiering assessments
  - Risk intelligence scores
  - Issues
  - Tasks
- The Due diligence component has a one-to-many relationship with the following components:
  - Vendor contacts
  - Internal assessments
  - Tiering assessments
  - Risk intelligence scores
- The Engagements component has a one-to-many relationship with the following components:

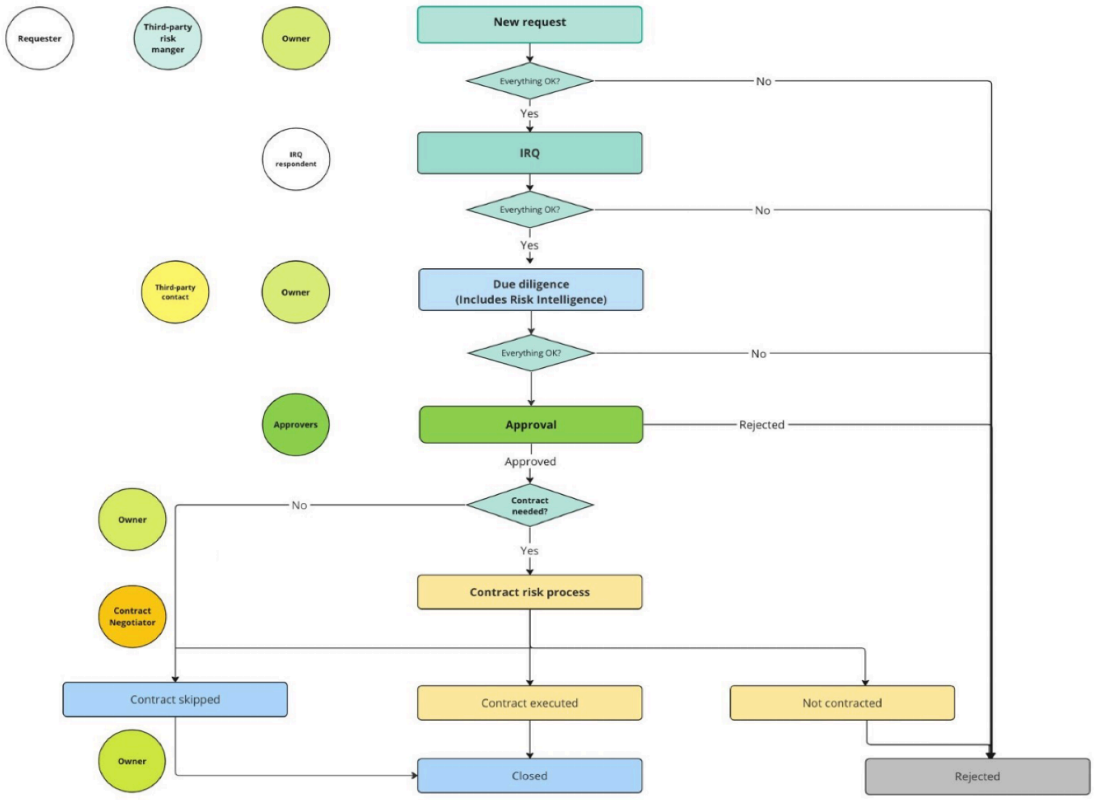
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

  - Vendor contacts
  - Internal assessments
  - External assessments
  - Tiering assessments
  - Issues
  - Tasks
- The Third party component is related to the Due diligence component.
- The Engagements component is related to the Due diligence component.
- The External assessments component is related to the Due diligence component.
- The Internal assessment component is an extension of the Tiering assessment component.
- The following components are related to Risk due diligence:
  - Due diligence
  - Internal assessments
- The following components are related to Third-party management:
  - Engagements
  - Issues
  - Tasks
  - Risk intelligence scores
  - External assessments
  - Tiering assessments
- The following components are Global:
  - Third party
  - Vendor contact

The following diagram shows the required roles, processes, and choices that are part of the due diligence workflow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

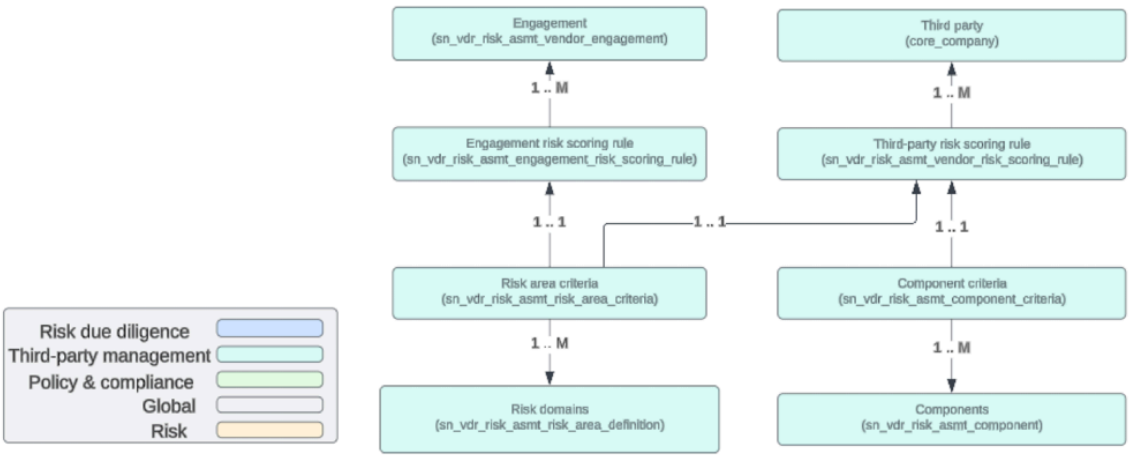
Due diligence workflow



For more information on the due diligence workflow, see Due diligence workflow.

The following diagram shows the main tables that are used for scoring the TPRM data model.

Scoring data model



Here are the components and relationships that make up the scoring data model.

Components:

- Third party [core_company]
- Third-party risk scoring rule [sn_vdr_risk_asmt_vendor_risk_scoring _rule]
- Component criteria [sn_vdr_risk_asmt_component_criteria]
- Components [sn_vdr_risk_asmt_component]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Engagement [sn_vdr_risk_asmt_vendor_engagement]
- Engagement risk scoring rule [sn_vdr_risk_asmt_engagement_risk_scoring_rule]
- Risk area criteria [sn_vdr_risk_asmt__risk_area_criteria]
- Risk domains [sn_vdr_risk_asmt_risk_area_definition]

Relationships:

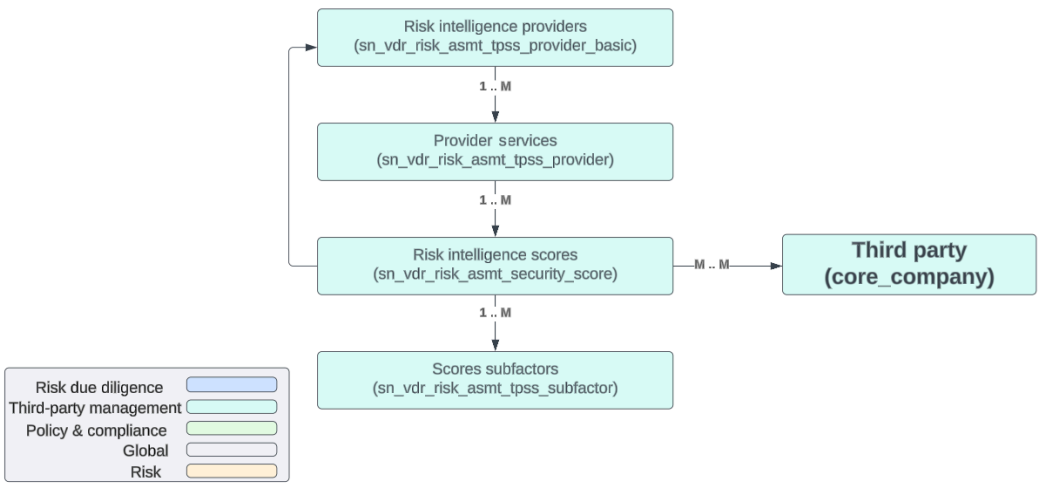
- The Risk area criteria component has a one-to-many relationship with the Risk domain component.
- The Risk area criteria component has a one-to-one relationship with the Engagement risk scoring rule component and the Third-party risk scoring rule component.
- The Engagement risk scoring rule has a one-to-many relationship with the Engagement component.
- The Component criteria has a one-to-many relationship with Components.
- The Component criteria has a one-to-one relationship with the Third-party risk scoring rule component.
- The Third-party risk scoring rule component has a one-to-many relationship with the Third-party component.
- All of these components are related to Third-party management.

Use the scoring setup in TPRM configure how the scores from the external risk assessments are aggregated to the engagements and third parties. The criteria tables have the information that is related to the aggregation of the scores of multiple records (MIN, MAX, AVG) or from multiple tables (weights for each table). Use the scoring rules to group third parties or engagements and assign criteria. You can configure all the records in these tables without any customization.

For more information on scoring, see Scoring calculations using the classic assessment engine.

The following model diagram shows the main tables that are used for risk intelligence in the TPRM data model.

Risk intelligence model



Here are the components and relationships that make up the Risk intelligence data model.

Components:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Third party [core_company]
- Provider Services [sn_vdr_risk_asmt_tpss_provider]
- Risk intelligence scores [sn_vdr_risk_asmt_security_score]
- Score subfactors [sn_vdr_risk_asmt_tpss_subfactor]

Relationships:

- The Risk intelligence providers component has a one-to-many relationship with the Providers Services component.
- The Providers Services component has a one-to-many relationship with the Risk intelligence scores component.
- The Risk intelligence scores component has a one-to-many relationship with the Scores subfactors component.
- The Risk intelligence scores component is related to the Risk intelligence providers component.
- All of these components are related to Third-party management.

For more information on risk intelligence, see Risk intelligence report requests management.

Domain separation and Third-party Risk Management

Domain separation is supported for TPRM. Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Support level: Basic

- Business logic: Ensure that data goes into the proper domain for the application's service provider use cases.
- The application supports domain separation at run time. The domain separation includes separation from the user interface, cache keys, reporting, rollups, and aggregations.
- The owner of the instance must set up the application to function across multiple tenants.

Sample use case: When a service provider (SP) uses chat to respond to a tenant-customer's message, the customer must be able to see the SP's response.

For more information on support levels, see Application support for domain separation.

Domain separation overview

The ServiceNow® GRC: Third-party Risk Management (TPRM) application enables you to proactively identify, assess, and mitigate risks that are associated with your third-party relationships. TPRM provides a centralized process for managing your portfolio of third parties, assessing and scoring risk, and performing remediation. TPRM supports domain separation at the basic level (level 0 or data level). Your Managed Service Provider can configure TPRM at the process level of domain separation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

How domain separation works in TPRM

- All TPRM tables support the data level of domain separation. No special setup is needed except for adding the domain-related columns to form views or list views.
- When TPRM is installed to an instance where domain separation is activated, all TPRM data is automatically domain-separated. See the platform domain separation documentation for details.

Use cases

Tenant domains manage their own application data in the same way as data is managed on an instance.

Domain-separated tables

There is no **Domain** column in TPRM application tables.

All TPRM tables support data-level domain separation with sys_domain and sys_domain_path columns.

Related topics

Domain separation for service providers

Vendor Risk Overview reports — Legacy view

The Vendor Risk Overview page is replaced by the third-party risk reports on the Vendor Management Workspace.

Viewing the reports

To open the Vendor Risk Overview, navigate to **All** > **Third-party Risk Management** > **Overview**. The page displays reports that provide insights into your third-party risk management program. The

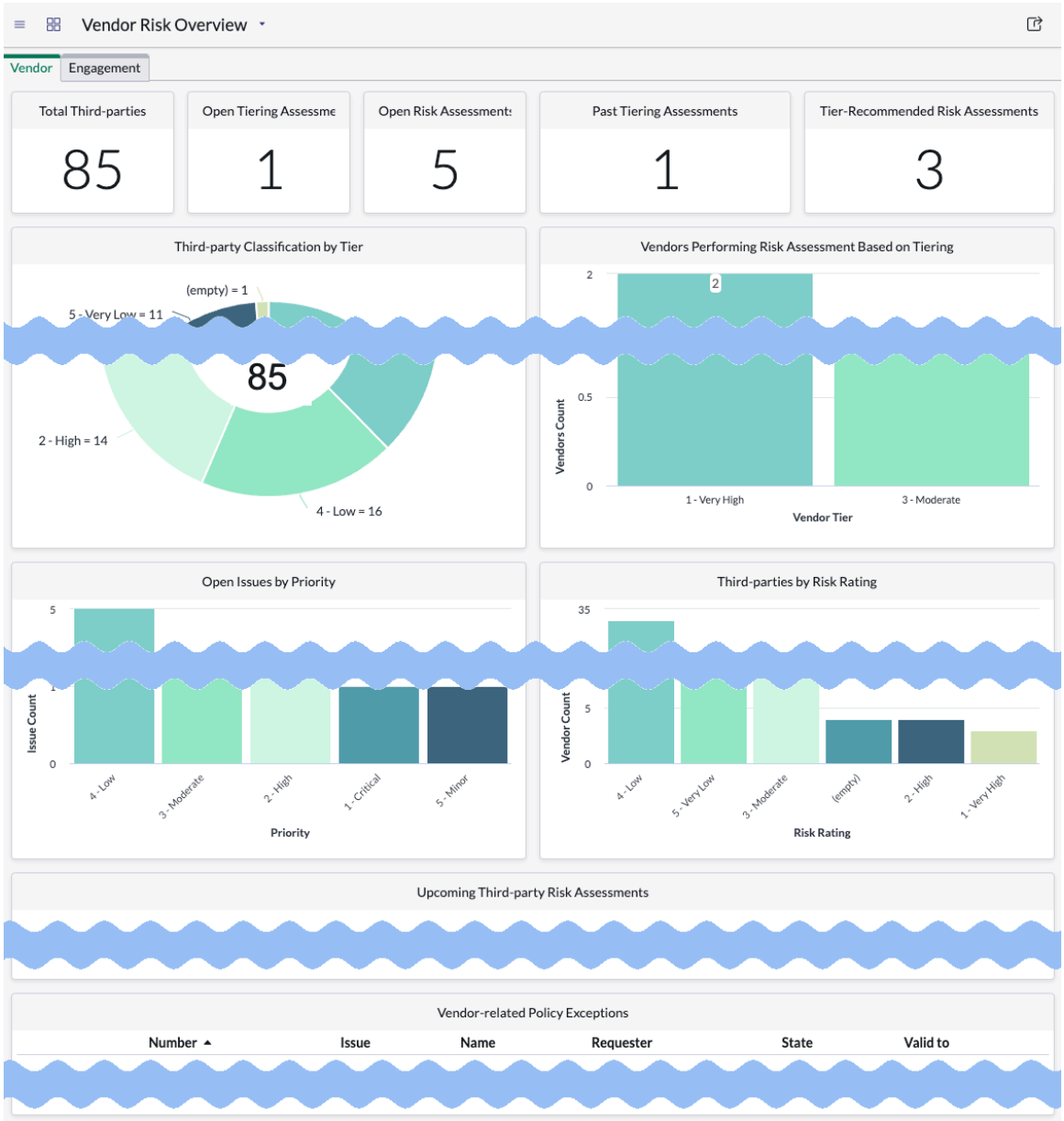
The more complete IRQ process replaces tiering

In the TPRM application, the IRQ is an internal questionnaire that improves the original tiering assessment process. IRQs enhance internal risk assessments with increased flexibility, control, and scalability. Unlike a tiering assessment where external questionnaires are determined solely by the risk tier, an IRQ can dynamically trigger external questionnaires based on both respondents' answers and risk tier.

To enable a seamless transition to TPRM, you have the option to duplicate existing tiering assessments and designate them as IRQ internal assessments. Risk tiering is supported as an unchanging legacy process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Vendor Risk Overview — Vendor tab



Reports on the Vendor tab

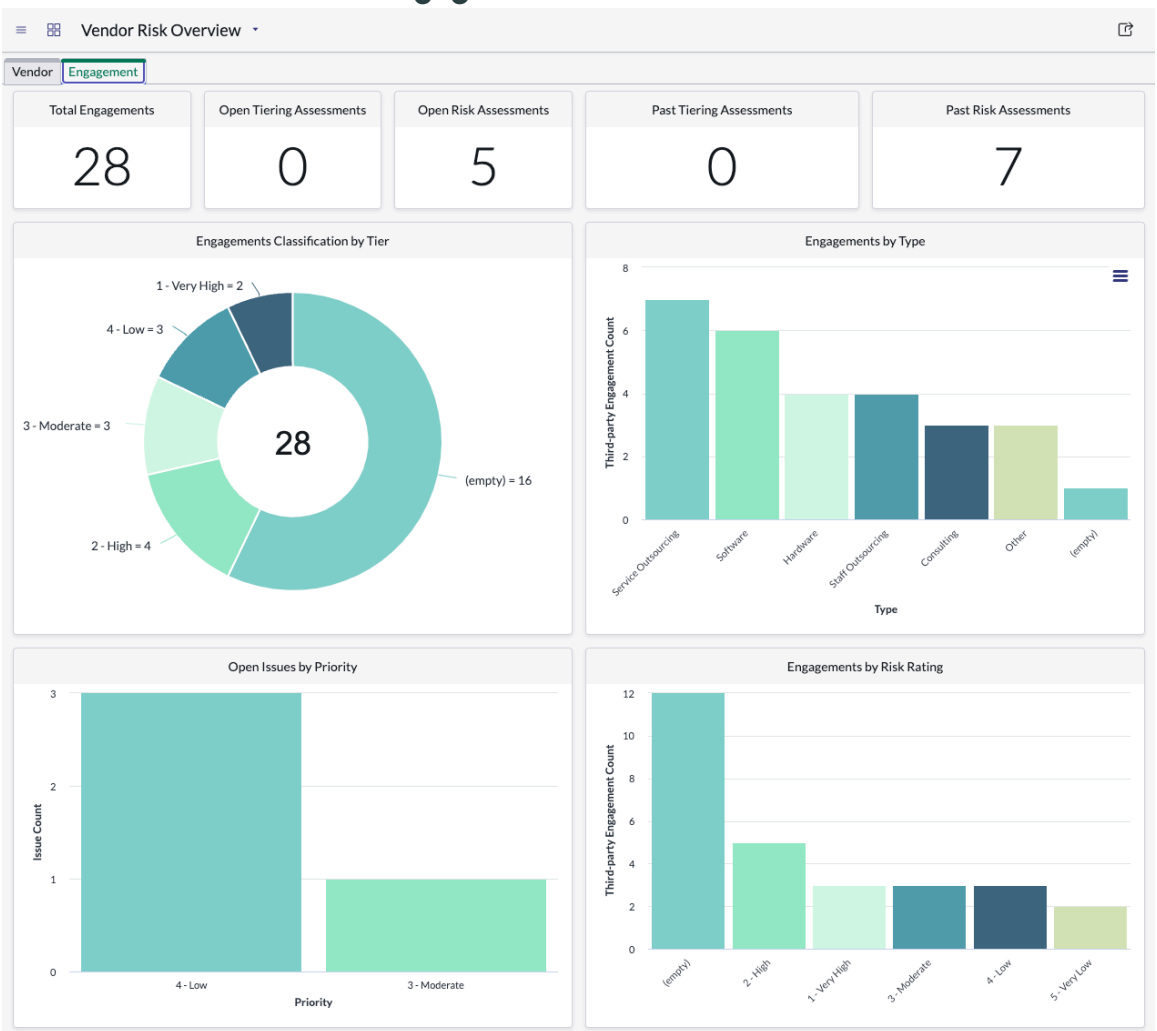
Report	Description
Total Vendors	Total number of third parties.
Open Tiering Assessments	Number of third parties with active tiering assessments open.
Open Risk Assessments	Number of third parties with active risk assessments open.
Past Tiering Assessments	Number of third parties that have not completed the tiering assessment within the assessment time frame.
Tier-Recommended Risk Assessments	Number of third parties performing risk assessments based on tiering.
Vendor Classification by Tier	Donut report showing the number of third parties assigned to each risk tier.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reports on the Vendor tab (continued)

Report	Description
Vendors Performing Risk Assessment Based on Tiering	Number of third parties with active tiering-based risk assessments sorted by third-party risk.
Open Issues by Priority	All third-party risk open issues sorted by priority.
Vendors by Risk Rating	Number of third parties sorted by risk rating.
Upcoming Vendor Risk Assessments	Number of third-party risk assessments scheduled.
Vendor-related Policy Exceptions	All policy exceptions generated from third-party risk issues.

Vendor Risk Overview — Engagement tab



Reports on the Engagement tab

Report	Description
Total Engagements	Total number of engagements.
Open Tiering Assessments	Number of engagements with active tiering assessments open.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reports on the Engagement tab (continued)

Report	Description
Open Risk Assessments	Number of engagements with active risk assessments open.
Past Tiering Assessments	Number of engagements that have not completed the tiering assessment within the assessment time frame.
Past Risk Assessments	Number of engagements with active tiering-based risk assessments.
Engagements Classification by Tier	Donut report showing the number of engagements assigned to each tier.
Engagements by Type	Number of engagements of each type.
Open Issues by Priority	All engagement open issues sorted by priority.
Engagements by Risk Rating	Number of engagements sorted by risk rating.

Important:
Starting with version 18.1.3 of Third-party Risk Management the Vendor Risk Overview dashboard is deprecated. If Third-party Risk Management was installed prior to 18.1.3 the Vendor Risk overview dashboard is still available for your use.

Common Governance, Risk, and Compliance features

Each Governance, Risk, and Compliance application has unique features and capabilities. Additionally, there are many features that are common to all GRC applications.

For example, you can run GRC applications by using the ServiceNow® mobile application. Content packs and integrations are available from multiple GRC applications. Information such as domain separation support levels is also included.

Assignment Configurator for non-regulatory alerts

Assignment rules help in automating organization's task records such as action tasks, and non-task records such as issues, incidents, regulatory alerts, and so on.

The Assignment Configurator module allows you to automatically set a value in the assigned_to and assignment_group fields when a set of conditions occurs and applies to Integrated Risk Management record-based tables such as issues, incidents, compliance cases, risks, controls and many more.

An assignment rule must also meet these additional criteria to run:

- The task record has been created or updated. Assignment rules do not apply to unsaved changes on a form.
- The task record must be unassigned. The record cannot have an existing value for either the `assigned_to` or `assignment_group` fields. Assignment rules cannot overwrite existing assignments (including assignments set by a default value or a previously run assignment rule).
- The assignment rule is the first rule that matches the table and conditions. If more than one assignment rule matches the conditions, only the rule with the lowest order value runs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure assignments

Assignment configuration rules help in automating organization's task records such as action tasks, and non-task records such as issues, incidents, regulatory alerts, etc.

Before you begin

The GRC: Assignment and Approval Configurations (sn_grc_appr) application for approval and assignment configurations is installed with the GRC: Compliance Case Management application.

Role required: admin

Procedure

1. Navigate to **All** > **Assignment and Approval Configurations** > **Assignment Configurations**.
2. Select **New**.

   The Assignment configuration New Record is displayed.

3. On the form, fill in the fields.
   For information on the fields in the form, see Assignment Configuration New Record.

   Note:
   You cannot have more than one approval configuration applying to the table with the same priority.

4. Select **Submit**.

Regulatory Agency Library

Regulatory Agency Library is a new application available in the ServiceNow Store for download and activation.

Persona required: GRC Practitioners.

Regulatory Agency Library is an independent agency responsible for exercising laws or standards or guidelines in a specific field or activity or business operations.

Regulatory Agency Library establishes a centralized library of agencies for identifying relevant regulatory authorities that are responsible for overseeing particular industries or sectors within each jurisdiction. The centralized library consolidates all regulatory communications via emails and implements notification rules for data privacy or security breaches for the reported compliance cases.

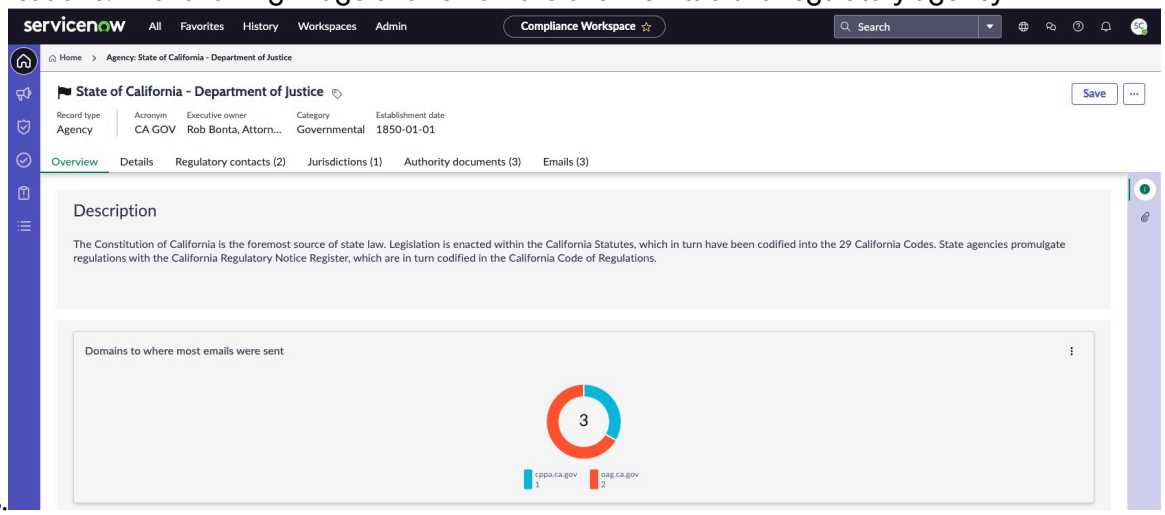
- Identify the geographical jurisdictions covered.
- Classify based on regulatory focus or industry-based sector.
- Establish point of communication and interaction between the agency and the entity that it regulates.
- Empowers the compliance team to organize and streamline the connect with regulations to manage the regulations and policies effectively.

Several types of components are installed with activation of the Regulatory Agency Library application, including tables and user roles. For more information, see Roles and tables installed with Regulatory Agency Library.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Overview of an agency record

After a regulatory agency is created, on the overview tab of the agency, you can view the pie charts depicting the total number of emails sent to the various regulator domains. This feature enables you to view the domains where the maximum number of emails were sent. #The ability to drill-down helps you to access the emails tracker page directly from an agency record thus enabling you to filter and display only the relevant emails sent for a specific agency, making it easier to track and manage communications. The following image shows how the overview tab of a regulatory agency appears.



Related topics

- Download and activate the Regulatory Agency Library plugin
- Add a regulatory agency
- Add a regulatory contact to an agency
- Add a jurisdiction to an agency
- Add an authority document to an agency
- Compose and send an email about a regulatory agency record

Download and activate the Regulatory Agency Library plugin

You can activate the GRC: Regulatory Agency Library application if you have the admin role. This application includes demo data and provides you access to regulatory body profiles.

Before you begin

In ServiceNow Store, you must confirm that you have entitlements (or licenses) to the application and its dependent applications.

Role required: admin

Procedure

1. Navigate to **System Applications** > **All Available Applications** > **All** > .
2. Find the Regulatory Agency Library application by using the filter criteria and search bar.

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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

3. Select **Install**.
4. In the Application installation dialog box, review the application dependencies.

   If your application requires other applications, activate them first if they aren't already installed.

   Installing your application automatically installs the dependent applications if they aren't installed already.

5. If demo data is available and you want to load it, select **Load demo data**.

   Some applications include demo data, which are sample records that describe application features for common use cases. Load demo data when you first activate the application on a development or test instance.

   Note:

   If you don't select the **Load demo data** check box for a store application during installation, demo data isn't available to activate from the **Application Manager** later. For information on how to activate or reactivate demo data after the initial installation, see the Workaround to install demo data if application is already installed [KB0722909] article in the knowledge base.

6. Select **Install**.

Add a regulatory agency

Add a regulatory agency in Compliance Workspace to identify the relevant regulatory authorities that are responsible for overseeing the industries or sectors within each jurisdiction.

Before you begin

Role required: sn_compliance_ws.corporate_compliance_analyst

About this task

As a case analyst, you can choose and add the regulatory agency that is related to a compliance case. By default, all the regulatory agencies in the system are displayed. After you add the regulatory agency, you must analyze which regulations have been violated and set their reporting status. The reporting status helps you to determine if the regulation must be reported or not.

In the ServiceNow AI Platform, the regulatory agencies are captured in the Compliance library. Adding the regulatory agencies to the Compliance library helps you to identify which regulations have been breached or violated and prevents your organization from getting penalties or fines.

As a case analyst, you can choose and add the regulatory agency that is related to a compliance case. By default, all the regulatory agencies in the system are displayed. After you add the regulatory agency, you must analyze which regulations have been violated and set their reporting status. The reporting status helps you to determine if the regulation must be reported or not.

Procedure

1. Navigate to **All** > **Compliance Workspace** > **Lists** > **Regulatory information** > **Agencies**.
2. Select **New**.
3. On the Create New Agency form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For a description of the fields, see Create New Agency form.

4. Select **Save**.

Create New Agency form

Use the Create New Agency form in Compliance Workspace to create a regulatory agency. The regulatory agency is a new record type that handles regulatory changes or compliance case management.

Create New Agency form

For a description of the form field values, see the following table.

Create New Agency form

Field	Description
Name	Name of the regulatory agency.
Summary	Brief summary of the regulatory agency.
Description	Detailed description of the regulatory agency.
Acronym	Acronym of the regulatory agency, if any.
Logo	Logo of the regulatory agency.
Executive owner	Executive owner of the regulatory agency.
Website link	Website link on which the regulatory agency is listed.
Additional details	
Sector	Sector for classifying the regulatory agency.
Establishment date	Establishment date of the regulatory agency.
Type	Type for classifying the regulatory agency.
Theme	Theme of the regulatory agency.
Category	Category of the regulatory agency such as regulatory, legislative, assembly, or others. The default value is Regulatory as you're adding a new regulatory alert.
Settings	
Functional domain	Functional domain of the regulatory agency.

Add a regulatory contact to an agency

Add a regulatory contact to a specific regulatory agency or within a jurisdiction in Compliance Workspace. By mapping a regulatory contact to a specific agency, this contact is notified about your case reporting, case audit, and case closures as they occur.

Before you begin

Role required: compliance_case_manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task
As a compliance_case_manager, you can map one contact or multiple contacts to a regulatory agency. By default, all the regulatory contacts in the system are displayed. When you add a regulatory contact, you must analyze which jurisdiction it belongs to.

Procedure
1. Navigate to **All** > **Compliance Workspace** > **Lists** > **Regulatory information** > **Regulatory contacts**.
2. Select **New**.
3. On the Create New Regulatory Contact form, fill in the fields.
   For a description of the fields, see Create New Regulatory Contact form.
4. Select **Save**.

Create New Regulatory Contact form
Use the Create New Regulatory Contact form in Compliance Workspace to create a regulatory contact to either a regulatory agency or a jurisdiction.

Create New Regulatory Contact form
For a description of the form field values, see the following table.

Create New Regulatory Contact form

Field	Description
Name	Name of the regulatory contact.
Regulatory agency	Regulatory agency to which you add the regulatory contact.
Active	Option to select if you want to make the regulatory contact active.
User	User name of the regulatory contact.
Email	Email address of the regulatory contact.
Phone number	Phone number of the regulatory contact.
Address	Contact address of the regulatory contact.
Designation	Designation of the regulatory contact.
Apply to global jurisdiction	Contact that also applies to a global jurisdiction.

Add a jurisdiction to an agency
Add a jurisdiction to a regulatory agency in Compliance Workspace to define the geographical scope for regulatory applicability.

Before you begin
Role required: compliance_case_manager

About this task
As a compliance_case_manager, you can associate one or more jurisdictions with a regulatory agency. This ensures that regulatory changes are correctly mapped to applicable regions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Compliance Workspace** > **Lists** > **Regulatory information** > **Regulatory agencies**.
2. Select the agency record you want to update.
3. In the **Jurisdictions** related list, select **Add**.
4. Choose one or more jurisdictions from the list (for example, North America, EU, APAC). For more information on creating jurisdictions, see Map the taxonomy.
5. Select **Save**.

Add an authority document to an agency

Add an authority document to a regulatory agency in Compliance Workspace to maintain traceability between regulations and their source documents.

Before you begin
Role required: compliance_case_manager

About this task
Authority documents represent official regulatory publications such as rulebooks or guidelines. Linking these documents to agencies helps ensure compliance workflows reference the correct source.

Procedure

1. Navigate to **All** > **Compliance Workspace** > **Lists** > **Regulatory information** > **Regulatory agencies**.
2. Select the agency record you want to update.
3. In the **Authority Documents** related list, select **Add**.
4. Choose one or more authority documents from the list (for example, GDPR Guidelines).
5. Select **Save**.

Compose and send an email about a regulatory agency record

Compose and send an email about a regulatory agency record to multiple stakeholders within or outside your organization by using the Compliance Workspace.

Before you begin
Role required: sn_grc_case_mgmt.grc_case_analyst

About this task
You can compose and send emails regarding regulatory agencies to multiple stakeholders. For example, you can consult the legal team for any required interpretations or guidance on a newly added regulatory agency record. You can manage these emails from the Regulatory Agency record page.

Procedure

1. Navigate to **Workspaces** > **Compliance Workspace**.
2. Select the list icon and then Navigate to **Regulatory information** > **Agencies** and select the agency you want to compose an email for.
3. Select the More actions icon .

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select **Compose Email**.
5. On the form, fill in the fields.

Email Draft form

Field	Description
To	Email ID of the recipient. You can add multiple email IDs, separated by commas, in this field to send an email to more than one recipient.
Subject	Brief summary or title of your email.
Email message	Body of your message that includes any information, requests, or details that you want to convey to the recipient. You can format the text, add attachments, and include links in this section. **Note:** You can send emails to both internal users and external stakeholders who don't have access to your instance. You must provide the basic record details in the subject line or body of the email to make them aware of the record that you're referring to.

6. **Optional:** To add attachments, select **Attach File**.
7. Select **Send Email**.
   The email has been sent to the recipient. You can view emails associated with the regulatory agency record by navigating to the Emails tab of that record.

Mobile experience for Governance, Risk, and Compliance

Manage your work, task assignments, requests, approvals, and other follow-up actions for GRC applications directly from your mobile device. Receive timely notifications for current alerts, as well as risk and compliance status for your critical assets, vendors, and impacted essential business services.

Starting with New York, the following applications provide mobile access:

- Managing mobile experience for GRC Policy and Compliance
- Mobile experience for GRC Risk Management

Governance, Risk, and Compliance application nomenclature updates and industry terminology

The following terms are used within GRC applications and/or within the GRC industry.

GRC nomenclature updates

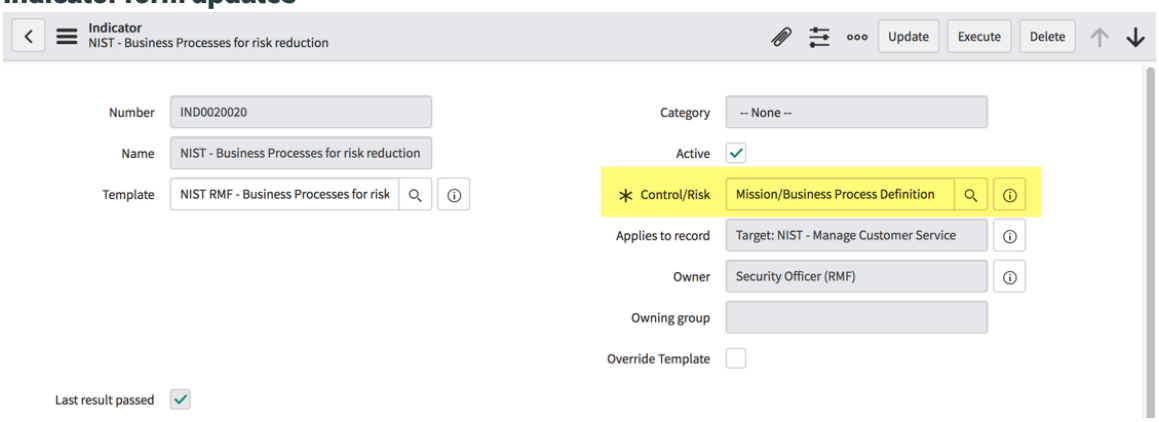
Starting with previous release, many terms within all the GRC core applications were updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
These term updates apply to all navigation labels, buttons, info messages, report titles, related links, tabs, and other UI elements.

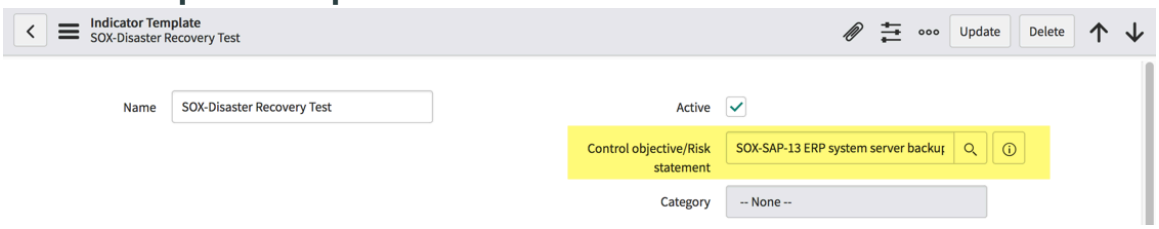
GRC module	Previous	Current
Scoping	**Profile**	**Entity**
	Profile Types	**Entity Types**
	Profile Classes	**Entity Classes**
	My Profiles	**My Entities**
	All Profiles	**All Entities**
Administration	**Profile Tiers**	**Entity Tiers**
	Profile Class Rules	**Entity Class Rules**
Indicators	**Indicators** > **Item** field	**Control/Risk** field
		Category field indicates whether it is a compliance or risk indicator
	Indicator Template > **Content** field	**Control Objective/Risk Statement**
Issues	**Details** > **Content** field	**Control Objective/Risk Statement**
	Details > **Item** field	**Control/Risk**
Policy and Compliance	**Policy Statement**	**Control Objective**
Risk	**All Risks** > **Statement** > **field**	**My Risks** > **Risk Statement** field
	My Risks > **Statement** field	**My Risks** > **Risk Statement** field

Indicator form updates

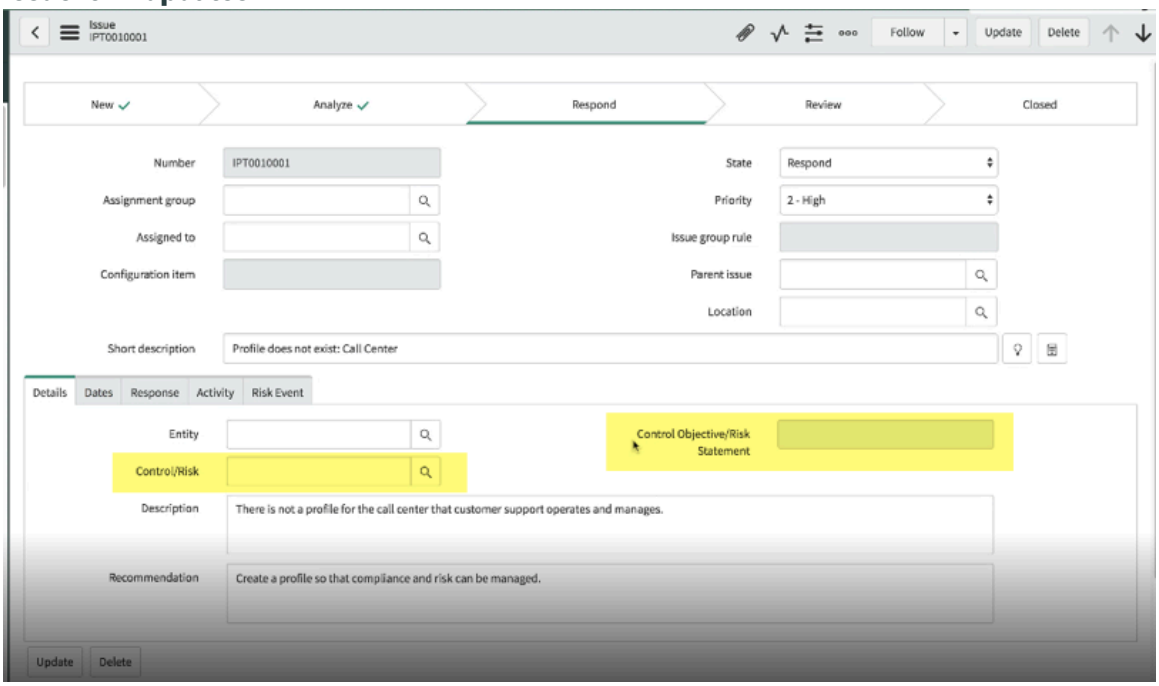


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

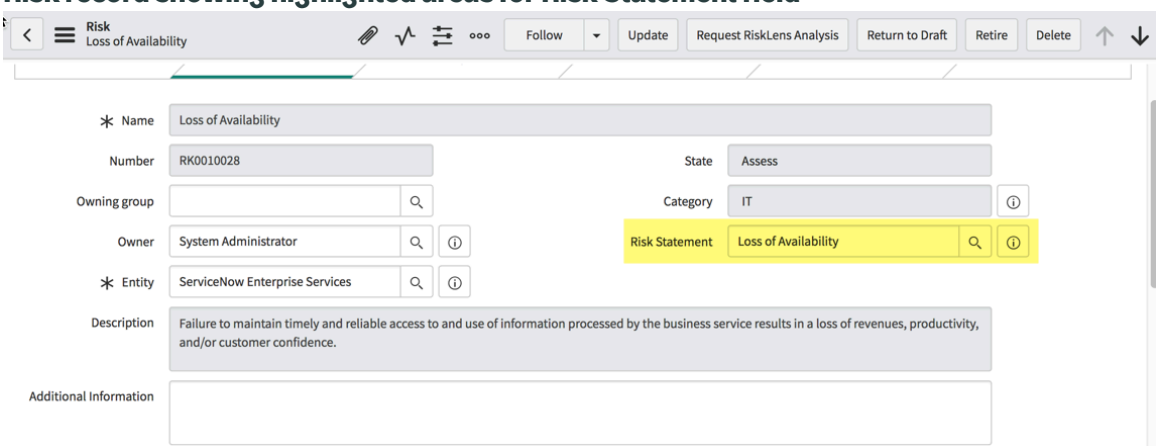
Indicator Template form updates



Issue form updates



Risk record showing highlighted areas for Risk Statement field



Industry references

- ENISA Glossary
- ISACA Glossary
- ISO Risk Glossary
- OCEG Glossary
- PCI Compliance Guide

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Industry acronyms

Term	Definition
Basel III	An international standard for banking that regulators can use when making regulations on how much capital banks must have to offset potential risk. The more risk a bank has, the more capital it should have in place to ensure that it stays solvent. The regulation was the third such standard issued by the Basel Committee on Banking Supervision, and hence the name Basel III.
CISA	Cybersecurity Information Sharing Act
CISM	Certified Information Security Manager
COBIT	Control Objectives for Information and Related Technologies (COBIT) provides an IT governance framework to manage risk and compliance issues based on best practices. Published by the IT Governance Institute and the Information Systems Audit and Control Association (ISACA).
COSO	The Committee of Sponsoring Organizations (COSO) was formed in 1985 to sponsor the National Commission on Fraudulent Financial Reporting. COSO is an independent private sector initiative that studied the causal factors that can lead to fraudulent financial reporting and developed recommendations for public companies, the SEC, and other regulators and educational institutions.
EDPA	European Data Privacy Act
ENISA	European Network & Information Security Agency
EUP	Energy use in products (EUP) is an EU directive that requires companies to design products to use less energy.
European Directive on Data Protection	One of the first and most important pieces of data privacy legislation that specifically addresses internet privacy.
FCA	Financial Conduct Authority
GDPR	General Data Protection Regulation (GDPR) is a regulation, effective May 25, 2018, replacing the Data Protection Directive 95/46/ec to strengthen and harmonize the data protection rights of European Union citizens.
GRI	Global Reporting Initiative (GRI) is an international group that created the G3 framework for sustainability reporting.
ITGI	IT Governance Institute
PII	Personal Identifying Information / Personally Identifiable Information (PII) is the information that permits the identity of an individual to be directly or indirectly inferred.
PCI DSS	Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards designed to ensure that all companies that accept, process, store, or transmit credit card information maintain a secure environment.
SOLVENCY II	SOLVENCY II
SOX	The Sarbanes-Oxley Act (SOX) established the Public Company Accounting Oversight Board and added requirements for publicly

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Industry acronyms (continued)

Term	Definition
	traded companies, their officers, boards, and auditors. It increased penalties for corporate financial fraud. This U.S. Legislation was enacted in response to the high profile Enron and WorldCom financial scandals. Its goal is to protect shareholders and the general public from accounting errors and fraudulent practices in the enterprise. SOX applies to companies that trade publicly in the U.S.

Industry terms

Term	Definition
ALE	Annualized loss expectancy (ALE) = Single Loss Expectancy (SLE) x Annualized Rate of Occurrence (ARO). Used in Quantitative risk scoring.
ARO	Annualized rate of occurrence.
Acceptance	A specific risk can be accepted by the management, stopping further investments into deeper controls or higher levels of mitigation, if it is within the level of Tolerance or if further mitigation and control would actually cost much more that the estimated Impact (or significance) of the risk.
Assertion	Any formal declaration or set of declarations about the subject matter made by management.
Assessment	A broad review of the different aspects of a company or function that includes elements not covered by a structured assurance initiative.
Attestation	Process of validating that something is true. For instance, a control effectiveness or compliance can be attested through a questionnaire, electronically signed by its fulfiller.
Audit	Formal inspection and verification to check whether a standard or set of guidelines is being followed, records are accurate, or efficiency and effectiveness targets are being met. In ServiceNow®, an organization identifies all the controls that they want to test at one time and assigns responsibility of the overall audit to a single person. A single task manages the testing of all controls.
Audit activities	One of the tasks within an audit that is assigned to an individual for execution of the audit.
Audit committee	A committee, often including members of the board of directors, responsible for overseeing financial reporting and internal controls.
Audit documentation (working papers)	Records kept by the auditor of procedures applied, tests performed, information obtained, and pertinent conclusions reached in the engagement. The documentation provides the principal support for the auditor's report.
Audit evidence	Facts gathered during the audit procedures that provide a reasonable basis for forming an opinion regarding the financial statements under audit.
Audit objective	When obtaining evidence in support of financial statement assertions, the auditor develops specific audit objectives in light

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Industry terms (continued)

Term	Definition
	of those assertions. For example, an objective related to the completeness assertion for inventory balances is that inventory quantities include all products, materials, and supplies on hand.
Audit observations	Used by internal auditors for identifying control gaps or identifying new risks.
Automated controls	Internal controls executed automatically by computer systems. Manual controls are executed by a person charged with that task and are typically performed on a subset of transactions and data. Automated controls can be executed on every relevant transaction or data element, ensuring greater accuracy with less effort.
Authority documents	The regulations, certifications, frameworks, standards, and best practices that an organization chooses or are required for compliance with regulations. Authority Documents are related to controls, risks, and policies.
Business risk	Risks that could adversely affect an entity's ability to achieve its objectives and execute its strategies.
Calculated score	Calculated score is derived from the inherent score and residual score as an overall outcome. Refers to actual exposure of risk based on the quality of implemented control system.
Chain of custody	A legal principle regarding the validity and integrity of evidence. It requires accountability for anything used as evidence in a legal proceeding. This ensures that it can be accounted for from the time it was collected until the time it is presented in a court of law.
Chief Compliance Officer (CCO)	A corporate official in charge of overseeing and managing compliance issues within an organization. This person ensures that a company is complying with regulatory requirements, and that the company is complying with internal policies and procedures.
Chief Operating Officer (COO)	Also called a Chief Operations Officer, an executive in charge of the company’s day-to-day operations.
Chief Risk Officer (CRO)	Also called a Chief Risk Management Officer, an executive in charge of enterprise risk management and the compliance efforts of a company.
Citations	Records with the specific requirements cited by an authority document. The citation record relates authority documents to its applicable control.
Compliance	The act of adhering to and demonstrating adherence with laws, regulations, or policies. Compliance relates to regulations in many areas including finance, the environment, global trade, worker safety, and privacy.
Confidentiality	Preserving authorized restrictions on access and disclosure, including means for protecting privacy and proprietary information.
Containment control	Control designed to limit the impact (or significance) of a risk, if it would occur.
Control	The actual control activities that are performed by an organization. Control records include basic required information about the control

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Industry terms (continued)

Term	Definition
	(owner, activity, frequency, and so forth.). Controls can be related to authoritative source contents, policies, and risks. Any action taken by management, the board, and other parties to manage risk. Management plans, organizes, and directs the performance of sufficient actions to provide reasonable assurance that objectives and goals are achieved. Control records include basic required information about the control (owner, activity, frequency, and so forth.). Controls can be related to authoritative source contents, policies, and risks.
Control framework	A set of fundamental controls which perform and preserve the cross mapping of controls to prevent financial loss, information loss, or more generally to prevent risks within an enterprise.
Control instance	The actual run of a Control Test Definition, periodically or on demand, showing the result data sample, the attestation, or the manual result of the test activities.
Control test definitions	Control test definitions specify how and when controls are tested, including testing steps, expected results, the group or individual responsible for the testing, and the test schedule. Control test instances are automatically generated from the test schedule. Remediations are automatically created when control tests fail or when audit observations are noted.
Corrective controls	Internal controls that come into play once a problem is discovered. An example would be removing access from users who have excessive privileges or executing a backup and recovery plan after a physical disaster has occurred.
Corporate Performance Management	Corporate Performance Management (CPM) is a combination of strategy management, planning, reporting and consolidation, and revenue, cost, and profitability modeling that enables companies to measure their performance and improve it.
Detect	Ongoing progress toward objectives as well as actual and potential undesirable conditions and events using management actions and controls.
Detective control	A control designed to discover an unintended event or result. It may also detect if and when a specific risk occurs.
Effect	A measure of the likelihood, timing, and impact of an event on something.
Effective internal control	Reasonable assurance that operational objectives are achieved, that published financial statements are reliably prepared, and that the entity complies with applicable laws and regulations.
Engagement	An audit project that may include audit tasks that accomplish a set of objectives or goals.
Event	An observable action, occurrence, or a change in condition. An event includes change in knowledge about a condition, even if the condition did not change.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Industry terms (continued)

Term	Definition
Entity	Fundamental concept of GRC, entities are used to model any enterprise element for which controls and risks can be associated. For example: business units, servers, laptops.
Entity type	Used to refer to multiple similar entities. For example: Asia/Pacific business unit, Linux servers, MacBook Pro.
Evaluate	To measure something against criteria.
Evidence (evidential matter)	Includes written and electronic information (such as checks, records of electronic fund transfers, invoices, contracts, and other information) that permits the auditor to reach conclusions through reasoning.
Fraud	Any illegal act characterized by deceit, concealment, or violation of trust. These acts are not dependent upon the threat of violence or physical force. Frauds are perpetrated by parties and organizations to obtain money, property, or services and to avoid payment or loss of services or to secure personal or business advantage.
General controls	Policies and procedures to assure proper operation of computer systems, including controls over network operations, software acquisition and maintenance, and access security.
Governance, Risk, and Compliance (GRC)	Governance, risk management, and compliance with regulations have traditionally been separate corporate functions. GRC is the integrated collection of capabilities that enable an organization to reliably achieve objectives while addressing uncertainty and acting with integrity. It encompasses the governance, assurance and management performance, risk, and compliance. GRC is the business of how an organization operates through the management of risk while remaining compliant with external and internal standards to optimize performance. GRC embraces how processes, controls, security, and culture integrate to ensure that the organization has integrity.
Impact	Used to evaluate the severity of a risk, together with the Likelihood. It evaluates the level of consequence a specific risk would have on an organization if/when it would occur.
Indicator	A metric used to collect data to monitor controls and risks, and collect audit evidence.
Inherent likelihood	The likelihood of the identified risk occurring before any response strategy is implemented.
Inherent risk	The level of risk exposure, in terms of Likelihood and Impact (or significance), assuming no related internal controls and no mitigation actions are yet in place.
Inherent score	The score of the risk before any response strategy is implemented.
Inherent significance	How significant the risk is before any response strategy is implemented.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Industry terms (continued)

Term	Definition
Integrity	The property whereby information, an information system, or a component of a system has not been modified or destroyed in an unauthorized manner. A state in which information has remained unaltered from the point it's produced by a source, during transmission, storage, and eventual receipt by the destination.
Internal audit	A department, division, team of consultants, or other practitioners that provides independent, objective assurance and consulting services designed to add value and improve an organization's operations. The internal audit activity helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management, and control processes.
Internal auditors	Employees of the client responsible for providing analyses, evaluations, assurances, recommendations, and other information to the entity's management and board. An important responsibility of internal auditors is to monitor performance of controls.
Internal controls	The policies, procedures, practices, and organizational structures designed to provide reasonable assurance that business objectives are achieved and undesired events are prevented or detected and corrected.
Issue	A GRC task that allows end users to document Control and Risk issues and track the response to remediate or accept the issue.
IT Governance	The leadership, organizational structures, and processes that ensure that the enterprise's IT sustains and extends the enterprise's strategies and objectives. It is the responsibility of executives and the board of directors.
IT GRC	Encompasses the software and hardware and related policies and procedures used to support compliance and risk management efforts from an IT perspective based on established best practices.
Likelihood	The probability that something happened.
Management	The act of internally directing, controlling, and evaluating an entity, process, or resource.
Manual controls	Controls performed manually, not by computer.
Material (materiality)	A risk is material when it is possible to calculate its financial impact.
Mitigation	Reducing the risk associated with a particular violation of a rule. Before a risk occurs, appropriate mitigation actions are put in place to resolve possible related control failures and/or to reduce the risk exposure.
Objective	Something that an entity intends to attain or accomplish.
Operational audit	An audit designed to evaluate the various internal controls, economy, and efficiency of a function or department.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Industry terms (continued)

Term	Definition
Operational controls	Controls relating to the daily operation of a company or enterprise to ensure that all objectives are achieved.
Operational risks	Risks relating to the people, processes, and systems required to achieve an organization's mission and objectives.
Objectivity	The ability to evaluate client records with no preconceived notions or prejudices.
Obligations	Assertions about obligations deal with whether liabilities are obligations of the entity at a given date. For example, management asserts that amounts capitalized for leases in the balance sheet represent the cost of the entity's rights to leased property and that the corresponding lease liability represents an obligation of the entity.
Owner	The owner of a risk, a control, or a mitigation/remediation task accepts its accountability. They may delegate some tasks related to the ownership, but they stay accountable to the organization.
Peer review	A practice monitoring program in which the audit documentation of one CPA firm periodically reviewed by independent partners of other firms to determine that it conforms to the standards of the profession.
Plan	Audit planning is developing an overall strategy for conduct and scope of the audit. The nature, extent, and timing of planning vary with size and complexity of the entity, experience with the entity, and knowledge of the business. In planning the audit, the auditor considers the entity's business and its industry, its accounting policies and procedures, methods used to process accounting information, the planned assessed level of control risk, and the auditor's preliminary judgment about audit materiality.
Policy	A document that records a high-level principle or course of action that has been decided on. The intended purpose is to influence and guide both present and future decision making to be in line with the philosophy, objectives, and strategic plans established by the enterprise's management teams. In addition to policy content, policies describe the consequences of failing to comply with the policy, the means for handling exceptions, and the manner in which compliance with the policy is checked and measured. In ServiceNow®, approved policies are published in the Knowledge Base. Policies are related to authority documents and control records. Policy statements define specific details that a process follows within a policy.
Preventative control	A control designed to avoid an unintended event.
Procedure	An action, such as a step performed as part of an audit program or as part of the client's internal controls. Provides the "how to" of policies and guides their implementation. Procedures are audience-specific and provide exact instructions that ensures compliance with a given policy. ServiceNow® treats policies and procedures in the same way; therefore, the terms may be used

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Industry terms (continued)

Term	Definition
	interchangeably. This may differ from frameworks, such as COBIT 5.1, which defines policies and procedures as two separate items.
Professional skepticism	Approaching an audit with a questioning mind-set.
Qualitative Impact	Includes Impact (refers to significance of a risk) and Likelihood (refers to probability of a risk occurring) ratings. Score is calculated by multiplying Impact by Likelihood. An impact often expressed using an ordinal scale or nominal scale.
Quantitative Impact	A positive/negative effect on financial assets, tangible assets, intangible assets, business continuity, and health & safety. Calculated by Single Loss Expectancy (SLE) x Annualized Rate of Occurrence (ARO) = Annualized loss expectancy (ALE). A quantitative impact is expressed numerically.
Questionnaire	An internal control questionnaire is a list of questions about the internal control system to be answered (with answers such as yes, no, or not applicable) during audit fieldwork. The questionnaire is part of the documentation of the auditor's understanding of the client's internal controls.
Random sample (random-number sampling)	Identical probability of each population item being selected for a sample. Also, the use of random numbers to select a random sample from a population.
Reasonable assurance (an internal control)	An internal control, no matter how well designed and operated, cannot guarantee that an entity’s objectives are met because of inherent limitations in all internal control systems.
Remediation	After a failure is identified and assessed, appropriate remediation can take place to mitigate or eliminate the issue Residual likelihood: The likelihood of the identified risk occurring after any response strategy is implemented.
Requirement	Something that an entity must address as a result of making a promise.
Residual likelihood	The likelihood of the identified risk occurring after any response strategy is implemented.
Residual risk	Level of the risk exposure, in terms of likelihood and impact (or significance), after related internal controls and mitigation actions are in place and effective.
Residual score	The score of the risk after any response strategy is implemented.
Residual significance	How significant the risk is after any response strategy is implemented.
Risk	A risk is any threat or vulnerability that could adversely affect an organization’s business objectives. All risks are contained in one risk repository. Risks can be related to any item, policy, control, and remediation task. Risks requiring immediate or ongoing attention can be mitigated, prevented, or controlled using the defined controls and related control tests. A risk statement is a defined consequence that can occur if a threat exploits a vulnerability.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Industry terms (continued)

Term	Definition
	Risk is measured in terms of Impact (or Significance) and Likelihood. Types of risks include operational risks (fraud, for example), risks of noncompliance (not filing the proper documents to comply with legislation), and strategic risks (such as an incident that affects a brand's reputation). The business risk associated with the use, ownership, operation, involvement, influence, and adoption of IT within an enterprise.
Risk analysis	The systematic examination of available information to determine how often specified events may occur and the magnitude of their consequences.
Risk appetite	The level of risk that an organization is willing to accept in pursuit of its objectives.
Risk assessment	The appraisal of the risks facing an entity, asset, system or network, organizational operations, individuals, geographic area, other organizations, or society, and includes determining the extent to which adverse circumstances or events could result in harmful consequences.
Risk criteria	Are quantitative or qualitative values against which level of risk is evaluated.
Risk management	The objective of risk management is to reduce uncertainty. It's the act of managing processes and resources to address risk while pursuing the organization's objectives. The process of identifying, analyzing, assessing, and communicating risk and accepting, avoiding, transferring or controlling it to an acceptable level considering associated costs and benefits of any actions taken.
Risk management framework	A formalized process for managing risk on an explicit basis. The framework consists of a risk assessment, response, and accountability for the risk and mitigation activities around it.
Risk mitigation	The processes built into the controls environment, such as policies, frameworks, and accountabilities, that reduce a risk.
Risk register	A repository of the key attributes of potential and known IT risk issues. Attributes may include name, description, owner, expected/actual frequency, inherent/residual level, potential/actual business impact, and mitigation/remediation plans.
Risk response	The decision to accept a risk, decline a risk, treat or mitigate a risk, or share a risk with another party.
Risk statement	General statements about potential risks or threats that could occur somewhere in an organization.
Risk tolerance	The level of risk that the organization is unwilling to exceed to achieve objectives. The representation of the risk appetite in terms of threshold, generally financial, given to various management levels in the organization for specific risk categories.
Sample size	The number of population items selected when a sample is drawn from a population.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Industry terms (continued)

Term	Definition
Sampling	Selecting a small but pertinent and representative number of records to represent the entire population of records.
Sampling risk	The possibility that conclusions drawn from the sample may not represent correct conclusions for the entire population.
Segregation of duties (SoD)	Assigning different people the responsibilities of authorizing transactions, recording transactions, and maintaining custody of assets. Segregation of duties reduces the opportunities for one person to both perpetrate and conceal errors or fraud.
Significance	Used to evaluate the severity of a risk, together with the Likelihood. It evaluates the level of consequence a specific risk would have on an organization if/when it would occur.
SLE	Single loss expectancy (SLE) = Single Loss Expectancy = Asset Value x Exposure Factor.
Stakeholder	A person, group, or organization that has direct or indirect stake in an organization because it can affect or be affected by the organization's actions, objectives, and policies.
Standard	A professional pronouncement promulgated by the Internal Audit Standards Board that delineates the requirements for performing a broad range of internal audit activities, and for evaluating internal audit performance.
Strategic risks	Relating to strategic objectives such as political factors, customer priorities, brand, or reputation.
Target	A measurable value that an entity strives to achieve.
Test	A sample from a population to estimate characteristics of the population.
Test plan	A specific audit test of the design and operating effectiveness of a single control.
Threat	An event that has, on balance, an undesirable effect on achieving objectives.
Tolerance	The acceptable level of departure from a target.
Unified Compliance Framework (UCF)	Network Frontiers Unified Compliance Framework (UCF) contains authority documents that can be imported into the ServiceNow® instance. For more information, see Unified Compliance Framework.
Uncertainty	The state of being unable to completely predict, determine, or define something.

Governance, Risk, and Compliance content packs

Content packs may include pre-defined scopes, specific policies, controls, risks, audit, test plans, dashboards, and reports that provides customers an operational head-start when adopting various regulations and frameworks.

Use the following documentation for the installation, verification, and reporting features of the GRC content packs on the ServiceNow Store.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Unless otherwise noted, each content pack requires that you have the ServiceNow GRC products installed and activated on your instance.

Sarbanes-Oxley (SOX) Content Pack

The Sarbanes-Oxley (SOX) Content Pack provides basic SOX content for an organization to commence and manage activities towards attaining operational SOX compliance using the ServiceNow® GRC application. A content pack may include pre-defined scope, specific policies, controls, risks, audit, test plans, dashboards, and reports providing users of ServiceNow® GRC a head-start in using the applications towards SOX compliance-related activities.

Users with the GRC Administrator roles of Compliance Admin (sn.compliance.admin), Risk Admin (sn.risk.admin), or Audit Admin (sn.audit.admin) in an organization are responsible for editing the content to suit the SOX requirements of the organization. The SOX Content Pack covers the three ServiceNow® GRC core applications, namely Policy and Compliance Management, Risk Management and Audit Management, and it establishes relationships across the various content elements in those applications.

Install the SOX Content Pack

Install the SOX Content Pack for use with the core GRC applications.

Before you begin

Role required: sn_compliance.admin, sn_risk.admin, or sn_audit_admin, admin

Complete the following setup checklist prior to installation. These setup tasks are required for a smooth installation.

Setup task	Description
Verify that the ServiceNow plugins are activated.	Activate one of the following GRC plugins: • GRC: Policy and Compliance Management (com.sn_compliance) • GRC Risk Management (com.sn_risk) • GRC: Audit Management (com.sn_audit) To verify that this plugin is activated, navigate to **Subscription Management** > **Subscriptions** in your instance. The list displays the subscriptions your organization has purchased.

Procedure

1. Enter info re: Legal Notice.
2. If you have not installed the application, follow the instructions to install it.

   a. Log in to the instance you want to install the application on.

   b. Navigate to **System Applications** > **All Available Applications** > **All**.
   A list of apps available for installation is displayed.

   c. Locate the app, select it, and click **Install**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Your app is automatically installed onto your instance.

When uninstalling the app, select the check box to retain the profile types profiles and indicators.

Verify the SOX Content Pack in Policy and Compliance Management

After importing the SOX Content Pack, verify and edit the profile types, profiles, policies, policy statements, controls, policies, indicator templates, and indicators, within the Policy and Compliance Management application.

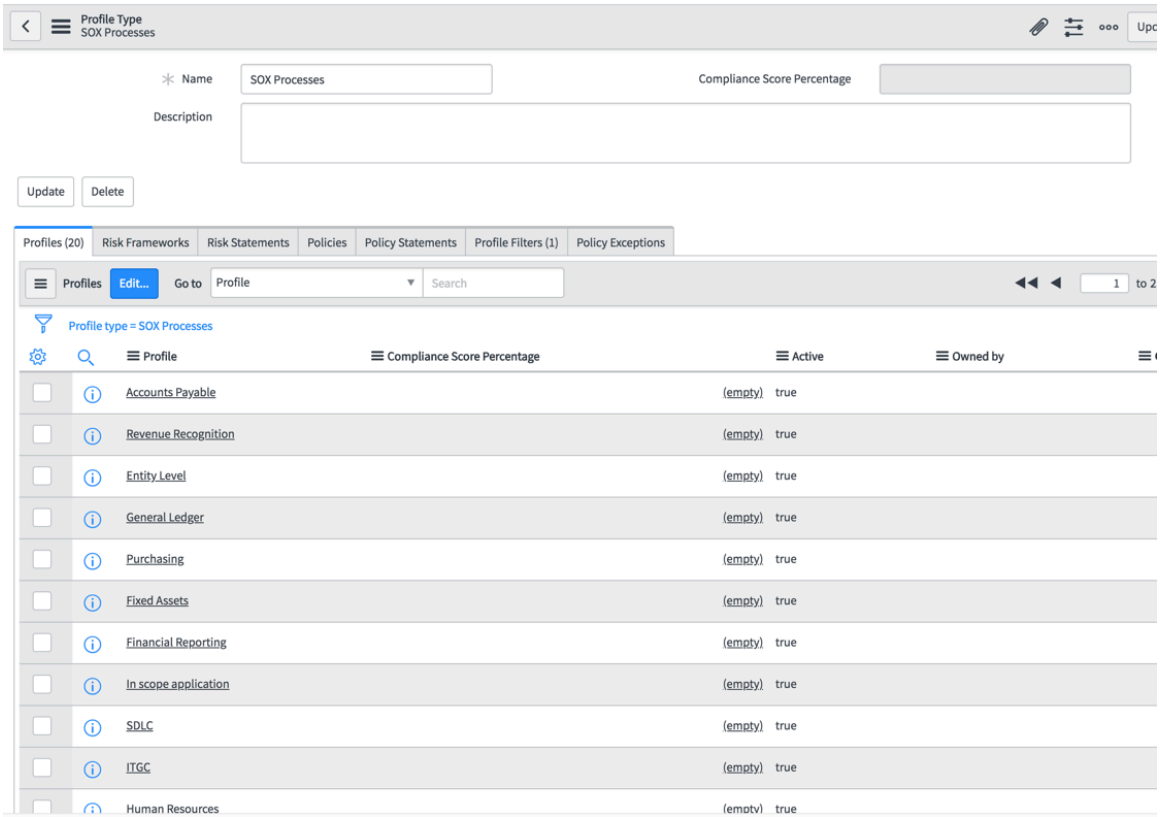
Before you begin

Role required: Compliance Admin (sn_compliance.admin)

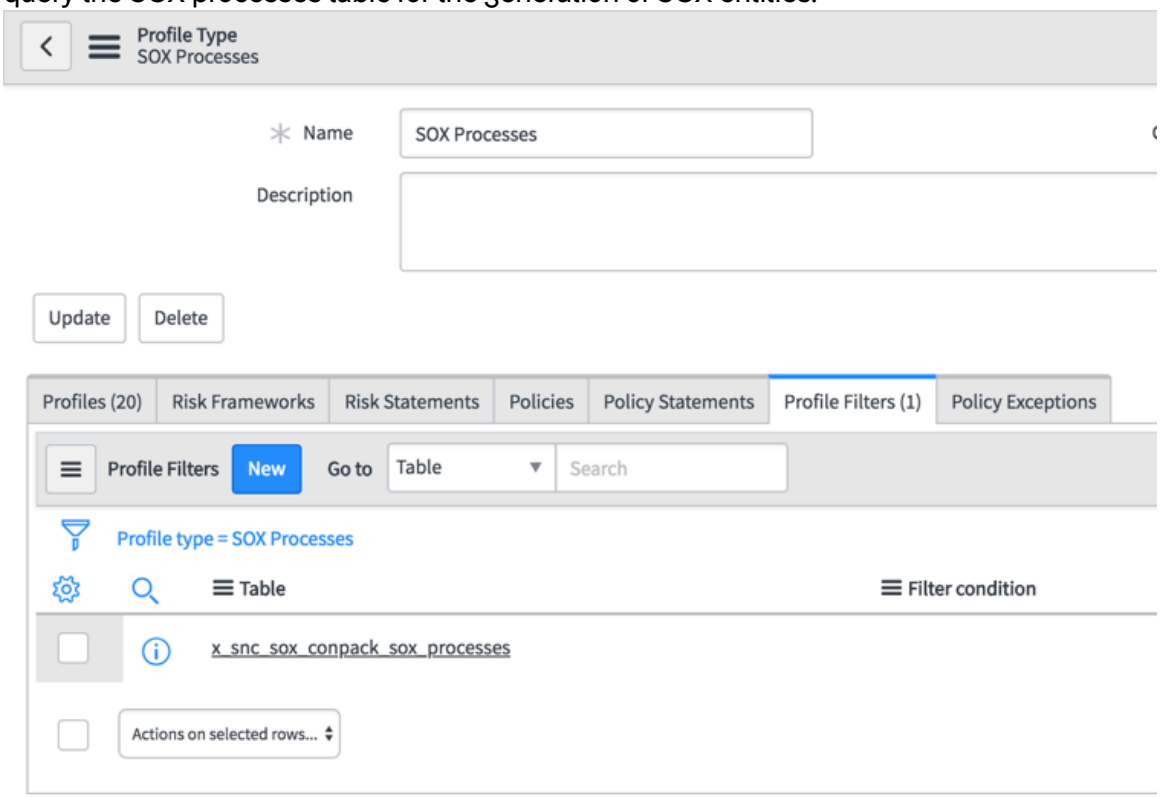
Procedure

1. Navigate to **All** > **Policy and Compliance** > **Scoping** > **Entity Types**.
   A **SOX Processes** entity type is added and is used to generate the SOX profiles:
   - Accounts Receivable
   - Accounts Payable
   - Commissions
   - Equity
   - Entity Level
   - Financial Reporting
   - Fixed Assets
   - General Ledger
   - Human Resources
   - In Scope Application
   - Inventory
   - ITGC
   - Payroll
   - Purchasing
   - Revenue Recognition
   - SAP
   - SDLC
   - Tax
   - Travel and Expense
   - Treasury

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

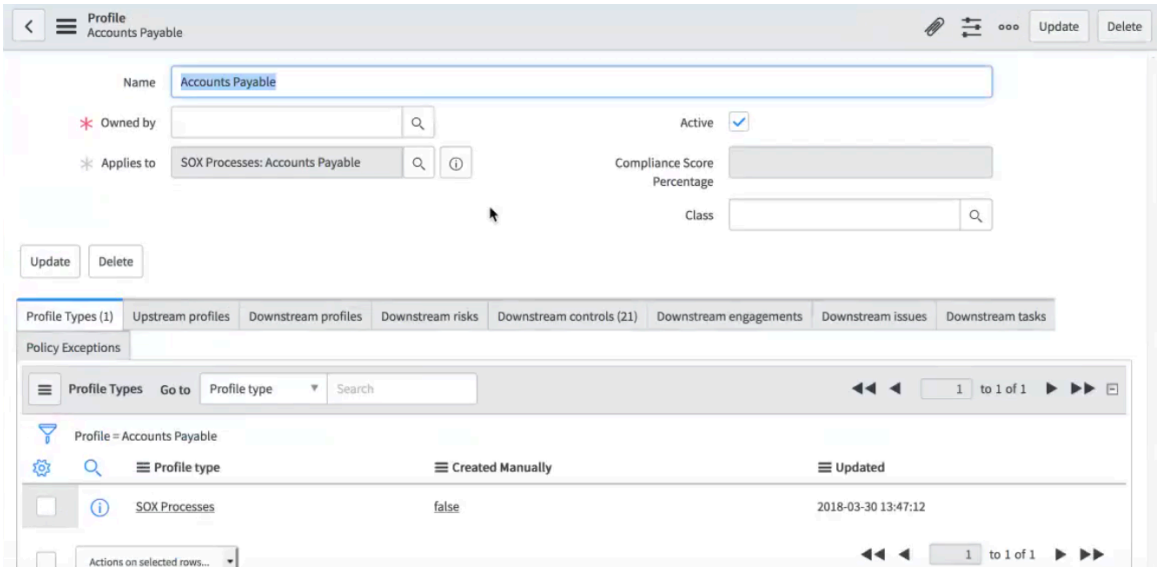


2. If using the Kingston SOX contact pack, under the Entity filters related list, a filter is added to query the SOX processes table for the generation of SOX entities.

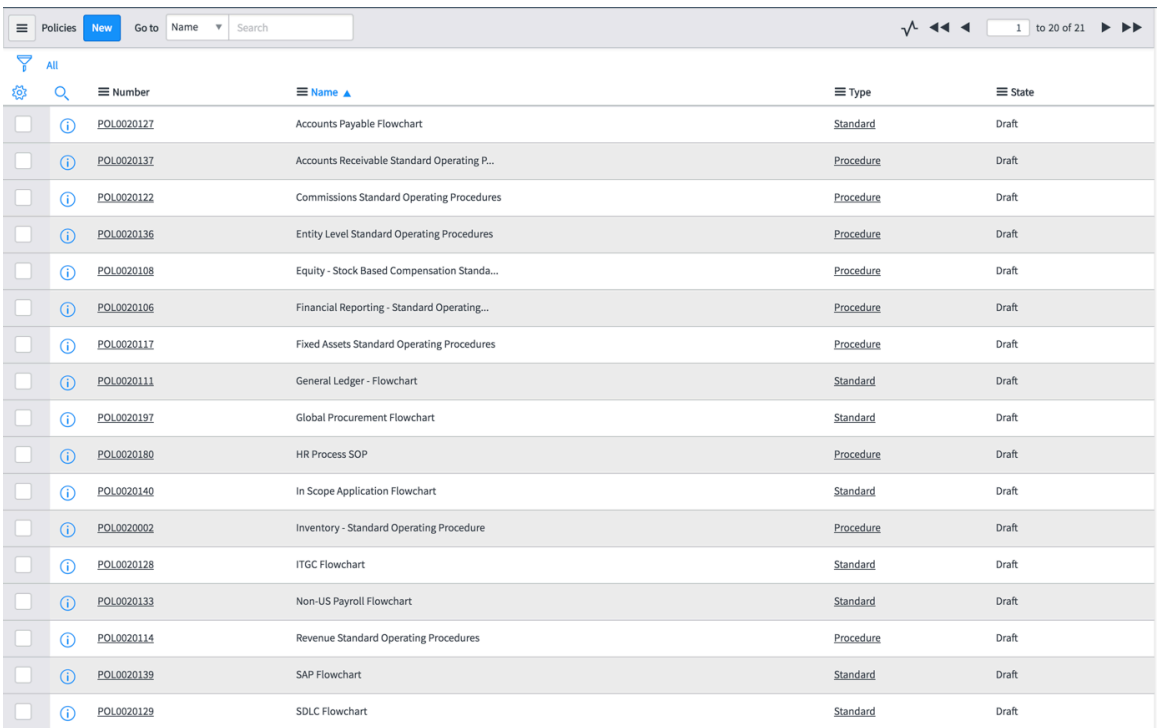


3. Open an entity to see all the downstream controls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Navigate to **Policy and Compliance** > **Policies and Procedures** > **Policies**.
   All SOX policies have been added in the Draft state:
   - Accounts Payable Flowchart
   - Accounts Receivable Standard Operating Procedures
   - Commissions Standard Operating Procedures
   - Entity Level Standard Operating Procedures
   - Equity - Stock Based Compensation Standard Operating Procedures
   - Financial Reporting - Standard Operating Procedure
   - Fixed Assets Standard Operating Procedures
   - General Ledger - Flowchart

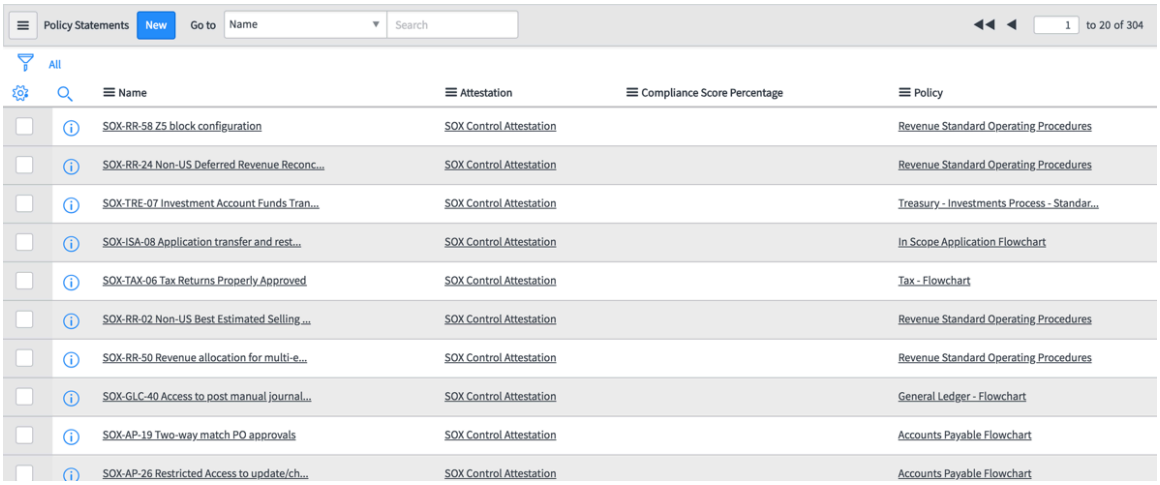


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Open a SOX policy record.
   Notice that there is no text in the policy. Create your own policy and initiate the policy lifecycle.
6. Navigate to **Policy and Compliance** > **Policies and Procedures** > **Policy Statements**.
7. In the search bar, enter SOX in the **Name** field.

Note:
The names of all SOX-related policy statements begin with **SOX**.

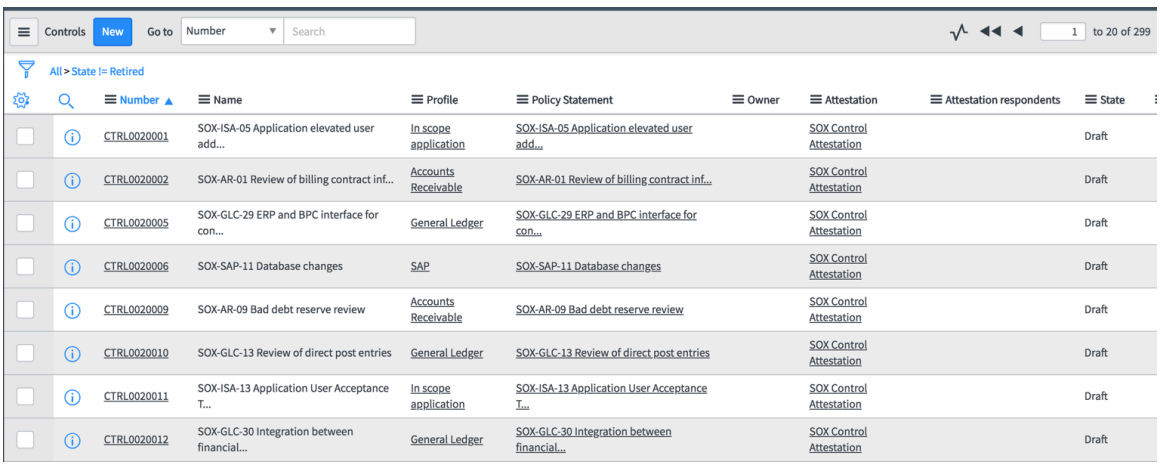
- All the SOX policy statements are created and assigned to SOX policies.
- The SOX Control Attestation is created and added to the policy statement.



8. Navigate to **Policy and Compliance** > **Controls**.
9. In the search bar, enter SOX in the **Name** field.

Note:
The names of all SOX-related controls begin with **SOX**.

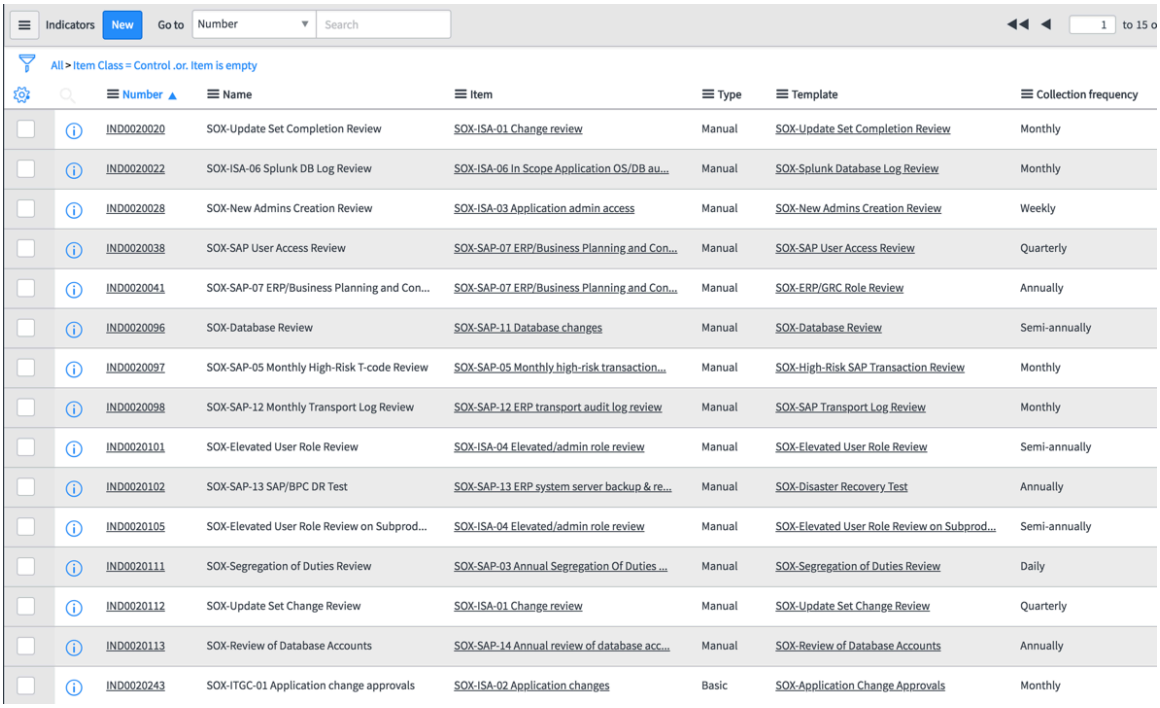
- All the SOX controls are created for each entity.
- The SOX Control Attestation is added to all controls with no attestation respondents.



10. Navigate to **Policy and Compliance** > **Indicators**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SOX Control Indicators were added and indicator templates were assigned to them.



Indicators | New | Go to | Number | Search | 1 to 15 o

All > Item Class = Control .or. Item is empty

Number	Name	Item	Type	Template	Collection frequency
IND0020020	SOX-Update Set Completion Review	SOX-ISA-01 Change review	Manual	SOX-Update Set Completion Review	Monthly
IND0020022	SOX-ISA-06 Splunk DB Log Review	SOX-ISA-06 In Scope Application OS/DB au...	Manual	SOX-Splunk Database Log Review	Monthly
IND0020028	SOX-New Admins Creation Review	SOX-ISA-03 Application admin access	Manual	SOX-New Admins Creation Review	Weekly
IND0020038	SOX-SAP User Access Review	SOX-SAP-07 ERP/Business Planning and Con...	Manual	SOX-SAP User Access Review	Quarterly
IND0020041	SOX-SAP-07 ERP/Business Planning and Con...	SOX-SAP-07 ERP/Business Planning and Con...	Manual	SOX-ERP/GRC Role Review	Annually
IND0020096	SOX-Database Review	SOX-SAP-11 Database changes	Manual	SOX-Database Review	Semi-annually
IND0020097	SOX-SAP-05 Monthly High-Risk T-code Review	SOX-SAP-05 Monthly high-risk transaction...	Manual	SOX-High-Risk SAP Transaction Review	Monthly
IND0020098	SOX-SAP-12 Monthly Transport Log Review	SOX-SAP-12 ERP transport audit log review	Manual	SOX-SAP Transport Log Review	Monthly
IND0020101	SOX-Elevated User Role Review	SOX-ISA-04 Elevated/admin role review	Manual	SOX-Elevated User Role Review	Semi-annually
IND0020102	SOX-SAP-13 SAP/BPC DR Test	SOX-SAP-13 ERP system server backup & re...	Manual	SOX-Disaster Recovery Test	Annually
IND0020105	SOX-Elevated User Role Review on Subprod...	SOX-ISA-04 Elevated/admin role review	Manual	SOX-Elevated User Role Review on Subprod...	Semi-annually
IND0020111	SOX-Segregation of Duties Review	SOX-SAP-03 Annual Segregation Of Duties ...	Manual	SOX-Segregation of Duties Review	Daily
IND0020112	SOX-Update Set Change Review	SOX-ISA-01 Change review	Manual	SOX-Update Set Change Review	Quarterly
IND0020113	SOX-Review of Database Accounts	SOX-SAP-14 Annual review of database acc...	Manual	SOX-Review of Database Accounts	Annually
IND0020243	SOX-ITGC-01 Application change approvals	SOX-ISA-02 Application changes	Basic	SOX-Application Change Approvals	Monthly

Result

For information about the SOX Compliance Dashboard, see SOX Content Pack dashboard and reports.

Verify the SOX Content Pack in Risk Management

After importing the SOX Content Pack, verify and edit the entity types, entities, risk statements, risks, and assessments within the Risk Management application.

Before you begin

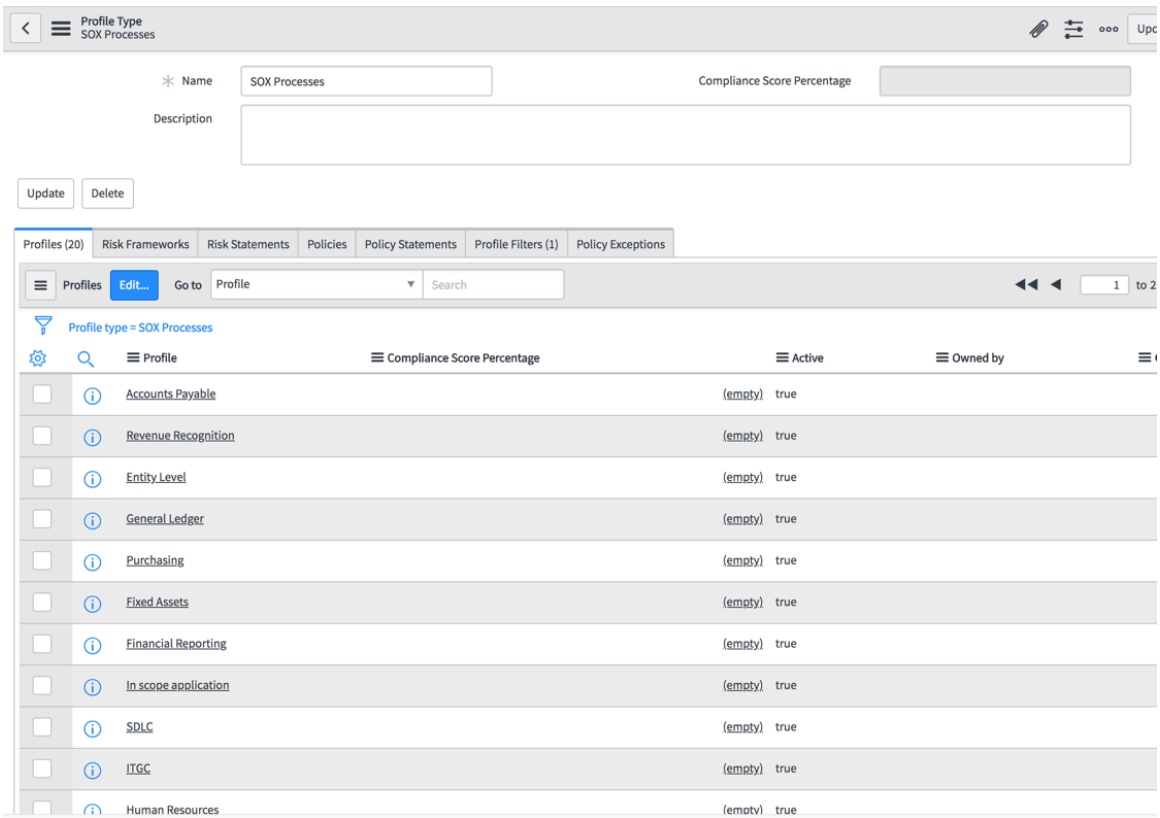
Role required: Risk Admin (sn_risk.admin)

Procedure

1. Navigate to **All** > **Risk** > **Scoping** > **Profile Type**.
   A **SOX Processes** entity type is added and is used to generate the SOX entities:
   - Accounts Receivable
   - Accounts Payable
   - Commissions
   - Equity
   - Entity Level
   - Financial Reporting
   - Fixed Assets
   - General Ledger
   - Human Resources
   - In Scope Application
   - Inventory
   - ITGC

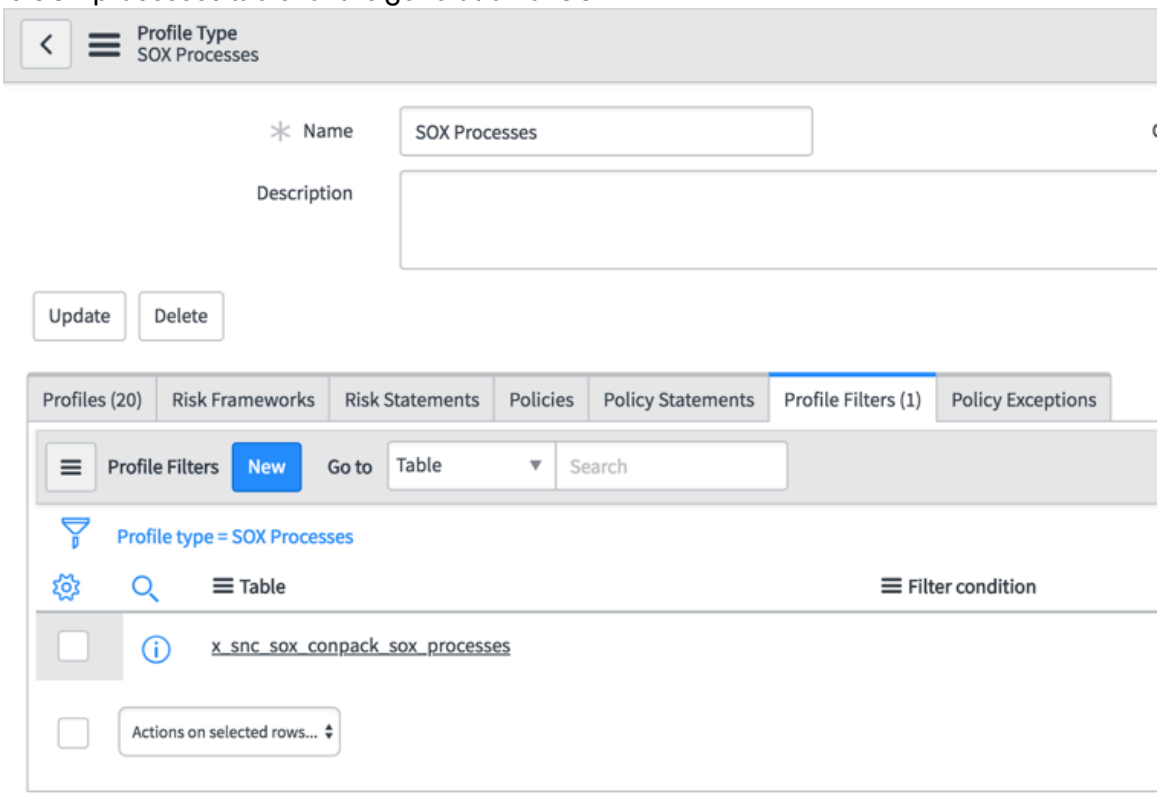
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Payroll
- Purchasing
- Revenue Recognition
- SAP
- SDLC
- Tax
- Travel and Expense
- Treasury



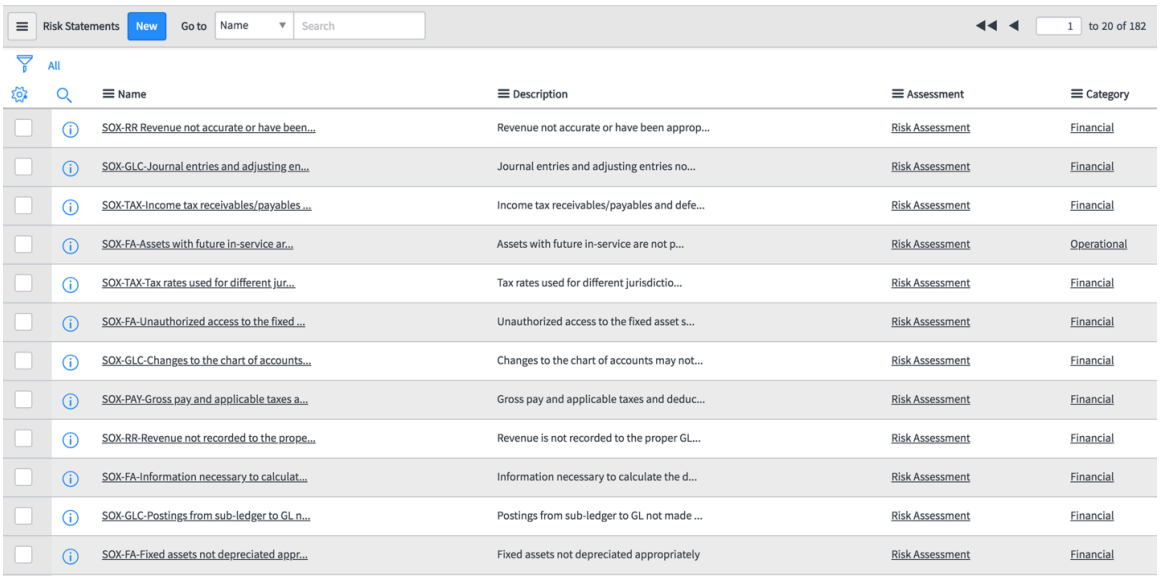
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. Under the Profile filters related list, a filter is added to query the SOX processes table for the generation of SOX



profiles.

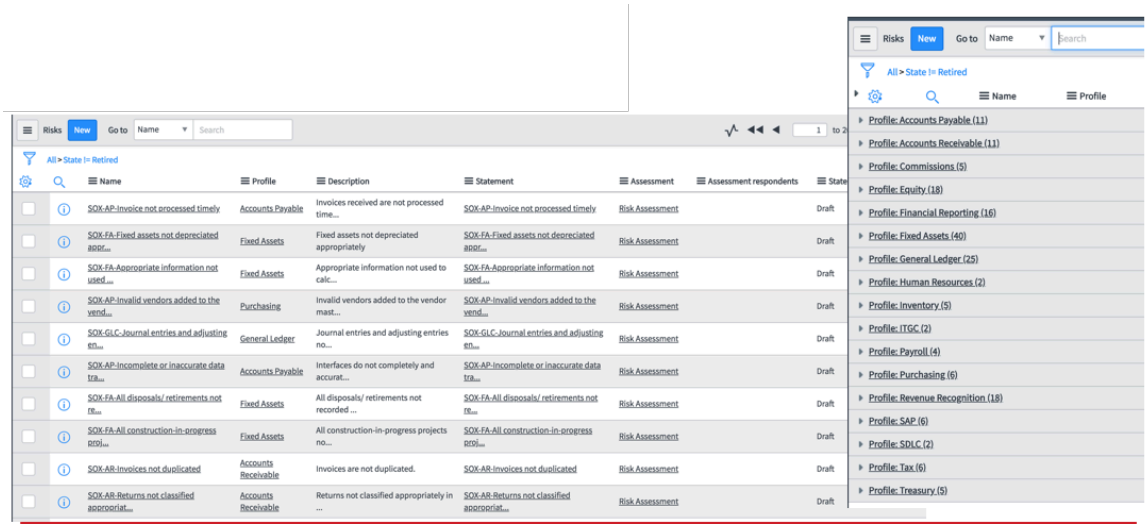
3. Navigate to **Risk** > **Risk Library** > **Risk Statements**.
All SOX risk statements have been added in the Draft state and the Risk Assessment is assigned to them.



4. Navigate to **Risk** > **Risk Register** > **Risks**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

All SOX risk statements have been added in the Draft state and the Risk Assessment is assigned to them.



Result

For information about the SOX Risk Dashboard, see SOX Content Pack dashboard and reports.

Verify the SOX Content Pack in Audit Management

After importing the SOX Content Pack, verify and edit the entity types, entities, audit engagements, audit tasks, test templates, and test plans within the Audit Management application.

Before you begin

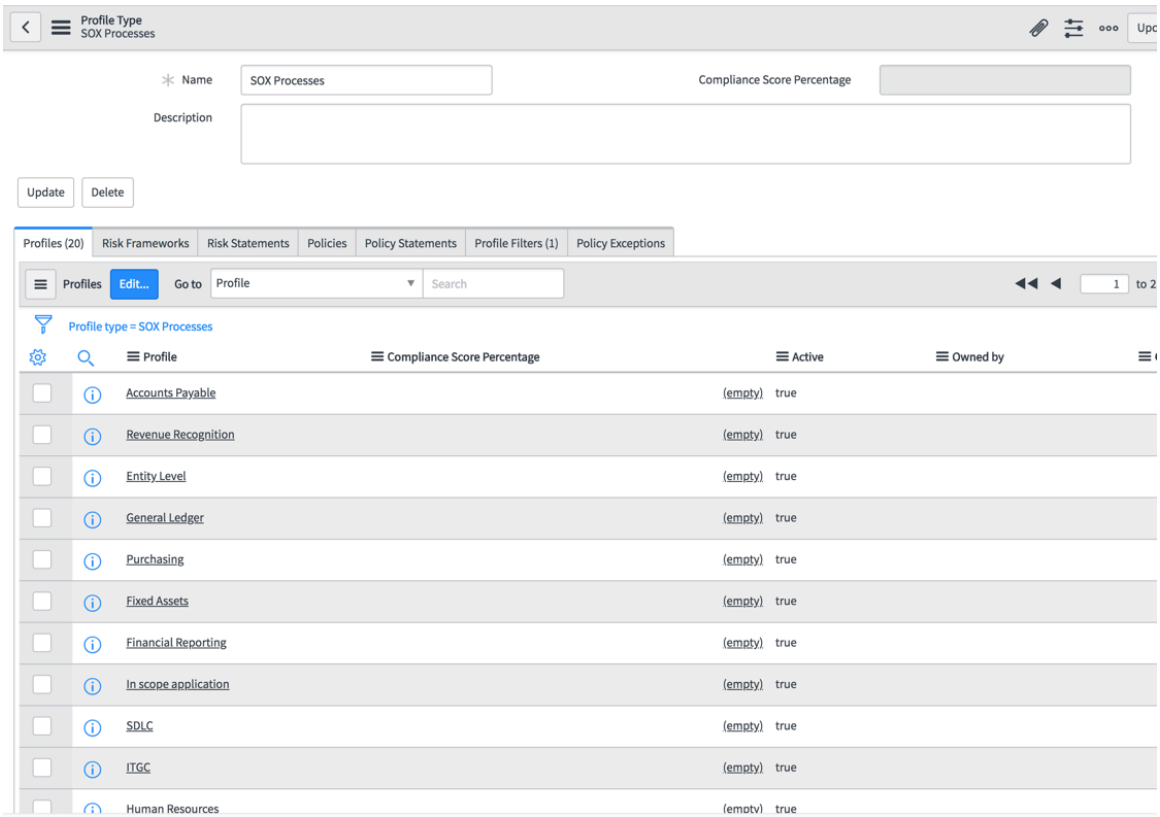
Role required: Audit Admin (sn_audit.admin)

Procedure

1. Navigate to **All** > **Audit** > **Entity Type**.
   A **SOX Processes** entity type is added and is used to generate the SOX entities:
   - Accounts Receivable
   - Accounts Payable
   - Commissions
   - Equity
   - Entity Level
   - Financial Reporting
   - Fixed Assets
   - General Ledger
   - Human Resources
   - In Scope Application
   - Inventory
   - ITGC
   - Payroll
   - Purchasing
   - Revenue Recognition

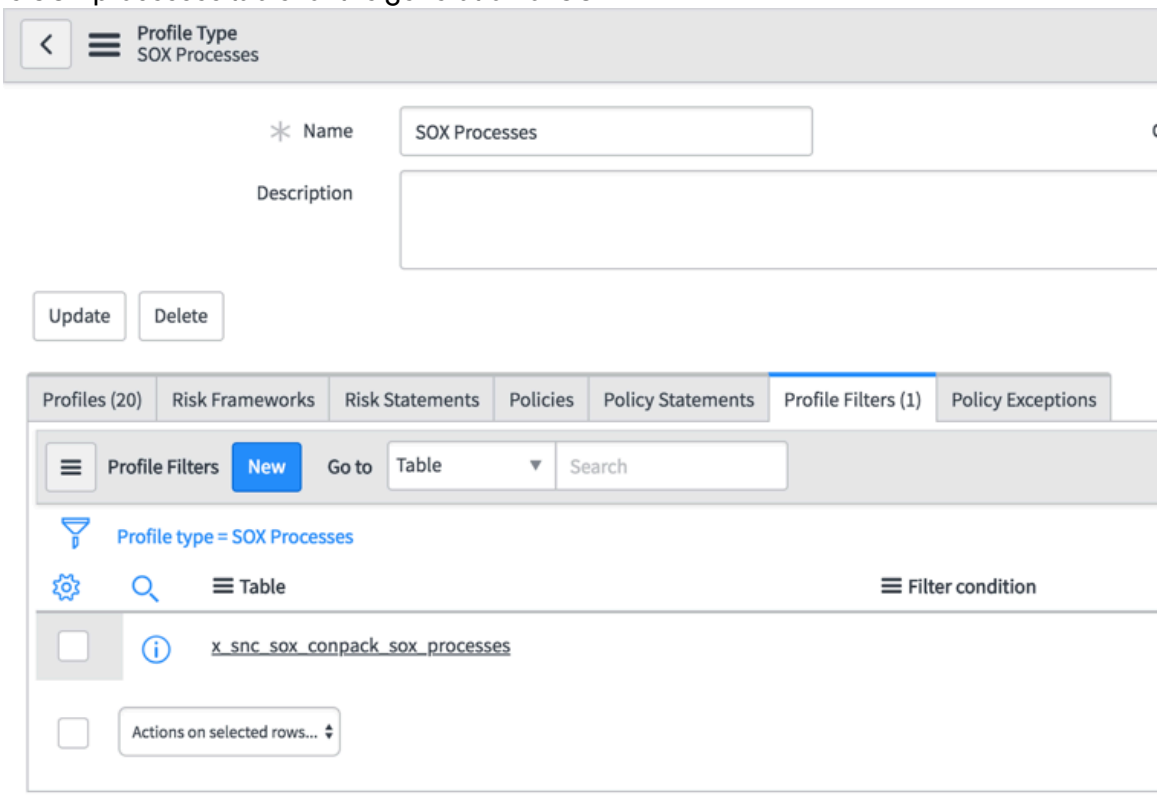
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- SAP
- SDLC
- Tax
- Travel and Expense
- Treasury



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

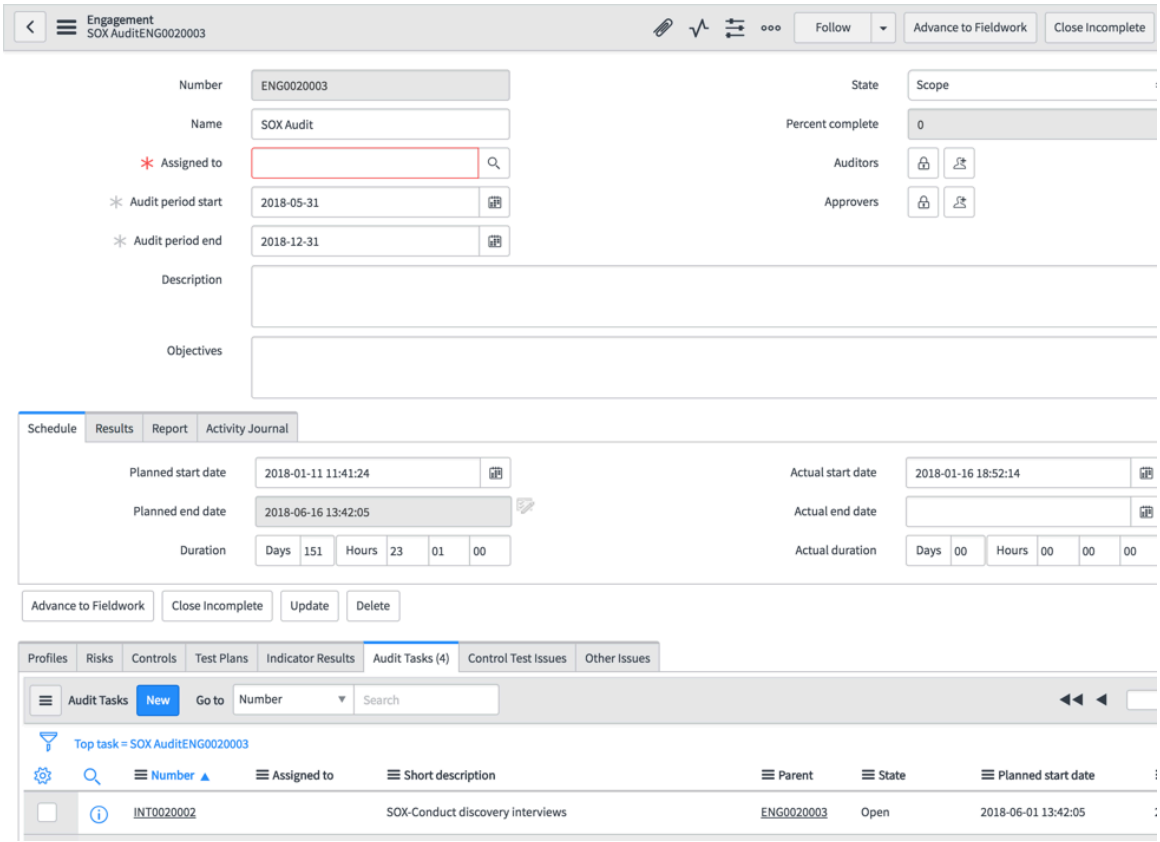
2. Under the Profile filters related list, a filter is added to query the SOX processes table for the generation of SOX



profiles.

3. Navigate to **Audit** > **All Engagements**.
The **SOX Audit** engagement has been added in the Scope state with the following fields set as empty:
   - **Assigned to**
   - **Auditor**
   - **Approver**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

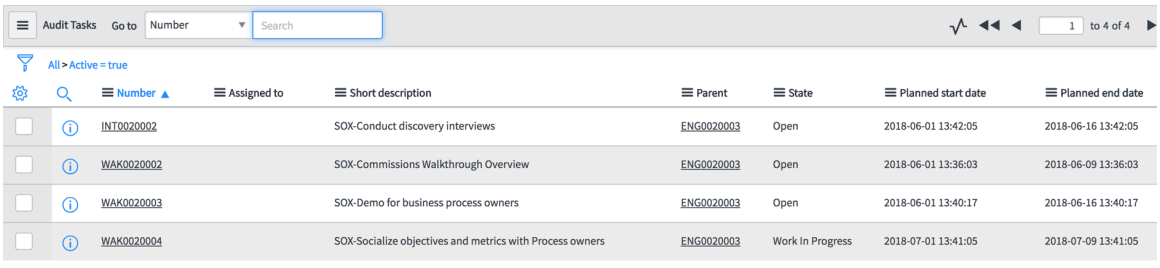


4. Navigate to **Audit** > **All Audit Tasks**.
5. In the search bar, enter SOX in the **Name** field.

   Note:
   The names of all SOX-related audit tasks start with **SOX**.

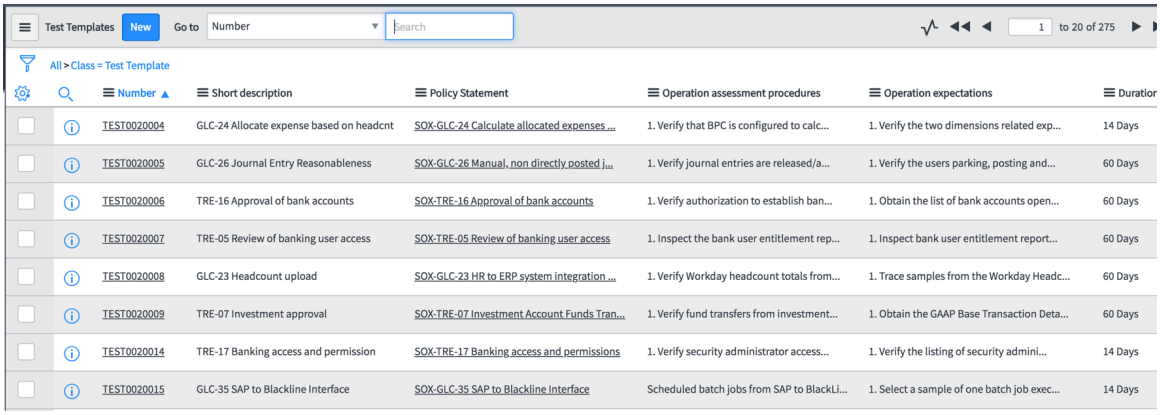
   The SOX Audit tasks have been added with the following fields:

   - **Type** is interview or walkthrough
   - **Assigned to** is empty
   - **Assigned parent (engagement)** is SOX Audit

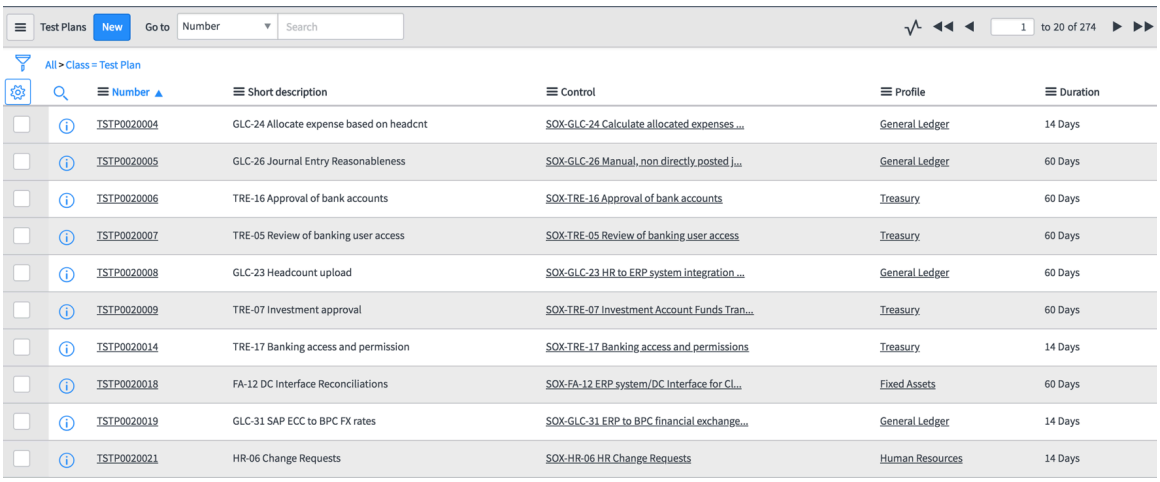


6. Navigate to **Audit** > **Audit Testing** > **Test Templates**.
   The SOX test templates have been added and assigned to policy statements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



7. Navigate to **Audit** > **Audit Testing** > **Test Plans**.
   The SOX test plans have been generated for controls based on the test templates.



Result

For information about the SOX Audit Dashboard, see SOX Content Pack dashboard and reports.

SOX Content Pack dashboard and reports

The SOX Content Pack dashboards display multiple SOX reports on a single screen. Various GRC roles have read or edit access to these dashboards.

Policy and Compliance Management roles for SOX

- The Compliance Reader (sn_compliance.reader) can read **SOX Compliance Dashboard** and **SOX Processes**
- Compliance Manager (sn_compliance.manager) can read **SOX Compliance Dashboard**, **SOX Risk Dashboard**, and edit **SOX Processes**
- The Compliance Admin (sn_compliance.admin) can read **SOX Risk Dashboard** and edit **SOX Compliance Dashboard** and **SOX Processes**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Risk Management roles for SOX

- Risk Reader (sn_risk.reader) can read **SOX Risk Dashboard** and **SOX Processes**
- Risk Manager (sn_risk.manager) can read **SOX Compliance Dashboard**, **SOX Risk Dashboard** and edit **SOX Processes**
- Risk Admin (sn_risk.admin) can read **SOX Compliance Dashboard** and edit **SOX Risk Dashboard** and **SOX Processes**

Audit Management roles for SOX

- Audit User (sn_audit.user) can read **SOX Compliance Dashboard**, **SOX Risk Dashboard** and **SOX Processes**
- Audit Admin (sn_audit.admin) can read **SOX Compliance Dashboard**, **SOX Risk Dashboard** and edit **SOX Audit Dashboard** and **SOX Processes**

SOX Compliance Dashboard

The SOX Compliance Dashboard displays an overview of all controls, attestations, and control issues. Navigate to **SOX** > **SOX Compliance Dashboard**. The following reports are available:

Compliance Overview

This dashboard shows the compliance overview of SOX policies and controls, and the effect on the entities related to SOX processes. It also shows:

- Key Controls
- Controls by Profile
- Control Compliance
- Controls by type
- Failed Controls
- Control Exceptions

Attestation Overview

This dashboard provides an overview of all the attestations related to SOX controls, and it helps to monitor the status and progress of attestations for the compliance teams to track. It shows:

- Pending Attestations
- Past due Attestations
- Attestations by Profiles
- My Attestations

Issue Overview

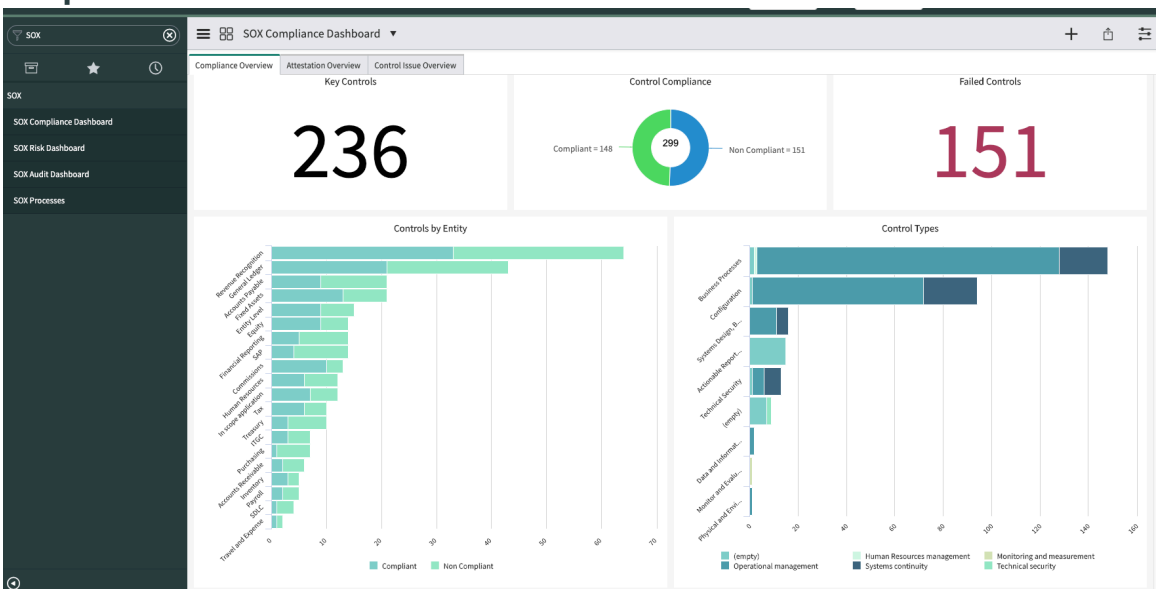
This dashboard provides an overview of all issues related to the SOX controls. It shows:

- Issues past due 90 days
- Issues pending 30 to 90 days
- Issues pending 30 days
- Issues due in next 30 days
- Issues by Profile

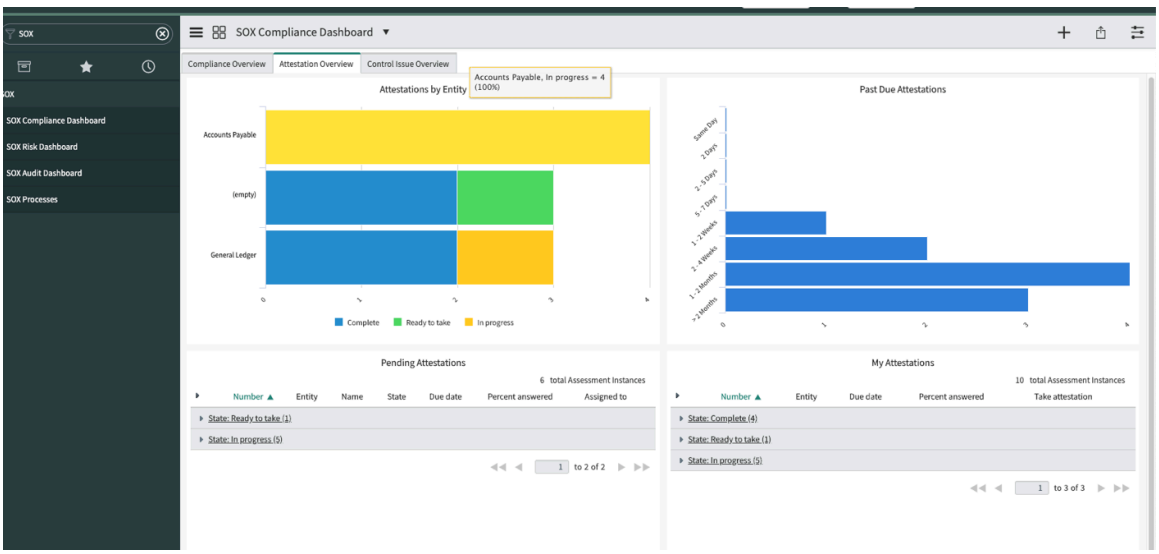
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Pending Issues by Owner
- Issues Closure Rate
- Control Issues by Policy

Compliance Overview

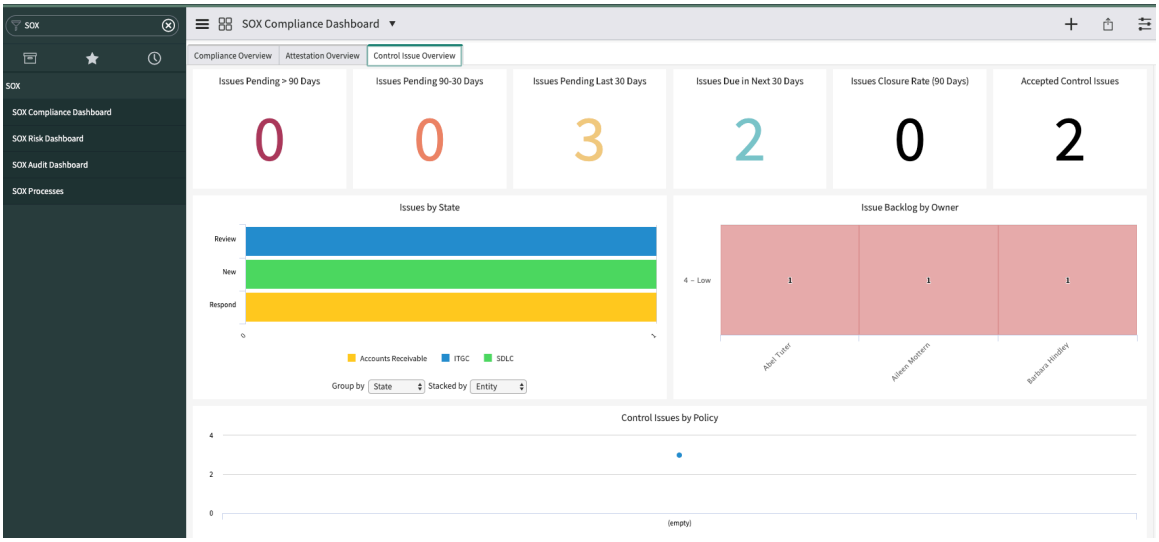


Attestation Overview



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Control Issue Overview



SOX Risk Dashboard

The SOX Risk Dashboard displays an overview of all risks, assessments, and risk issues. Navigate to **SOX** > **SOX Risk Dashboard**. The following reports are available:

Risk Overview

This dashboard provides an overview of the risks related to SOX processes and controls. It shows:

- Very high risk
- High risk
- Moderate risk
- Low risk
- Very low risk
- Risks by profile
- Risks by Response
- Inherent risk heatmap
- Residual risk heatmap
- Risks by Compliance
- Risk Exception

Assessment Overview

This dashboard provides the overview of the risk assessment for risks related to SOX processes and controls. It shows:

- Pending Assessments
- Past due Assessments
- Assessments by Profiles
- My Assessments

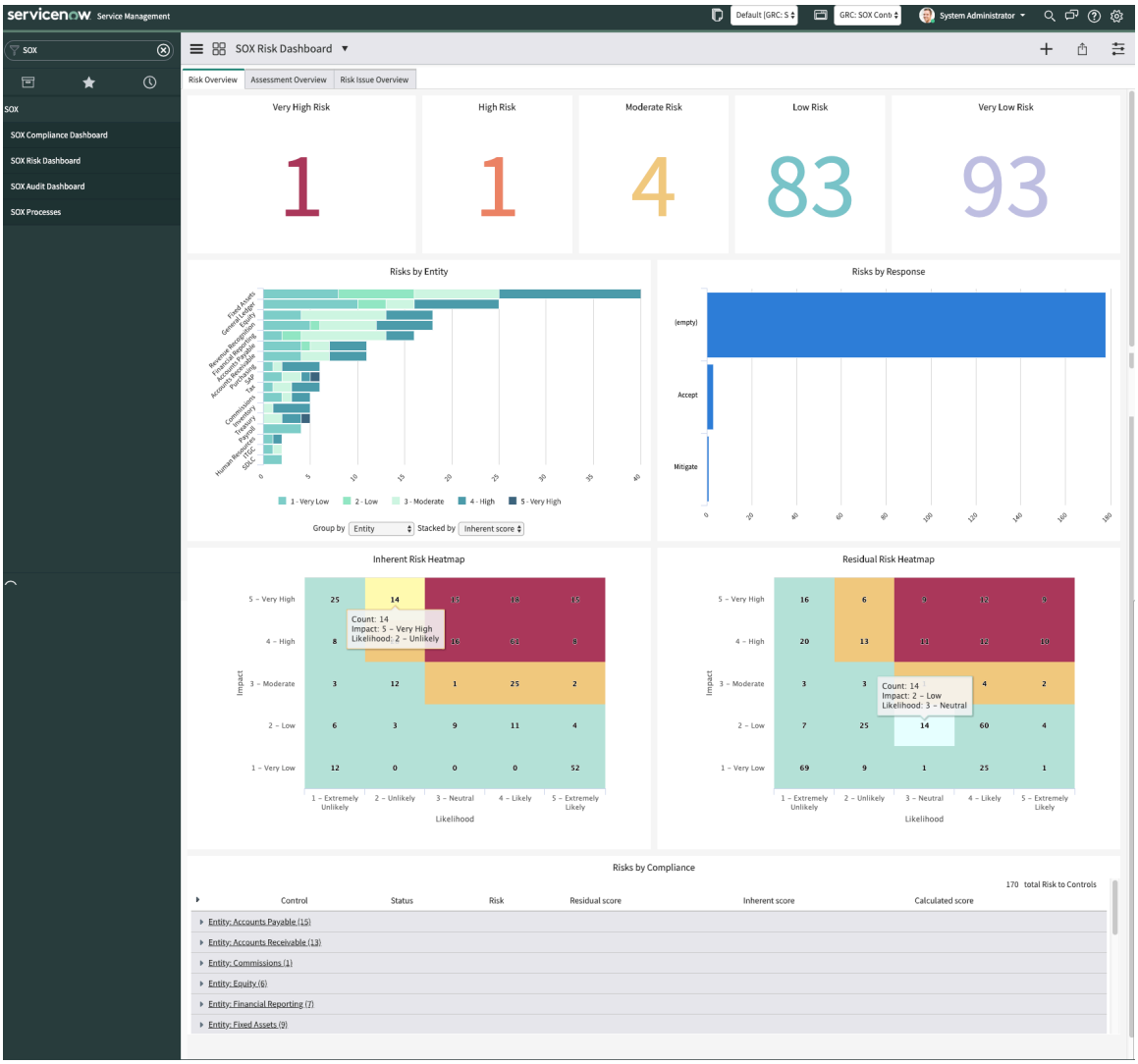
Issue Overview

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This dashboard provides the overview of the risk issues related to SOX processes and controls, and helps the risk teams monitor the open issues that are assigned to the owners. It shows:

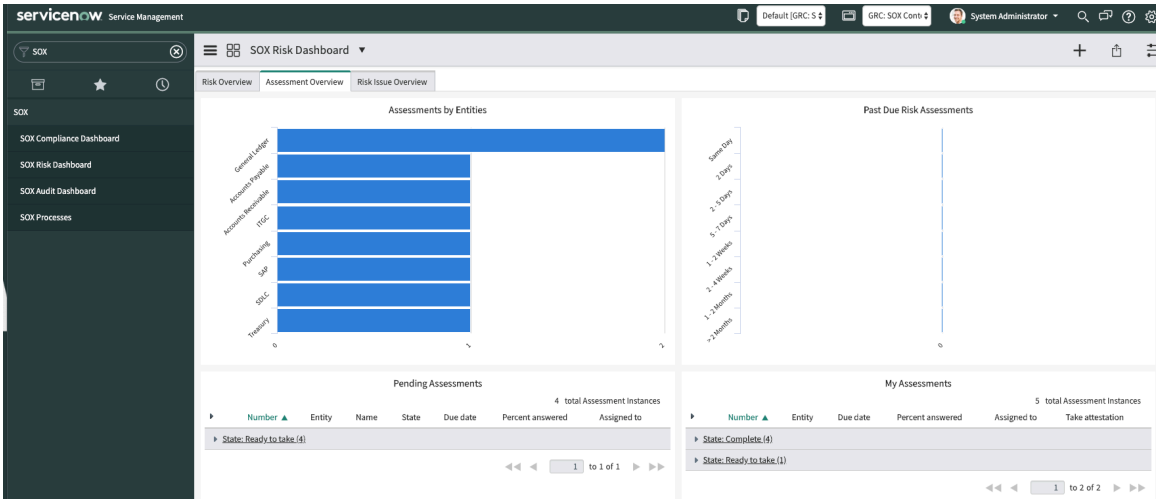
- Issues past due 90 days
- Issues pending 30 to 90 days
- Issues pending 30 days
- Issues due in next 30 days
- Issues by profile
- Pending Issues by Owner
- Issues Closure Rate
- Risks Issues by Policy

Risk Overview

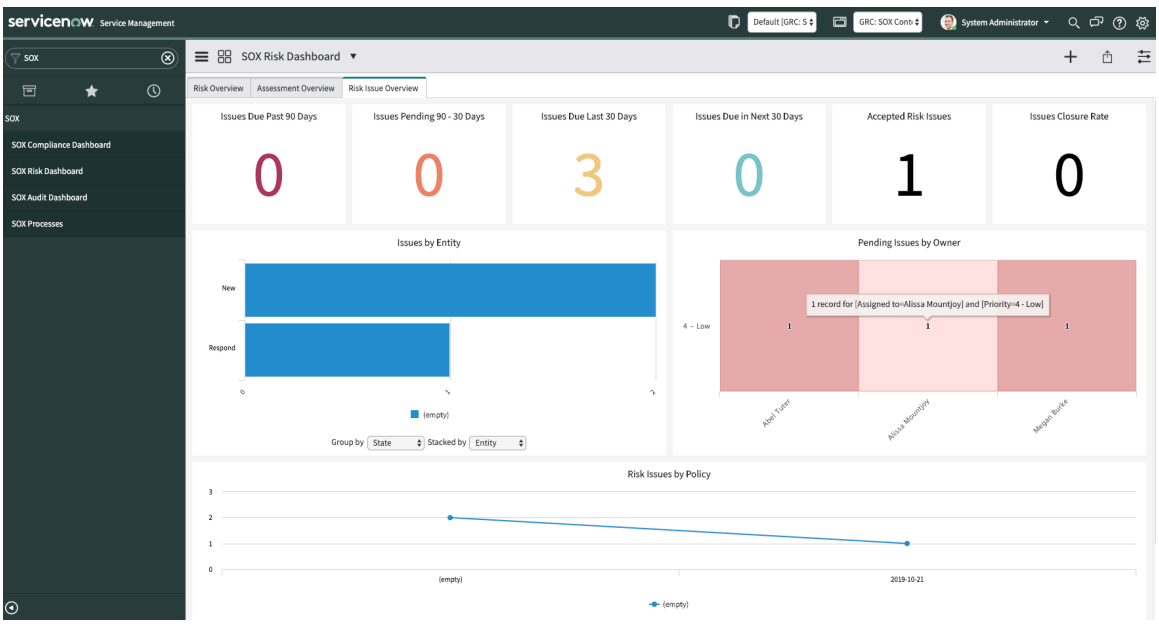


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assessment Overview



Risk Issue Overview



SOX Audit Dashboard

The SOX Audit Dashboard displays an overview of all audits and audit issues. Navigate to **SOX** > **SOX Audit Dashboard**. The following reports are available:

Audit Overview

This dashboard provides the progress of the ongoing SOX audits and monitors the various audit tasks. This is useful for the Audit managers. It shows :

- Audit Tasks Due > 90 Days
- Audit Tasks Due 90 to 30 Days
- Audit Tasks Due Last 30 Days
- Audit Tasks Due in Next 30 Days

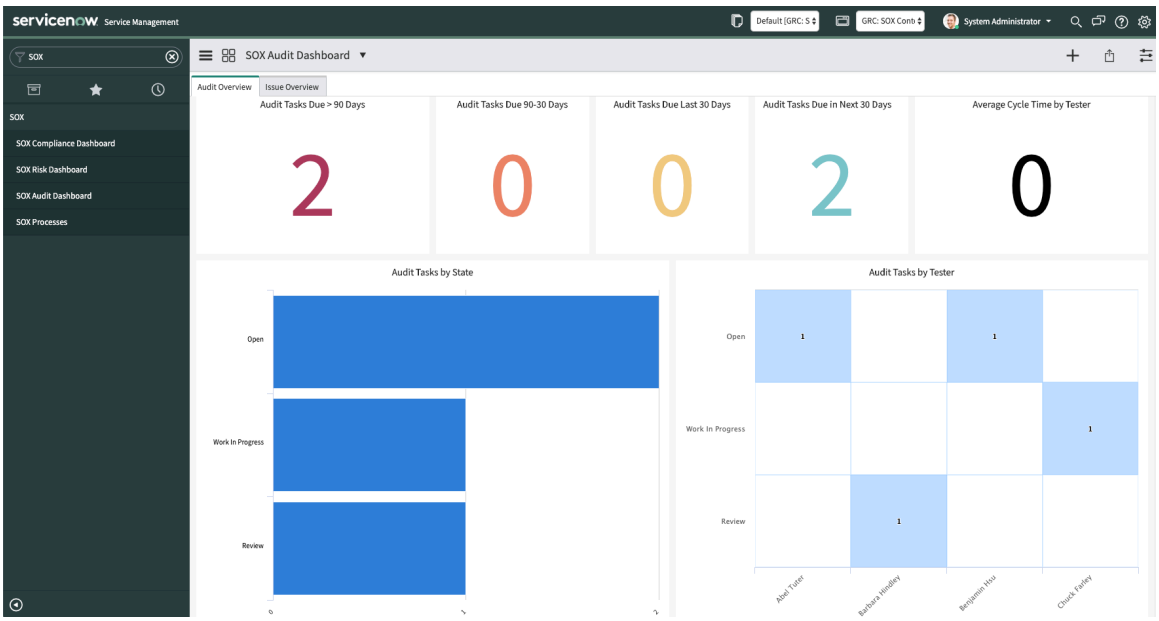
Issue Overview

This dashboard provides the progress of issues and helps audit teams to monitor the pending issues. It shows:

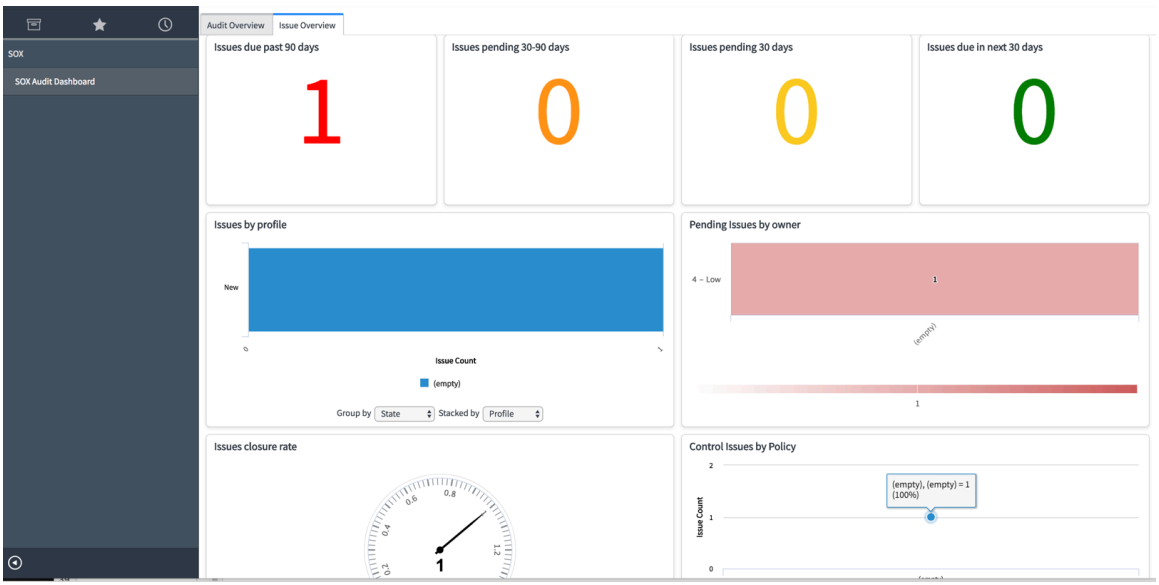
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Issues Due > 90 days
- Issues Due 30-90 days
- Issues Due Last 30 days
- Issues Due in Next 30 days
- Issues by profile
- Issues by Owner
- Pending Issues by Entity

Audit Overview



Issue Overview



Governance, Risk, and Compliance integrations

Integrations enhance the ServiceNow® GRC product offering, providing users the ability to integrate with third-party applications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use the following documentation for the installation, verification, and reporting features of the GRC integrations on the ServiceNow Store.

Unless otherwise noted, each integration requires that you have the ServiceNow GRC products installed and activated on your instance.

GRC integration with Thomson Reuters Regulatory Intelligence

The ServiceNow® Regulatory Change Management application helps you to gather, monitor, and analyze regulatory data and track developments in a complex regulatory environment.

Benefits of integrating with Thomson Reuters Regulatory Intelligence

Use the ServiceNow® GRC integration with Thomson Reuters Regulatory Intelligence application to integrate with the Thomson Reuters platform and to consume the Thomson Reuters Regulatory Intelligence (TRRI) feeds into your ServiceNow instance.

This integration helps you gather, monitor, and analyze regulatory data in a rapidly changing and complex regulatory environment. It enables you to efficiently manage and mitigate risks. GRC integration with Thomson Reuters Regulatory Intelligence involves an additional licensing cost.

Thomson Reuters Regulatory Intelligence Integration (TRRI) delivers regulatory feeds that include various regulatory changes. The Regulatory Change Management application transforms and maps the feeds. The Regulatory Change Management application provides the information in regulatory feed tables.

With the Thomson Reuters guided setup, you can do the following:

- Receive regulatory feeds from the Thomson Reuters platform that are relevant to your organization.
- Transform and map the regulatory taxonomy from the Thomson Reuters platform to your internal regulatory taxonomy.
- Load the transformed data into your ServiceNow instance and manage regulatory changes.

In the guided setup, you can do multiple tasks and subtasks:

- Create a Connection: Create a connection and validate it. The connection is required for integration with the Thomson Reuters platform. Tasks in this step include the following:
  - Create Connection
  - Validate Connection
  - Submit OAuth Credentials
- Activate Integration Flows: Set up a schedule and activate the flows at different times. Run the flows with a time gap, such as a gap of 12 hours between the flows. Tasks in this step include the following:
  - Configure the flow that inserts feed files into the feed registry.
  - Configure the flow that moves processed feeds into the destination directory.
- Create an Internal Taxonomy: Create your taxonomy to categorize and classify the regulatory content. An internal taxonomy can be a multi-hierarchical structure.
- Map an External Taxonomy to an Internal Taxonomy: Map the source taxonomy from the Thomson Reuters platform with the internal taxonomy that you have created.

When setting up the integration, you go through the following stages:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. Configure feed settings: Configure and set up the feed content, delivery settings, and delivery location in the Thomson Reuters Regulatory Intelligence (TRRI) feeds platform. The delivery location is where the feeds are delivered.
2. Set up a MID Server: The Thomson Reuters platform sends the regulatory feed files to the SFTP server that's configured on the Thomson Reuters portal. An administrator should set up a MID Server with SSH capabilities for the GRC integration with Thomson Reuters Regulatory Intelligence application.

   The MID Server ingests the feed file data from the SFTP server into the ServiceNow instance. The MID Server runs as a Windows service or as a UNIX daemon to facilitate communication between an instance and the external applications.
3. Set up SFTP connection: The Thomson Reuters platform deposits the regulatory feed files at an SFTP location that is configured in the Thomson Reuters platform portal. Create an SFTP connection and import the feed files into your ServiceNow instance. To learn more, see Establish an SFTP or REST API connection.

Import sets enable administrators to import data from various data sources, and then map that data into ServiceNow tables.

Bringing series data from Thomson Reuters into the Regulatory Change Management application

The Documents in Series related list enables you to track the development of a regulatory change from the proposed stage to the final stage. You can see related events in a single place. In the Regulatory Feed form, the series name, and the regulatory events that are part of the Thomson Reuters series are displayed. You can view the Thomson Reuters series data in the Series Data section in the Regulatory Feed form. The series name and the sequence number of the feed are displayed under the Series Data section in the Regulatory Feed form. This section helps you to get more context on the regulatory events and to make decisions regarding the applicability of the events.

The Regulatory Feed table appears in the Series Data section in the Regulatory Feed form. The following new columns are added to the Regulatory Feed table for the Thomson Reuters series data:

- Series Name: Displays the series name of the regulatory event.
- Sequence Number: Displays the sequence number of the regulatory event.
- Series ID: Displays the series identification number of the regulatory event. You can select the series ID from the list view. The series ID is then displayed.

The Documents in Series related list is part of the regulatory feed form. It displays the following details on the feed:

- Number: The number of the regulatory feed as received from Thomson Reuters. For example, REG0001023.
- Title: The title of the regulatory feed as received from Thomson Reuters. For example, CFPB-2019-0021 Home Mortgage Disclosure (Regulation C).
- Sequence Number: The sequence number of the regulatory feed as received from Thomson Reuters. For example, sequence number 7. If you have all the data, then the prior six events are displayed in the related list and the seventh event in the series is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
The Series Data section and the Documents in Series related list are displayed in the Regulatory Feed form only if the feed type is regulatory event and the source of the regulatory feed is Thomson Reuters.

The regulatory data that is received from the Thomson Reuters platform is processed and brought into the staging tables in a ServiceNow instance.

Actions to automate the integration tasks

The GRC integration with Thomson Reuters Regulatory Intelligence application provides the following actions to automate the Thomson Reuters integration tasks:

- Get the related source documents for the regulatory events.
- Get the Thomson Reuters platform to feed file names from the SFTP source path.
- Move the files processed by the Thomson Reuters platform to the destination path.
- Trigger the scheduled import job in the Thomson Reuters platform after getting the file names from the SFTP server.
- Validate the path and credentials for the new SFTP connection.

The instructions for automation are covered in detail in the guided setup files that are sent with the software.

Install the GRC integration with Thomson Reuters Regulatory Intelligence application

Install the GRC integration with Thomson Reuters Regulatory Intelligence application (com.sn_grc_int_tr). The application includes demo data. It installs related ServiceNow Store applications and plugins if they are not already installed.

Before you begin

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

The GRC integration with Thomson Reuters Regulatory Intelligence requires the ServiceNow® Regulatory Change Management application from the ServiceNow Store. Ensure that this application is installed before you install the GRC integration with Thomson Reuters Regulatory Intelligence application.

Role required: sn_grc_reg_change.admin

About this task

The following items are installed with the GRC integration with Thomson Reuters Regulatory Intelligence application:

- Store applications
- Scheduled jobs
- Tables

Procedure

1. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
2. Find the GRC integration with Thomson Reuters Regulatory Intelligence application (com.sn_grc_int_tr) by using the filter criteria and search bar.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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

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

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

   Dependent plugins and applications are listed if they will be installed, are currently installed, or need to be installed. If any plugins or applications need to be installed, then you must install them before you can install the GRC integration with Thomson Reuters Regulatory Intelligence application.

4. Select **Install**.

Establish an SFTP or REST API connection

Establish an SFTP or REST API connection for the GRC integration with Thomson Reuters Regulatory Intelligence application. You can create an SFTP or REST API connection with the SFTP server by using the Connection & Credential aliases that are shipped with the Thomson Reuters platform.

Before you begin

Role required: sn_grc_reg_change.admin

About this task

Thomson Reuters deposits the regulatory feed files at the SFTP location that is configured in Thomson Reuters portal. To import the feed files from the SFTP location into the ServiceNow instance, you can create a connection with this SFTP server.

Procedure

1. Navigate to **All** > **Regulatory Change Management** > **Thomson Reuters** > **Connection & Credential Aliases**.
   The following two Connection & Credential aliases are shipped with the Thomson Reuters platform:
   - The Thomson Reuters platform REST API
   - The Thomson Reuters platform SFTP
2. In either the Thomson Reuters platform REST API alias or the Thomson Reuters platform SFTP alias, select the **Create New Connection & Credential** related link.
   You can create a connection with either the REST alias or the SFTP alias, but not both. The details to be provided in the SFTP alias and the REST alias are different from each other.
   When you enter the details in the Create Connection & Credential alias form, a new connection is created.
3. On the form, fill in the fields.
   - If you selected the Create Connection & Credential SFTP alias form, then fill in the following fields.

Create Connection & Credential SFTP alias form

Field	Description
Connection information	
Name	Name of the SFTP connection.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Host	Information about the SFTP server host.
Port	Port number of the SFTP server.
Credential information	
Name	Credential name that is used to access the SFTP server.
User Name	User name that is used to access the SFTP server.
Password	Password that is used to access the SFTP server.
Post processing information	
Source path	Location of the directory that contains the regulatory feed files.
Destination path	Location of the directory where the successfully imported files are placed.

- If you selected the Create Connection & Credential REST alias form, then fill in the following fields.

Create Connection & Credential REST alias form

Field	Description
Credential information	
OAuth client ID	Client ID of the application that is registered in the third-party OAuth OIDC server.
OAuth client secret	Client secret ID of the application that is registered in the third-party OAuth OIDC server.

4. Depending on your previous step, select either **Create** in the SFTP alias form or select **Create and Get OAuth Token** in the REST alias form.
   The File Connection Information record is created.

Result

When a new connection is established, a file connection information record is created in the instance. After the file connection information record is created, you can no longer create more file connection information records by selecting **New** in the Connections related list.

Modules in the GRC integration with Thomson Reuters Regulatory Intelligence application

The GRC integration with Thomson Reuters Regulatory Intelligence application includes various modules.

The following modules are displayed under the GRC integration with Thomson Reuters Regulatory Intelligence application:

Modules in the application

Module	Description
Thomson Reuters Guided Setup	Instructions to configure and set up the application.
Connection & Credential Aliases	Connection and credential aliases for SFTP and for OAuth.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Modules in the application (continued)

Module	Description
Connections	File connection information record from the Thomson Reuters platform. Click Validate to validate the connection. In case you encounter any issues in validating the connection, triage it using an integration log. If you do not want to use a connection, you can move it to the Draft state by clicking **Move to draft**. In the integration, the system uses only the file connection information record that has the Validated state.
OAuth Registry Entry	Record of when the OAuth connection and credential are created via the shipped connection and credential alias.
OAuth Credentials	Record of when the OAuth credentials are created.
Feed Registry	Record for each of the feed files that are located in the source directory of the SFTP location.
Integration Logs	Integration logs with integration details. The log contains errors that occurred in the integration flows, such as, errors that were observed while validating a connection.
Data source	Data source that ingests the feed files from the SFTP location and creates a record automatically in the regulatory feed table.
Scheduled Import	Scheduled import job that scans and searches for the oldest entry in the feed registry.
Taxonomy XML Configuration	Record that is shipped as part of the Thomson Reuters platform. Contains the XPaths and attributes that are required to parse the uploaded Thomson Reuters platform taxonomy file in XML format.
TR | Regulatory Bodies	External Regulatory Bodies taxonomy records for the Thomson Reuters platform.
TR | Content Types	External Content Types taxonomy records for the Thomson Reuters platform.
TR | Jurisdictions	External Jurisdictions taxonomy records for the Thomson Reuters platform.
TR | Themes	External Themes taxonomy records for the Thomson Reuters platform.
TR | Sectors	View the external Sectors taxonomy records for the Thomson Reuters platform.
Taxonomy Mapper	Mapping of the Thomson Reuters platform taxonomy to internal taxonomy.

The data that is accessed through the application modules is stored in the following tables:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables for storing application data

Table	Field
sn_grc_reg_change_external_theme	External Regulatory Theme
sn_grc_reg_change_external_regulatory_body	External Regulatory Body
sn_grc_reg_change_external_sector	External Regulatory Sector
sn_grc_reg_change_external_content_type	External Regulatory Content Type
sn_grc_reg_change_external_jurisdiction	External Regulatory Jurisdiction
sn_grc_reg_change_ theme	Regulatory Theme
sn_grc_reg_change_ regulatory_body	Regulatory Body
sn_grc_reg_change_sector	Regulatory Sector
sn_grc_reg_change_ content_type	Regulatory Content Type
sn_grc_reg_change_ jurisdiction	Regulatory Jurisdiction

GRC: integrations with third-party content

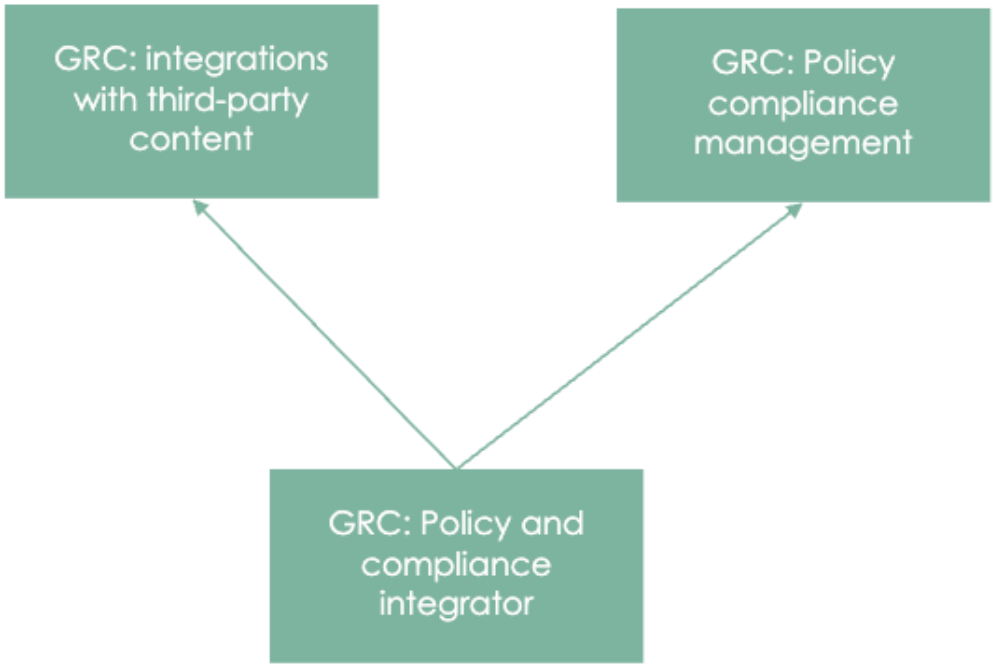
The GRC: integrations with third-party content application helps you to standardize the content integration process across various GRC applications by providing a common framework for your content providers.

In Xanadu, you can use the GRC: integrations with third-party content application with the GRC: Policy and Compliance integrator application. The GRC: Policy and Compliance integrator application provides the options that enable you to review, approve, and import the data into the Policy and Compliance Management tables.

You can install the GRC: integrations with third-party content application separately from the ServiceNow Store. When you download the GRC: Policy and Compliance integrator application from the ServiceNow Store, the GRC: integrations with third-party content application is downloaded automatically in your instance as shown in the following diagram.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC: Policy and Compliance integrator application download structure



Note:
The GRC: integrations with third-party content application is not visible in the application navigator in an instance.

When the GRC: integrations with third-party content and GRC: Policy and Compliance integrator applications are downloaded in your instance, a user with the sn_grc_cim.admin role can execute the tasks that are related to the application workflow.

For more information on the user roles, see User roles for the integration process and Create a user with the sn_grc_cim.admin role.

User roles for the integration process

You must assign the user roles that are required for the overall integration process that is associated with the GRC: integrations with third-party content and GRC: Policy and Compliance integrator applications.

You can assign the following roles with the GRC: integrations with third-party content and GRC: Policy and Compliance integrator applications.

User roles

Role titles	Description
sn_grc_cim.admin	As a user with the sn_grc_cim.admin role, you can access the APIs and the tables in the GRC: integrations with third-party content application.
sn_grc_cim.manager	As a user with the sn_grc_cim.manager role, you have read and write access to the tables

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

User roles (continued)

Role titles	Description
	in the GRC: integrations with third-party content application.
sn_compliance.manager	The sn_compliance.manager role inherits the sn_grc_cim.manager role. As a user with the sn_compliance.manager role, you have read and write access to the tables in the GRC: Policy and Compliance Management application.
sn_compliance.admin	The sn_compliance.admin role inherits the sn_grc_cim.admin role. As a user with the sn_compliance.admin role, you can access the tables in the GRC: Policy and Compliance Management application.

Create a user with the sn_grc_cim.admin role

Create a user with the sn_grc_cim.admin role to perform the tasks that are related to the content integration and import process.

Before you begin

Note:
Ensure that you have installed the GRC: integrations with third-party content application in your instance. For more information, see GRC: integrations with third-party content.

Role required: sn_grc_cim.admin, sn_compliance.admin

Procedure

1. Log in to an instance with the sn_compliance.admin role and assign the sn_grc_cim.admin role to a user.

   Note:
   The sn_compliance.manager role inherits the sn_grc_cim.manager role. Similarly, the sn_compliance.admin role inherits the sn_grc_cim.admin role.

   As a user with the sn_grc_cim.admin role, you can access all the APIs that are required to insert the records into the GRC: integrations with third-party content application. As a user with the sn_grc_cim.manager role, you have the write access to the tables of the GRC: integrations with third-party content application.

2. Navigate to the GRC: Policy and Compliance integrator application in an instance to execute the workflow.
   For the next steps that you must do in the GRC: Policy and Compliance integrator application workflow, see Workflow for GRC: Policy and Compliance integrator.

Standardized Information Gathering (SIG) Questionnaire Integration

The Shared Assessments Standardized Information Gathering Questionnaire (SIG) is used to obtain required assessment documentation from a third party. The third party contact can upload a pre-filled SIG spreadsheet or take a form-based questionnaire that gets imported to the instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC: SIG Questionnaire Integration version 20.1.x has SIG templates for 2025, 2024, 2023, 2022, and 2021. If a vendor uploads a version prior to the 2021 SIG, all responses for matching questions are imported and any responses for questions that don't match are imported with empty responses for the vendor to answer later.

Install the GRC: SIG Questionnaire Integration

The GRC: SIG Questionnaire Integration plugin installs the SIG questionnaire templates for use with the GRC: Third-party Risk Management application.

Before you begin

Role required: sn_vdr_risk.admin, admin
Complete the following setup checklist prior to installation. These setup tasks are required for a smooth installation.

Setup task	Description
Verify that the ServiceNow plugins are activated.	Activate the Third-party Risk Management (com.sn_vdr_risk_asmt) plugin. To verify that this plugin is activated, navigate to **Subscription Management** > **Subscriptions** in your instance. The list displays the subscriptions that your organization has purchased. For more information, see Configuring Third-party Risk Management and the instructions for activating an entitled GRC application from the ServiceNow® Store: Activate an entitled GRC ServiceNow Store application and Download a GRC application from the ServiceNow Store for the first time.

Procedure

1. Log in to the instance you want to install the application on.
2. Navigate to **System Applications** > **All Available Applications** > **All**.
   A list of apps available for installation is displayed.
3. Locate the app, select it, and select **Install**.
   The app installs GRC: Third-party Risk Management (com.sn_vdr_risk_asmt) plugin and GRC SIG Questionnaire Integration (com.sn_sig_asmt) plugin.

Note:
When uninstalling the app, select the check box to retain the profile types profiles and indicators.

Verify the SIG Questionnaire Integration in Third-party Risk Management

After installing SIG Questionnaire Integration, verify that the SIG questionnaire templates are available within the Third-party Risk Management application.

Before you begin

Role required: Third-party Risk Manager (sn_vdr_risk_asmt.vendor_risk_manager)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Third-party Risk Management** > **Assessment Setup** > **Questionnaire Templates**.
2. Confirm the following questionnaires are available.
   - SIG Full 2025, 2024, 2023, 2022, and 2021
   - SIG Core 2025, 2024, 2023, 2022, and 2021
   - SIG Lite 2025, 2024, 2023, 2022, and 2021

Governance, Risk, and Compliance use case accelerators

Use case accelerators may include pre-defined scopes, specific policies, controls, risks, audit, test plans, dashboards, and reports that provides customers an operational head-start when adopting various regulations and frameworks.

Use the following documentation for the installation, verification, and reporting features of the GRC use case accelerators on the ServiceNow Store.

Unless otherwise noted, each use case accelerator requires that you have the ServiceNow GRC products installed and activated on your instance.

Cyber Risk Institute accelerator

The Cyber Risk Institute (CRI) is focused to collaborate with the financial sectors and regulators to streamline standardization across risk management. For better cyber compliance management, CRI provides a CRI Profile with the financial sector consensus.

The CRI framework profile aligns with NIST CSF v2.0. The CRI profile and assessments assist you in implementing the CRI framework to enhance cyber compliance management. This framework includes detailed diagnostic statements such as control objectives aligned with NIST CSF 2.0 that map to the financial services regulatory references such as financial services citations from FFIEC CAT and others.

As part of the Cyber Risk Institute's (CRI) Accelerator, you can:

- Import a CRI profile containing relevant authority documents, citations, and control objectives based on NIST CSF.
- Streamline the compliance process with automated tiering and selection of CRI assessments, conducted using the smart assessment engine.
- Create controls automatically based on tier and generate a compliance score from the CRI assessment responses, which roll up to the entity level.

For more information, see:

- Perform CRI tiering questionnaire to determine the tier value of entity.
- Verify the NIST CSF Use Case Accelerator.

Cybersecurity Controls Accelerator

The Cybersecurity Controls Accelerator™ enables users to easily adopt the CIS Controls from The Center for internet Security™ to enhance their overall security preparedness and cyber-defense posture.

CIS Control adoption is further enhanced by targeting the leading cybersecurity methodologies to the user's maturity and readiness level.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Cybersecurity Controls Accelerator contains the CIS Controls version 7.1 authority document, 191 associated CIS citations, and 191 CIS control objectives that are related to the citations.

The Technology Controls Monitoring Accelerator application (com.sn_grc_infosec), which must also be downloaded to use the Cybersecurity Controls Accelerator, includes 171 (26 basic) predefined indicator templates that are mapped to the CIS Controls. These indicator templates provide automated control validation and continuous monitoring.

Support for CIS Controls™ v8

Beginning with the Xanadu release, Cybersecurity Controls Accelerator supports CIS Controls™ v8 authority documents, citations, and control objectives that are related to the citations.

Content for CSA CCM v4.0

Beginning with the Xanadu release, Cybersecurity Controls Accelerator supports the Cloud Security Alliance Cloud Controls Matrix (CSA CCM v4.0) content such as Authority Document, Citations, and Control Objectives.

Download the Cybersecurity Controls Accelerator

Before you run the GRC: Cybersecurity Controls Accelerator application in your instance, you must download it from the ServiceNow Store.

Before you begin

Prior to running the Cybersecurity Controls Accelerator application, you must download and activate the following GRC applications:

- GRC: Policy and Compliance Management
- GRC: Profiles
- GRC: Technology Controls Monitoring Accelerator

Role required: admin

Procedure

Follow the instructions for Download a GRC application from the ServiceNow Store for the first time.

Monitoring cybersecurity controls

After you have accessed the Cybersecurity Controls Accelerator, you can monitor the controls using these modules.

Cybersecurity Controls Accelerator modules

Application/ Module	Description
CIS Controls	
Authority Documents	The **Authority Documents** module provides a list of authority documents, including the CIS Controls v7.1 and v8 authority documents. The authority documents include references to citations and control objectives. The authority documents are stored in the Authority Document table [sn_compliance_authority_document].

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cybersecurity Controls Accelerator modules (continued)

Application/ Module	Description
Citations	The **Citations** module provides a list of citations contained in the CIS Controls v7.1 and v8 authority document. Each citation can include one or more control objectives and refers to: • Content references • Information objects The citations are stored in the Citation table [sn_compliance_citation].
Control Objectives	The **Control Objectives** module provides a list of control objectives associated with the citations in the CIS Controls v7.1 and v8 authority document. Each control objective can include one or more of the following items: • Entity types • Additional entities • Policies • Controls • Indicator Templates • Policy Exceptions • Issues • Risk statements • Content references The control objectives are stored in the Control Objective table [sn_compliance_policy_statement]
Indicator Templates	The **Indicator Templates** module provides a list of predefined indicator templates that are mapped to the CIS Controls. The indicator templates automate control validation and provide continuous monitoring. Indicator Template Reference to Content [sn_grc_m2m_ind_temp_cont]

As previously mentioned, the Technology Controls Monitoring Accelerator application (com.sn_grc_infosec) is a dependant application when you download the Cybersecurity Controls Accelerator application. The Technology Controls Monitoring Accelerator application provides predefined indicator templates that are mapped to the CIS Controls.

Note:
Should you decide not to implement the Cybersecurity Controls Accelerator application, you can still use the Technology Controls Monitoring Accelerator to validate compliance with CIS and ISO 27002 via the Unified Compliance Framework (UCF) from the Policy and Compliance Management application. For more information, see Technology Controls Monitoring Accelerator.

UCF controls mapped to indicator templates

If you use the CIS or ISO authority documents imported from UCF, you can still manage compliance activities using the 285 (171 CIS and 114 ISO) automatically monitored indicator templates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The 171 indicator templates are mapped to the 171 CIS control objectives provided with the Cybersecurity Controls Accelerator application.

Note:
the information in the 26 basic indicator templates is drawn from various ServiceNow ITx applications, as shown in the following example.

Basic indicator templates for CIS Controls

CIS Control	Description	ITx Source applications
CIS Control 1.1	Utilize an active discovery tool to identify devices connected to the organization's network and update the hardware asset inventory.	Discovery
CIS Control 1.2	Utilize a passive discovery tool to identify devices connected to the organization's network and automatically update the organization's hardware asset inventory.	Discovery
CIS Control 1.4	Maintain an accurate and up-to-date inventory of all technology assets with the potential to store or process information. This inventory shall include all hardware assets, whether connected to the organization's network or not.	Discovery
CIS Control 1.5	Ensure that the hardware asset inventory records the network address, hardware address, machine name, data asset owner, and department for each asset and whether the hardware asset has been approved to connect to the network.	Discovery
CIS Control 1.6	Ensure that unauthorized assets are either removed from the network, quarantined, or the inventory is updated in a timely manner.	Discovery
CIS Control 1.7	Utilize port level access control, following 802.1x standards, to control which devices can authenticate to the network. The authentication system shall be tied into the hardware asset inventory data to ensure only authorized devices can connect to the network.	Discovery
CIS Control 1.8	Use client certificates to authenticate hardware assets connecting to the organization's trusted network.	Discovery
CIS Control 2.1	Maintain an up-to-date list of all authorized software that is required in the enterprise for any business purpose on any business system.	Software Asset Management
CIS Control 2.2	Ensure that only software applications or operating systems currently supported by the software's vendor are added to the organization's authorized software inventory. Unsupported software should be tagged as unsupported in the inventory system.	Software Asset Management
CIS Control 2.3	Utilize software inventory tools throughout the organization to automate the documentation of all software on business systems.	Software Asset Management
CIS Control 2.4	The software inventory system should track the name, version, publisher, and installation date for all software, including operating systems authorized by the organization.	Software Asset Management

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS Controls (continued)

CIS Control	Description	ITx Source applications
CIS Control 2.5	The software inventory system should be tied into the hardware asset inventory so all devices and associated software are tracked from a single location.	CMDB
CIS Control 3.1	Utilize an up-to-date SCAP-compliant vulnerability scanning tool to automatically scan all systems on the network on a weekly or more frequent basis to identify all potential vulnerabilities on the organization's systems.	Vulnerability Response
CIS Control 3.2	Perform authenticated vulnerability scanning with agents running locally on each system or with remote scanners that are configured with elevated rights on the system being tested.	Vulnerability Response
CIS Control 3.6	Regularly compare the results from back-to-back vulnerability scans to verify that vulnerabilities have been remediated in a timely manner.	Vulnerability Response
CIS Control 3.7	Utilize a risk-rating process to prioritize the remediation of discovered vulnerabilities.	Vulnerability Response
CIS Control 15.1	Maintain an inventory of authorized wireless access points connected to the wired network.	CMDB
CIS Control 16.1	Maintain an inventory of each of the organization's authentication systems, including those located onsite or at a remote service provider.	CMDB
CIS Control 18.5	Use only standardized and extensively reviewed encryption algorithms.	Discovery
CIS Control 18.8	Establish a process to accept and address reports of software vulnerabilities, including providing a means for external entities to contact your security group.	Vulnerability Response
CIS Control 19.1	Ensure that there are written incident response plans that defines roles of personnel as well as phases of incident handling/management.	Security Incident Response
CIS Control 19.2	Assign job titles and duties for handling computer and network incidents to specific individuals and ensure tracking and documentation throughout the incident through resolution.	Security Incident Response
CIS Control 19.3	Designate management personnel, as well as backups, who will support the incident handling process by acting in key decision-making roles.	Security Incident Response
CIS Control 19.4	Devise organization-wide standards for the time required for system administrators and other workforce members to report anomalous events to the incident handling team, the mechanisms for such reporting, and the kind of information that should be included in the incident notification.	Security Incident Response

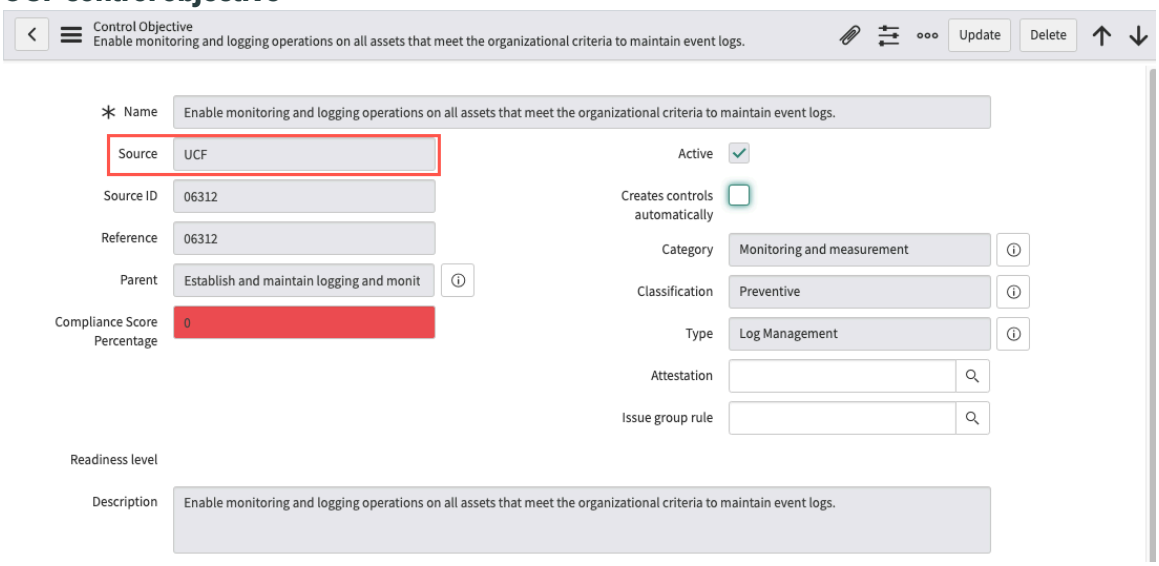
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS Controls (continued)

CIS Control	Description	ITx Source applications
CIS Control 19.6	Publish information for all workforce members, regarding reporting computer anomalies and incidents to the incident handling team. Such information should be included in routine employee awareness activities.	Security Incident Response
CIS Control 19.8	Create an incident scoring and prioritization schema based on known or potential impact to your organization. Utilize score to define frequency of status updates and escalation procedures.	Security Incident Response

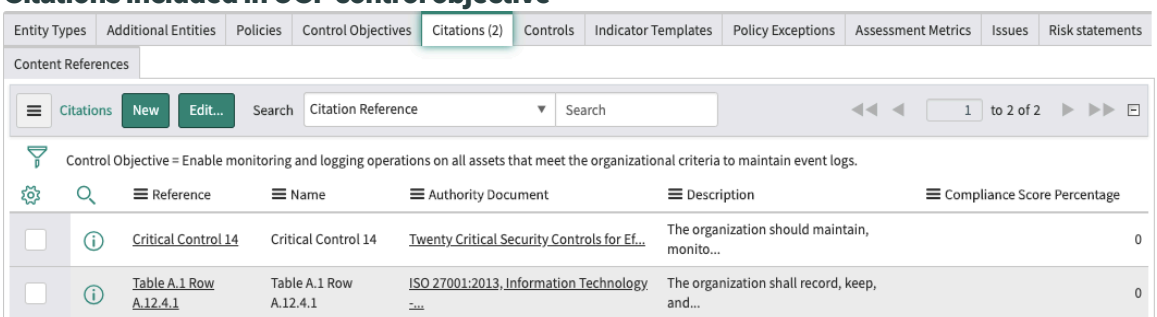
Control objectives that are downloaded from UCF have UCF as the source, as shown below.

UCF control objective



If you click the **Citations** related list, you can see that two citations are present: one obtained from CIS and one from ISO 27001 authority documents from UCF.

Citations included in UCF control objective

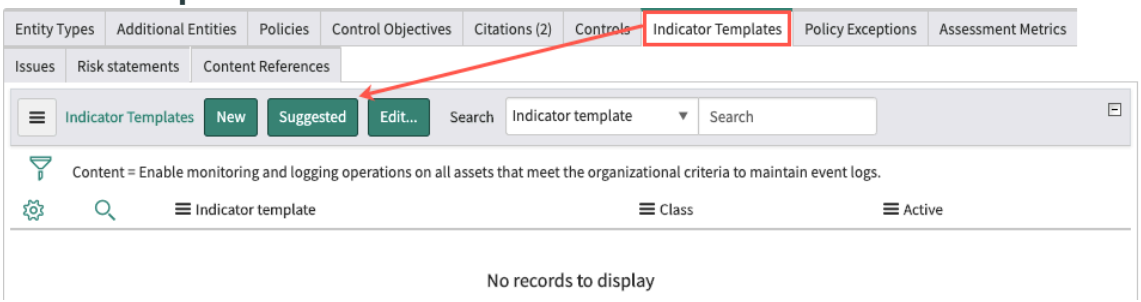


These citations allow you to use the CIS controls downloaded from UCF, instead of the CIS Controls included with the Cybersecurity Controls Accelerator application while still associating the controls with the indicator templates provided.

If you want to associate this UCF control objective to similar indicator templates, you can click the **Indicator Templates** related list and then click the **Suggested** button.

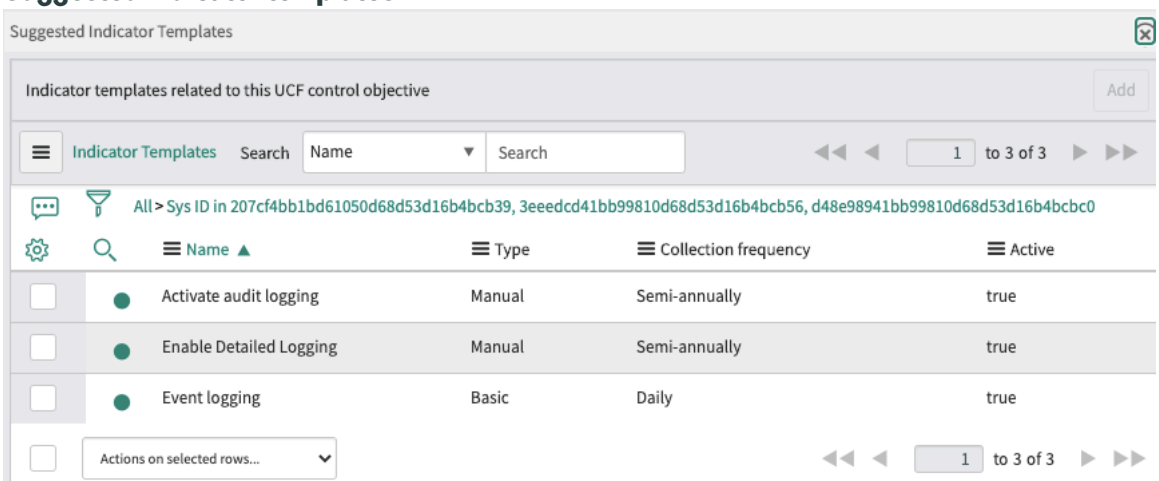
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator Templates related list



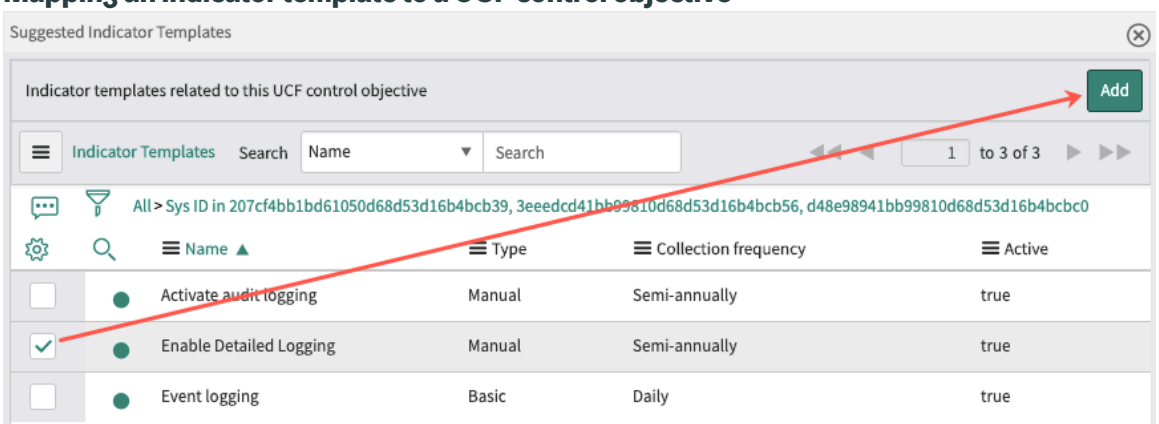
A list of indicator templates that may apply to the selected control objective are shown.

Suggested indicator templates



Select the indicator templates you want to map to the UCF control objective and click **Add**.

Mapping an indicator template to a UCF control objective



NIST CSF Use Case Accelerator

The NIST CSF Use Case Accelerator gives customers an operational head-start when adopting the NIST CSF. When the accelerator is downloaded and activated in the GRC applications, pre-configured policies, scopes (profiles, profile type recommendations), indicators, risks, and other GRC elements appear.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Who uses the NIST CSF Use Case Accelerator

Persona	Description
Risk executive	Ensures that risks are identified and managed consistently across the organization. Defined access to the following sections: • **NIST CSF** > **Overview** • **NIST CSF** > **Framework Core** • **NIST CSF** > **Framework Profiling** • **NIST CSF** > **Content**
Security officer	Addresses gaps, non-compliant controls, risks, issues, failed indicators, and action plans for the organizations cybersecurity. Defined access to the following sections: • **NIST CSF** > **Framework Core** • **NIST CSF** > **Framework Profiling**
Control provider	Helps build a library of cybersecurity controls for the organization. Defined access to the following sections: • **NIST CSF** > **Framework Core** • **NIST CSF** > **Content**
Sys admin	Access to the following sections: **NIST CSF** > **Administration**
GRC admin	Access to the following sections: **NIST CSF** > **Administration**

Install the NIST CSF Use Case Accelerator

The NIST Cybersecurity Framework (CSF) Use Case Accelerator is used with the GRC core applications: Policy and Compliance Management, Risk Management, and Audit Management applications.

Before you begin

Role required: none. Complete the following setup checklist prior to installation. These setup tasks are required for a smooth installation.

Setup task	Description
Verify that the following applications have been installed:	To verify that these applications are activated, navigate to **Subscription Management** >

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup task	Description
• Policy and Compliance Management • Risk Management • Audit Management	**Subscriptions** in your instance. The list displays the subscriptions your organization has purchased.

Verify that you have the required roles.	The System Admin (admin) assigns the following roles:
	• Policy and Compliance Management roles
	  ○ Attestation Creator (sn_compliance.attestation_creator)
	  ○ Compliance Administrator (sn_compliance.admin)
	  ○ Compliance Developer (sn_compliance.developer)
	  ○ Compliance Manager (sn_compliance.manager)
	  ○ Compliance Reader (sn_compliance.reader)
	  ○ Compliance User (sn_compliance.user)
	• Risk Management roles
	  ○ Risk Admin (sn.risk.admin)
	  ○ Risk Reader (sn.risk.reader)
	  ○ Risk Manager (sn.risk.manager)
	  ○ Risk User (sn.risk.reader)
	• Audit Management roles
	  ○ Audit Admin (sn_audit.admin)
	  ○ Audit Developer (sn_audit.developer)
	  ○ Audit Manager (sn_audit.manager)
	  ○ Audit User (sn_audit.user)
	  ○ External Auditor (sn_audit.external_auditor)

Procedure

1. Log in to the instance you want to install the application on.
2. Navigate to **System Applications** > **All Available Applications** > **All**.
3. Locate the **GRC: NIST CSF Accelerator** application.
4. If you want to load demo data, select the **Demo Data** check box.
5. Click **Install**.

Verify the NIST CSF Use Case Accelerator

After installing the GRC: NIST Cybersecurity Framework (CSF) Use Case Accelerator, review the NIST CSF application structure, core content, and demo data, if selected during installation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: admin

Procedure
1. Navigate to **All** > **User Administration** > **Roles** and review the roles installed with the NIST CSF application.

   These roles contain nist_csf in their names; for example, sn_irm_nist_csf.security_officer. The roles are associated with NIST CSF application modules to provide access based on the user's role.

   Note:
   The basic NIST CSF user role is needed to access the application. This role contains the reader or user roles from the ServiceNow® GRC suite of applications.

2. In the Application Navigator, type **NIST CSF**, and verify the application core content.

Navigate to	Verify
NIST CSF > **Content** > **Authority Documents**	Review the Authority Documents installed for NIST CSF.
NIST CSF > **Content** > **Citations**	Review the Citations installed for NIST CSF.
NIST CSF > **Content** > **Control Objectives**	Review the Control objectives installed for NIST CSF.
NIST CSF > **Content** > **Risk Statements**	Review the Risk Frameworks and Risk Statements installed for NIST CSF.
NIST CSF > **Content** > **Test Templates**	Review the Test Templates installed for NIST CSF.
NIST CSF > **Content** > **Indicator Templates**	Review the Indicator Templates installed for NIST CSF.
NIST CSF > **Content** > **Attestation Types**	Review the Control Attestation Types installed for NIST CSF.
NIST CSF > **Content** > **Assessment Types**	Review the Risk Assessment Types installed for NIST CSF.

3. Validate the application demo content, if loaded.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Navigate to	Verify
NIST CSF > **Orient Targets**	Review the sample Targets installed in the system for use with the NIST CSF application.
User Administration > **Users**	Review the sample Persona users installed in the system for use with the NIST CSF application. The User IDs for these users end with .CSF and their name contains CSF.
Policy and Compliance > **Scoping** > **Profile Classes**	Perform a search for profile classes with the **Name** field containing **with NIST**. Review their relationships by reviewing their roll up to field in respective profile classes.
Policy and Compliance > **Scoping** > **entity types**	Perform a search for entity types with the **Name** field starting with **NIST CSF**.
Policy and Compliance > **Policies and Procedures** > **All Controls**	Perform a search for all controls referencing **Control Objectives** with a **Source = NIST CSF**.
Risk > **Risk Register** > **All Risks**	Perform a search for all risks referencing **Risk Statements** with a **Source = NIST CSF**.
Audit > **Audit Testing** > **Test Plans**	Perform a search for test plans with **Test Templates** that begin with **NIST CSF**.
Policy and Compliance > **Indicators** > **Indicators**	Perform a search for all indicators where **Item.Content.Source = NIST CSF**.
Risk > **Indicators** > **Indicators**	Perform a search for all indicators where **Item.Content.Source = NIST CSF**.
Policy and Compliance > **Issues** > **All Issues**	Perform a search for all issues where**Item.Content.Source = NIST CSF**.
Risk > **Issues** > **All Issues**	Perform a search for all issues where **Item.Content.Source = NIST CSF**.
Policy and Compliance > **Remediation Tasks** > **All Open Remediation Tasks**	Perform a search for all Remediation tasks where an issue identified on the remediation task has**Item.Content.Source = NIST CSF**.
Risk > **Remediation Tasks** > **All Open Remediation Tasks**	Perform a search for all Remediation tasks where an issue identified on the remediation task has **Item.Content.Source = NIST CSF**.

NIST CSF supporting concepts

Familiarize yourself with these concepts, developed from the NIST CSF guidance.

Concept	Description
Target	The target is the foundation of the NIST Cybersecurity Framework (CSF) Use Case Accelerator and all related concepts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Concept	Description
	The target is a shared table between the ServiceNow® GRC products and several Use Case Accelerators. They are similar to the concept of entities in the core GRC applications. They are optionally linked to profiles, but are used for any attributes that are specific to the Use Case Accelerators.
Critical infrastructure (or critical in NIST CSF application usage)	Vital physical or virtual systems and assets that have a serious impact on cybersecurity, national economic security, and national public health or safety.
Implementation tiers	Helps an organization view cybersecurity risks and the processes they use to manage those risks. Tiers are prioritized for achieving cybereecurity objectives. With the NIST CSF applications, organizations can evaluate targets from the implementation tier view, which uses the Tier attribute on Target table.
Cybersecurity activity	Cybersecurity policies and requirements are found in the ServiceNow® GRC Policy and Compliance Management application. The application provides guidelines for understanding cybersecurity outcomes that need to be achieved to strengthen cybersecurity practices and enhance security compliance. These activities in the NIST CSF application as are a combination of a Target, Function, and Category. NIST CSF activities evaluate cybersecurity requirements for Targets, which provides detailed insights into gaps, non-compliant controls, risks, issues, failed indicators, and action plans and when they are addressed. Also, they help organizations strengthen their security compliance position.
Functions	Functions organize basic cybersecurity activities at their highest level. These Functions are Identify, Protect, Detect, Respond, Recover, and Govern. They help an organization by organizing information, enabling risk management decisions, addressing threats, and learning from previous activities to improve its management of cybersecurity risk. In NIST CSF, functions select relevant cybersecurity outcomes for activities and organize them.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Concept	Description
Category	Categories are the subdivisions of functions that are broken into groups of cybersecurity outcomes. Examples of categories include: Asset Management, Identity Management and Access Control, and Detection Processes. Subcategories are used to divide a category into specific outcomes of technical and management activities. They provide a set of results that can help support achievement of the outcomes in each category. Examples of subcategories include: External information systems are cataloged, Data-at-rest is protected, and Notifications from detection systems are investigated. The Framework Core identifies underlying categories and subcategories for each function as cybersecurity policies and their details as policy statements. The NIST CSF categories define the cybersecurity activities for targets and uses the associated subcategories to evaluate cybersecurity requirements to provide additional insight.
Implementation state	State of the cybersecurity activity, whether implemented or planned for the future. It is possible to document the implementation state of a cybersecurity activity.
Gaps	Control objectives of the cybersecurity policy that do not have any controls in-place for the target's profile identified in the cybersecurity activity.
Non-compliant controls	Cybersecurity controls that are considered non-compliant because of implementation issues and have been found for the target's entity, which is identified in the cybersecurity activity.
Risks	Risks associated with the controls implemented for the target's entity, which is identified in the cybersecurity activity.
Issues	Issues with controls and risks for the target's entity, which are identified in the cybersecurity activity.
Failed indicators	Failed indicators of controls and risks implemented for the target's entity, which is identified in the cybersecurity activity.
Action plans	Action plans for issues for the target's entity, which are identified in the cybersecurity activity.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NIST CSF tables

A few tables are impacted by the NIST CSF guidance.

Table	Purpose
Target [sn_grc_target]	Target is a core table of design to be shared component among the ServiceNow GRC application and GRC use-case content packs.Target is like entity in its purpose, but is used to track any attributes specific to use-case content packs. No two target records can reference the same entity at any time.
NIST CSF Activity [sn_irm_nist_csf_nist_csf_activity]	NIST CSF Activity table is used to track cybersecurity activity relevant for a target. The activity also helps in performing gap analysis that identifies the gaps, non-complaint controls, risks, issues, failed indicators and action plans for a cybersecurity activity.
Gaps [sn_irm_nist_csf_m2m_policy_state_nist_csf_act]	Gaps table in NIST CSF is used to track control objectives that aren't yet implemented as gaps. This table comes handy for reporting and drill down purposes. It's an m2m table that associates Gaps to Targets.
Non-compliant Control [sn_irm_nist_csf_m2m_cxontrols_nist_csf_act]	Non-compliant Control table in NIST CSF is used to track controls that are identified as non-compliant. Only cybersecurity control objectives as defined by the framework core which are implemented as controls and non-compliant are tracked. This table comes handy for reporting and drill down purposes. It's an m2m table that associates Non-compliant Controls to Targets.
Risk [sn_irm_nist_csf_m2m_risks_nist_csf_activities]	Risk table in NIST CSF is used to track risks that are associated with controls that have been implemented for cybersecurity control objectives as defined by the framework core. This table comes handy for reporting and drill down purposes. It's an m2m table that associates Risks to Targets.
Issue [sn_irm_nist_csf_m2m_issues_nist_csf_act]	Issue table in NIST CSF is used to track issues that are associated with controls that have been implemented for cybersecurity control objectives as defined by the framework core. Issues of risks associated with these controls are also included in the metric. This table comes handy for reporting and drill down purposes. It's an m2m table that associates Issues to Targets.
Action Plan [sn_irm_nist_csf_m2m_remediation_nist_csf_act]	Action Plan table in NIST CSF is used to track the action plans that are identified for the issues. This table comes handy for reporting and drill down purposes. It's an m2m table that

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table	Purpose
	associates Action Plans (remediation tasks) to Targets.
Failed Indicators [sn_irm_nist_csf_m2m_indicators_nist_csf_act]	Failed indicators table in NIST CSF is used to track the failed indicators of the target and the control or risk. This table comes handy for reporting and drill down purposes. It's an m2m table that associates Failed Indicators to Targets.
Related Control Objectives [sn_compliance_m2m_policy_stmt_policy_stmt]	Related Control Objectives table in NIST CSF is used to track the associations between control objectives. In base implementation, parent and child control objectives are supported, but this table introduces a concept to relate the control objectives at the same level.

NIST CSF Use Case Accelerator dashboards and reports

The contains various reports. The NIST Cybersecurity Framework (CSF) Use Case Accelerator contains a variety of reports displayed on different dashboards, available within each of the sections in the NIST CSF process:

Overview reports

Repots available under NIST CSF > Overview.

Reports	Purpose
Framework Core	Provides an overview of the Cybersecurity policies organized by the NIST CSF functions.
Critical Targets	Provides an overview of critical targets by entity class or tiers.
Critical Targets lacking Cybersecurity activities	Provides an overview of critical targets that lack cybersecurity activities by entity class or tiers.
Current Cybersecurity activities	Provides an overview of currently performed cybersecurity activities by entity class, entities, or cybersecurity functions.
Desired Cybersecurity activities	Provides an overview of desired cybersecurity activities by entity class, entities, or cybersecurity functions.
Gaps Analysis Summary	Provides a summary of gaps, non-compliant controls, risks, issues failed indicators, and action plans for targets grouped by cybersecurity, cybersecurity functions, or the targets themselves.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Framework profiling reports

Reports available under NIST CSF > Framework Profiling > Overview.

Reports	Purpose
Gaps	Displays an overview of the gaps that exist for cybersecurity activities. Gaps are grouped by policies, entity class, profiles, or functions.
Risks	Displays an overview of risks that exist for cybersecurity activities. Risks are grouped by policies, profile class, entities, or functions.
Non-compliant Controls	Displays an overview of non-compliant controls that exist for cybersecurity activities. Non-compliant controls are grouped by policies, entity class, profiles, or functions.
Failed Indicators	Displays an overview of failed indicators that for cybersecurity activities. Indicators are grouped by policies, entity class, entities, or functions.
Issues	Displays an overview of issues for cybersecurity activities. Issues are grouped by policies, entity class, entities, or functions.
Action Plans	Displays an overview of action plans that exist for cybersecurity activities. Action plans are grouped by policies, entity class, entities, or functions.

NIST CSF process overview

The NIST CSF navigation structure facilitates the management of the NIST cybersecurity through activities of identification and prioritization, as described in the NIST Framework for Improving Critical Infrastructure Cybersecurity version 1.1 and version 2.0 special publications.

NIST CSF process overview

1. The risk executives and/or the security officers identify categories and subcategories as cybersecurity policies.
2. The risk executives and/or the security officers prioritize cybersecurity activities.
3. Monitor the NIST CSF Overview dashboard

Identify the framework core

Within the NIST CSF application, the **Framework Core** section is used to identify categories and subcategories as cybersecurity policies and their statement policies.

The application uses categories to define cybersecurity activities for targets and uses subcategories to evaluate cybersecurity requirements to provide additional details on compliance.

With NIST CSF guidance, the application groups categories and subcategories into functions and represent them as activities. The NIST CSF uses the following five modules to designate individual functions:

- Identify
- Protect
- Detect
- Respond

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Recover
- Govern

Each module points to a grouping of policy and control objectives that relates to that function.

Review the framework core

Review the Framework Core that's activated with the NIST CSF application.

Before you begin
Policy and Compliance Management Role required: admin

NIST CSF role required: sn_irm_nist_csf.risk_executive or sn_irm_nist_csf.security_officer

Procedure

1. Navigate to **All** > **NIST CSF** > **Framework Core** and then select one of the following modules:
   - **Identify**
   - **Protect**
   - **Detect**
   - **Respond**
   - **Recover**
   - **Govern**
2. In the Policy to Control Objectives form, click on one of the policy statements to review the information.

   Note:
   Policy statements are grouped by policies based on NIST CSF guidelines.

3. If necessary, update the record with additional information.
4. Click **Update**.

Align and prioritize cybersecurity activities

Within the NIST CSF application, the **Framework Profiling** section is used to help an organization to align and prioritize its cybersecurity activities with its requirements, risk tolerances, and resources.

First, a target is created from a entity or entity type. The application flow begins at **Orient Targets**. The user locates a target and sets it up for use with NIST CSF providing basic information. Next, the user identifies if the target is critical and establishes a tier for the target per NIST guidelines.

Note:
NIST recommends focusing on critical targets for prioritizing the Cybersecurity risks.

Next, users log their cybersecurity activities. The activities require users to identify targets, functions, and categories that are associated with it.

Note:
These activities are uniquely created to avoid creating duplicate activities for the same targets.

As the activities are created, users then determine the implementation state of these activities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Next, users perform gap analysis on the cybersecurity activities. The analysis gives a detailed insight into the security position and evaluates the target for a specific cybersecurity activity.

The ServiceNow® GRC suite of applications play a crucial role in tracking the data that enables these metrics. The NIST CSF application is designed to provide the Cybersecurity framework, but it is completely enabled by the ServiceNow® GRC product.

Generate a target for an entity

Generate a target record for an entity to track NIST CSF attributes for that entity.

Before you begin

Role required: admin, sn_irm_nist_csf.risk_executive or sn_irm_nist_csf.security_officer

Procedure

1. Generate a target for an entry.
   a. Navigate to **Policy and Compliance** > **Scoping** and select one of the following modules:
      - **Entity Types**
      - **My Entities**
      - **All Entities**
   b. Select one of the records.
   c. From the Entity form, click **Generate target**.

      Note:
      When you click Generate target, it generates the target only if the entity has not been used for other frameworks, such as GDPR DPIA.

   d. Click **Update**.
2. Identify the target.
   a. Navigate to **NIST CSF** > **Framework Profiling** > **Orient Targets**.
   b. Search for the target using the **Name** or **Profile** fields.
   c. Confirm that the target appears in the list.

Set up target for NIST CSF framework

Set up a target record to use with NIST CSF framework after you've identified a target.

Before you begin

NIST CSF Role required: none. sn_irm_nist_csf.risk_executive or sn_irm_nist_csf.security_officer

Procedure

1. Navigate to **All** > **NIST CSF** > **Framework Profiling** > **Orient Targets**.
2. Search for the target using the **Name** or **Profile** fields.
3. Open the target record.
4. Click the **Framework** field and select **NIST CSF**.
5. Click **Update**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. In the Targets list, open the record again.
7. Verify the information in the Target form.
8. In the NIST CSF section, fill out the fields (see table for field descriptions).

Field	Description
Critical	Check box that indicates the target is focused on during cyber risks. NIST CSF recommends that organizations prioritize cybersecurity activities for critical targets
Tier	Tier for a target that describes its capability to address cyber risks.

9. Click the **Activities** related list and validate the activities that are associated with the target.

Orient target

After you've identified a target, orient the target to use with the NIST CSF framework.

Before you begin

Policy and Compliance Management Role required: admin.

NIST CSF role required: sn_irm_nist_csf.risk_executive or sn_irm_nist_csf.security_officer

Procedure

1. Navigate to **All** > **NIST CSF** > **Framework Profiling** > **Orient Targets**.
2. Search for the target using the **Name** or **Profile** fields.
3. Open the record.
4. Verify that the **Framework** field has **NIST CSF** selected.
5. Ensure that the NIST CSF form fields are accurate.
6. Click **Update**.

Create activity

Create a cybersecurity activity for a target.

Before you begin

Policy and Compliance Management Role required: admin

NIST CSF Role required: sn_irm_nist_csf.risk_executive or sn_irm_nist_csf.security_officer or sn_irm_nist_csf.control_provider

Procedure

1. Navigate to **All** > **NIST CSF** > **Framework Profiling** > **Create Activity** and create a new record (see table for field descriptions).

NIST CSF Activity form

Field	Description
Number	Number that identifies the activity.
Target	Name of the target that has the activity associated with it.
Function	Type of function activities that are grouped in.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Identify ○ Protect ○ Detect ○ Respond ○ Recover ○ Govern
Category	Cybersecurity activity that is identified as a policy.
Implementation state	Status of the activity, whether it is being performed or a planned activity.

2. Click **Submit**.

Note:
Every time a cybersecurity activity is created, the system validates the combination of target, function, and category for uniqueness.

Perform gap analysis

Perform a Gap analysis of cybersecurity activities.

Before you begin

Policy and Compliance Management Role required: admin

NIST CSF sn_irm_nist_csf.risk_executive or sn_irm_nist_csf.security_officer

About this task

Note:
The Gap analysis process should not take more than a minute. A weekly job that runs the gap analysis for users so the metrics are up-to-date.

Procedure

1. Navigate to **All** > **NIST CSF** > **Framework Profiling** > **Gap Analysis**.
2. Search for the target using the **Name** or **Profile** fields.
3. Open the target record.
4. Click the **Activities** related list and select the activity.
5. Review the activity and click **Gap Analysis** to initiate the Gap analysis.
6. To view control objectives for the cybersecurity policy that do not have any controls in-place for the target's profile, click the **Gaps** related list.
7. To view issues with cybersecurity controls that are non-compliant because of implementation issues, click the **Non-compliant controls** related list.
8. To view Failed indicators of controls and risks for the target's profile, click the **Failed Indicators** related list.
9. To view risks associated with controls for the target's profile, click the **Risks** related list.
10. To view issues related to the controls and risks for the target's profile, click the **Issues** related list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

11. To view action plans for the target's profile, click the **Action Plans** related list.
12. Click **Save**.

Review action plan

Review the remediation tasks created for the controls or risks associated with cybersecurity activities. You can only edit or update action plans if you have sufficient privileges for the GRC suite.

Before you begin

Policy and Compliance Management Role required: admin

NIST CSF role required: sn_irm_nist_csf.risk_executive or sn_irm_nist_csf.security_officer or sn_irm_nist_csf.control_provider

About this task

Action plans are typically created in the ServiceNow® GRC product through the Policy and Compliance Management, Risk Management, or Audit Management applications.

Procedure

1. Navigate to **All** > **NIST CSF** > **Framework Profiling** > **Action Plan**.
2. Search for an action plan using parameters, such as issue, control, or risk, that are associated it.
3. Open the record.
4. Review the action plan.

NIST RMF Use Case Accelerator

The NIST RMF Use Case Accelerator gives customers an operational head-start when adopting the NIST RMF. When the accelerator is downloaded and activated in the GRC applications, pre-configured policies, scopes (profile, profile type recommendations), indicators, risks and other GRC elements appear.

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Who uses the NIST RMF Use Case Accelerator

Persona	Description
Risk executive	Ensures that risks are identified and managed consistently across the organization. Defined access to the following sections: • **NIST RMF** > **Overview** • **NIST RMF** > **Categorize** • **NIST RMF** > **Select** • **NIST RMF** > **Implement**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Persona	Description
	• **NIST RMF** > **Assess** • **NIST RMF** > **Authorize** • **NIST RMF** > **Monitor** • **NIST RMF** > **Content**
Authorizing officer	Confirms that a target is operating within an acceptable level of risk. Defined access to the following sections: • All Modules in **NIST RMF** > **Overview** > • **NIST RMF** > **Authorize** > **Targets** • **NIST RMF** > **Authorize** > **My Approvals**
Security officer	Provides insight and understanding into the current security procedures and capabilities for a target and implements the controls, managing issues, and completing remediation tasks Defined access to the following sections: • **NIST RMF** > **Categorize** • **NIST RMF** > **Select** > **Targets** • **NIST RMF** > **Implement** • **NIST RMF** > **Assess** > **Overview** • **NIST RMF** > **Assess** > **Control Attestations** • **NIST RMF** > **Assess** > **Control Effectiveness** • **NIST RMF** > **Assess** > **Remediation Tasks** • **NIST RMF** > **Authorize** • **NIST RMF** > **Monitor**
Control provider	Assists in the creation and tailoring of security controls within the organization. Defined access to the following sections: • **NIST RMF** > **Select** > **Review Baseline Controls** • **NIST RMF** > **Select** > **Tailor Baseline Controls** • **NIST RMF** > **Content**
Sys admin	Access to the following sections: **NIST RMF** > **Administration**
GRC admin	Access to the following sections: **NIST RMF** > **Administration**

Install the NIST RMF Use Case Accelerator

The NIST RMF Use Case Accelerator is used with the GRC core applications: Policy and Compliance Management, Risk Management, and Audit Management applications.

Before you begin

Role required: none.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Complete the following setup checklist prior to installation. These setup tasks are required for a smooth installation.

Setup task	Description
Verify that the following applications have been installed: • Policy and Compliance Management • Risk Management • Audit Management	To verify that these applications are activated, navigate to **Subscription Management** > **Subscriptions** in your instance. The list displays the subscriptions your organization has purchased. For more information about the setup and activation of the Risk Management plugin, see Install Risk Management
Verify that you have the required roles.	The System Admin (admin) assigns the following roles: • Policy and Compliance Management roles ○ Attestation Creator (sn_compliance.attestation_creator) ○ Compliance Administrator (sn_compliance.admin) ○ Compliance Developer (sn_compliance.developer) ○ Compliance Manager (sn_compliance.manager) ○ Compliance Reader (sn_compliance.reader) ○ Compliance User (sn_compliance.user) • Risk Management roles ○ Risk Admin (sn.risk.admin) ○ Risk Reader (sn.risk.reader) ○ Risk Manager (sn.risk.manager) ○ Risk User (sn.risk.reader) • Audit Management roles ○ Audit Admin (sn_audit.admin) ○ Audit Developer (sn_audit.developer) ○ Audit Manager (sn_audit.manager)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setup task	Description
	○ Audit User (sn_audit.user) ○ External Auditor (sn_audit.external_auditor)

Procedure

1. Log in to the instance you want to install the application on.
2. Navigate to **System Applications** > **All Available Applications** > **All**.
3. Locate the **GRC: NIST RMF Accelerator** application.
4. If you want to load demo data, select the **Demo Data** check box.
5. Click **Install**.

Verify the NIST RMF Use Case Accelerator

After installing the GRC: NIST RMF Use Case Accelerator, review the NIST RMF application structure, core content, and demo data, if selected during installation.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: admin

Procedure

1. Navigate to **All** > **User Administration** > **Roles** and review the roles installed with the NIST RMF application.

   These roles contain nist_rmf in their names; for example, sn_irm_nist_rmf.security_officer. The roles are associated with NIST RMF application modules to provide access based on the user's role.

   Note:
   Use the basic NIST RMF user role is to access the application. This role contains the reader or user roles from the ServiceNow® GRC suite of applications.

2. In the Application Navigator, type **NIST RMF**, and verify the application core content.

Navigate to	Verify
NIST RMF > **Content** > **Control Objective**	Review the Policies and Control objectives installed for NIST RMF.
NIST RMF > **Content** > **Risk Statements**	Review the Risk Frameworks and Risk Statements installed for NIST RMF.
NIST RMF > **Content** > **Test Templates**	Review the Test Templates installed for NIST RMF.
NIST RMF > **Content** > **Indicator Templates**	Review the Indicator Templates installed for NIST RMF.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Navigate to	Verify
NIST RMF > **Content** > **Attestation Types**	Review the Control Attestation Types installed for NIST RMF.
NIST RMF > **Content** > **Assessment Types**	Review the Risk Assessment Types installed for NIST RMF.

3. Validate the application demo content, if loaded.

Navigate to	Verify
NIST RMF > **Impact Analysis**	Review the sample Targets installed in the system for use with the NIST RMF application.
User Administration > **Users**	Review the sample Persona users installed in the system for use with the NIST RMF application. The User IDs for these users end with .RMF and their names contain RMF.
Policy and Compliance > **Scoping** > **Profile Classes**	Perform a search for profile classes with the **Name** field containing **with NIST**. Review their relationships by reviewing their roll up to field in respective profile classes.
Policy and Compliance > **Scoping** > **Profile types**	Perform a search for profile types with the **Name** field starting with **NIST RMF**.
Policy and Compliance > **Policies and Procedures** > **All Controls**	Perform a search for all controls referencing **Control Objectives** with a **Source = NIST 800-53-r4**.
Risk > **Risk Register** > **All Risks**	Perform a search for all risks referencing **Risk Statements** with a **Source = NIST 800-53-r4**.
Audit > **Audit Testing** > **Test Plans**	Perform a search for test plans with **Test Templates** that begin with **NIST RMF**.
Policy and Compliance > **Indicators** > **Indicators**	Perform a search for all indicators where **Item.Content.Source = NIST 800-53-r4**.
Risk > **Indicators** > **Indicators**	Perform a search for all indicators where **Item.Content.Source = NIST RMF**.
Policy and Compliance > **Issues** > **All Issues**	Perform a search for all issues where**Item.Content.Source = NIST 800-53-r4**.
Risk > **Issues** > **All Issues**	Perform a search for all issues where **Item.Content.Source = NIST 800-53-r4**.
Policy and Compliance > **Remediation Tasks** > **All Open Remediation Tasks**	Perform a search for all Remediation tasks where an issue identified on the remediation task has**Item.Content.Source = NIST 800-53-r4**.
Risk > **Remediation Tasks** > **All Open Remediation Tasks**	Perform a search for all Remediation tasks where an issue identified on the remediation task has **Item.Content.Source = NIST 800-53-r4**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NIST RMF supporting concepts

Familiarize yourself with these concepts, developed from the NIST RMF guidance.

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Concept	Description
Target	The target is the foundation of the NIST RMF Use Case Accelerator and all related concepts. The target is a shared table between the ServiceNow® GRC products and several Use Case Accelerators. They are similar to the concept of profiles in the core GRC applications. They are optionally linked to profiles, but are used for any attributes that are specific to the Use Case Accelerators. **Note:** Each NIST RMF Target uniquely represents a single profile throughout its RMF life-cycle.
Confidentiality (C)	Confidentiality is a security objective of a Target, and is defined as the act of preserving authorized restrictions on information access and disclosure, including means for protecting personal privacy and proprietary information. Confidentiality is expressed as High, Moderate, and Low values
Integrity (I)	Integrity is a security objective of a Target is defined as act of guarding against improper information modification or destruction, and includes ensuring information non-repudiation and authenticity. Integrity is expressed as High, Moderate, and Low values
Availability (A)	Availability is a security objective of a Target is defined as act of ensuring timely and reliable access to and use of information. Availability is expressed as High, Moderate, and Low values
Baseline controls	Baseline Controls are recommended set of security controls from National Institute of Standards and Technology (NIST) which when implemented and determined to be effective, would mitigate security risk while complying with security requirements. Baseline controls have a designated impact value which is a combination of High, Moderate, or Low values.
Impact analysis	Impact analysis determines the extent to which proposed or actual changes to the Target or its environment of operation can affect or have affected the security state of the Target. A Target in which all three CIA security objectives evaluate to Low is considered Low-impact and uses any of the security controls which are tagged as Low impact value. Likewise, a Target in which any of the three CIA security objectives evaluate to Moderate is considered Moderate-impact and uses any of the security controls which are tagged as Moderate impact value. Likewise, a Target in which any of the three CIA security objectives evaluate to High is considered High-impact and uses any of the security controls which are tagged as High impact value.
Assurance	Assurance controls increase both the strength of security and degree of confidence that the functionality of Targets is correct, complete, and

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Concept	Description
	consistent and would mitigate the security risk and assists in complying with security requirements
Common	Common controls are controls that are inheritable by one or more Targets
Compensating	Compensating controls are controls which can be employed in lieu of recommended baseline security controls and provide equivalent or comparable protection for the Targets
Supplemental	Supplemental controls are controls which can be employed as added security controls to adequately meet the risk management needs of a Target
Tailoring	Tailoring is a process by which a security control baseline is modified based on: (i) Targets scoping guidance; (ii) specification of the security controls, for example, compensating, if needed; and (iii) the specification of organization — defined parameters in the security controls via explicit assignment and selection statements

NIST RMF Use Case Accelerator dashboards and reports

The NIST RMF Use Case Accelerator contains various reports displayed on different dashboards, available within each of the sections in the NIST RMF process: Categorize, Select, Implement, Assess, Authorize, and Monitor.

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Overview reports

Reports under NIST RMF > Overview.

Reports	Purpose
Security Compliance Overview	Provides an overall compliance summary of the security policies.
Profiles Compliance Overview	Provides an overall compliance summary of the profiles implementing security controls.
Security Compliance Details	Provides a detailed compliance summary of the security policies.
Inherent Security Risk Heatmap	Heatmap of security risks based on the Inherent qualitative results of risks.
Residual Security Risk Heatmap	Heatmap of security risks based on the Residual qualitative results of risks.
Inherent Security Risk	Bubble chart of security risks based on the average Inherent quantitative results of risks.
Residual Security Risk	Bubble chart of security risks based on the average Inherent quantitative results of risks.
Inherent Annual Loss Exposures Security Risk	Provides an insight into Inherent Annualized Loss Expectancy (ALE) for different security risks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Overview reports

Reports under NIST RMF > Overview.

(continued)

Reports	Purpose
Residual Annual Loss Exposures Security Risk	Provides an insight into Residual Annualized Loss Expectancy (ALE) for different security risks.
Issues summary	Plots issues noted for security policies on a week by week basis.

Categorize reports

Reports under NIST RMF > Categorize > Overview.

Targets with no Baseline Controls	Targets with completed security impact analysis with no baseline control generated. Baseline Controls are recommended set of security controls from National Institute of Standards and Technology (NIST) which when implemented and determined to be effective, would mitigate security risk while complying with security requirements. The Baseline Controls to be implemented can be determined from the recommended Baseline Policy Statements on the Target.
Targets pending Impact Analysis	Security impact analysis when conducted by the organizations, determines the extent to which proposed or actual changes to the target or its environment of operation can affect or have affected the security state of the target. Changes to the target or its environment of operation may affect the security controls currently in place (including system-specific, hybrid, and common controls), produce new vulnerabilities in the target, or generate requirements for new security controls that were not needed previously.
Targets status	Targets organized by their current state of Risk Management process. The Risk Management process is provided by National Institute of Standards and Technology (NIST) Risk Management Framework (RMF) is a disciplined and structured process that integrates information security and risk management activities.
Confidentiality Impact	Targets grouped for each confidentiality rating value. National Institute of Standards and Technology (NIST) defines Confidentiality as preserving authorized restrictions on information access and disclosure, including means for protecting personal privacy and proprietary information. Confidentiality is expressed as High, Moderate, and Low values.
Integrity Impact	Targets grouped for each Integrity rating value. National Institute of Standards and Technology (NIST) defines Integrity as guarding against improper information modification or destruction, and includes ensuring information non-repudiation and authenticity. Integrity is expressed as High, Moderate, and Low values.
Availability Impact	Targets grouped for each Availability rating value. National Institute of Standards and Technology (NIST) defines Availability as ensuring timely and reliable access to and use of information. Availability is expressed as High, Moderate, and Low values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Categorize reports

Reports under NIST RMF > Categorize > Overview.

(continued)

Impact	Targets grouped for each Impact rating value. National Institute of Standards and Technology (NIST) defines Impact as the loss of confidentiality, integrity, or availability could be expected to have: (i) a limited adverse effect; (ii) a serious adverse effect; or (iii) a severe or catastrophic adverse effect on organizational operations, organizational assets, or individuals. Whereas security impact analysis is defined as organizations determination of the extent to which the security state is affected. Impact is expressed as High, Moderate, and Low values.
Review Baseline Controls	Provides an overview for the NIST Risk Management select step of the framework in-order to facilitate review of the baseline policy statements and controls. NIST RMF > Select > Review Baseline Controls launches this dashboard
Baseline Security Policy Statements	Baseline Security Policy Statements are recommended set of security control definitions from National Institute of Standards and Technology (NIST) which when implemented and determined to be effective, would mitigate security risk while complying with security requirements.
Baseline Security Controls	Baseline Security Controls are recommended set of security controls from National Institute of Standards and Technology (NIST) which are being implemented and if determined to be effective, would mitigate security risk while complying with security requirements.

Baseline control reports

Reports under NIST RMF > Select > Review Baseline Controls.

Reports	Purpose
Baseline Security Policy Statements	Baseline Security Policy Statements are recommended set of security control definitions from National Institute of Standards and Technology (NIST) which when implemented and determined to be effective, would mitigate security risk while complying with security requirements.
Baseline Security Controls	Baseline Security Controls are recommended set of security controls from National Institute of Standards and Technology (NIST) which are being implemented and if determined to be effective, would mitigate security risk while complying with security requirements.

Tailor baseline controls reports

Reports under NIST RMF > Select > Tailor Baseline Controls.

Reports	Purpose
Baseline Assurance	Baseline Security Assurance Policy Statements are recommended set of security control definitions from National Institute of Standards and

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tailor baseline controls reports

Reports under NIST RMF > Select > Tailor Baseline Controls.

(continued)

Reports	Purpose
Policy Statements	Technology (NIST) which are designated as Assurance control definitions which when implemented increase both the strength of security and degree of confidence that the functionality is correct, complete, and consistent and would mitigate security risk while complying with security requirements.
Baseline Assurance Controls	Baseline Security Assurance Controls are recommended set of security control definitions from National Institute of Standards and Technology (NIST) which are designated as Assurance control are being implemented to increase both the strength of security and degree of confidence that the functionality is correct, complete, and consistent and would mitigate security risk while complying with security requirements.
Baseline Common Policy Statements	Baseline Security Common Policy Statements are set of security control definitions from National Institute of Standards and Technology (NIST) which when designated as Common control definitions by organizations indicate these are inheritable by one or more organizational targets.
Baseline Common Controls	Baseline Security Common Controls are set of security control definitions from National Institute of Standards and Technology (NIST) are being implemented and which when designated as Common controls by organizations indicate these are inheritable by one or more organizational targets.
Baseline Compensating Policy Statements	Baseline Security Compensating Policy Statements are set of security control definitions from National Institute of Standards and Technology (NIST) which when designated as Compensating control definitions by organizations indicate these can be employed in lieu of other security controls and provide equivalent or comparable protection for organizational targets.
Baseline Compensating Controls	Baseline Security Compensating Controls are set of security control definitions from National Institute of Standards and Technology (NIST) are being implemented and which when designated as Compensating controls by organizations indicate these can be employed in lieu of other security controls and provide equivalent or comparable protection for organizational targets.
Baseline Supplemental Policy Statements	Baseline Security Supplemental Policy Statements are set of security control definitions from National Institute of Standards and Technology (NIST) which when designated as Supplemental control definitions by organizations indicate these can be added to security controls to adequately meet the risk management needs for organizational targets.
Baseline Supplemental Controls	Baseline Security Supplemental Controls are set of security control definitions from National Institute of Standards and Technology (NIST) are being implemented and which when designated as Supplemental controls by organizations indicate these can be added to security controls to adequately meet the risk management needs for organizational targets.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attestation and assessment reports

Reports under NIST RMF > Assess > Overview.

Reports	Purpose
Control Attestations completed	Displays the number of NIST Risk Management control attestations completed.
Control Attestations upcoming due date	Displays the number of NIST Risk Management control attestations due within 7 days.
Control Attestations due after 7 days	Displays the number of NIST Risk Management control attestations due after 7 days.
Control Attestations missed due date	Displays the number of NIST Risk Management control attestations that have missed their due date.
Control Attestations by profile	Provides an overview of the NIST Risk Management control attestations grouped by profiles.
Control Attestations past due	Provides an overview of the NIST Risk Management control attestations grouped by due date.
Risk Assessments completed	Displays the number of NIST Risk Management risk assessments completed.
Risk Assessments upcoming due date	Displays the number of NIST Risk Management risk assessments due within 7 days.
Risk Assessments due after 7 days	Displays the number of NIST Risk Management risk assessments due after 7 days.
Risk Assessments missed due date	Displays the number of NIST Risk Management risk assessments that have missed their due date.
Risk Assessments by profile	Provides an overview of the NIST Risk Management risk assessments grouped by profiles.
Risk Assessments past due	Provides an overview of the NIST Risk Management risk assessments grouped by due date.

Approval reports

Reports under NIST RMF > Authorize > Overview.

Reports	Purpose
Target approval status	Provides an overview of the current state of approvals of the target.
Risk Executive approvers	Provides an overview of targets as assigned to the risk executive approvers.
Authorizing Official approvers	Provides an overview of targets as assigned to the authorizing official approvers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Monitoring reports

Reports under NIST RMF > Monitor > Overview.

Reports	Purpose
In-effective Profiles	Total number of profiles having at least one control test of a security control flagged as in-effective.
In-effective Controls	Total number of security controls having atleast one control test flagged as in-effective.
In-effective Test Plans	Total number of test plans having at least one control test of a security control flagged as in-effective.
Non-compliant Controls	Total number of security controls with status non-compliant.
Risks	Total number of Risks that are associated with security controls.
Issues	Total number of issues that are related to security controls and risks.
Control compliance	Provides compliance overview of the security controls.
Profile effectiveness	Provides an overview of the profile effectiveness for profiles having security controls based on the effectiveness of the associated control tests.
Control effectiveness	Provides an overview of the control effectiveness for security controls based on the effectiveness of the associated control tests.
Test Plan effectiveness	Provides an overview of the test plan effectiveness of security controls based on the effectiveness of the associated control tests.
Risks	List of Risks grouped by profiles and associated with security controls.

NIST RMF process overview

The NIST RMF navigation structure facilitates the management of the NIST security controls through activities of categorization, selection, implementation, assessment, authorization, and monitoring. These security controls are described in the NIST 800-37.r1 special publication.

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

NIST RMF process overview

1. The risk executives and/or the security officers categorize the targets.
2. The risk executives, the security officers and/or the control providers select baseline control definitions.
3. The risk executives and/or the security officers implement baseline security controls.
4. The security accessors, the risk executives, and/or the security officers assess the security controls:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Manage and address issues

b. Manage and address remediation tasks

5. The authorizing official, the risk executives, and/or the security officers authorize targets.
6. The risk executives and/or the security officers monitor security controls:
   a. Review and manage indicators
   b. Monitor the NIST RMF Overview dashboard

Categorize targets

Within the NIST RMF application, the **Categorize** section facilitates the categorization of targets through a preliminary risk assessment and an impact analysis.

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

First, a target is created from an entity or an entity type. The application flow begins at Impact Analysis. The user locates a target and sets it up for use with NIST RMF providing basic information. Next, the user performs a preliminary risk assessment determining the potential impact value on each of the following parameters: **Confidentiality**, **Integrity**, and **Availability**. The highest impact rating of these values determines the **Impact** value.

Note:
The user can override the **Impact** value, as necessary.

The **Impact** value is used to identify the baseline security policy statements recommended for the target, based on the NIST 800-53.r4 special publications catalog. The user reviews the baseline security policy statements and implements security controls for that target (for example, Profile). The standard approach is outlined in the Policy and Compliance Management application.

Generate target from profile or entity type

Generate a target record for a profile to track NIST RMF attributes.

Before you begin

Role required: admin.

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Policy and Compliance Management

NIST RMF role required: sn_irm_nist_rmf.risk_executive or sn_irm_nist_rmf.security_officer

Procedure

1. Navigate to one of the following locations:
   - **Policy and Compliance** > **Scoping** > **Profile Types**
   - **Policy and Compliance** > **Scoping** > **My Profile**
   - **Policy and Compliance** > **Scoping** > **All Profiles**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. Select and open Profile Type of Profile record.
3. Check **Generate Target** and click **Update**.
4. Identify the target:
   a. Navigate to **NIST RMF** > **Categorize** > **Impact Analysis**.
   b. Search for the target using the **Name** or **Profile** fields.
   c. Confirm that the target appears in the list.

Set up a target for use with NIST RMF

Set up a target and populate the basic information.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.risk_executive or sn_irm_nist_rmf.security_officer

Procedure

1. Navigate to **All** > **NIST RMF** > **Categorize** > **Impact Analysis**.
2. Search for the target using the **Name** or **Profile** fields.
3. Open the target record.
4. In **Framework**, select **NIST RMF**, and click **Update**.
5. Open the target record again and update the following fields:

   Note:
   Review NIST RMF supporting concepts, for more detailed information about these fields.

   - **RMF State**: Identify the current NIST RMF state for the target.
   - **Scoping Considerations**: Provide guidance on the selection of security controls for implementation.
6. Verify that the NIST RMF related lists are visible:
   - Baseline Policy Statements
   - Baseline Controls
   - Risks
   - Approvals

Perform preliminary risk assessment and impact analysis

Perform a preliminary risk assessment and impact analysis of the target.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role required: sn_irm_nist_rmf.risk_executive or sn_irm_nist_rmf.security_officer

Procedure

1. Navigate to **All** > **NIST RMF** > **Categorize** > **Impact Analysis**.
2. Search for the target using the **Name** or **Profile** fields.
3. Select and open the target record.
4. Open the target record again and update the following fields in the NIST RMF section:

Note:
Review NIST RMF supporting concepts, for more detailed information about these fields.

NIST RMF section

Field	Description
Confidentiality	Target category based on confidentiality. Identify the security objective as: High, Moderate, or Low.
Integrity	Target category based on integrity. Identify the security objective as: High, Moderate, or Low.
Availability	Target category based on availability. Identify the security objective as: High, Moderate, or Low.
Impact	Impact to business function if the target loses its confidentiality, integrity, or availability. Impact is automatically determined and may be overridden.
Scoping Considerations	Operational or environmental scoping considerations for the target.
Risk Executive	Names of the person who ensures risks are identified and managed.
Authorizing Official	Name of the person who verifies that the target is operating with an acceptable level of risk.
Justification	Security posture description for risk executive, authorizing official, and owner.
Approval status	Status of the security compliance posture of the target.

5. Verify that the NIST RMF related lists are visible:
   - Baseline Policy Statements
   - Baseline Controls
   - Risks
   - Approvals
6. Navigate to the **NIST RMF** tab and review the **Baseline Policy Statements**.
7. Implement security controls for the target following the standard approach outlined in the Policy and Compliance Management application.

Monitor the NIST RMF Categorize Overview

The NIST RMF categorization activity dashboard provides insights into the overall status of the target.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.risk_executive or sn_irm_nist_rmf.security_officer

Procedure

1. Navigate to **All** > **NIST RMF** > **Categorize** > **Overview**
2. Review all the reports on the dashboard.
3. Review the report details in the dashboard and reports sections.

Select baseline control definitions

Within the NIST RMF application, the **Select** section focuses on the review of the initial set of baseline control definitions. You can also tailor the control definitions, by tagging them based on organizational requirements.

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

After performing **Impact Analysis**, the user selects and tailors the baseline controls for that target. A dashboard provides an overview of the baseline policy statements in the catalog, alongside the catalog of baseline controls being implemented.

Next, the user tailors the baseline controls. Another dashboard contains several reports detailing the baseline policy statements alongside baseline controls which are tagged as **Assurance**, **Common**, **Compensating** and **Supplemental**.

Note:
Both **Review Baseline Controls** and **Tailor Baseline Controls** require that you implement all necessary controls following the standard Policy and Compliance Management application procedures. Return to these dashboards for the selecting and tailoring of those controls.

Review baseline controls

Review the baseline policy statements and baseline controls.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Review Baseline Controls requires that you implement all necessary controls following the standard Policy and Compliance Management application procedures.

Role required: sn_irm_nist_rmf.risk_executive, sn_irm_nist_rmf.security_officer, or sn_irm_nist_rmf.control_provider

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **NIST RMF** > **Select** > **Review Baseline Controls**.
2. Review all the reports on the dashboard.
3. Implement changes for the baseline policy statements and baseline controls following the standard approach outlined Policy and Compliance Management application.

Tailor baseline controls

Tailor the baseline policy statements and baseline controls.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Tailor Baseline Controls requires that you implement all necessary controls following the standard Policy and Compliance Management application procedures.

Role required: sn_irm_nist_rmf.risk_executive, sn_irm_nist_rmf.security_officer, or sn_irm_nist_rmf.control_provider

Procedure

1. Navigate to **All** > **NIST RMF** > **Select** > **Tailor Baseline Controls**.
2. Review all the reports on the dashboard.
3. Implement changes for the baseline policy statements and baseline controls following the standard approach outlined in the Policy and Compliance Management application.

Implement security controls

Within the NIST RMF application, the **Implement** section focuses on the physical implementation of the baseline security controls. The NIST RMF application may also include other standard security controls, already used by the targets or its environment of operation.

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Users can view a list of all controls that originate from a NIST 800-53.r4 policy statement, update any implementation details, and update the controls.

Note:
The NIST RMF application provides read-only access to the security controls. Update these controls following the standard Policy and Compliance Management application procedures.

An important aspect of implementing controls is testing them appropriately. Users can view a list of all control tests that were created for security controls with a policy statement source of NIST 800-53 r4.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
The NIST RMF application provides read-only access to the security control tests. Update these tests following the standard Audit Management application procedures.

Manage and implement controls

From a list of security controls stemming from NIST 800-53.r4 policy statements, review the controls and update implementation details.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.risk_executive or sn_irm_nist_rmf.security_officer

Procedure

1. Navigate to **All** > **NIST RMF** > **Implement** > **Active Controls**.
2. Review each control and physically implement them following the standard approach outlined in the Policy and Compliance Management application.

Manage and implement control tests

From a list of security controls stemming from NIST 800-53.r4 policy statements, review the control tests and update implementation details.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.risk_executive or sn_irm_nist_rmf.security_officer

Procedure

1. Navigate to **All** > **NIST RMF** > **Implement** > **Active Control Tests**.
2. Review each control test and physically implement them following the standard approach outlined in the Audit Management application.

Assess controls, risks, issues, and remediation tasks

Within the NIST RMF application, the **Assess** section involves performing security control attestations, evaluating the control effectiveness, managing associated risks and issues, and performing remediation tasks.

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Broadly, assessment also involves managing the controls, risks, issues, and remediation tasks that stem from the implementation of the security controls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
The NIST RMF application provides read-only access to the content. Update the content following the standard GRC procedures, as outlined in the Policy and Compliance Management, Risk Management, and/or Audit Management applications.

Users can:

- review and perform control attestations currently in the system relating to NIST RMF security attestations
- view all control tests, highlighting the control and current effectiveness of each control test in place
- manage and address any risks stemming from risk statements having a content source of NIST 800-53.r4
- identify risks and perform their assessments
- view a list of issues and remediation tasks stemming from the implementation of security controls and related risks having a content source of NIST 800-53 r4

Review and perform control attestations

Review and perform control attestations relating to NIST RMF security attestations.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.security_accessor, sn_irm_nist_rmf.risk_executive, or sn_irm_nist_rmf.security_officer

Procedure

1. Navigate to **All** > **NIST RMF** > **Assess** > **Control Attestations**.
2. Review each control attestation and its results.
3. Perform any control attestations assigned to you following the standard approach outlined in the Policy and Compliance Management application.

Review and evaluate control effectiveness

Review and evaluate the effectiveness of the controls through the execution of control tests related to NIST-800.53.r4.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.security_accessor, sn_irm_nist_rmf.risk_executive, or sn_irm_nist_rmf.security_officer

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **NIST RMF** > **Assess** > **Control Effectiveness**.
2. Review each control test and their related security controls.
3. Review the control effectiveness results in the system.
4. Perform the control tests assigned to you following the standard approach outlined in the Audit Management application.

Manage and address risks

Review and manage all risks stemming from risk statements having the content source of NIST 800-53.r4.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.security_accessor or sn_irm_nist_rmf.risk_executive

Procedure

1. Navigate to **All** > **NIST RMF** > **Assess** > **Risks**.
2. Review each risk and their related risk statements.
3. Manage and address any risks following the standard approach outlined in the Risk Management application.

Review and perform risk assessments

Review and execute the risk assessments relating to NIST RMF security assessments.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.security_accessor or sn_irm_nist_rmf.risk_executive

Procedure

1. Navigate to **All** > **NIST RMF** > **Assess** > **Risk Assessments**.
2. Review each risk assessment and its results.
3. Perform any risk assessments assigned to you following the standard approach outlined in the Risk Management application.

Manage and address issues

Review all issues stemming from controls and risks with NIST 800-53.r4 as the source and address them.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.security_officer or sn_irm_nist_rmf.risk_executive

Procedure

1. Navigate to **All** > **NIST RMF** > **Assess** > **Issues**.
2. Review the issues with NIST 800-53.r4 as the source.
3. Manage and address any risks following the standard approach outlined in the Risk Management application.

Manage and address remediation tasks

Review all remediation tasks stemming from controls and risks with NIST 800-53.r4 as the source and address them.

Before you begin

Role required: none.

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

NIST RMF

sn_irm_nist_rmf.security_officer or sn_irm_nist_rmf.risk_executive.

Procedure

1. Navigate to **All** > **NIST RMF** > **Assess** > **Remediation tasks**.
2. Review the issues with NIST 800-53.r4 as the source.
3. Manage and address any risks following the standard approach outlined in the Risk Management application.

Monitor the NIST RMF Assess dashboard

The NIST RMF assess dashboard provides insights into the overall status of the target.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.security_officer or sn_irm_nist_rmf.risk_executive

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **NIST RMF** > **Assess** > **Overview**.
2. Review all the reports on the dashboard.
3. Review the report details in the dashboard and reports sections.

Authorize targets

Within the NIST RMF application, the **Authorize** section involves the authorization of targets based on their compliance and risk posture.

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Users request authorization from the appropriate parties directly from the target form.

Authorize targets

Authorize a target record based on the overall security posture determined by the security officer.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.security_official, sn_irm_nist_rmf.risk_executive, or sn_irm_nist_rmf.security_officer

Procedure

1. Navigate to **All** > **NIST RMF** > **Authorize** > **Targets**.
2. Search for the target using the **Name** or **Profile** fields.
3. Select and open the target record.
4. From the NIST RFM section, review the **Approval Status** field.
5. Click **Request Approval**.

Result

The approval is triggered for the target.
If you are an approver, use the **My Approvals** module to review the approval request.

Monitor the NIST RMF Authorize dashboard

The NIST RMF Authorize dashboard provides insights into the overall status of the target.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.security_officer or sn_irm_nist_rmf.risk_executive

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **NIST RMF** > **Authorize** > **Overview**.
2. Review all the reports on the dashboard.
3. Review the report details in the dashboard and reports sections.

Monitor security controls

Within the NIST RMF application, the **Monitor** section involves the on-going monitoring of the security controls for targets documenting changes to them or their environments of operation, conducting security impact analyses of the associated changes, and reporting their security state to designated officials.

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Monitoring is a critical step in the RMF process. In-effective targets (profiles), controls, and test plans can be continuously monitored and their known risks and issues addressed. Security controls should be automatically monitored where possible using indicators, triggering alerts for remediation.

To continuously monitor a security control, users can use the indicator templates provided with the NIST RMF Use Case Accelerator application, by navigating to **NIST RMF** > **Content** > **Indicator Templates**. The sample indicator templates and indicators begin with **NIST**. Users must create new indicators beginning with **NIST** for monitoring the security controls.

Review and manage indicators

Review all indicators that are set up for NIST and manage them to track their results.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.risk_executive or sn_irm_nist_rmf.security_officer

Procedure

1. Navigate to **All** > **NIST RMF** > **Monitor** > **Indicators**.
2. Review all indicators beginning with NIST.
3. Search for the indicator using the **Name** field.
4. Select and open the indicator record.
5. Review the record and click **Save**.

Monitor the RMF Monitor dashboard

The NIST RMF monitor dashboard provides insights into the overall status of the target.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Note:
Starting with version 10.1.0, the NIST RMF Use Case Accelerator will be supported only for customers who currently use the product. New and existing customers should consider using the GRC: Continuous Authorization Monitoring application. For details, Continuous Authorization and Monitoring.

Role required: sn_irm_nist_rmf.security_officer or sn_irm_nist_rmf.risk_executive

Procedure

1. Navigate to **All** > **NIST RMF** > **Monitor** > **Overview**.
2. Review all the reports on the dashboard.
3. Review the report details in the dashboard and reports sections.

Technology Controls Monitoring Accelerator

The Technology Controls Monitoring Accelerator is a collection of pre-defined indicator templates designed to ease collection of data, and aid validation and continuous monitoring of technology controls. This application can be run with the Cybersecurity Controls Accelerator or as a standalone application.

The indicator templates contained in the Technology Controls Monitoring Accelerator are linked to specific ServiceNow® applications to allow compliance validation for standards and frameworks such as:

- ISO/IEC 27001
- ISO/IEC 27002
- CIS Controls

These packaged indicator templates have also been mapped to related common controls in the Unified Compliance Framework (UCF) to enable validation of controls across a wide range of regulations and industry standards. The indicator templates can be used to validate compliance with related control objectives in custom policies. You can monitor controls obtained via the CIS Controls™ or technology controls common to CIS or ISO 27002, even if you do not subscribe to the CIS Controls. Or you can use the indicators from the Technology Controls Monitoring Accelerator to monitor data coming from UCF.

Continuous monitoring of CIS Controls™ v8

CIS Controls™ are a prioritized set of safeguards to mitigate the cyber-attacks against systems and networks. These controls are mapped to and referenced by multiple legal, regulatory, and policy frameworks. CIS Controls™ v8 has been enhanced to continue supporting the modern systems and software such as cloud-based computing, virtualization, mobility, outsourcing as businesses shift their working model to fully cloud and hybrid environments.

Beginning with the Xanadu release, Technology Controls Monitoring Accelerator provides pre-packaged CIS v8 controls and indicator templates to monitor them along with its common controls mapped to various standards.

The following enhancements are supported with CIS Controls™ v8:

- Enable continuous monitoring of CIS Controls™ v8 using the predefined indicator templates.
- Enable monitoring of common controls from ISO 27002, PCI DSS 4.0, NIST 800-53, NIST CSF, CSA CCM 4.0 mapped to CIS V8.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Download the Technology Controls Monitoring Accelerator

Before you run the Technology Controls Monitoring Accelerator application in your instance, you must download it from the ServiceNow Store.

Before you begin

If you downloaded the Cybersecurity Controls Accelerator application, you can skip this procedure as this application was installed as a dependency to the Cybersecurity Controls Accelerator application.

Prior to running the Technology Controls Monitoring Accelerator application, you must download and activate the following GRC applications:

- GRC: Policy and Compliance Management
- GRC: Profiles

Role required: admin

Procedure

Follow the instructions for Download a GRC application from the ServiceNow Store for the first time.

Ensure that all the appropriate indicator templates are activated

When you download the GRC: Technology Controls Monitoring Accelerator application, all indicator templates are available, but they are not yet active. Before activating them, you need to ensure that you have the necessary applications activated and can access the tables that are mapped to the indicator templates.

Before you begin

Role required: admin

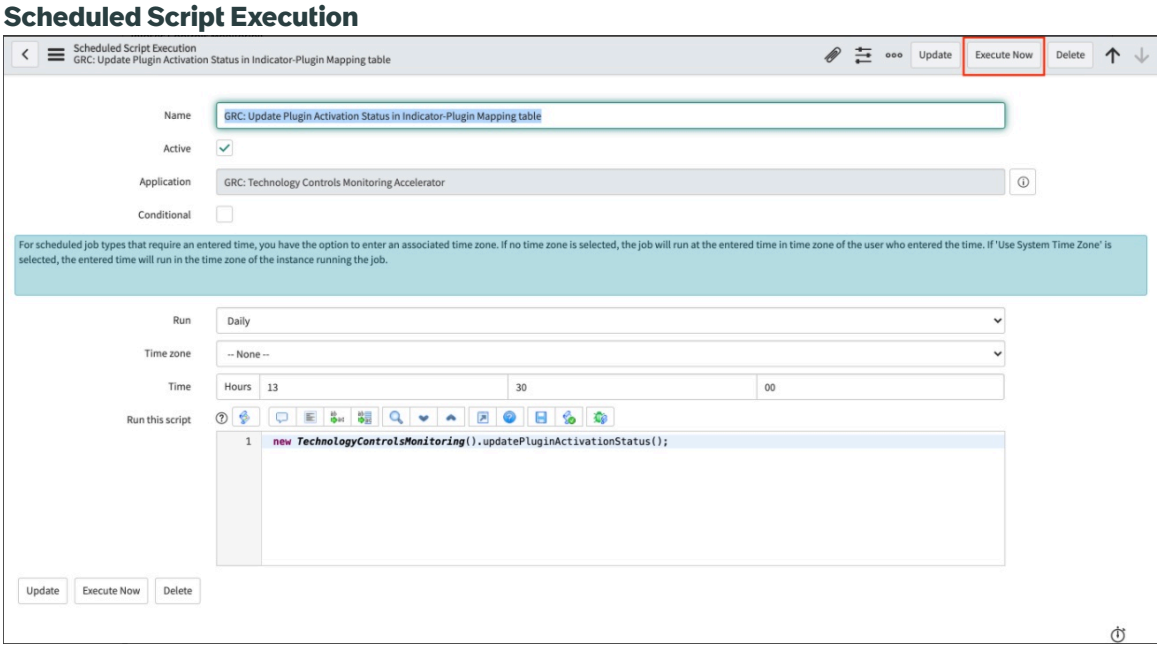
About this task

Starting with version 12.0.1 of the Technology Controls Monitoring Accelerator application, several of the indicators that were Manual were converted to either Basic or Scripted. This added automation makes many of the tasks associated with continuous monitoring easier.

Procedure

1. Navigate to **All** > **System Scheduler** > **Scheduled Jobs**.
2. Locate and open **GRC: Update Plugin Activation Status in Indicator-Plugin Mapping table**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. Click **Execute Now**.
   The job scans the Indicator Template to Plugin Mapping table [sn_grc_ind_template_plugin_mapping_details] on your instance, and 1) determines which applications that can use the Technology Controls Monitoring Accelerator for monitoring indicator templates are installed on your instance, and 2) automatically activates the indicator templates that are mapped to tables in those applications.

   Note:
   You must repeat this process any time you upgrade this application.

View your operational status

View the Operational Status modules for a list of the CIS Controls and technology Controls. Each control also includes the technology used to validate compliance, type of indicator template available, and the control's source table.

Before you begin

Role required: admin or sn_compliance.reader

About this task

Starting with Version 12.0.2, the Operational Status modules provide a view of all of your CIS Controls and/or ISO 27002-based indicator templates mapped to specific CIS/ISO controls in one place. This information can be useful for monitoring your controls and the health of your system. The application is able to scan your instance and determine which controls you have implemented, along with the various technologies available for validating each control and protecting your data.

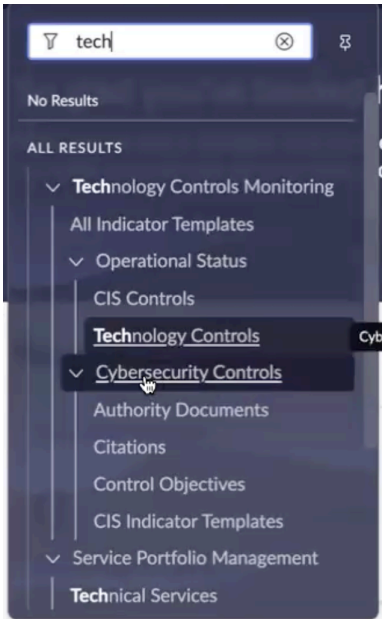
Beginning with the Xanadu release, Technology Controls Monitoring Accelerator provides pre-packaged CIS v8 controls and indicator templates.

Procedure

1. Navigate to **All** > **Technology Controls Monitoring** > **Operational Status**.

   You can view the module as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note:
The CIS controls module is renamed from CIS controls @R to Cybersecurity Controls. The Indicator Templates module is renamed to CIS Indicator Templates.

2. Select either **CIS Controls** or **Technology Controls**.

Note:
The screen shown below results from selecting **CIS Controls**. The default columns will be slightly different if you select **Technology Controls**. However, you can select the gear icon to add or remove columns as needed.

Indicator templates operational status

Indicator templates operational status [CIS controls view] Search Control description Search 1 to 20 of 55

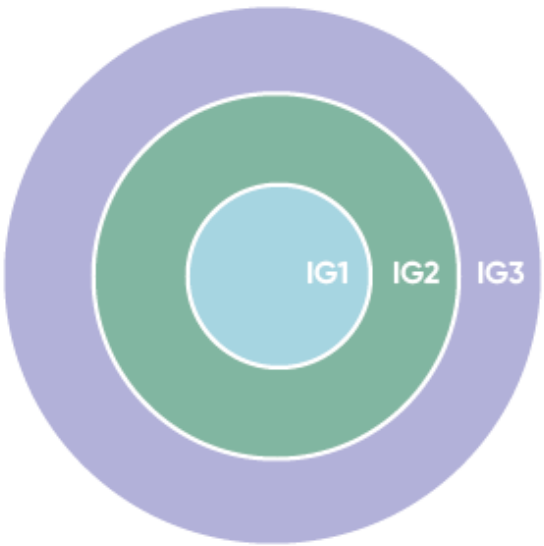
All > Control family starts with CIS > Indicator template type != Manual

Controls	Control family	Control description ▲	Domain	Implementation Group (IG)	Compliance validated by	Validating technology
CIS Control 6.2	CIS Control 6	Activate audit logging	Basic	IG1,IG2,IG3	Configuration Compliance	false
CIS Control 2.6	CIS Control 2	Address unapproved software	Basic	IG1,IG2,IG3	Software Asset Management Professional Core	false
CIS Control 1.6	CIS Control 1	Address Unauthorized Assets	Basic	IG1,IG2,IG3	Security Incident Response	false
CIS Control 16.13	CIS Control 16	Alert on Account Login Behavior Deviation	Organizational	IG3	Security Incident Response	false
CIS Control 19.2	CIS Control 19	Assign Job Titles and Duties for Inciden...	Organizational	IG2,IG3	Incident Management	true
CIS Control 4.2	CIS Control 4	Change Default Passwords	Basic	IG1,IG2,IG3	Configuration Compliance	false
CIS Control 3.6	CIS Control 3	Compare Back-to-back Vulnerability Scans	Basic	IG2,IG3	Vulnerability Response	false
CIS Control 8.4	CIS Control 8	Configure Anti-Malware Scanning of Remov...	Foundational	IG1,IG2,IG3	Configuration Compliance	false
CIS Control 8.5	CIS Control 8	Configure Devices Not To Auto-run Content	Foundational	IG1,IG2,IG3	Configuration Compliance	false
CIS Control 19.8	CIS Control 19	Create Incident Scoring and Prioritizati...	Organizational	IG3	Security Incident Response	false

Each control includes the following information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Operational Status

Field	Description
Controls	The controls included when you download and activate the Cybersecurity Controls Accelerator application.
Control family and description	The family and description of the control as defined in the CIS Controls.
Domain	Domains of the controls: ○ Basic ○ Foundational ○ Organizational
Implementation Group (IG)	The implementation group to which the control is included: IG1, IG2, or IG3. IG1 covers most of the essential security controls to serve as a foundation. Then, as needed to improve your security posture, you can add IG2 and IG3 to provide additional levels of support. As illustrated here, IG2 includes all of the controls included in IG1, and IG3 includes all of the controls in IG1 and IG2. 
Compliance validated by	The technology on your instance you can use to automate the validation of your controls.
Validating technology activated?	Identifies whether the specified technology is activated in your instance.
Controls implemented?	Identifies whether you have adopted the control objective and deployed it in your system.
Indicator template type	Identifies whether you have an indicator template type defined so you can begin validating and monitoring the control. The available types are Basic, Manual, and Script.
Source table	The source table for the data being monitored by the control.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

View the Cybersecurity Controls module

View the Cybersecurity Controls module for a list of the Authority documents, Controls, Control Objectives, and CIS Indicator Templates mapped to specific CIS controls classified by domain, implementation group, and ISO controls.

Before you begin

Role required: admin or sn_compliance.reader

About this task

Note:
The Authority documents, Controls, and Control Objectives display the data related to source CIS, CIS v8, and CSA CCM v4. The module filters display the following data:

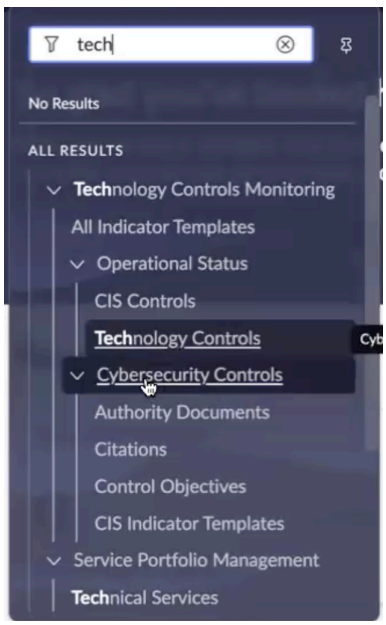
- Authority Document - Source is CIS or CIS v8 or CSA CCM v4.
- Citations - Source is CIS or CIS v8 or CSA CCM v4.
- Control objectives - Source is CIS or CIS v8 or CSA CCM v4.
- Indicator templates - Source is CIS or CIS v8.

Beginning with the Xanadu release, Technology Controls Monitoring Accelerator provides pre-packaged CIS v8 controls and indicator templates.

Procedure

1. Navigate to **All** > **Technology Controls Monitoring** > **Cybersecurity Controls**.

   You can view the module as shown in the example.



   Note:
   The CIS controls module is renamed from CIS controls @R to Cybersecurity Controls. The Indicator Templates module is renamed to CIS Indicator Templates.

2. Select **Authority Documents**.

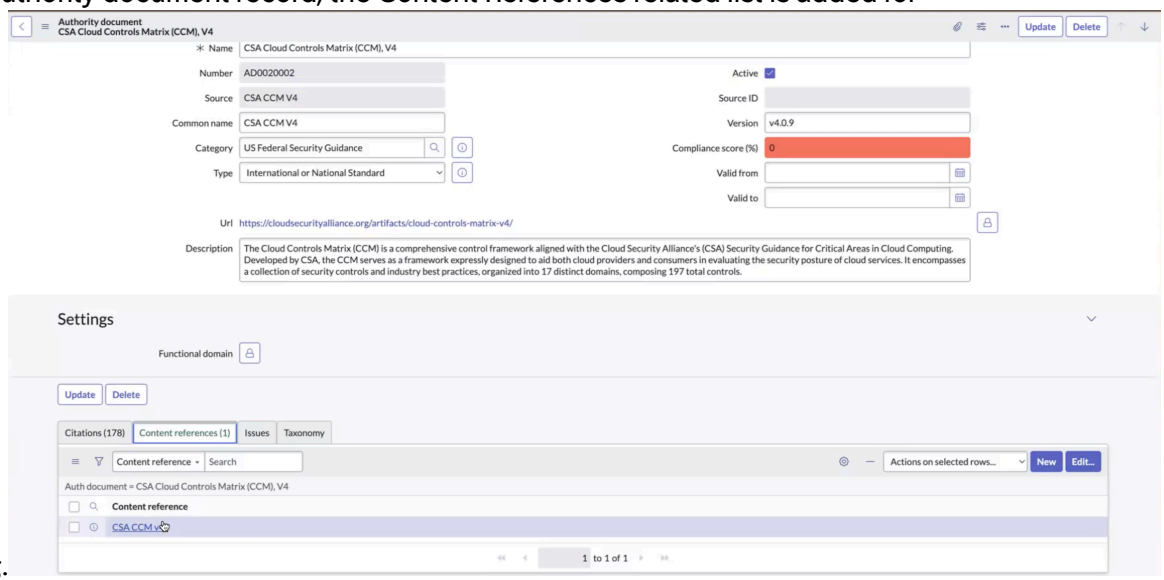
   The authority documents for source CIS, CIS v8, and CSA CCM v4 are listed as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

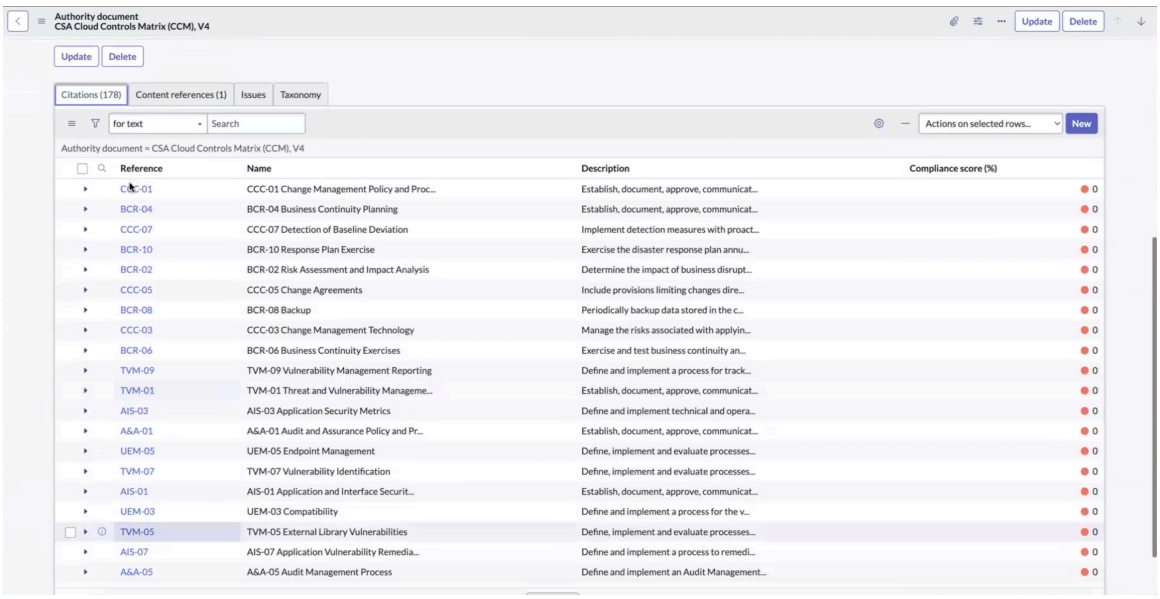


The authority document ADCIS10002 is added for CIS v8. Similarly, AD0020002 is added for CSACCMv4.

For the authority document record, the Content References related list is added for mapping.



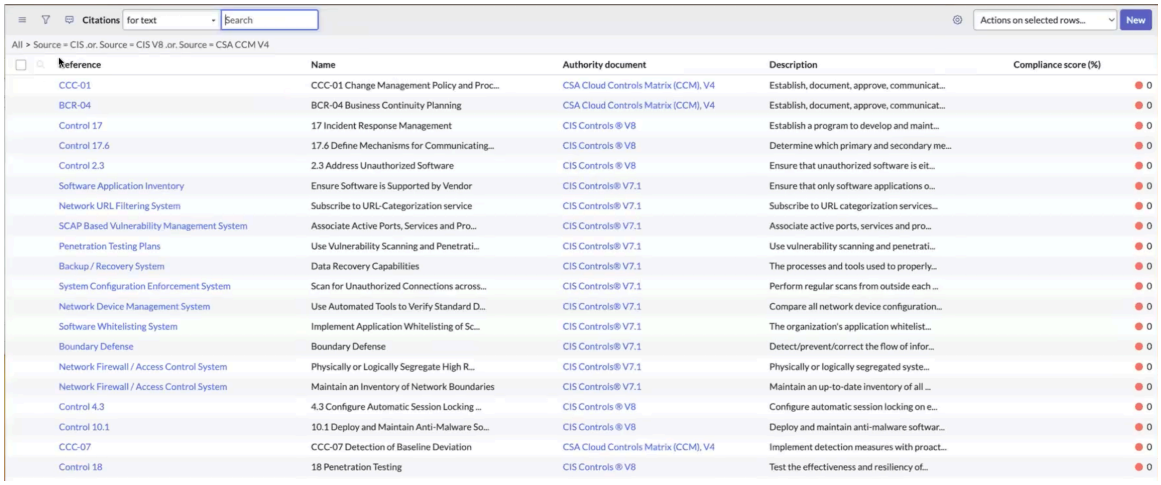
The citations associated with the authority document are shown in the example.



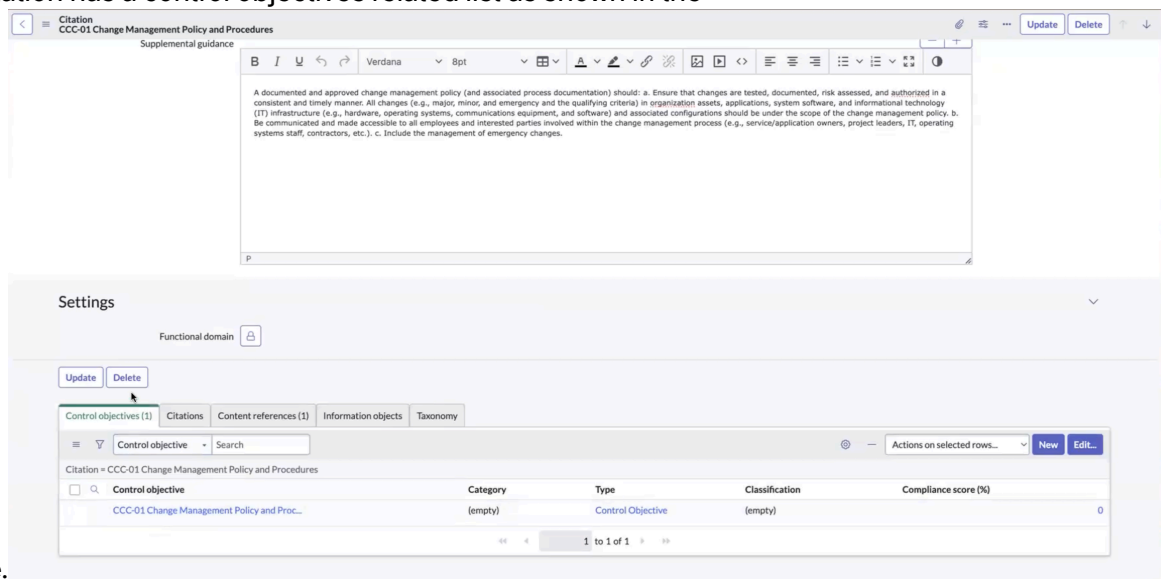
3. Select **Citations**.

The citations for source CIS, CIS v8, and CSA CCM v4 are listed as shown in the example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



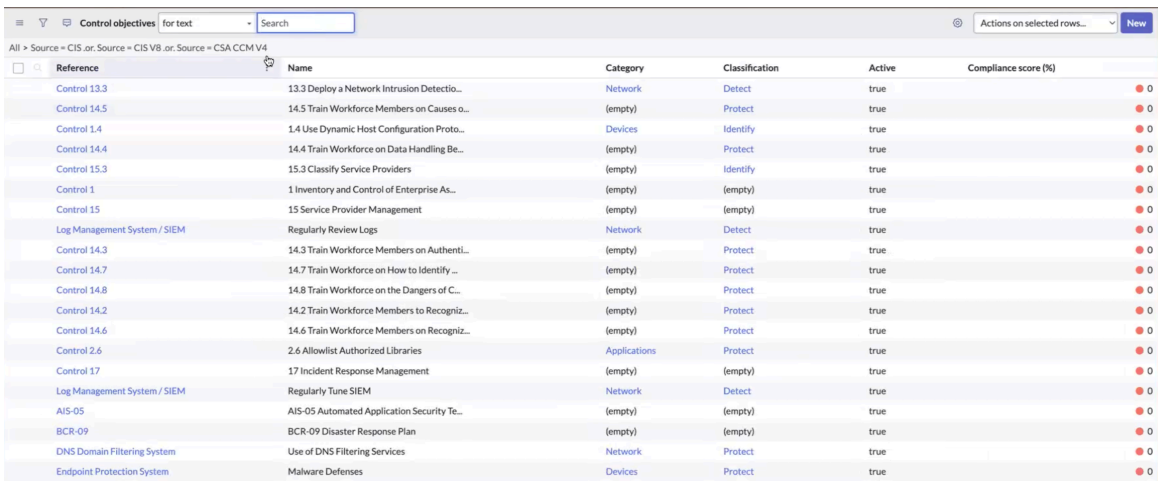
Every citation has a control objectives related list as shown in the



example.

4. Select **Control Objectives**.

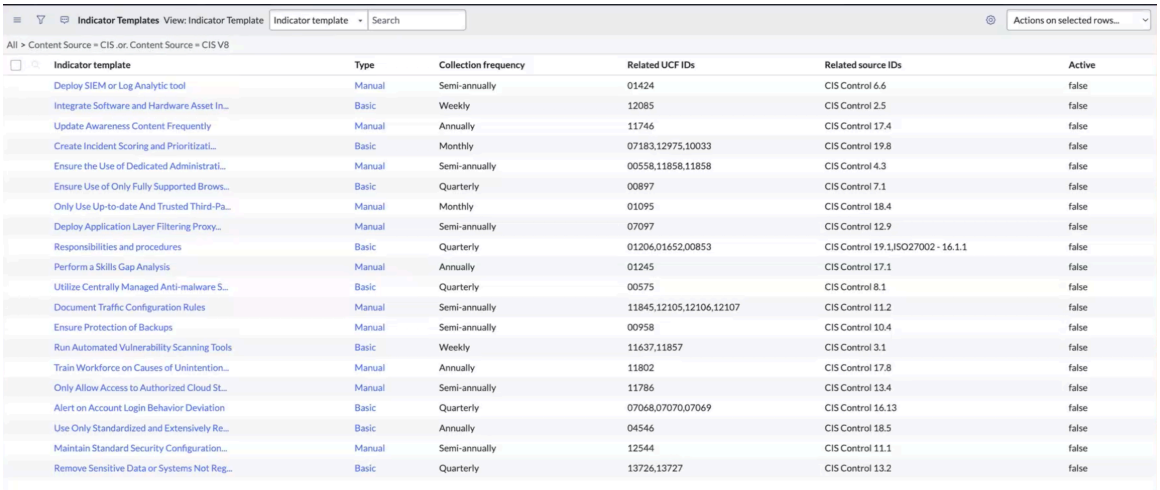
   The control objectives for source CIS, CIS v8, and CSA CCM v4 are listed as shown in the example.



5. Select **CIS Indicator Templates**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The CIS indicator templates for source CIS, CIS v8, and CSA CCM v4 are listed as shown in the example.

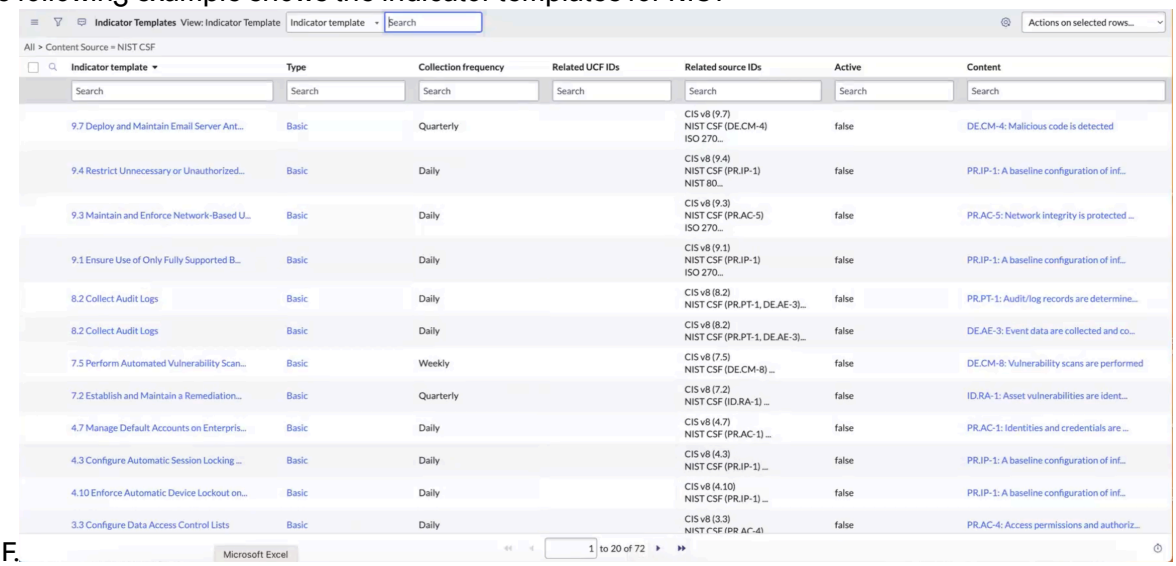


Indicator Templates View: Indicator Template | Indicator template | Search | Actions on selected rows...

All > Content Source = CIS .or. Content Source = CIS V8

Indicator template	Type	Collection frequency	Related UCF IDs	Related source IDs	Active
Deploy SIEM or Log Analytic tool	Manual	Semi-annually	01424	CIS Control 6.6	false
Integrate Software and Hardware Asset In...	Basic	Weekly	12085	CIS Control 2.5	false
Update Awareness Content Frequently	Manual	Annually	11746	CIS Control 17.4	false
Create Incident Scoring and Prioritizati...	Basic	Monthly	07183,12975,10033	CIS Control 19.8	false
Ensure the Use of Dedicated Administrati...	Manual	Semi-annually	00558,11858,11858	CIS Control 4.3	false
Ensure Use of Only Fully Supported Brows...	Basic	Quarterly	00897	CIS Control 7.1	false
Only Use Up-to-date And Trusted Third-Pa...	Manual	Monthly	01095	CIS Control 18.4	false
Deploy Application Layer Filtering Proxy...	Manual	Semi-annually	07097	CIS Control 12.9	false
Responsibilities and procedures	Basic	Quarterly	01206,01652,00853	CIS Control 19.1,ISO27002 - 16.1.1	false
Perform a Skills Gap Analysis	Manual	Annually	01245	CIS Control 17.1	false
Utilize Centrally Managed Anti-malware S...	Basic	Quarterly	00575	CIS Control 8.1	false
Document Traffic Configuration Rules	Manual	Semi-annually	11845,12105,12106,12107	CIS Control 11.2	false
Ensure Protection of Backups	Manual	Semi-annually	00958	CIS Control 10.4	false
Run Automated Vulnerability Scanning Tools	Basic	Weekly	11637,11857	CIS Control 3.1	false
Train Workforce on Causes of Unintention...	Manual	Annually	11802	CIS Control 17.8	false
Only Allow Access to Authorized Cloud St...	Manual	Semi-annually	11786	CIS Control 13.4	false
Alert on Account Login Behavior Deviation	Basic	Quarterly	07068,07070,07069	CIS Control 16.13	false
Use Only Standardized and Extensively Re...	Basic	Annually	04546	CIS Control 18.5	false
Maintain Standard Security Configuration...	Manual	Semi-annually	12544	CIS Control 11.1	false
Remove Sensitive Data or Systems Not Reg...	Basic	Quarterly	13726,13727	CIS Control 13.2	false

You can view the indicator templates for different sources.
The following example shows the indicator templates for NIST CSF.



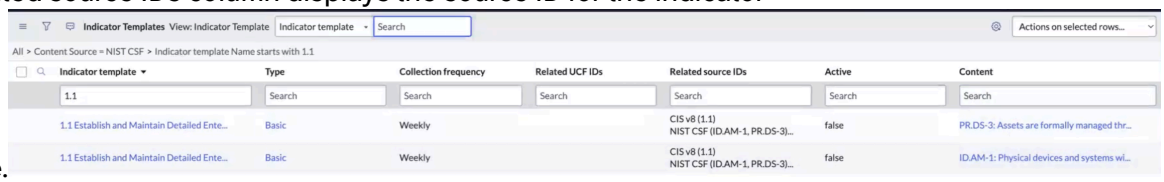
Indicator Templates View: Indicator Template | Indicator template | Search | Actions on selected rows...

All > Content Source = NIST CSF

Indicator template	Type	Collection frequency	Related UCF IDs	Related source IDs	Active	Content
9.7 Deploy and Maintain Email Server Ant...	Basic	Quarterly		CIS v8 (9.7) NIST CSF (DE.CM-4) ISO 270...	false	DE.CM-4: Malicious code is detected
9.4 Restrict Unnecessary or Unauthorized...	Basic	Daily		CIS v8 (9.4) NIST CSF (PR.IP-1) NIST 80...	false	PR.IP-1: A baseline configuration of inf...
9.3 Maintain and Enforce Network-Based U...	Basic	Daily		CIS v8 (9.3) NIST CSF (PR.AC-5) ISO 270...	false	PR.AC-5: Network integrity is protected ...
9.1 Ensure Use of Only Fully Supported B...	Basic	Daily		CIS v8 (9.1) NIST CSF (PR.IP-1) ISO 270...	false	PR.IP-1: A baseline configuration of inf...
8.2 Collect Audit Logs	Basic	Daily		CIS v8 (8.2) NIST CSF (PR.PT-1, DE.AE-3)...	false	PR.PT-1: Audit/log records are determine...
8.2 Collect Audit Logs	Basic	Daily		CIS v8 (8.2) NIST CSF (PR.PT-1, DE.AE-3)...	false	DE.AE-3: Event data are collected and co...
7.5 Perform Automated Vulnerability Scan...	Basic	Weekly		CIS v8 (7.5) NIST CSF (DE.CM-8) ...	false	DE.CM-8: Vulnerability scans are performed
7.2 Establish and Maintain a Remediation...	Basic	Quarterly		CIS v8 (7.2) NIST CSF (ID.RA-1) ...	false	ID.RA-1: Asset vulnerabilities are ident...
4.7 Manage Default Accounts on Enterpris...	Basic	Daily		CIS v8 (4.7) NIST CSF (PR.AC-1) ...	false	PR.AC-1: Identities and credentials are ...
4.3 Configure Automatic Session Locking ...	Basic	Daily		CIS v8 (4.3) NIST CSF (PR.IP-1) ...	false	PR.IP-1: A baseline configuration of inf...
4.10 Enforce Automatic Device Lockout on...	Basic	Daily		CIS v8 (4.10) NIST CSF (PR.IP-1) ...	false	PR.IP-1: A baseline configuration of inf...
3.3 Configure Data Access Control Lists	Basic	Daily		CIS v8 (3.3) NIST CSF (PR.AC-4)	false	PR.AC-4: Access permissions and authoriz...

Microsoft Excel | 1 to 20 of 72

The Related source IDs column displays the source ID for the indicator template.



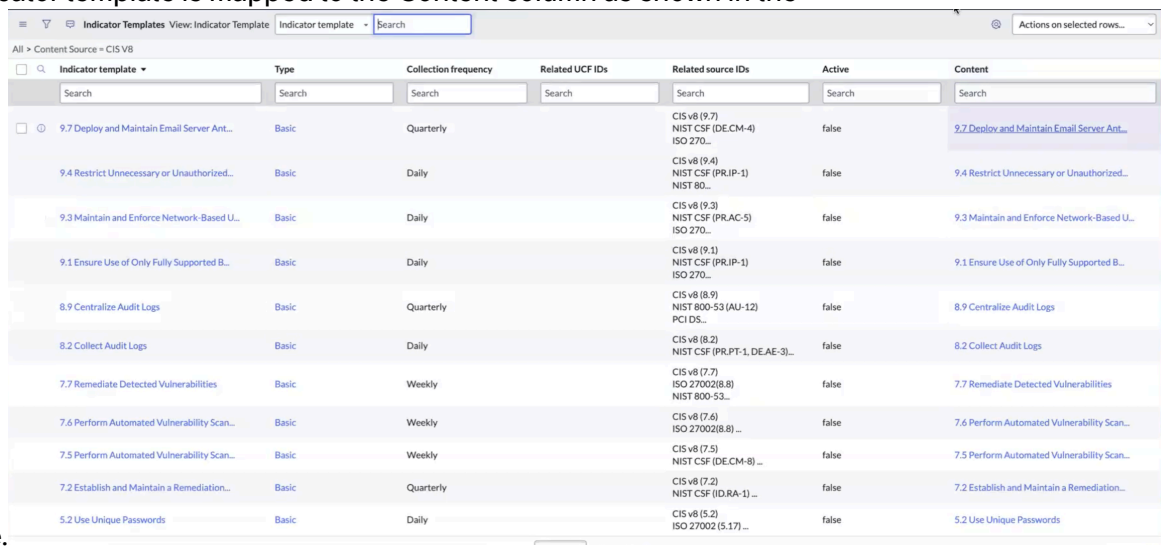
Indicator Templates View: Indicator Template | Indicator template | Search | Actions on selected rows...

All > Content Source = NIST CSF > Indicator template Name starts with 1.1

Indicator template	Type	Collection frequency	Related UCF IDs	Related source IDs	Active	Content
1.1						
1.1 Establish and Maintain Detailed Ente...	Basic	Weekly		CIS v8 (1.1) NIST CSF (ID.AM-1, PR.DS-3)...	false	PR.DS-3: Assets are formally managed thr...
1.1 Establish and Maintain Detailed Ente...	Basic	Weekly		CIS v8 (1.1) NIST CSF (ID.AM-1, PR.DS-3)...	false	ID.AM-1: Physical devices and systems wi...

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The indicator template is mapped to the Content column as shown in the example.



6. Select **CIS Indicator Templates**.
   The CIS Indicator Templates are displayed in the instance.

Using indicator templates

Indicators collect data to monitor a single control or risk. Indicator templates allow you to create multiple indicators for similar controls or risks. The Technology Controls Monitoring Accelerator application provides a collection of 171 predefined indicator templates for monitoring cybersecurity controls.

Indicators and Indicator templates

The indicators collect data to monitor the controls and risks and collect the audit evidence. Indicators monitor a single control or risk.

The indicator templates allow the creation of multiple indicators for similar controls or risks.

The indicator templates obtained with the Technology Controls Monitoring Accelerator application provide the instructions that you must run the indicators, as described in the following sections.

Supporting information can be collected for the indicators through automatic data collection or manual tasks. Indicator results are then used to perform the following tasks:

- Create issues for the controls.
- Update the risk scores.
- Provide supporting information for the audit activities and control testing

The following types of indicators are available:

1. Basic: Evidence is collected from on the source table.
2. Manual: Evidence is not collected. This type of indicator requires a third party data source.
3. Scripted: Evidence can be collected from multiple source tables.

Flow of the indicator process

The indicator process consists of the following steps:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Set up the indicator template.
- Apply the indicator template to a risk statement or control. When the control or risk statement is scoped with an entity type or specific entities, then all the controls or risks under that control objective or risk statement have an indicator generated for them.

Indicators can be automated or manual. The indicator tasks are generated that show the final state of the indicator.

Examples of automated indicators and manual indicators

An example of an automated indicator would be to check that all servers in the CMDB are up to date. Another example would be that all LDAP passwords are less than three months old.

An example of a manual indicator would be to ask the network administrator to conduct the annual Network Penetration Tests are conducted and the results are attached to the task. If a result indicates failed or not passed, it is used to trigger the creation of GRC issues.

Usage of indicator templates

You can link the indicator templates to the policy statements or risk statements so that the indicators are automatically created for the controls or risks. The status of the controls is also automatically calculated by the linked indicator results and it may affect any linked risks. For example, if the indicator tied to a control fails, then the overall status cannot be completed unless the remediation task is closed by the user.

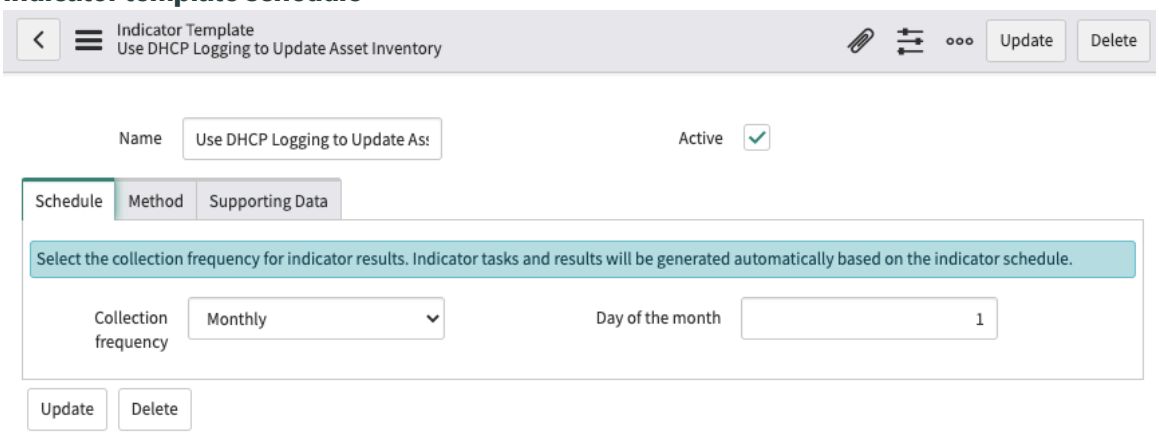
The Calculated Risk Score for the risk is also adjusted automatically by the indicators results of the risk. The Indicator Failure Factor field in the Risk table displays the impact of the failures.

Note:
Indicators are not weighted. When you weigh their impact on a control or risk, they are considered equalizing. Indicators are not executed when the risks and controls are in the **Retired** state.

Indicator template collection frequency

Each indicator template includes a schedule for identifying the frequency of data collection, as shown here.

Indicator template schedule



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

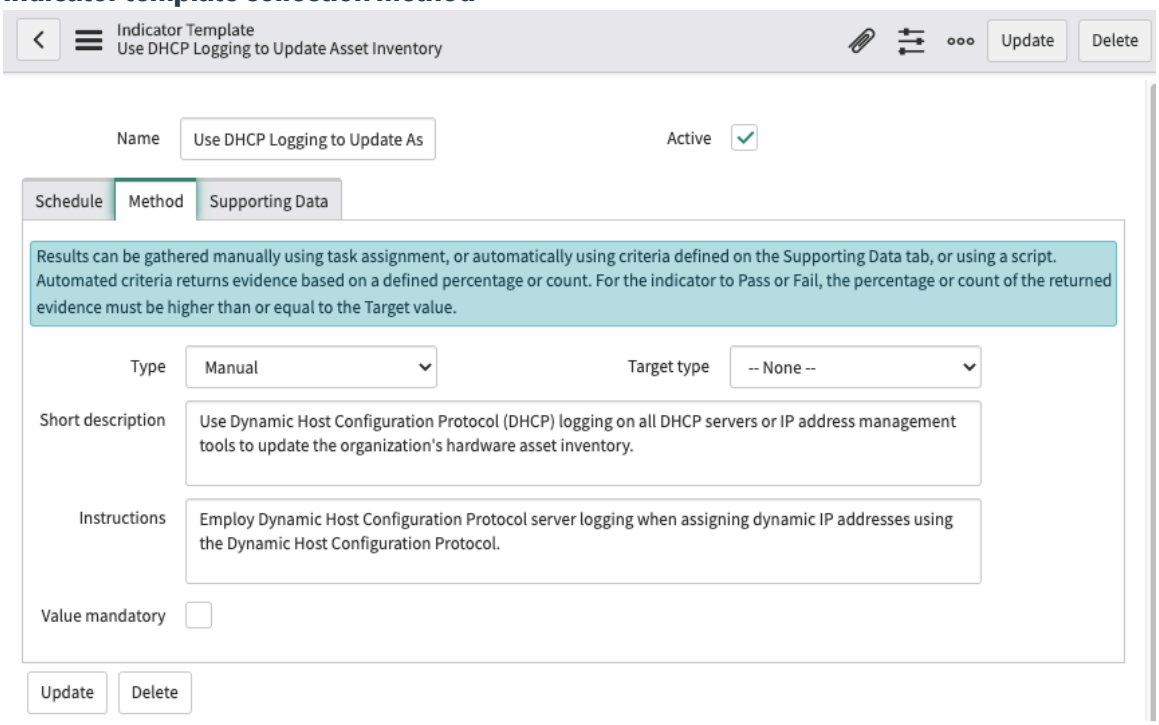
Schedule tab

Field	Description
Collection frequency	Collection frequency for indicator results. Indicator tasks and results are generated automatically based on the indicator schedule. • Daily • Weekly: The day of the week to perform the collection. • Monthly: The day of the month to perform the collection. • Quarterly: The date of the first collection run. • Semi-Annually: The date of the first collection run. • Annually: The month and day to perform the collection.

Indicator template collection method

The Method tab identifies how the results are collected, as shown here.

Indicator template collection method



Method tab

Field	Description
Type	Results can be gathered manually using task assignment or automatically using basic filter conditions, Performance Analytics, or a script.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Method tab (continued)

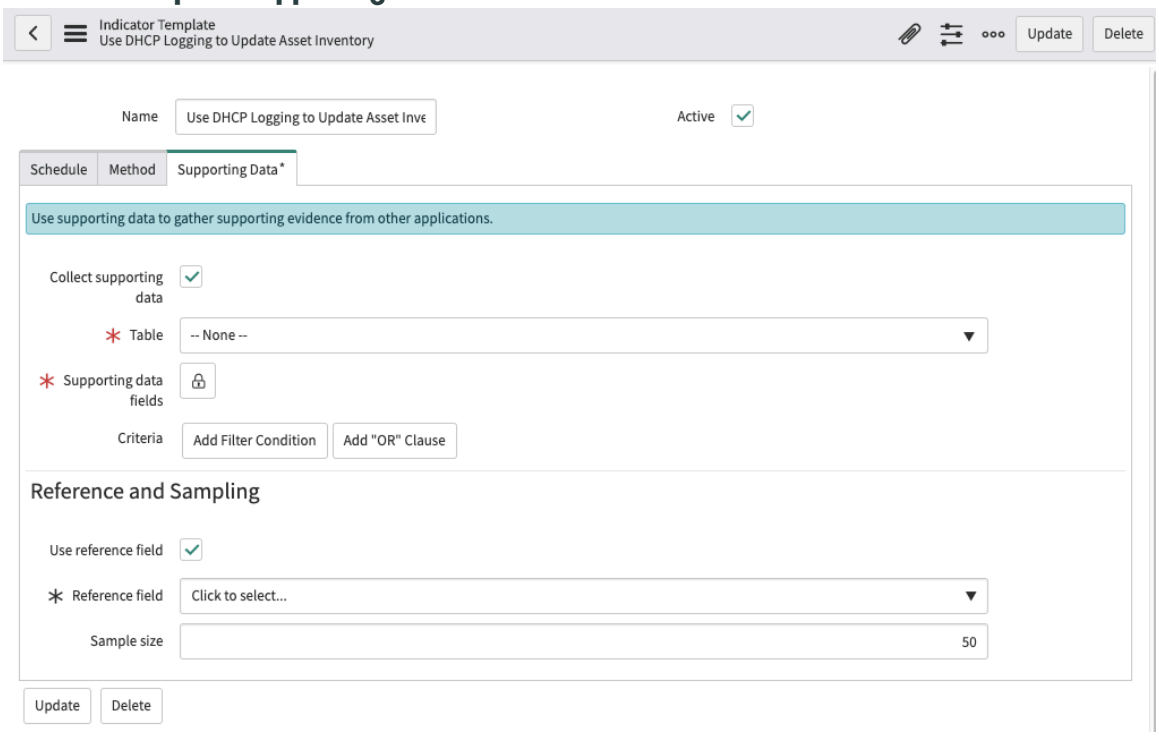
Field	Description
Target Type	Identifies whether the target is a percentage or a count.
Short Description	If **Type = Manual**, a brief description of the issue.
Instructions	If **Type = Manual**, instructions for the collection of indicator results.
Value Mandatory	If **Type = Manual**, the check box indicates whether the value is mandatory for the indicator task.
Passed/Failed	If **Type = Basic**, the conditions defined on the Supporting Data tab are met, and the results exceed the **Target** value, it indicates whether the indicator passed or failed.
Target	If **Type = Basic**, the threshold by which the results returned based on the conditions defined on the Supporting Data tab determine whether the indicator template passes or fails.
PA Threshold	If **Type = PA Indicator**, the associated PA Threshold.
Script	If **Type = Script**, the script that obtains the desired system information.

Indicator template supporting data

Starting with version 10.1, the Supporting Data tab displays actual historical data for the supporting data records from the indicator results or indicator tasks. In earlier versions, only the real-time state of the records collected could be viewed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator template supporting data



Indicator template supporting data

Field	Description
Collect supporting data	Indicates that you want to collect supporting data. The following three fields are displayed.
Table	The supporting data table.
Supporting Data Fields	The fields from the supporting data table to be considered.
Criteria	Filter conditions.
Use reference field	Indicates that you want to use a reference field. The following two fields are displayed.
Reference field	The reference field that you want to use for sampling.
Sample size	The number of records you want to use for data sampling.

You can also view information on the following tabs:

- Indicators
- Control Objectives/Risk Statements
- Content References

Note:
The **Control Objectives/Risk Statements** tab allows you to reuse the same template for multiple control objectives or risk statements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for controls

The Technology Controls Monitoring Accelerator includes 273 indicator templates (94 Basic, 174 Manual, and 5 Scripted) for CIS v7 and includes new 67 indicator templates (64 Basic and 3 Scripted) for CIS v8.

When the Technology Controls Monitoring Accelerator is used along with the Cybersecurity Controls Accelerator application, you can manage indicator templates within the Cybersecurity Controls Accelerator application.

When Technology Controls Monitoring Accelerator is run as a standalone application; however, it can be run with the Policy and Compliance Management application. You can also map UCF controls to indicator templates from with the Policy and Compliance Management application.

Note:
For information on the different types of indicator templates, see Using indicator templates.

Indicator templates for CIS v8 Controls

The following table lists the indicator templates for CIS v8 Controls.

Note:
Controls currently not covered by either basic or scripted indicator templates have manual indicator templates defined for the purposes of compliance validation. For more information on CIS v8 indicator templates, see KB0555526.

Indicator templates for CIS v8 Controls

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
CIS Control V8 1.1	Establish and Maintain Detailed Enterprise Asset Inventory: Establish and maintain an accurate, detailed, and up-to-date inventory of all enterprise assets with the potential to store or process data, to include: end-user devices (including portable and mobile), network devices, non-computing/IoT devices, and servers. Ensure the inventory records the network address (if static), hardware address, machine name, data asset owner, department for each asset, and whether the asset has been approved to connect to the network. For mobile end-user devices, MDM type tools can support this process, where appropriate. This inventory includes assets connected to the infrastructure physically, virtually, remotely, and those within cloud	BASIC	HAM	cmdb_ci_hardware	CIS v8 (1.1) CSF (ID.AM-1, PR.DS-3) ISO 27002 (5.9, 8.8) PCI (9.5.1, 9.5.1.1, 11.2, 11.2.1, 11.2.2, 12.5, 12.5.1) CCM (UEM-04)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	environments. Additionally, it includes assets that are regularly connected to the enterprise's network infrastructure, even if they are not under control of the enterprise. Review and update the inventory of all enterprise assets bi-annually, or more frequently.				
CIS Control V8 1.2	Address Unauthorized Assets: Ensure that a process exists to address unauthorized assets on a weekly basis. The enterprise may choose to remove the asset from the network, deny the asset from connecting remotely to the network, or quarantine the asset.	BASIC	CMDB	cmdb_ci	CIS v8 (1.2) NIST (CM-8) PCI (11.2.1)
CIS Control V8 1.3	Utilize an Active Discovery Tool: Utilize an active discovery tool to identify assets connected to the enterprise's network. Configure the active discovery tool to execute daily, or more frequently.	BASIC	Discovery	cmdb_discovery	CIS v8 (1.3) CSF (DE.CM-7) NIST (CM-8(1)) CCM (UEM-05)
CIS Control V8 1.4	Use Dynamic Host Configuration Protocol (DHCP) Logging to Update Enterprise Asset Inventory: Use DHCP logging on all DHCP servers or Internet Protocol (IP) address management tools to update the enterprise's asset inventory. Review and use logs to update the enterprise's asset inventory weekly, or more frequently.	Manual	NA	NA	
CIS Control V8 1.5	Use a Passive Asset Discovery Tool: Use a passive discovery tool to identify assets connected to the enterprise's network. Review and use scans to update the	BASIC	Discovery	discovery_network_track	CIS v8 (1.5) CSF (DE.CM-7) NIST (CM-8(3))

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	enterprise's asset inventory at least weekly, or more frequently.				
CIS Control V8 2.1	Establish and Maintain a Software Inventory: Establish and maintain a detailed inventory of all licensed software installed on enterprise assets. The software inventory must document the title, publisher, initial install/use date, and business purpose for each entry; where appropriate, include the Uniform Resource Locator (URL), app store(s), version(s), deployment mechanism, and decommission date. Review and update the software inventory bi-annually, or more frequently.	BASIC	SAM	cmdb_ci_application_software	CIS v8 (2.1) CSF (ID.AM-2) ISO (5.9) NIST (SI-4) PCI (1.2.5, 6.3.2) CCM (UEM-02)
CIS Control V8 2.2	Ensure Authorized Software is Currently Supported Ensure that only currently supported software is designated as authorized in the software inventory for enterprise assets. If software is unsupported, yet necessary for the fulfillment of the enterprise's mission, document an exception detailing mitigating controls and residual risk acceptance. For any unsupported software without an exception documentation, designate as unauthorized. Review the software list to verify software support at least monthly, or more frequently.	Manual	NA	NA	
CIS Control V8 2.3	Address Unauthorized Software: Ensure that unauthorized software is either removed from use on enterprise assets or receives a documented exception. Review monthly, or more frequently.	SCRIPTED	SAM	cmdb_sam_sw_install	CIS v8 (2.3) CSF (DE.CM-7) ISO (8.7) NIST (CM-8(3)) PCI (12.3.4)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
CIS Control V8 2.4	Utilize Automated Software Inventory Tools: Utilize software inventory tools, when possible, throughout the enterprise to automate the discovery and documentation of installed software.	BASIC	SAM	cmdb_ci_application_software	CIS v8 (2.4) CSF (DE.CM-7) NIST (SI-4)
CIS Control V8 2.5	Allowlist Authorized Software: Use technical controls, such as application allowlisting, to ensure that only authorized software can execute or be accessed. Reassess bi-annually, or more frequently.	SCRIPTED	SAM	cmdb_sam_sw_install	CIS v8 (2.5) CSF (DE.CM-7) ISO (8.7, 8.17) PCI (1.2.5, 2.2.4)
CIS Control V8 2.6	Allowlist Authorized Libraries: Use technical controls to ensure that only authorized software libraries, such as specific .dll, .ocx, .so, etc., files, are allowed to load into a system process. Block unauthorized libraries from loading into a system process. Reassess bi-annually, or more frequently.	BASIC	VR	sn_vulc_result	CIS v8 (2.6) CSF (DE.CM-7) ISO (8.19) PCI (1.2.5, 2.2.4)
CIS Control V8 2.7	Allowlist Authorized Scripts: Use technical controls, such as digital signatures and version control, to ensure that only authorized scripts, such as specific .ps1, .py, etc., files, are allowed to execute. Block unauthorized scripts from executing. Reassess bi-annually, or more frequently.	BASIC	VR	sn_vulc_result	CIS v8 (2.7) CSF (PR.IP-1, PR.PT-3) NIST (CM-8) PCI (1.2.5, 2.2.4, 6.4.3)
CIS Control V8 3.1	Establish and Maintain a Data Management Process: Establish and maintain a data management process. In the process, address data sensitivity,	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	data owner, handling of data, data retention limits, and disposal requirements, based on sensitivity and retention standards for the enterprise. Review and update documentation annually, or when significant enterprise changes occur that could impact this Safeguard.				
CIS Control V8 3.10	Encrypt Sensitive Data in Transit: Encrypt sensitive data in transit. Example implementations can include, Transport Layer Security (TLS) and Open Secure Shell (OpenSSH).	BASIC	Discovery	sn_disco_certificate	CIS v8 (3.10) CSF (PR.IP-6, PR.DS-2) ISO (5.1, 5.9, 8.1, 5.14) NIST (CM-7(1), CM-10) PCI (9.4, 9.4.2, 2.2.7, 4.1.1, 4.2.1, 4.2.1.2, 4.2.2, 8.3.2) CCM (DSP-01, DSP-06, GRC-03, CEK-03)
CIS Control V8 3.11	Encrypt Sensitive Data At Rest: Encrypt sensitive data at rest on servers, applications, and databases containing sensitive data. Storage-layer encryption, also known as server-side encryption, meets the minimum requirement of this Safeguard. Additional encryption methods may include application-layer encryption, also known as client-side encryption, where access to the data storage device(s) does not permit access to the plain-text data.	BASIC	CMDB	cmdb_rel_ci	CIS v8 (3.11) CSF (PR.DS-1) ISO (5.33) NIST (CM-7) PCI (3.1.1, 3.3.2, 3.3.3, 3.5.1, 3.5.1.2, 3.5.1.3, 8.3.2) CCM (DSP-10, CEK-03)
CIS Control V8 3.12	Segment Data Processing and Storage Based on Sensitivity:	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	Segment data processing and storage based on the sensitivity of the data. Do not process sensitive data on enterprise assets intended for lower sensitivity data.				
CIS Control V8 3.13	Deploy a Data Loss Prevention Solution: Implement an automated tool, such as a host-based Data Loss Prevention (DLP) tool to identify all sensitive data stored, processed, or transmitted through enterprise assets, including those located onsite or at a remote service provider, and update the enterprise's sensitive data inventory.	BASIC	CMDB	cmdb_rel_ci	CIS v8 (3.13) CSF (PR.DS-5) ISO (5.13, 8.12) NIST (CM-7) CCM (DSP-10, UEM-11)
CIS Control V8 3.14	Log Sensitive Data Access: Log sensitive data access, including modification and disposal.	BASIC	VR	sn_vulc_resu	CIS v8 (3.14) ISO (-8.15) NIST (CM-7(1)) PCI (10.2.1, 10.2.1.1) CCM (DSP-17, IAM-12, LOG-04)
CIS Control V8 3.2	Establish and Maintain a Data Inventory: Establish and maintain a data inventory, based on the enterprise's data management process. Inventory sensitive data, at a minimum. Review and update inventory annually, at a minimum, with a priority on sensitive data.	Manual	NA	NA	
CIS Control V8 3.3	Configure Data Access Control Lists: Configure data access control lists based on a user's need to know. Apply data access control	BASIC	VR	sn_vulc_resu	CIS v8 (3.3) CSF (PR.AC-4) ISO (5.1, 5.15, 8.3, 8.4) NIST (SA-22)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	lists, also known as access permissions, to local and remote file systems, databases, and applications.				PCI (1.3. 1, 7.1) CCM (DSP-17, IAM-05)
CIS Control V8 3.4	Enforce Data Retention: Retain data according to the enterprise's data management process. Data retention must include both minimum and maximum timelines.	Manual	NA	NA	
CIS Control V8 3.5	Securely Dispose of Data: Securely dispose of data as outlined in the enterprise's data management process. Ensure the disposal process and method are commensurate with the data sensitivity.	Manual	NA	NA	
CIS Control V8 3.6	Encrypt Data on End-User Devices: Encrypt data on end-user devices containing sensitive data. Example implementations can include Windows BitLocker™, Apple FileVault™, Linux dm-crypt™.	BASIC	CMDB	cmdb_rel_ci	CIS v8 (3.6) ISO (6.7, 7.1, 8.1) NIST (CM-100) CCM (CEK-03, UEM-08)
CIS Control V8 3.7	Establish and Maintain a Data Classification Scheme: Establish and maintain an overall data classification scheme for the enterprise. Enterprises may use labels, such as "Sensitive," "Confidential," and "Public," and classify their data according to those labels. Review and update the classification scheme annually, or when significant enterprise changes occur that could impact this Safeguard.	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
CIS Control V8 3.8	Document Data Flows: Document data flows. Data flow documentation includes service provider data flows and should be based on the enterprise's data management process. Review and update documentation annually, or when significant enterprise changes occur that could impact this Safeguard.	Manual	NA	NA	
CIS Control V8 3.9	Encrypt Data on Removable Media: Encrypt data on removable media.	Manual	NA	NA	
CIS Control V8 4.1	Establish and Maintain a Secure Configuration Process: Establish and maintain a secure configuration process for enterprise assets (end-user devices, including portable and mobile; non-computing/ IoT devices; and servers) and software (operating systems and applications). Review and update documentation annually, or when significant enterprise changes occur that could impact this Safeguard.	Manual	NA	NA	
CIS Control V8 4.10	Enforce Automatic Device Lockout on Portable End-User Devices: Enforce automatic device lockout following a predetermined threshold of local failed authentication attempts on portable end-user devices, where supported. For laptops, do not allow more than 20 failed authentication attempts; for tablets and smartphones, no more than 10 failed authentication attempts. Example implementations include	BASIC	VR	sn_vulc_result	CIS v8 (4.10) CSF (PR.IP-1) ISO (8.1, 8.5, 8.9) NIST (SI-7, PM-5(1)) PCI (1.1.1, 1.2.1, 1.2.6, 1.5.1, 1.2.7, 2.1.1, 2.2.1, 8.3.4) CCM (CCC-01, GRC-03, IVS-04)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	Microsoft InTune Device Lock and Apple Configuration Profile maxFailedAttempts.				
CIS Control V8 4.11	Enforce Remote Wipe Capability on Portable End-User Devices: Remotely wipe enterprise data from enterprise-owned portable end-user devices when deemed appropriate such as lost or stolen devices, or when an individual no longer supports the enterprise.	Manual	NA	NA	
CIS Control V8 4.12	Separate Enterprise Workspaces on Mobile End-User Devices: Ensure separate enterprise workspaces are used on mobile end-user devices, where supported. Example implementations include using an Apple Configuration Profile or Android Work Profile to separate enterprise applications and data from personal applications and data.	Manual	NA	NA	
CIS Control V8 4.2	Establish and Maintain a Secure Configuration Process for Network Infrastructure: Establish and maintain a secure configuration process for network devices. Review and update documentation annually, or when significant enterprise changes occur that could impact this Safeguard.	Manual	NA	NA	
CIS Control V8 4.3	Configure Automatic Session Locking on Enterprise Assets: Configure automatic session locking on enterprise assets after a defined period of inactivity. For general purpose operating systems, the period must not	BASIC	VR	sn_vulc_result	CIS v8 (4.3) CSF (PR.IP-1) ISO (8.5, 8.9) PCI (8.2.8) CCM (UEM-06)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	exceed 15 minutes. For mobile end-user devices, the period must not exceed 2 minutes.				
CIS Control V8 4.4	Implement and Manage a Firewall on Servers: Implement and manage a firewall on servers, where supported. Example implementations include a virtual firewall, operating system firewall, or a third-party firewall agent.	BASIC	VR	sn_vulc_result	CIS v8 (4.4) PCI (1.2.1, 1.4.1)
CIS Control V8 4.5	Implement and Manage a Firewall on End-User Devices: Implement and manage a host-based firewall or port-filtering tool on end-user devices, with a default-deny rule that drops all traffic except those services and ports that are explicitly allowed.	Manual	NA	NA	
CIS Control V8 4.6	Securely Manage Enterprise Assets and Software: Securely manage enterprise assets and software. Example implementations include managing configuration through version-controlled-infrastructure-as-code and accessing administrative interfaces over secure network protocols, such as Secure Shell (SSH) and Hypertext Transfer Protocol Secure (HTTPS). Do not use insecure management protocols, such as Telnet (Teletype Network) and HTTP, unless operationally essential.	Manual	NA	NA	
CIS Control V8 4.7	Manage Default Accounts on Enterprise Assets and Software: Manage default accounts on enterprise assets and software, such as root, administrator,	BASIC	VR	sn_vulc_result	CIS v8 (4.7) CSF (PR.AC-1) ISO (8.2, 8.9) NIST (SI-12)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	and other pre-configured vendor accounts. Example implementations can include: disabling default accounts or making them unusable.				PCI (2.2.2, 2.3.1)
CIS Control V8 4.8	Uninstall or Disable Unnecessary Services on Enterprise Assets and Software: Uninstall or disable unnecessary services on enterprise assets and software, such as an unused file sharing service, web application module, or service function.	Manual	NA	NA	
CIS Control V8 4.9	Configure Trusted DNS Servers on Enterprise Assets: Configure trusted DNS servers on enterprise assets. Example implementations include: configuring assets to use enterprise-controlled DNS servers and/or reputable externally accessible DNS servers.	BASIC	VR	sn_vulc_result	CIS v8 (4.9) NIST (PM-5(1))
CIS Control V8 5.1	Establish and Maintain an Inventory of Accounts: Establish and maintain an inventory of all accounts managed in the enterprise. The inventory must include both user and administrator accounts. The inventory, at a minimum, should contain the person's name, username, start/stop dates, and department. Validate that all active accounts are authorized, on a recurring schedule at a minimum quarterly, or more frequently.	Manual	NA	NA	
CIS Control V8 5.2	Use Unique Passwords: Use unique passwords for all enterprise assets. Best practice implementation includes, at	BASIC	VR	sn_vulc_result	CIS v8 (5.2) ISO (5.17) NIST (AC-5) PCI (2.2.2, 8.3.5,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	a minimum, an 8-character password for accounts using MFA and a 14-character password for accounts not using MFA.				8.5.6, 8.6.3) CCM (IAM-02)
CIS Control V8 5.3	Disable Dormant Accounts: Delete or disable any dormant accounts after a period of 45 days of inactivity, where supported.	Manual	NA	NA	
CIS Control V8 5.4	Restrict Administrator Privileges to Dedicated Administrator Accounts: Restrict administrator privileges to dedicated administrator accounts on enterprise assets. Conduct general computing activities, such as internet browsing, email, and productivity suite use, from the user's primary, non-privileged account.	Manual	NA	NA	
CIS Control V8 5.5	Establish and Maintain an Inventory of Service Accounts: Establish and maintain an inventory of service accounts. The inventory, at a minimum, must contain department owner, review date, and purpose. Perform service account reviews to validate all active accounts are authorized, on a recurring schedule at a minimum quarterly, or more frequently.	Manual	NA	NA	
CIS Control V8 5.6	Centralize Account Management: Centralize account management through a directory or identity service.	Manual	NA	NA	
CIS Control V8 6.1	Establish an Access Granting Process:	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	Establish and follow a process, preferably automated, for granting access to enterprise assets upon new hire, rights grant, or role change of a user.				
CIS Control V8 6.2	Establish an Access Revoking Process: Establish and follow a process, preferably automated, for revoking access to enterprise assets, through disabling accounts immediately upon termination, rights revocation, or role change of a user. Disabling accounts, instead of deleting accounts, may be necessary to preserve audit trails.	Manual	NA	NA	
CIS Control V8 6.3	Require MFA for Externally-Exposed Applications: Require all externally-exposed enterprise or third-party applications to enforce MFA, where supported. Enforcing MFA through a directory service or SSO provider is a satisfactory implementation of this Safeguard.	Manual	NA	NA	
CIS Control V8 6.4	Require MFA for Remote Network Access: Require MFA for remote network access.	Manual	NA	NA	
CIS Control V8 6.5	Require MFA for Administrative Access: Require MFA for all administrative access accounts, where supported, on all enterprise assets, whether managed on-site or through a third-party provider.	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
CIS Control V8 6.6	Establish and Maintain an Inventory of Authentication and Authorization Systems: Establish and maintain an inventory of the enterprise's authentication and authorization systems, including those hosted on-site or at a remote service provider. Review and update the inventory, at a minimum, annually, or more frequently.	Manual	NA	NA	
CIS Control V8 6.7	Centralize Access Control: Centralize access control for all enterprise assets through a directory service or SSO provider, where supported.	Manual	NA	NA	
CIS Control V8 6.8	Define and Maintain Role-Based Access Control: Define and maintain role-based access control, through determining and documenting the access rights necessary for each role within the enterprise to successfully carry out its assigned duties. Perform access control reviews of enterprise assets to validate that all privileges are authorized, on a recurring schedule at a minimum annually, or more frequently.	Manual	NA	NA	
CIS Control V8 7.1	Establish and Maintain a Vulnerability Management Process: Establish and maintain a documented vulnerability management process for enterprise assets. Review and update documentation annually, or when significant enterprise changes occur that could impact this Safeguard.	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
CIS Control V8 7.2	Establish and Maintain a Remediation Process: Establish and maintain a risk-based remediation strategy documented in a remediation process, with monthly, or more frequent, reviews.	BASIC	VR	sn_vul_m2m_cis_v8_status	CIS v8 (7.2) CSF (ID.RA-1) ISO (8.8) NIST (IA-5) PCI (6.3.1, 6.4.1) CCM (A&A-03, TVM-08, TVM-10)
CIS Control V8 7.3	Perform Automated Operating System Patch Management: Perform operating system updates on enterprise assets through automated patch management on a monthly, or more frequent, basis.	Manual	NA	NA	
CIS Control V8 7.4	Perform Automated Application Patch Management: Perform application updates on enterprise assets through automated patch management on a monthly, or more frequent, basis.	Manual	NA	NA	
CIS Control V8 7.5	Perform Automated Vulnerability Scans of Internal Enterprise Assets: Perform automated vulnerability scans of internal enterprise assets on a quarterly, or more frequent, basis. Conduct both authenticated and unauthenticated scans, using a SCAP-compliant vulnerability scanning tool.	BASIC	VR	sn_vul_ds_import_q_entry	CIS v8 (7.5) CSF (DE.CM-8) ISO (8.8) NIST (SC-8(1)) PCI (11.3.1, 11.3.1.1, 11.3.1.2, 11.3.1.3) CCM (TVM-07)
CIS Control V8 7.6	Perform Automated Vulnerability Scans of Externally-Exposed Enterprise Assets: Perform automated vulnerability scans of externally-exposed enterprise assets using a SCAP-compliant vulnerability scanning	BASIC	VR	sn_vul_ds_import_q_entry	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	tool. Perform scans on a monthly, or more frequent, basis.				
CIS Control V8 7.7	Remediate Detected Vulnerabilities: Remediate detected vulnerabilities in software through processes and tooling on a monthly, or more frequent, basis, based on the remediation process.	BASIC	VR	sn_vul_app_vuln_cis_v8	CIS v8 (7.7) ISO (8.8) NIST (SC-28) PCI (11.3.1, 11.3.2, 11.3.2.1) CCM (TVM-03)
CIS Control V8 8.1	Establish and Maintain an Audit Log Management Process: Establish and maintain an audit log management process that defines the enterprise's logging requirements. At a minimum, address the collection, review, and retention of audit logs for enterprise assets. Review and update documentation annually, or when significant enterprise changes occur that could impact this Safeguard.	Manual	NA	NA	
CIS Control V8 8.1	Retain Audit Logs: Retain audit logs across enterprise assets for a minimum of 90 days.	Manual	NA	NA	
CIS Control V8 8.11	Conduct Audit Log Reviews: Conduct reviews of audit logs to detect anomalies or abnormal events that could indicate a potential threat. Conduct reviews on a weekly, or more frequent, basis.	Manual	NA	NA	
CIS Control V8 8.12	Collect Service Provider Logs: Collect service provider logs, where supported. Example implementations include	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	collecting authentication and authorization events, data creation and disposal events, and user management events.				
CIS Control V8 8.2	Collect Audit Logs: Collect audit logs. Ensure that logging, per the enterprise's audit log management process, has been enabled across enterprise assets.	BASIC	VR	sn_vulc_result	CIS v8 (8.2) CSF (PR.PT-1, DE.AE-3) ISO (8.15, 8.2) PCI (5.3.4, 6.4.1, 6.4.2, 10.2.1, 10.2.1.1, 10.2.1.2, 10.2.1.3, 10.2.1.4, 10.2.1.5, 10.2.1.6, 10.2.1.7, 10.2.2) CCM (LOG-08)
CIS Control V8 8.3	Ensure Adequate Audit Log Storage: Ensure that logging destinations maintain adequate storage to comply with the enterprise's audit log management process.	Manual	NA	NA	
CIS Control V8 8.4	Standardize Time Synchronization: Standardize time synchronization. Configure at least two synchronized time sources across enterprise assets, where supported.	Manual	NA	NA	
CIS Control V8 8.5	Collect Detailed Audit Logs: Configure detailed audit logging for enterprise assets containing sensitive data. Include event source, date, username,	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	timestamp, source addresses, destination addresses, and other useful elements that could assist in a forensic investigation.				
CIS Control V8 8.6	Collect DNS Query Audit Logs: Collect DNS query audit logs on enterprise assets, where appropriate and supported.	Manual	NA	NA	
CIS Control V8 8.7	Collect URL Request Audit Logs: Collect URL request audit logs on enterprise assets, where appropriate and supported.	Manual	NA	NA	
CIS Control V8 8.8	Collect Command-Line Audit Logs: Collect command-line audit logs. Example implementations include collecting audit logs from PowerShell™, BASH™, and remote administrative terminals.	Manual	NA	NA	
CIS Control V8 8.9	Centralize Audit Logs: Centralize, to the extent possible, audit log collection and retention across enterprise assets.	BASIC	CMDB	cmdb_ci	CIS v8 (8.9) NIST (AU-12) PCI (10.3.3)
CIS Control V8 9.1	Ensure Use of Only Fully Supported Browsers and Email Clients: Ensure only fully supported browsers and email clients are allowed to execute in the enterprise, only using the latest version of browsers and email clients provided through the vendor.	BASIC	VR	sn_vulc_result	CIS v8 (9.1) CSF (PR.IP-1) ISO (8.1) NIST (CM-2)
CIS Control V8 9.2	Use DNS Filtering Services:	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	Use DNS filtering services on all enterprise assets to block access to known malicious domains.				
CIS Control V8 9.3	Maintain and Enforce Network-Based URL Filters: Enforce and update network-based URL filters to limit an enterprise asset from connecting to potentially malicious or unapproved websites. Example implementations include category-based filtering, reputation-based filtering, or through the use of block lists. Enforce filters for all enterprise assets.	BASIC	VR	sn_vulc_result	CIS v8 (9.3) CSF (PR.AC-5) ISO (8.7, 8.23) NIST (CM-7) PCI (1.2.6, 1.4.2)
CIS Control V8 9.4	Restrict Unnecessary or Unauthorized Browser and Email Client Extensions: Restrict, either through uninstalling or disabling, any unauthorized or unnecessary browser or email client plugins, extensions, and add-on applications.	BASIC	VR	sn_vulc_result	CIS v8 (9.4) CSF (PR.IP-1) NIST (CM-7(1)) PCI (2.2.4)
CIS Control V8 9.5	Implement DMARC: To lower the chance of spoofed or modified emails from valid domains, implement DMARC policy and verification, starting with implementing the Sender Policy Framework (SPF) and the DomainKeys Identified Mail (DKIM) standards.	Manual	NA	NA	
CIS Control V8 9.6	Block Unnecessary File Types: Block unnecessary file types attempting to enter the enterprise's email gateway.	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
CIS Control V8 9.7	Deploy and Maintain Email Server Anti-Malware Protections: Deploy and maintain email server anti-malware protections, such as attachment scanning and/or sandboxing.	BASIC	CMDB	cmdb_rel_ci	CIS v8 (9.7) CSF (DE.CM-4) ISO (8.7) NIST (SA-80) PCI (5.2.1, 5.4.1) CCM (TVM-02)
CIS Control V8 10.1	Deploy and Maintain Anti-Malware Software: Deploy and maintain anti-malware software on all enterprise assets.	BASIC	CMDB	cmdb_ci	CIS v8 (10.1) CSF (DE.CM-4) ISO (8.1, 8.7) NIST (SA-10) PCI (5.1.1, 5.2.1, 5.2.2, 5.3.2) CCM (TVM-02, UEM-09)
CIS Control V8 10.2	Configure Automatic Anti-Malware Signature Updates: Configure automatic updates for anti-malware signature files on all enterprise assets.	Manual	NA	NA	
CIS Control V8 10.3	Disable Autorun and Autoplay for Removable Media: Disable autorun and autoplay auto-execute functionality for removable media.	BASIC	VR	sn_vulc_result	CIS v8 (10.3) CSF (PR.PT-2) ISO (7.1) NIST (AC-18(1))
CIS Control V8 10.4	Configure Automatic Anti-Malware Scanning of Removable Media: Configure anti-malware software to automatically scan removable media.	BASIC	VR	sn_vulc_result	CIS v8 (10.4) CSF (DE.CM-4) ISO (7.1, 8.7) NIST (AC-18(3)) PCI (5.3.3)
CIS Control V8 10.5	Enable Anti-Exploitation Features: Enable anti-exploitation features on enterprise assets and software,	BASIC	VR	sn_vulc_result	CIS v8 (10.5) CSF (DE.CM-4) ISO (8.7)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	where possible, such as Microsoft Data Execution Prevention (DEP), Windows Defender Exploit Guard (WDEG), or Apple System Integrity Protection (SIP) and Gatekeeper™.				NIST (CM-2)
CIS Control V8 10.6	Centrally Manage Anti-Malware Software: Centrally manage anti-malware software.	Manual	NA	NA	
CIS Control V8 10.7	Use Behavior-Based Anti-Malware Software: Use behavior-based anti-malware software.	BASIC	CMDB	cmdb_rel_ci	CIS v8 (10.7) CSF (DE.CM-4) ISO (8.1, 8.7) NIST (CM-7) PCI (5.3.2)
CIS Control V8 11.1	Establish and Maintain a Data Recovery Process : Establish and maintain a data recovery process. In the process, address the scope of data recovery activities, recovery prioritization, and the security of backup data. Review and update documentation annually, or when significant enterprise changes occur that could impact this Safeguard.	Manual	NA	NA	
CIS Control V8 11.2	Perform Automated Backups : Perform automated backups of in-scope enterprise assets. Run backups weekly, or more frequently, based on the sensitivity of the data.	Manual	NA	NA	
CIS Control V8 11.3	Protect Recovery Data: Protect recovery data with equivalent controls to the original data. Reference encryption	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	or data separation, based on requirements.				
CIS Control V8 11.4	Establish and Maintain an Isolated Instance of Recovery Data : Establish and maintain an isolated instance of recovery data. Example implementations include version controlling backup destinations through offline, cloud, or off-site systems or services.	Manual	NA	NA	
CIS Control V8 11.5	Test Data Recovery: Test backup recovery quarterly, or more frequently, for a sampling of in-scope enterprise assets.	Manual	NA	NA	
CIS Control V8 12.1	Ensure Network Infrastructure is Up-to-Date: Ensure network infrastructure is kept up-to-date. Example implementations include running the latest stable release of software and/or using currently supported network-as-a-service (NaaS) offerings. Review software versions monthly, or more frequently, to verify software support.	Manual	NA	NA	
CIS Control V8 12.2	Establish and Maintain a Secure Network Architecture: Establish and maintain a secure network architecture. A secure network architecture must address segmentation, least privilege, and availability, at a minimum.	Manual	NA	NA	
CIS Control V8 12.3	Securely Manage Network Infrastructure: Securely manage network infrastructure. Example	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	implementations include version-controlled-infrastructure-as-code, and the use of secure network protocols, such as SSH and HTTPS.				
CIS Control V8 12.4	Establish and Maintain Architecture Diagram(s): Establish and maintain architecture diagram(s) and/or other network system documentation. Review and update documentation annually, or when significant enterprise changes occur that could impact this Safeguard.	Manual	NA	NA	
CIS Control V8 12.5	Centralize Network Authentication, Authorization, and Auditing (AAA): Centralize network AAA.	Manual	NA	NA	
CIS Control V8 12.6	Use of Secure Network Management and Communication Protocols : Use secure network management and communication protocols (e.g., 802.1X, Wi-Fi Protected Access 2 (WPA2) Enterprise or greater).	BASIC	VR	sn_vulc_result	CIS v8 (12.6) CSF (PR.AC-7, PR.DS-2) ISO (8.21) NIST (SC-7(5))
CIS Control V8 12.7	Ensure Remote Devices Utilize a VPN and are Connecting to an Enterprise's AAA Infrastructure: Require users to authenticate to enterprise-managed VPN and authentication services prior to accessing enterprise resources on end-user devices.	Manual	NA	NA	
CIS Control V8 12.8	Establish and Maintain Dedicated Computing Resources for All Administrative Work:	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	Establish and maintain dedicated computing resources, either physically or logically separated, for all administrative tasks or tasks requiring administrative access. The computing resources should be segmented from the enterprise's primary network and not be allowed internet access.				
CIS Control V8 13.1	Centralize Security Event Alerting: Centralize security event alerting across enterprise assets for log correlation and analysis. Best practice implementation requires the use of a SIEM, which includes vendor-defined event correlation alerts. A log analytics platform configured with security-relevant correlation alerts also satisfies this Safeguard.	Manual	NA	NA	
CIS Control V8 13.1	Perform Application Layer Filtering: Perform application layer filtering. Example implementations include a filtering proxy, application layer firewall, or gateway.	Manual	NA	NA	
CIS Control V8 13.11	Tune Security Event Alerting Thresholds: Tune security event alerting thresholds monthly, or more frequently.	Manual	NA	NA	
CIS Control V8 13.2	Deploy a Host-Based Intrusion Detection Solution: Deploy a host-based intrusion detection solution on enterprise assets, where appropriate and/or supported.	BASIC	CMDB	cmdb_rel_ci	CIS v8 (13.2) CSF (DE.CM-1) ISO (8.16) NIST (CM-6) PCI (6.4.2)
CIS Control V8 13.3	Deploy a Network Intrusion Detection Solution:	BASIC	CMDB	cmdb_ci	CIS v8 (13.3) CSF (DE.CM-1)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	Deploy a network intrusion detection solution on enterprise assets, where appropriate. Example implementations include the use of a Network Intrusion Detection System (NIDS) or equivalent cloud service provider (CSP) service.				ISO (8.16, 8.21) NIST (CM-7) PCI (11.5.1, 12.10.5) CCM (IVS-09)
CIS Control V8 13.4	Perform Traffic Filtering Between Network Segments: Perform traffic filtering between network segments, where appropriate.	Manual	NA	NA	
CIS Control V8 13.5	Manage Access Control for Remote Assets: Manage access control for assets remotely connecting to enterprise resources. Determine amount of access to enterprise resources based on: up-to-date anti-malware software installed; configuration compliance with the enterprise's secure configuration process; and ensuring the operating system and applications are up-to-date.	Manual	NA	NA	
CIS Control V8 13.6	Collect Network Traffic Flow Logs: Collect network traffic flow logs and/or network traffic to review and alert upon from network devices.	Manual	NA	NA	
CIS Control V8 13.7	Deploy a Host-Based Intrusion Prevention Solution: Deploy a host-based intrusion prevention solution on enterprise assets, where appropriate and/or supported. Example implementations include use of an Endpoint Detection and Response (EDR) client or host-based IPS agent.	BASIC	CMDB	cmdb_ci	CIS v8 (13.7) CSF (DE.CM-1) ISO (8.8) NIST (AC-7)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
CIS Control V8 13.8	Deploy a Network Intrusion Prevention Solution: Deploy a network intrusion prevention solution, where appropriate. Example implementations include the use of a Network Intrusion Prevention System (NIPS) or equivalent CSP service.	BASIC	CMDB	cmdb_ci	CIS v8 (13.8) CSF (DE.CM-1) ISO (8.8) NIST (AC-19) PCI (6.4.2, 11.5.1, 12.10.5) CCM (IVS-09)
CIS Control V8 13.9	Deploy Port-Level Access Control: Deploy port-level access control. Port-level access control utilizes 802.1x, or similar network access control protocols, such as certificates, and may incorporate user and/or device authentication.	BASIC	CMDB	cmdb_ci_endpoint_acl	CIS v8 (13.9) CSF (PR.AC-1) ISO (8.8) NIST (AC-19) PCI (1.2.1, 1.2.5, 1.2.6, 2.2.4) CCM (IVS-03)
CIS Control V8 14.1	Establish and Maintain a Security Awareness Program: Establish and maintain a security awareness program. The purpose of a security awareness program is to educate the enterprise's workforce on how to interact with enterprise assets and data in a secure manner. Conduct training at hire and, at a minimum, annually. Review and update content annually, or when significant enterprise changes occur that could impact this Safeguard.	BASIC	Learning Core	sn_lc_user_course_activity	CIS v8 (14.1) CSF (ID.AM-6, ID.GV-1, PR.AT-1) ISO (6.3) NIST (SC-39) PCI (12.6, 12.6.1, 12.6.2, 12.6.3, 12.6.3.2) CCM (GRC-05, HRS-11, GRC-03)
CIS Control V8 14.2	Train Workforce Members to Recognize Social Engineering Attacks: Train workforce members to recognize social engineering attacks, such as phishing, pre-texting, and tailgating.	BASIC	Learning Core	sn_lc_user_course_activity	CIS v8 (14.2) CSF (PR.AT-1) ISO (8.7) PCI (12.6.3.1) CCM (HRS-11)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
CIS Control V8 14.3	Train Workforce Members on Authentication Best Practices: Train workforce members on authentication best practices. Example topics include MFA, password composition, and credential management.	BASIC	Learning Core	sn_lc_user_course_activity	CIS v8 (14.3) CSF (PR.AT-1) ISO (6.3) PCI (8.3.8) CCM (GRC-05, HRS-11)
CIS Control V8 14.4	Train Workforce on Data Handling Best Practices: Train workforce members on how to identify and properly store, transfer, archive, and destroy sensitive data. This also includes training workforce members on clear screen and desk best practices, such as locking their screen when they step away from their enterprise asset, erasing physical and virtual whiteboards at the end of meetings, and storing data and assets securely.	BASIC	Learning Core	sn_lc_user_course_activity	CIS v8 (14.4) CSF (PR.AT-1) ISO (5.1) NIST (AC-2) CCM (DSP-17, GRC-01, HRS-03, HRS-12)
CIS Control V8 14.5	Train Workforce Members on Causes of Unintentional Data Exposure: Train workforce members to be aware of causes for unintentional data exposure. Example topics include mis-delivery of sensitive data, losing a portable end-user device, or publishing data to unintended audiences.	BASIC	Learning Core	sn_lc_user_course_activity	CIS v8 (14.5) CSF (PR.AT-1) ISO (6.3) NIST (IA-5(1)) CCM (GRC-01, HRS-11)
CIS Control V8 14.6	Train Workforce Members on Recognizing and Reporting Security Incidents: Train workforce members to be able to recognize a potential incident and be able to report such an incident.	BASIC	Learning Core	sn_lc_user_course_activity	CIS v8 (14.6) CSF (PR.AT-1) ISO (6.8) NIST (AC-2(3)) CCM (HRS-11)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
CIS Control V8 14.7	Train Workforce on How to Identify and Report if Their Enterprise Assets are Missing Security Updates: Train workforce to understand how to verify and report out-of-date software patches or any failures in automated processes and tools. Part of this training should include notifying IT personnel of any failures in automated processes and tools.	BASIC	Learning Core	sn_lc_user_course_activity	CIS v8 (14.7) CSF (PR.AT-1) ISO (6.3) NIST (AC-6(2)) CCM (HRS-11)
CIS Control V8 14.8	Train Workforce on the Dangers of Connecting to and Transmitting Enterprise Data Over Insecure Networks: Train workforce members on the dangers of connecting to, and transmitting data over, insecure networks for enterprise activities. If the enterprise has remote workers, training must include guidance to ensure that all users securely configure their home network infrastructure.	BASIC	Learning Core	sn_lc_user_course_activity	CIS v8 (14.8) CSF (PR.AT-1) ISO (6.3) NIST (AC-6(5)) PCI (12.6.3.2) CCM (GRC-01, HRS-04)
CIS Control V8 14.9	Conduct Role-Specific Security Awareness and Skills Training: Conduct role-specific security awareness and skills training. Example implementations include secure system administration courses for IT professionals, (OWASP ™ Top 10 vulnerability awareness and prevention training for web application developers, and advanced social engineering awareness training for high-profile roles.	BASIC	Learning Core	sn_lc_user_course_activity	CIS v8 (14.9) CSF (PR.AT-1, PR.AT-2, R.AT-4, PR.AT-5) ISO (6.3) NIST (AC-2) PCI (9.5.1, 9.5.1.3, 12.10.40 CCM (HRS-09, HRS-12)
CIS Control V8 15.1	Establish and Maintain an Inventory of Service Providers:	BASIC	VRM	core_company	CIS v8 (15.1) CSF (ID.SC-2) ISO (5.19) NIST

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	Establish and maintain an inventory of service providers. The inventory is to list all known service providers, include classification(s), and designate an enterprise contact for each service provider. Review and update the inventory annually, or when significant enterprise changes occur that could impact this Safeguard.				(AC-2(1)) PCI (12.8.1) CCM (STA-07)
CIS Control V8 15.2	Establish and Maintain a Service Provider Management Policy: Establish and maintain a service provider management policy. Ensure the policy addresses the classification, inventory, assessment, monitoring, and decommissioning of service providers. Review and update the policy annually, or when significant enterprise changes occur that could impact this Safeguard.	Manual	NA	NA	
CIS Control V8 15.3	Classify Service Providers: Classify service providers. Classification consideration may include one or more characteristics, such as data sensitivity, data volume, availability requirements, applicable regulations, inherent risk, and mitigated risk. Update and review classifications annually, or when significant enterprise changes occur that could impact this Safeguard.	BASIC	VRM	core_company	CIS v8 (15.3) CSF (ID.SC-2) ISO (5.19) PCI (12.8.5) CCM (GRC-02, STA-08)
CIS Control V8 15.4	Ensure Service Provider Contracts Include Security Requirements: Ensure service provider contracts include security requirements. Example requirements may include minimum security program	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	requirements, security incident and/or data breach notification and response, data encryption requirements, and data disposal commitments. These security requirements must be consistent with the enterprise's service provider management policy. Review service provider contracts annually to ensure contracts are not missing security requirements.				
CIS Control V8 15.5	Assess Service Providers: Assess service providers consistent with the enterprise's service provider management policy. Assessment scope may vary based on classification(s), and may include review of standardized assessment reports, such as Service Organization Control 2 (SOC 2) and Payment Card Industry (PCI) Attestation of Compliance (AoC), customized questionnaires, or other appropriately rigorous processes. Reassess service providers annually, at a minimum, or with new and renewed contracts.	BASIC	VRM	core_company	CIS v8 (15.5) CSF (ID.SC-4, ID.SC-2) ISO (5.19) NIST (IA-5) PCI (12.8.3) CCM (STA-12, STA-13)
CIS Control V8 15.5	Assess Service Providers: Assess service providers consistent with the enterprise's service provider management policy. Assessment scope may vary based on classification(s), and may include review of standardized assessment reports, such as Service Organization Control 2 (SOC 2) and Payment Card Industry (PCI) Attestation of Compliance (AoC), customized questionnaires, or other appropriately rigorous processes. Reassess service providers annually, at a minimum,	BASIC	VRM	core_company	CIS v8 (15.5) CSF (ID.SC-4, ID.SC-2) ISO (5.22, 5.23) NIST (IA-5) PCI (12.8.30) CCM (STA-12, STA-13)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	or with new and renewed contracts.				
CIS Control V8 15.6	Monitor Service Providers: Monitor service providers consistent with the enterprise's service provider management policy. Monitoring may include periodic reassessment of service provider compliance, monitoring service provider release notes, and dark web monitoring.	BASIC	VRM	core_company	CIS v8 (15.6) CSF (DE.CM-6) ISO (5.2, 5.19, 5.21, 5.22) NIST (AC-1) PCI (8.2.7, 12.4.2, 12.4.2.1, 12.8.4 CCM (STA-14)
CIS Control V8 15.7	Securely Decommission Service Providers: Securely decommission service providers. Example considerations include user and service account deactivation, termination of data flows, and secure disposal of enterprise data within service provider systems.	BASIC	VRM	core_company	CIS v8 (15.7) CSF (PR.AC-1) ISO (5.19, 5.2) NIST (AC-2, AC-2(1))
CIS Control V8 16.1	Establish and Maintain a Secure Application Development Process: Establish and maintain a secure application development process. In the process, address such items as: secure application design standards, secure coding practices, developer training, vulnerability management, security of third-party code, and application security testing procedures. Review and update documentation annually, or when significant enterprise changes occur that could impact this Safeguard.	Manual	NA	NA	
CIS Control V8 16.1	Apply Secure Design Principles in Application Architectures:	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	Apply secure design principles in application architectures. Secure design principles include the concept of least privilege and enforcing mediation to validate every operation that the user makes, promoting the concept of "never trust user input." Examples include ensuring that explicit error checking is performed and documented for all input, including for size, data type, and acceptable ranges or formats. Secure design also means minimizing the application infrastructure attack surface, such as turning off unprotected ports and services, removing unnecessary programs and files, and renaming or removing default accounts.				
CIS Control V8 16.11	Leverage Vetted Modules or Services for Application Security Components: Leverage vetted modules or services for application security components, such as identity management, encryption, and auditing and logging. Using platform features in critical security functions will reduce developers' workload and minimize the likelihood of design or implementation errors. Modern operating systems provide effective mechanisms for identification, authentication, and authorization and make those mechanisms available to applications. Use only standardized, currently accepted, and extensively reviewed encryption algorithms. Operating systems also provide mechanisms to create and maintain secure audit logs.	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
CIS Control V8 16.12	Implement Code-Level Security Checks: Apply static and dynamic analysis tools within the application lifecycle to verify that secure coding practices are being followed.	Manual	NA		
CIS Control V8 16.13	Conduct Application Penetration Testing: Conduct application penetration testing. For critical applications, authenticated penetration testing is better suited to finding business logic vulnerabilities than code scanning and automated security testing. Penetration testing relies on the skill of the tester to manually manipulate an application as an authenticated and unauthenticated user.	Manual	NA	NA	
CIS Control V8 16.14	Conduct Threat Modeling: Conduct threat modeling. Threat modeling is the process of identifying and addressing application security design flaws within a design, before code is created. It is conducted through specially trained individuals who evaluate the application design and gauge security risks for each entry point and access level. The goal is to map out the application, architecture, and infrastructure in a structured way to understand its weaknesses.	Manual	NA	NA	
CIS Control V8 16.2	Establish and Maintain a Process to Accept and Address Software Vulnerabilities: Establish and maintain a process to accept and address reports of software vulnerabilities,	BASIC	VR	sn_vul_remediation_task	CIS v8 (16.2) CSF (RS.AN-5) ISO (8.8) NIST (AC-2) PCI (6.3.1) CCM

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	including providing a means for external entities to report. The process is to include such items as: a vulnerability handling policy that identifies reporting process, responsible party for handling vulnerability reports, and a process for intake, assignment, remediation, and remediation testing. As part of the process, use a vulnerability tracking system that includes severity ratings, and metrics for measuring timing for identification, analysis, and remediation of vulnerabilities. Review and update documentation annually, or when significant enterprise changes occur that could impact this Safeguard.				(AIS-07, AIS-03)
CIS Control V8 16.3	Perform Root Cause Analysis on Security Vulnerabilities: Perform root cause analysis on security vulnerabilities. When reviewing vulnerabilities, root cause analysis is the task of evaluating underlying issues that create vulnerabilities in code, and allows development teams to move beyond just fixing individual vulnerabilities as they arise.	Manual	NA	NA	
CIS Control V8 16.4	Establish and Manage an Inventory of Third-Party Software Components: Establish and manage an updated inventory of third-party components used in development, often referred to as a “bill of materials,” as well as components slated for future use. This inventory is to include any risks that each third-party component could pose. Evaluate the list at least monthly to identify any changes or updates to these	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	components, and validate the component is still supported.				
CIS Control V8 16.5	Use Up-to-Date and Trusted Third-Party Software Components: Use up-to-date and trusted third-party software components. When possible, choose established and proven frameworks and libraries that provide adequate security. Acquire these components from trusted sources or evaluate the software for vulnerabilities before use.	Manual	NA	NA	
CIS Control V8 16.6	Establish and Maintain a Severity Rating System and Process for Application Vulnerabilities: Establish and maintain a severity rating system and process for application vulnerabilities that facilitates prioritizing the order in which discovered vulnerabilities are fixed. This process includes setting a minimum level of security acceptability for releasing code or applications. Severity ratings bring a systematic way of triaging vulnerabilities that improves risk management and helps ensure the most severe bugs are fixed first. Review and update the system and process annually.	BASIC	VR	sn_vul_vulnerable_item	CIS v8 (16.6) CSF (RS.AN-1) ISO (8.8) NIST (AC-19) PCI (6.3.1) CCM (AIS-07, TVM-08)
CIS Control V8 16.7	Use Standard Hardening Configuration Templates for Application Infrastructure: Use standard, industry-recommended hardening configuration templates for application infrastructure components. This includes underlying servers, databases, and web servers, and applies to cloud containers, Platform as a Service (PaaS) components, and	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	SaaS components. Do not allow in-house developed software to weaken configuration hardening.				
CIS Control V8 16.8	Separate Production and Non-Production Systems: Maintain separate environments for production and non-production systems.	SCRIPTED	CMDB	cmdb_ci	CIS v8 (16.8) CSF (PR.DS-7) ISO (8.31) NIST (IA-2(2)) PCI (6.5.3) CCM (IVS-05)
CIS Control V8 16.9	Train Developers in Application Security Concepts and Secure Coding: Ensure that all software development personnel receive training in writing secure code for their specific development environment and responsibilities. Training can include general security principles and application security standard practices. Conduct training at least annually and design in a way to promote security within the development team, and build a culture of security among the developers.	BASIC	Learning Core	sn_lc_user_course_activity	CIS v8 (16.9) CSF (PR.AT-1, PR.AT-2) ISO (8.28) NIST (IA-2(1)) PCI (6.2.2)
CIS Control V8 17.1	Designate Personnel to Manage Incident Handling: Designate one key person, and at least one backup, who will manage the enterprise's incident handling process. Management personnel are responsible for the coordination and documentation of incident response and recovery efforts and can consist of employees internal to the enterprise, third-party vendors, or a hybrid approach. If using a third-party vendor, designate at least one person internal to the enterprise to oversee any third-party work. Review annually,	BASIC	SIR	sys_user_has_role	CIS v8 (17.1) CSF (PR.IP-9, DE.DP-1) ISO (5.24) NIST (AC-5) PCI (12.10.3, 12.10.4) CCM (BCR-01, SEF-03)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	or when significant enterprise changes occur that could impact this Safeguard.				
CIS Control V8 17.2	Establish and Maintain Contact Information for Reporting Security Incidents: Establish and maintain contact information for parties that need to be informed of security incidents. Contacts may include internal staff, third-party vendors, law enforcement, cyber insurance providers, relevant government agencies, Information Sharing and Analysis Center (ISAC) partners, or other stakeholders. Verify contacts annually to ensure that information is up-to-date.	Manual	NA	NA	
CIS Control V8 17.3	Establish and Maintain an Enterprise Process for Reporting Incidents: Establish and maintain an enterprise process for the workforce to report security incidents. The process includes reporting timeframe, personnel to report to, mechanism for reporting, and the minimum information to be reported. Ensure the process is publicly available to all of the workforce. Review annually, or when significant enterprise changes occur that could impact this Safeguard.	BASIC	SIR	kb_knowledge	CIS v8 (17.3) CSF (PR.IP-9, PR.AT-1) ISO (6.8) NIST (AC-6(1)) PCI (12.10)
CIS Control V8 17.4	Establish and Maintain an Incident Response Process: Establish and maintain an incident response process that addresses roles and responsibilities, compliance requirements, and a communication plan. Review annually, or when significant	Manual	SIR	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	enterprise changes occur that could impact this Safeguard.				
CIS Control V8 17.5	Assign Key Roles and Responsibilities: Assign key roles and responsibilities for incident response, including staff from legal, IT, information security, facilities, public relations, human resources, incident responders, and analysts, as applicable. Review annually, or when significant enterprise changes occur that could impact this Safeguard.	BASIC	SIR	sys_user_has_role	CIS v8 (17.5) CSF (DE.DP-4, RS.CO-2, RS.CO-3, RS.CO-4) ISO (5.2, 5.24) NIST (AU-9(4)) PCI (12.10.3) CCM (SEF-03)
CIS Control V8 17.6	Define Mechanisms for Communicating During Incident Response: Determine which primary and secondary mechanisms will be used to communicate and report during a security incident. Mechanisms can include phone calls, emails, or letters. Keep in mind that certain mechanisms, such as emails, can be affected during a security incident. Review annually, or when significant enterprise changes occur that could impact this Safeguard.	Manual	NA	NA	
CIS Control V8 17.7	Conduct Routine Incident Response Exercises: Plan and conduct routine incident response exercises and scenarios for key personnel involved in the incident response process to prepare for responding to real-world incidents. Exercises need to test communication channels, decision making, and workflows. Conduct testing on an annual basis, at a minimum.	Manual	NA	NA	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
CIS Control V8 17.8	Conduct Post-Incident Reviews: Conduct post-incident reviews. Post-incident reviews help prevent incident recurrence through identifying lessons learned and follow-up action.	Manual	NA	NA	
CIS Control V8 17.9	Establish and Maintain Security Incident Thresholds: Establish and maintain security incident thresholds, including, at a minimum, differentiating between an incident and an event. Examples can include: abnormal activity, security vulnerability, security weakness, data breach, privacy incident, etc. Review annually, or when significant enterprise changes occur that could impact this Safeguard.	BASIC	SIR	sn_si_calculator	CIS v8 (17.9) CSF (RS.AN-5) ISO (5.24, 5.25) NIST (RA-5) PCI (12.10.5) CCM (SEF-05)
CIS Control V8 18.1	Establish and Maintain a Penetration Testing Program: Establish and maintain a penetration testing program appropriate to the size, complexity, and maturity of the enterprise. Penetration testing program characteristics include scope, such as network, web application, Application Programming Interface (API), hosted services, and physical premise controls; frequency; limitations, such as acceptable hours, and excluded attack types; point of contact information; remediation, such as how findings will be routed internally; and retrospective requirements.	Manual	NA	NA	
CIS Control V8 18.2	Perform Periodic External Penetration Tests:	BASIC	VR	sn_vul_remediation_task	CIS v8 (18.2) ISO (8.8) NIST (RA-7) PCI (11.4.3)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates for CIS v8 Controls (continued)

Control	Name/Description	Type	Compliance validated by	Source table	Related control objectives
	Perform periodic external penetration tests based on program requirements, no less than annually. External penetration testing must include enterprise and environmental reconnaissance to detect exploitable information. Penetration testing requires specialized skills and experience and must be conducted through a qualified party. The testing may be clear box or opaque box.				
CIS Control V8 18.3	Remediate Penetration Test Findings: Remediate penetration test findings based on the enterprise's policy for remediation scope and prioritization.	Manual	NA	NA	
CIS Control V8 18.4	Validate Security Measures: Validate security measures after each penetration test. If deemed necessary, modify rulesets and capabilities to detect the techniques used during testing.	Manual	NA	NA	
CIS Control V8 18.5	Perform Periodic Internal Penetration Tests: NA	BASIC	VR	sn_vul_remediation_task	CIS v8 (18.5) ISO (8.8) NIST (RA-5) PCI (11.4.2)

Indicator templates for CIS v7 Controls

The following tables list the Basic and Script indicator templates for CIS v7 Controls.

Note:
Controls currently not covered by either basic or scripted indicator templates have manual indicator templates defined for the purposes of compliance validation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
CIS Control 1.1	Utilize an Active Discovery Tool: Utilize an active discovery tool to identify devices connected to the organization's network and update the hardware asset inventory.	Configuration Management (CMDB)	CMDB Discovery [cmdb_discovery]	07054 00693
CIS Control 1.2	Use a Passive Asset Discovery Tool: Utilize a passive discovery tool to identify devices connected to the organization's network and automatically update the organization's hardware asset inventory.	Discovery	Network Discovery Tracking [discovery_network_track]	01472
CIS Control 1.4	Maintain Detailed Asset Inventory: Maintain an accurate and up-to-date inventory of all technology assets with the potential to store or process information. This inventory shall include all hardware assets, whether connected to the organization's network or not.	Configuration Management (CMDB)	Hardware [cmdb_ci_hardware]	06631 00691
CIS Control 1.5	Maintain Asset Inventory Information:	Configuration Management (CMDB)	Base Configuration Item [cmdb]	06638 06640

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	Ensure that the hardware asset inventory records the network address, hardware address, machine name, data asset owner, and department for each asset and whether the hardware asset has been approved to connect to the network.			12084 06636 13721 13722
CIS Control 1.7	Deploy Port Level Access Control: Utilize port level access control, following 802.1x standards, to control which devices can authenticate to the network. The authentication system shall be tied into the hardware asset inventory data to ensure only authorized devices can connect to the network.	Configuration Management (CMDB)	ACL Endpoint [cmdb_ci_endpoint_acl]	11841 13718
CIS Control 1.8	Utilize Client Certificates to Authenticate Hardware Assets: Use client certificates to authenticate hardware assets connecting to the	Certification Core	Audit [cert_audit]	01429

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	organization's trusted network.			
CIS Control 2.1	Maintain Inventory of Authorized Software: Maintain an up-to-date list of all authorized software that is required in the enterprise for any business purpose on any business system.	Configuration Management (CMDB)	Application Software [cmdb_ci_application_software]	12093 13723
CIS Control 2.2	Ensure Software is Supported by Vendor: Ensure that only software applications or operating systems currently supported by the software's vendor are added to the organization's authorized software inventory. Unsupported software should be tagged as unsupported in the inventory system.	Software Asset Management	Software Product Lifecycle [sam_sw_product_lifecycle]	07054
CIS Control 2.3	Utilize Software Inventory Tools: Utilize software inventory tools throughout the organization to automate the documentation of all software	Configuration Management (CMDB)	Application Software [cmdb_ci_application_software]	11736 12196 13720 13725

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	on business systems.			
CIS Control 2.4	Track Software Inventory Information: The software inventory system should track the name, version, publisher, and installation date for all software, including operating systems authorized by the organization.	Software Asset Management Core	Software Installation [cmdb_sam_sw_install]	12085
CIS Control 2.5	Integrate Software and Hardware Asset Inventories: The software inventory system should be tied into the hardware asset inventory so all devices and associated software are tracked from a single location.	Configuration Management (CMDB)	Application Software [cmdb_ci_application_software]	11637 11857
CIS Control 3.1	Run Automated Vulnerability Scanning Tools: Utilize an up-to-date SCAP-compliant vulnerability scanning tool to automatically scan all systems on the network on a weekly or more frequent basis to identify all potential	Vulnerability Response	Vulnerability Data Source Import Queue Entry [sn_vul_ds_import_q_entry]	10635

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	vulnerabilities on the organization's systems.			
CIS Control 3.2	Perform Authenticated Vulnerability Scanning: Perform authenticated vulnerability scanning with agents running locally on each system or with remote scanners that are configured with elevated rights on the system being tested.	Security Operations	Discovered Item [sn_sec_cmn_src_ci]	00706
CIS Control 3.6	Compare Back-to-back Vulnerability Scans: Regularly compare the results from back-to-back vulnerability scans to verify that vulnerabilities have been remediated in a timely manner.	Vulnerability Response	Vulnerability Remediation Status [sn_vul_m2m_ttr_status]	06080
CIS Control 4.2	Change Default Passwords Before deploying any new asset, change all default passwords to have values consistent with administrative level accounts.	Configuration Compliance	Configuration Test [sn_vulc_test]	01698 12122

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
CIS Control 4.4	Use Unique Passwords Where multi-factor authentication is not supported (such as local administrator, root, or service accounts), accounts will use passwords that are unique to that system.	Configuration Compliance	Configuration Test [sn_vulc_test]	01915 01337
CIS Control 4.8	Log and Alert on Changes to Administrative Group Membership Configure systems to issue a log entry and alert when an account is added to or removed from any group assigned administrative privileges.	Configuration Compliance	Configuration Test [sn_vulc_test]	06312
CIS Control 4.9	Log and Alert on Unsuccessful Administrative Account Login Configure systems to issue a log entry and alert on unsuccessful logins to an administrative account.	Configuration Compliance	Configuration Test [sn_vulc_test]	06312 06331
CIS Control 6.2	Activate audit logging: Ensure that local logging has	Configuration Compliance	Configuration Test [sn_vulc_test]	00897

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	been enabled on all systems and networking devices.			
CIS Control 6.3	Enable Detailed Logging: Enable system logging to include detailed information such as a event source, date, user, timestamp, source addresses, destination addresses, and other useful elements.	Configuration Compliance	Configuration Test [sn_vulc_test]	00575
CIS Control 7.1	Ensure Use of Only Fully Supported Browsers and Email Clients: Ensure that only fully supported web browsers and email clients are allowed to execute in the organization, ideally only using the latest version of the browsers and email clients provided by the vendor.	Vulnerability Response	Application Vulnerable Item [sn_vul_app_vulnerable_item]	00575 00576
CIS Control 8.1	Utilize Centrally Managed Anti-malware Software Any enterprise class AV software will have this capability. By having a centrally managed AV,	Configuration Compliance	Configuration Test [sn_vulc_test]	11861

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	you can easily enable individual requirements.			
CIS Control 8.2	Ensure Anti-Malware Software and Signatures are Updated The AV is only as good as it's signatures. While pure signature-based detection is no longer viable, even anomaly-based engines need to be updated on a regular basis. Ensure that the updates are rolled out automatically and use tools to verify that the signatures are actually up-to-date.	Configuration Compliance	Configuration Test [sn_vulc_test]	01790
CIS Control 8.3	Enable Operating System Anti-Exploitation Features/ Deploy Anti-Exploit Technologies The DISA hardening guides provide step-by-step instructions on enabling these settings and so much more.	Configuration Compliance	Configuration Test [sn_vulc_test]	11637 10678
CIS Control 8.4	Configure Anti-Malware Scanning of Removable Devices	Configuration Compliance	Configuration Test [sn_vulc_test]	11927 04824 06735

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	Most AVs have this capability turned on by default, but it's still important to verify that it's actually still enabled. Malware coming in via a USB stick is a viable attack vector for nearly every organization.			00561 00564 04546
CIS Control 8.5	Configure Devices Not To Auto-run Content For the same reason why you do not want to scan it, you also don't want it to run when it's mounted. This is a pretty quick setting to enable, and both CIS and DISA hardening guides have step-by-step instructions on disabling auto-run. Some SCM tools can quickly check every endpoint in your environment to make sure this setting is disabled.	Configuration Compliance	Configuration Test [sn_vulc_test]	N/A
CIS Control 9.3	Perform Regular Automated Port Scans: Perform automated port scans on a regular	Vulnerability Response	Vulnerability Scanner [sn_vul_scanner]	N/A

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	basis against all systems and alert if unauthorized ports are detected on a system.			
CIS Control 11.3	Use Automated Tools to Verify Standard Device Configurations and Detect Changes Compare all network device configuration against approved security configurations defined for each network device in use and alert when any deviations are discovered.	Configuration Compliance	Configuration Test [sn_vulc_test]	06428 07058
CIS Control 11.4	Install the Latest Stable Version of Any Security-related Updates on All Network Devices: Install the latest stable version of any security-related updates on all network devices.	Vulnerability Response	Vulnerable Item [sn_vul_vulnerable_item]	01696
CIS Control 12.6	Deploy Network-based IDS Sensor: Deploy network-based Intrusion Detection Systems (IDS) sensors to look for unusual attack	Configuration Management (CMDB)	Intrusion Detection System [cmdb_ci_ids_network]	00581

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	mechanisms and detect compromise of these systems at each of the organization's network boundaries.			
CIS Control 13.2	Remove Sensitive Data or Systems Not Regularly Accessed by Organization: Remove sensitive data or systems not regularly accessed by the organization from the network. These systems shall only be used as stand alone systems (disconnected from the network) by the business unit needing to occasionally use the system or completely virtualized and powered off until needed.	Configuration Compliance	Configuration Test [sn_vulc_test]	13726 13727
CIS Control 13.9	Encrypt Data on USB Storage Devices Provide the training to employees so they are aware of the risks of data on USB drives. Then provide them with the tools to secure your	Configuration Compliance	Configuration Test [sn_vulc_test]	11927

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	organization's critical data.			
CIS Control 14.4	Encrypt All Sensitive Information in Transit: Encrypt all sensitive information in transit.	Configuration Compliance	Configuration Test [sn_vulc_test]	00564
CIS Control 15.1	Maintain an Inventory of Authorized Wireless Access Points: Maintain an inventory of authorized wireless access points connected to the wired network.	Configuration Management (CMDB)	Wireless Access Point [cmdb_ci_wap_network]	00693
CIS Control 16.1	Maintain an Inventory of Authentication Systems: Maintain an inventory of each of the organization's authentication systems, including those located onsite or at a remote service provider.	Configuration Management (CMDB)	Active Directory Domain Controller [cmdb_ci_ad_controller]	13724
CIS Control 16.4	Encrypt or Hash all Authentication Credentials: Encrypt or hash with a salt all authentication credentials when stored.	Configuration Compliance	Configuration Test [sn_vulc_test]	06735

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
CIS Control 16.5	Encrypt Transmittal of Username and Authentication Credentials: Ensure that all account usernames and authentication credentials are transmitted across networks using encrypted channels.	Configuration Compliance	Configuration Test [sn_vulc_test]	00564
CIS Control 16.11	Lock Workstation Sessions After Inactivity: Automatically lock workstation sessions after a standard period of inactivity.	Configuration Compliance	Configuration Test [sn_vulc_test]	04490
CIS Control 16.13	Alert on Account Login Behavior Deviation: Alert when users deviate from normal login behavior, such as time-of-day, workstation location and duration.	Security Incident Response	Security Incident [sn_si_incident]	07068 07070 07069
CIS Control 18.5	Use Only Standardized and Extensively Reviewed Encryption Algorithms: Use only standardized and extensively reviewed encryption algorithms.	CMDB CI Class Models	Unique Certificate [cmdb_ci_certificate]	00037

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
CIS Control 18.8	Establish a Process to Accept and Address Reports of Software Vulnerabilities: Establish a process to accept and address reports of software vulnerabilities, including providing a means for external entities to contact your security group.	Vulnerability Response	Discovery Model Vulnerable Software Match [sn_vul_discovery_model_software_match]	04810
CIS Control 19.2	Assign Job Titles and Duties for Incident Response: Assign job titles and duties for handling computer and network incidents to specific individuals and ensure tracking and documentation throughout the incident through resolution.	Incident Management	User Roles [sys_user_has_role]	07061 00691
CIS Control 19.3	Designate Management Personnel to Support Incident Handling: Designate management personnel, as well as backups, who will support the incident	Incident Management	User Roles [sys_user_has_role]	01211

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for CIS v7 Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	handling process by acting in key decision-making roles.			
CIS Control 19.6	Publish Information Regarding Reporting Computer Anomalies and Incidents: Publish information for all workforce members, regarding reporting computer anomalies and incidents to the incident handling team. Such information should be included in routine employee awareness activities.	Security Incident Response	Knowledge [kb_knowledge]	12093
CIS Control 19.8	Create Incident Scoring and Prioritization Schema: Maintain separate environments for production and non-production systems. Developers should not have unmonitored access to production environments.	Security Incident Response	Security Incident Calculator [sn_si_calculator]	12093 13723

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script indicator templates for CIS v7 Controls

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
CIS Control 18.9	Separate Production and Non-Production Systems: Maintain separate environments for production and nonproduction systems. Developers should not have unmonitored access to production environments.	Configuration Management (CMDB)	Configuration Item [cmdb_ci]	00922

Indicator templates for ISO Controls

The following tables list the Basic and Script indicator templates for ISO Controls.

Note:
Controls currently not covered by either basic or scripted indicator templates have manual indicator templates defined for the purposes of compliance validation.

Basic indicator templates for ISO Controls

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
ISO27002 - 5.1.1	Policies for information security: Define an “information security policy” which is approved by management and which sets out the organization’s approach to managing its information security objectives. The information security policy are supported	GRC: Policy and Compliance Management	Compliance Policy [sn_compliance_policy]	N/A

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	by topic-specific policies, which further mandate the implementation of information security controls to include: access control; information classification (and handling); physical and environmental security; backup; information transfer; protection from malware; management of technical vulnerabilities; cryptographic controls; communications security; privacy and protection of personally identifiable information; supplier relationships and end user oriented topics such as: 1) acceptable use of assets; 2) clear desk and clear screen; 3) information transfer; 4) mobile devices and teleworking; 5) restrictions on software installations and use.			
ISO27002 - 6.1.1	Information security roles and responsibilities:	GRC: Policy and Compliance Management	Control [sn_compliance_control]	N/A

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	Ensure responsibilities for the protection of individual assets are identified in the asset inventory. Ensure roles and responsibilities for the development and implementation of information security are clearly defined.			
ISO27002 - 6.2.1	Mobile device policy: Utilize approved whole disk encryption software to encrypt the hard drive of all mobile devices.	GRC: Policy and Compliance Management	Compliance Policy [sn_compliance_policy]	07054 01472 12109 06631 00691 06638 06640 12084 06636 13721 13722 12093 11736 12196 13720 13725 00693 13724

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
ISO27002 - 6.2.2	Teleworking: Enforce remote access policies for employees and contractors.	GRC: Policy and Compliance Management	Compliance Policy [sn_compliance_policy]	N/A
ISO27002 - 7.1.1	Screening: Ensure background verification check are performed for all employees and contractors prior to granting access to company's assets.	Human Resources: Core	HR Talent Management Cases [sn_hr_core_case_talent_management]	12001 00897 04490 12100 12099 04594 04476
ISO27002 - 7.1.2	Terms and conditions of employment: Ensure all new hire employees or contractors signed and agreed to the terms and conditions of employment, including their responsibility for information security.	Human Resources: Core	sn_hr_core_task	01429
ISO27002 - 8.1.1	Inventory of assets: Ensure that the hardware asset inventory records the network address, hardware address, machine name, data asset owner, and department for each asset and whether	Configuration Management (CMDB)	Base Configuration Item [cmdb]	00562 00561 01915 01337 01421 06440

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	the hardware asset has been approved to connect to the network.			
ISO27002 - 8.1.2	Ownership of assets: Ensure that the hardware asset inventory records the network address, hardware address, machine name, data asset owner, and department for each asset and whether the hardware asset has been approved to connect to the network.	Configuration Management (CMDB)	Base Configuration Item [cmdb]	06080 01273
ISO27002 - 8.1.3	Acceptable use of assets: Ensure employees and contractors are made aware of the information security requirements of the organizations assets associated with information and information processing facilities and resources. They should be responsible for their use of any information processing resources and of any such	GRC: Policy and Compliance Management	Compliance Policy [sn_compliance_policy]	12001 00897 04490 12100 12099 04594 04476

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	use carried out under their responsibility.			
ISO27002 - 9.3.1	Use of secret authentication information: Use client certificates to authenticate hardware assets connecting to the organization's trusted network.	Configuration Compliance	Configuration Test [sn_vulc_test]	01429
ISO27002 - 9.4.2	Secure log-on procedures: Require all remote login access to the organization's network to encrypt data in transit and use multi-factor authentication.	Configuration Compliance	Configuration Test [sn_vulc_test]	00562 00561 01915 01337 01421 06440
ISO27002 - 9.4.3	Password management system: Where multi-factor authentication is not supported (such as local administrator, root, or service accounts), accounts will use passwords that are unique to that system.	Configuration Compliance	Configuration Test [sn_vulc_test]	06080 01273
ISO27002 - 10.1.1	Policy on the use of cryptographic controls: Ensure policy surrounding encryption exist	GRC: Policy and Compliance Management	Compliance Policy [sn_compliance_policy]	07058 06428

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	and are applied, implemented and enforced in accordance to data classification requirements.			
ISO27002 - 10.1.2	Key management: Ensure management of encryption keys are managed following a formal policy and procedure for the entire lifecycle of the key.	GRC: Policy and Compliance Management	Compliance Policy [sn_compliance_policy]	00897 00575 00576 11861 01790
ISO27002 - 11.2.9	Clear desk and clear screen policy: Ensure clear desk policy is adapted by employees and contractors.	GRC: Policy and Compliance Management	Compliance Policy [sn_compliance_policy]	06312 00577 12210
ISO27002 - 12.1.2	Controls against malware: Ensure that only fully supported web browsers and email clients are allowed to execute in the organization, ideally only using the latest version of the browsers and email clients provided by the vendor.	Configuration Compliance	Configuration Test [sn_vulc_test]	N/A
ISO27002 - 12.2.1	Controls against malware: Ensure that only fully supported	Configuration Compliance	Configuration Test [sn_vulc_test]	N/A

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	web browsers and email clients are allowed to execute in the organization, ideally only using the latest version of the browsers and email clients provided by the vendor.			
ISO27002 - 12.4.1	Event logging: Ensure that local logging has been enabled on all systems and networking devices.	Instance Security Center	Security Dashboard Event Logs [appsec_security_dashboard_event_logs]	N/A
ISO27002 - 12.4.2	Protection of log information: Ensure logs are securely protected from unauthorized access.		Access Roles [sys_security_acl_role]	N/A
ISO27002 - 12.4.3	Administrator and operator logs: Enforce detailed audit logging for access to sensitive data or changes to sensitive data (utilizing tools such as File Integrity Monitoring or Security Information and Event Monitoring).	Configuration Compliance	Configuration Test [sn_vulc_test]	N/A
ISO27002 - 13.2.1	Information transfer policies and procedures:	GRC: Policy and Compliance Management	Compliance Policy [sn_compliance_policy]	N/A

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	Ensure formal transfer policies, procedures and controls are in place to protect the transfer of information through the use of all types of communication facilities.			
ISO27002 - 14.1.1	Information security requirements analysis and specification: Ensure information security related requirements are included in the requirements for new information systems or enhancements to existing information systems.	GRC: Advanced Risk	Risk Assessments [sn_risk_advanced_risk_assessment_instance]	N/A
ISO27002 - 14.2.2	Technical review of applications after operating platform changes: Ensure business critical applications are reviewed and tested to ensure there is no adverse impact on organizational operations or security when ever there are changes to the operating platforms.	Change Request	Change Request [change_request]	N/A

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
ISO27002 - 14.2.3	Restrictions on changes to software packages: Ensure modifications to software packages are discouraged, or limited to necessary changes and all changes are strictly controlled.	Change Request	Change Request [change_request]	N/A
ISO27002 - 14.2.4	System security testing: Ensure security testing such as secure code reviews and vulnerability scan are performed during development lifecycle. Ensure identified vulnerabilities are documented and remediation are performed.	Change Request	Change Request [change_request]	N/A
ISO27002 - 14.2.8	System acceptance testing: Ensure system acceptance testing includes testing of information security requirements and adherence to secure system development practices.	DevOps	Build Test Results [sn_devops_build_test_result]	N/A

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
ISO27002 - 14.2.9	System acceptance testing: Ensure system acceptance testing includes testing of information security requirements and adherence to secure system development practices.	DevOps	Task Executions [sn_devops_task_execution]	N/A
ISO27002 - 15.1.1	Information security policy for supplier relationships: Ensure information security controls are addressed and resolved with the supplier prior to conducting business or granting vendor access to assets.	GRC: Vendor Risk Management	Vendor Risk Assessment [sn_vdr_risk_asmt_assessment	sn_vdr_risk_asmt_ass
ISO27002 - 15.1.3	Information and communication technology supply chain: Ensure risk assessment are performed to prior to doing business and granting suppliers and vendors access to assets and security controls and requirements are agreed upon and documented in the suppliers/	GRC: Vendor Risk Management	Vendor Risk Assessment [sn_vdr_risk_asmt_assessment	sn_vdr_risk_asmt_ass

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	vendors agreement.			
ISO27002 - 15.2.1	Monitoring and review of supplier services: Ensure supplier are regularly monitoring and review to ensure that the information security terms and conditions of the agreements are being adhered to and that information security incidents and problems are managed properly.	GRC: Vendor Risk Management	Vendor Risk Assessment [sn_vdr_risk_asmt_assessment	sn_vdr_risk_asmt_ass
ISO27002 - 15.2.2	Managing changes to supplier services: Ensure 3rd Party risk assessment are performed when ever there are changes to provision of services. Ensure changes to the provision of services by suppliers, including maintaining and improving existing information security policies, procedures and controls, are managed.	GRC: Vendor Risk Management	Repeating Assessments [sn_vdr_risk_asmt_repeating_assessment]	N/A
ISO27002 - 16.1.2	Reporting information security events:	Security Incident Response	Security Incident [sn_si_incident]	N/A

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	Ensure there is a formal Incident Management program in place and all personnel and third parties are trained on how to recognize and report security incidents.			
ISO27002 - 16.1.4	Assessment of and decision on information security events: Ensure there is a formal information security event management to include agreed security event and incident classification scale for reporting and escalation. Ensure threat and risk classification scheme are documented. Ensure incident response notifications are maintained. Ensure impact thresholds to be used in categorizing incidents are documented.	Security Incident Response	Security Incident [sn_si_incident]	N/A
ISO27002 - 16.1.5	Response to information security incidents: Ensure information	Security Incident Response	Security Incident [sn_si_incident]	N/A

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	security incidents are responded to and managed in accordance with the documented procedures.			
ISO27002 - 16.1.6	Learning from information security incidents: Ensure incident monitoring procedures are included in the Incident Management Program to document incidents and ensuring security event are periodically analyzed to reduce future incident.	Security Incident Response	Security Incident [sn_si_incident]	N/A
ISO27002 - 17.1.1	Planning information security continuity: Ensure information security and the continuity of information security management are planned and included in business continuity plan or within the disaster recovery plan.	GRC: Business Impact Analysis	Impact Analysis [sn_bia_analysis]	N/A
ISO27002 - 17.1.2	Implementing information security continuity:	GRC: Business Impact Analysis	Impact Analysis [sn_bia_analysis]	N/A

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	Ensure business continuity or disaster recovery plan are formally documented.			
ISO27002 - 17.1.3	Verify, review and evaluate information security continuity: Ensure business continuity or disaster recovery plan are annual exercise to validate adequate security control are valid and effective during adverse situation.	GRC: Business Impact Analysis	Impact Analysis [sn_bia_analysis]	N/A
ISO27002 - 17.2.1	Availability of information processing facilities: Ensure failover and recovery components work as intended.	GRC: Crisis Management	Events [sn_recovery_event]	N/A
ISO27002 - 18.1.3	Protection of records: Ensure records and data are protected from loss, destruction, falsification, unauthorized access and unauthorized release, in accordance with legislator, regulatory, contractual	GRC: Policy and Compliance Management	Compliance Policy [sn_compliance_policy]	N/A

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	and business requirements.			
ISO27002 - 18.1.4	Privacy and protection of personally identifiable information: Ensure privacy and protection of personally identifiable information are protected and handled in accordance with legislation and regulation where applicable.	GRC: Policy and Compliance Management	Compliance Policy [sn_compliance_policy]	N/A
ISO27002 - 18.2.2	Compliance with security policies and standards: Ensure testing of in scope systems configuration against compliance and regulatory requirements are regularly performed. Ensure baseline configuration standards for systems are documented and based upon industry best practices.	Configuration Compliance	Policies [sn_vulc_policy]	01422 01355
ISO27002 - 18.2.3	Technical compliance review: Ensure periodic vulnerability scan and penetration test are performed	Configuration Compliance	Test Results [sn_vulc_result]	N/A

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic indicator templates for ISO Controls (continued)

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
	and testing of in scope systems configuration against compliance and regulatory requirements.			

Script indicator templates for ISO Controls

Control	Name/Description	Compliance validated by	Source table	Related UCF IDs
ISO27002 - 8.1.4	Return of assets: Ensure the termination process is formalized to include the return of all previously issued physical and electronic assets owned by or entrusted to the organization.	Human Resources: Core Asset Management	• HR Profiles [sn_hr_core_profile] • Asset [alm_asset]	N/A
ISO27002 - 12.1.4	Separation of development, testing and operational environments: Maintain separate environments for production and nonproduction systems. Developers should not have unmonitored access to production environments.	Configuration Management (CMDB)	Configuration Item [cmdb_ci]	01698 12122 00644 00596

Indicator templates common to CIS and ISO Controls

The following tables list the Basic and Script indicator templates that are common to both CIS and ISO Controls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Controls currently not covered by either basic or scripted indicator templates have manual indicator templates defined for the purposes of compliance validation.

Indicator templates common to CIS and ISO Controls

Control	Name/ Description	Indicator template type	Compliance validated by	Source table	Related UCF IDs
CIS Control 2.6, ISO27002 - 12.5.1	Address unapproved software: Ensure software assets are managed and regularly updated.	Script	• Software Asset Management Core • Software Asset Management Professional Core	• Software Installation [cmdb_sam_sw_install] • Software Models [cmdb_software_product_model]	11637 00656 11624
CIS Control 3.7, ISO27002 - 12.6.1	Utilize a Risk-rating Process: Utilize a risk-rating process to prioritize the remediation of discovered vulnerabilities.	Basic	Vulnerability Response	Vulnerable Item [sn_vul_vulnerable_item]	01273
CIS Control 7.2, ISO27002 - 12.6.2	Restrictions on software installation: Uninstall or disable any unauthorized browser or email client plugins or add-on applications.	Script	• Software Asset Management Core • Software Asset Management Professional Core	• Software Installation [cmdb_sam_sw_install] • Software Models [cmdb_software_product_model]	00575 00574
CIS Controls 18.1, ISO27002 - 14.2.1	Establish Secure Coding Practices: Establish secure coding practices appropriate to the programming language and	Basic	GRC: Policy and Compliance Management	Policy [sn_compliance_policy]	11863

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates common to CIS and ISO Controls (continued)

Control	Name/ Description	Indicator template type	Compliance validated by	Source table	Related UCF IDs
	development environment being used.				
CIS Control 19.1, ISO27002 - 16.1.1	Document Incident Response Procedures: Ensure that there are written incident response plans that defines roles of personnel as well as phases of incident handling/ management.	Basic	Security Incident Response	Security Incident [sn_si_incident]	11780
CIS Control 19.4, ISO27002 - 16.1.3	Reporting information security weaknesses: Devise organization-wide standards for the time required for system administrators and other workforce members to report anomalous events to the incident handling team, the mechanisms for such reporting, and the kind of information that should be included in	Basic	Security Incident Response	Security Incident [sn_si_incident]	07183 12975 10033

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indicator templates common to CIS and ISO Controls (continued)

Control	Name/ Description	Indicator template type	Compliance validated by	Source table	Related UCF IDs
	the incident notification.				

360° Relationship Visualization

The 360° Relationship Visualization application allows you to visually explore the relationships between the different types of critical data that affect your business, such as controls, risks, and issues. The visualization also facilitates quick actions upon the information, such as adding a relationship, closing an issue, or approving a policy exception.

Before you can use the 360° Relationship Visualization application, you must set up the data registry to define the kinds of relationships to be viewed and to configure the views of the data to be shown in the 360° View.

Who uses the 360° Relationship Visualization

360° Relationship Visualization is used by GRC practitioners, such as compliance managers and analysts, risk managers and analysts, and auditors. 360° Relationship Visualization helps GRC practitioners to understand the critical data that affects their business. It also aids in effectively communicating the relationships and their impacts to C-suite executives or business users such as application or business service owners.

This table contains the responsibilities of all stakeholders involved with the 360° Relationship Visualization application and the Data Registry.

360° Relationship Visualization and Data Registry roles and responsibilities

Role title	Description	Contains roles
Data registry administrator [`sn_data_registry.admin`]	The data registry administrator has CRUD access to all records in the 360° views.	csn_data_registry.reader
Data registry reader [`sn_data_registry.reader`]	The data registry reader role must be granted to all GRC users (for example, ompliance managers and analysts, risk managers and analysts, and auditors) who are working on 360° Relationship Visualization-enabled GRC forms.	• canvas_user • workspace_user

Download and activate the GRC: 360° Relationship Visualization and Data Registry applications

Before you can run the GRC: 360° Relationship Visualization (com.servicenow_sn_grc_360_degree_visualization) and Data Registry (com.sn_app_grc_data_registry) applications in your instance, you must download them from the ServiceNow Store.

Before you begin
Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

Follow the instructions for Download a GRC application from the ServiceNow Store for the first time.

Setting up the 360° views

To effectively use the 360° Relationship Visualization application, you need to register existing relationships between the types of data you want to view, and then configure how the 360° view displays that data.

Register 360° relationships

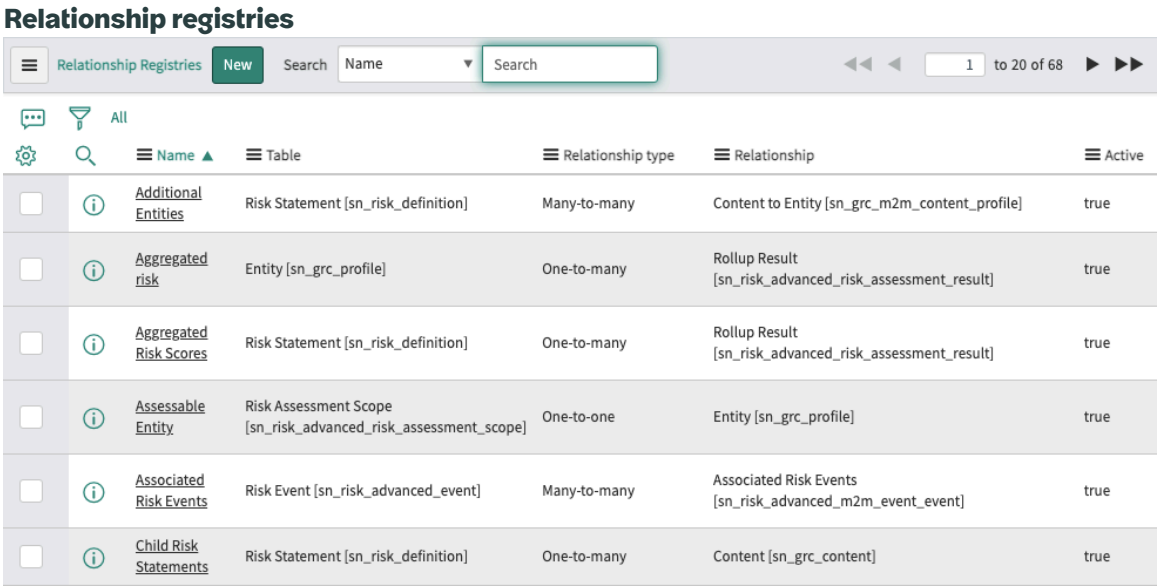
The first step in setting up your data registry is to register the relationships you want displayed in the 360° Relationship Visualization.

Before you begin

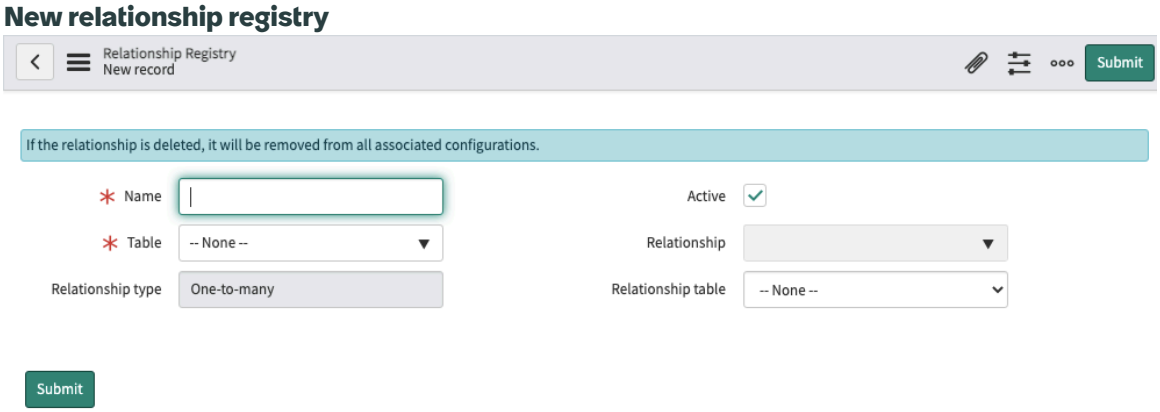
Role required: Data registry administrator

Procedure

1. Navigate to **360° View Configurations** > **Relationship Registries**.



2. Click **New**.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. On the form, fill in the fields.

Create new relationship registry

Field	Description
Name	A descriptive name for this registry.
Table	The table for which you want to define a relationship.
Relationship type	The type of relationship you are defining: ○ One-to-many ○ Many-to-many ○ Scripted: a custom relationship from the ServiceNow AI Platform ○ One-to-one: any relationship that is available as a field in the selected table
Active	Select if the relationship is active.
Relationship	The relationship table of the selected relationship type. For example, if you are defining relationships for the Entity table and select a many-to-many relationship type, the list of relationship tables consists of all many-to-many relationships that apply to the Entity table.
Relationship table	The table name you selected in the **Relationship** field.

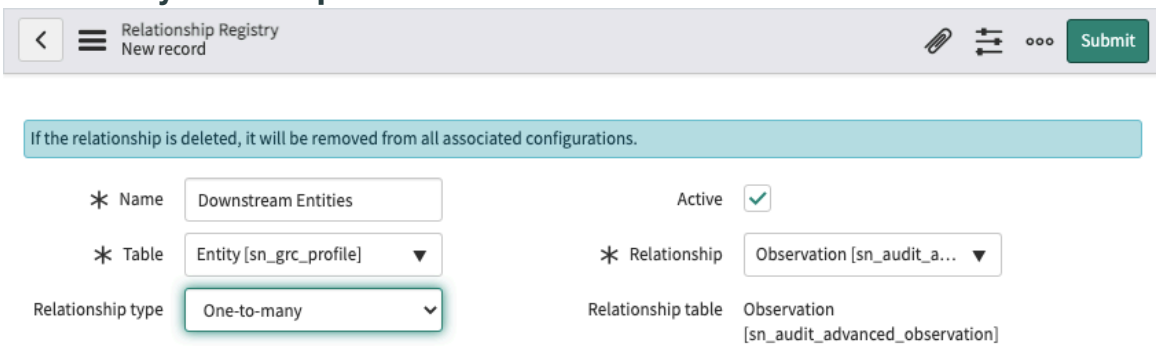
4. Click **Submit**.
5. Repeat this process for all of the relationships you want to appear in the 360° Relationship Visualization interface.

360° relationship examples

These screen shots illustrate the various relationship types you can register.

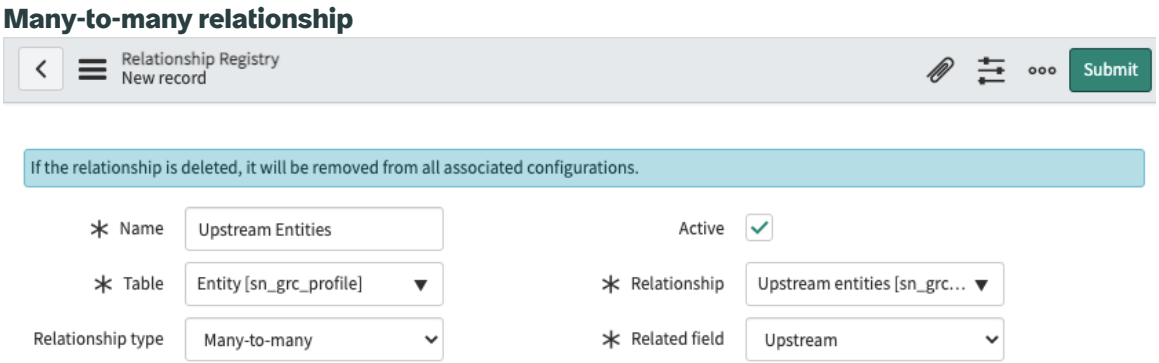
One-to-many relationship

One-to-many relationship

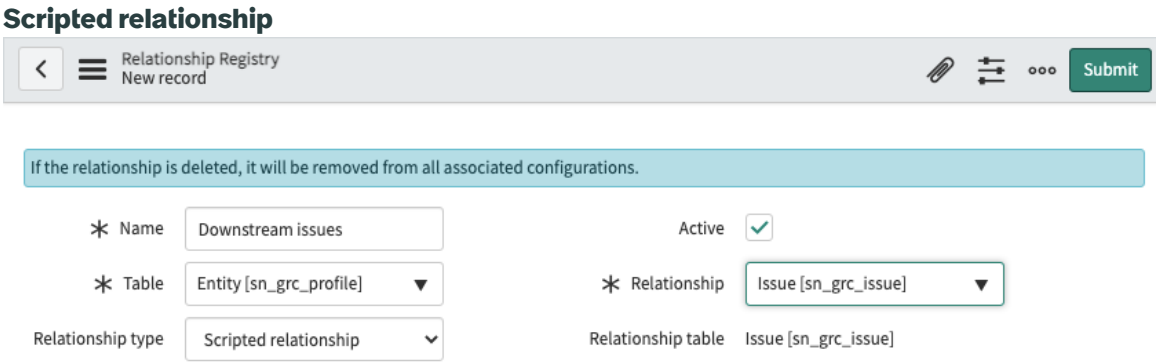


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

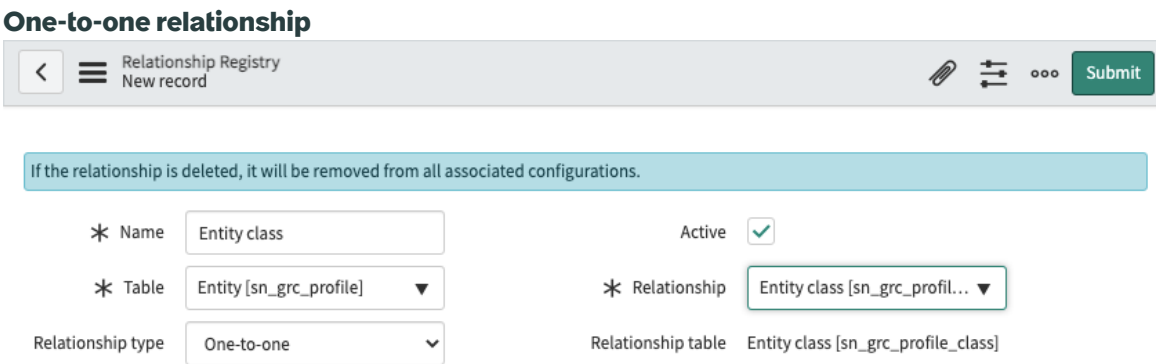
Many-to-many relationship



Scripted relationship



One-to-one relationship



Configure 360° views

After the data registry has been defined, you can configure the 360° Relationship Visualization to effectively display the relations you created.

Before you begin

Role required: Data registry administrator

About this task

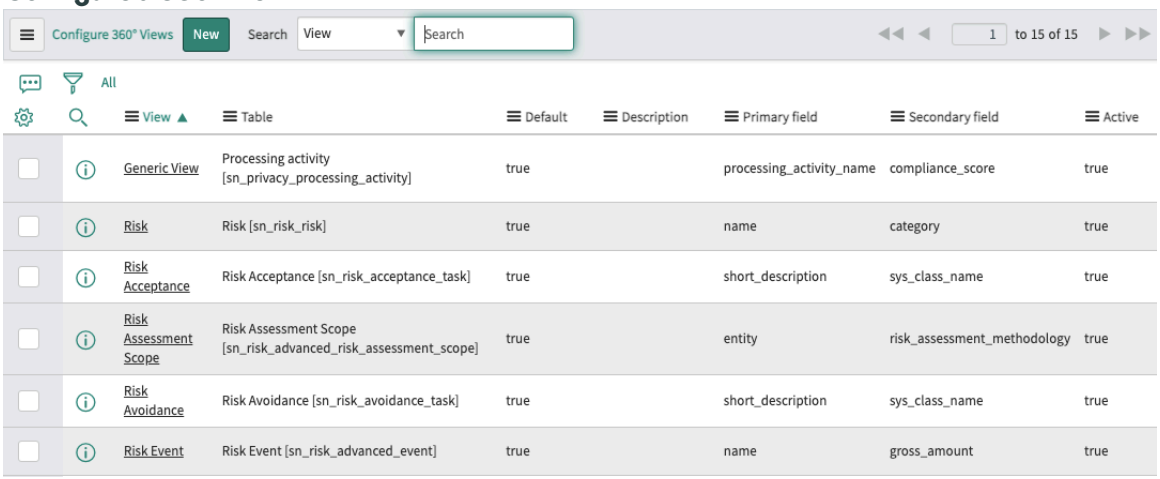
Multiple 360° Relationship views can be configured for a table. For example, the Entity table can be configured with multiple views, such as Compliance view, Risk view, Audit view, and others.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **360° View Configurations** > **Configure 360° Views**.

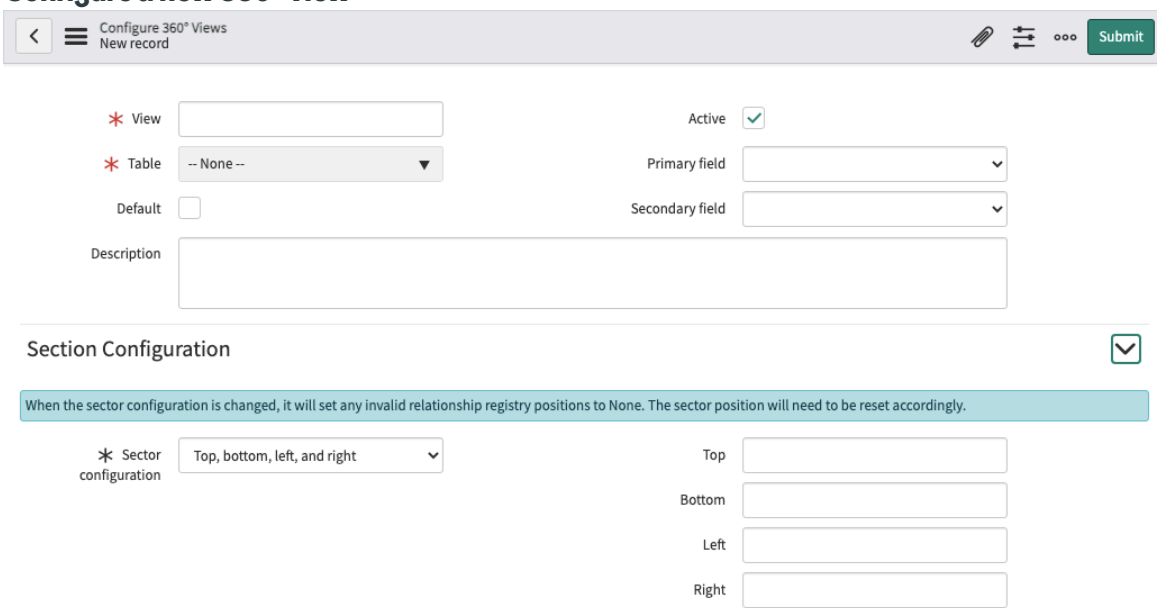
Configure a 360° view



View	Table	Default	Description	Primary field	Secondary field	Active
Generic View	Processing activity [sn_privacy_processing_activity]	true		processing_activity_name	compliance_score	true
Risk	Risk [sn_risk_risk]	true		name	category	true
Risk Acceptance	Risk Acceptance [sn_risk_acceptance_task]	true		short_description	sys_class_name	true
Risk Assessment Scope	Risk Assessment Scope [sn_risk_advanced_risk_assessment_scope]	true		entity	risk_assessment_methodology	true
Risk Avoidance	Risk Avoidance [sn_risk_avoidance_task]	true		short_description	sys_class_name	true
Risk Event	Risk Event [sn_risk_advanced_event]	true		name	gross_amount	true

2. Click **New**.

Configure a new 360° view

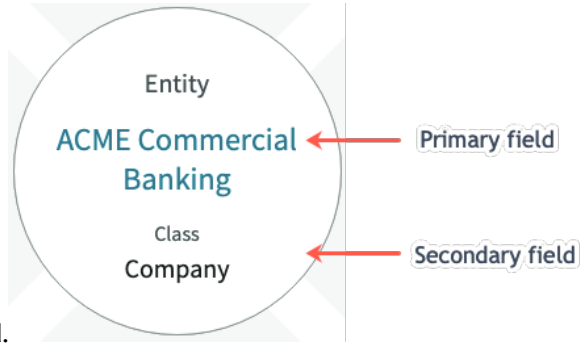


3. On the form, fill in the fields.

Create 360° view

Field	Description
View	A descriptive name for this view.
Table	The table for which you want to define the view.
Default	Select if this is the first view you are defining or your only view.
Active	Select if this 360° view is active.

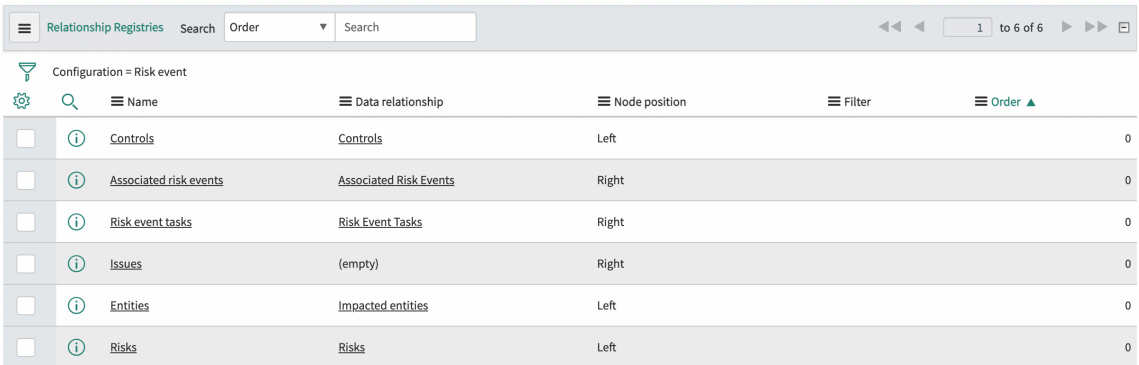
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Primary field and secondary field	The primary and secondary fields in the selected table to be used to display the title and secondary title of the main object, as  illustrated.
Description	A description of the 360° view.
Section Configuration	
Sector configuration	Select the number of sectors to be displayed in the 360° view. For example, select `top, bottom, left, and right` to indicate you want four sectors.
Top, Bottom, Left, Right	Based on your **Sector configuration** selection, enter labels for each of the sectors.

4. Save the record.

   The Relationship Registries related list appears.

Relationship registries



5. Click **Select Relationships**.
6. On the form, fill in the fields.

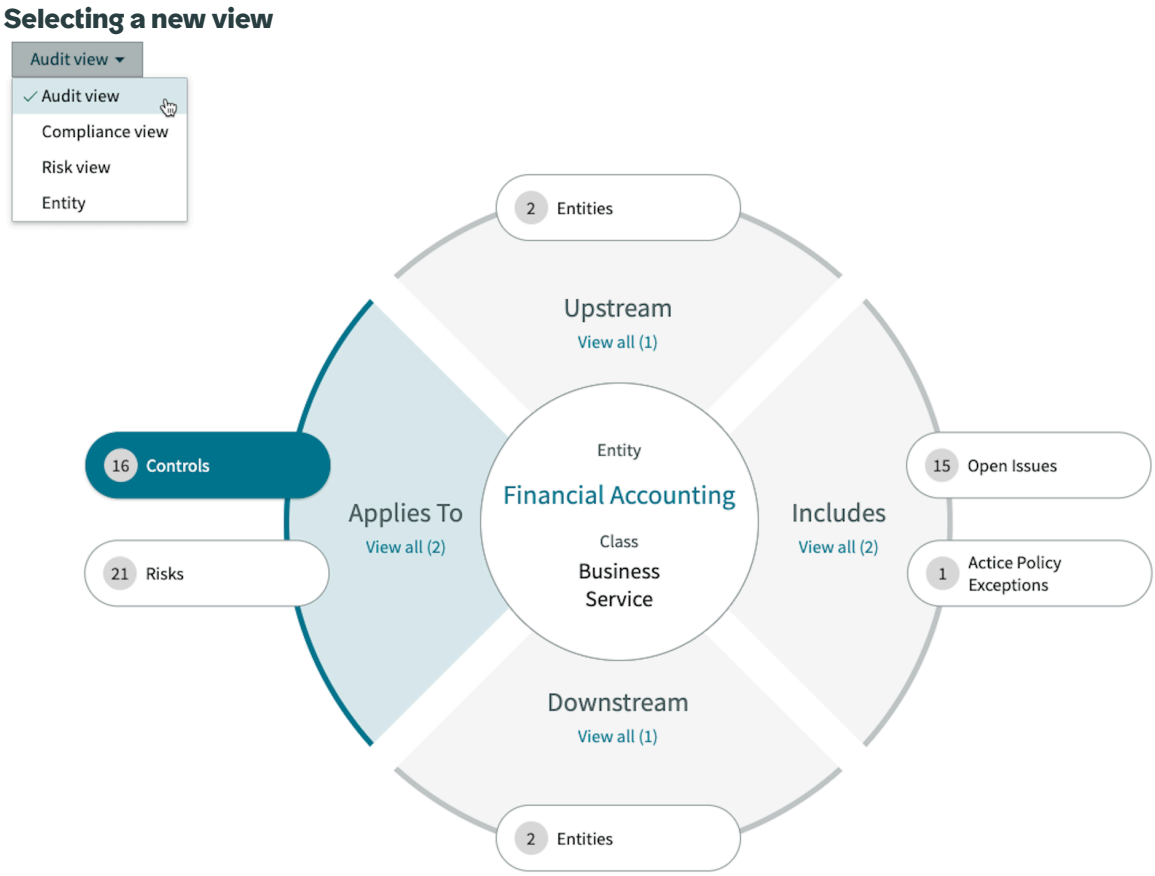
DataNav Config to Data Relationship

Field	Description
Name	A name to identify this relationship.
Data relationship	The data relationship you previously defined.
Relationship table	The table associated with the selected data relationship.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Node position	The sector you previously defined to which you want to add this relationship.
Filter	Enter conditions to define the types of relationships you want to display. For example, you could define conditions for all controls with failures.
Configuration	The configuration defined for the relationship.
Table	The table defined for the relationship.
Order	Based on the **Order** value given the position of element in the 360° view will change. For example, if you change the order value from 0 to 1 for an element, the position will be moved to next in the 360°view.

7. Click **Submit**.
   The new view you have defined is now available on the 360° view.



Exploring the 360° view

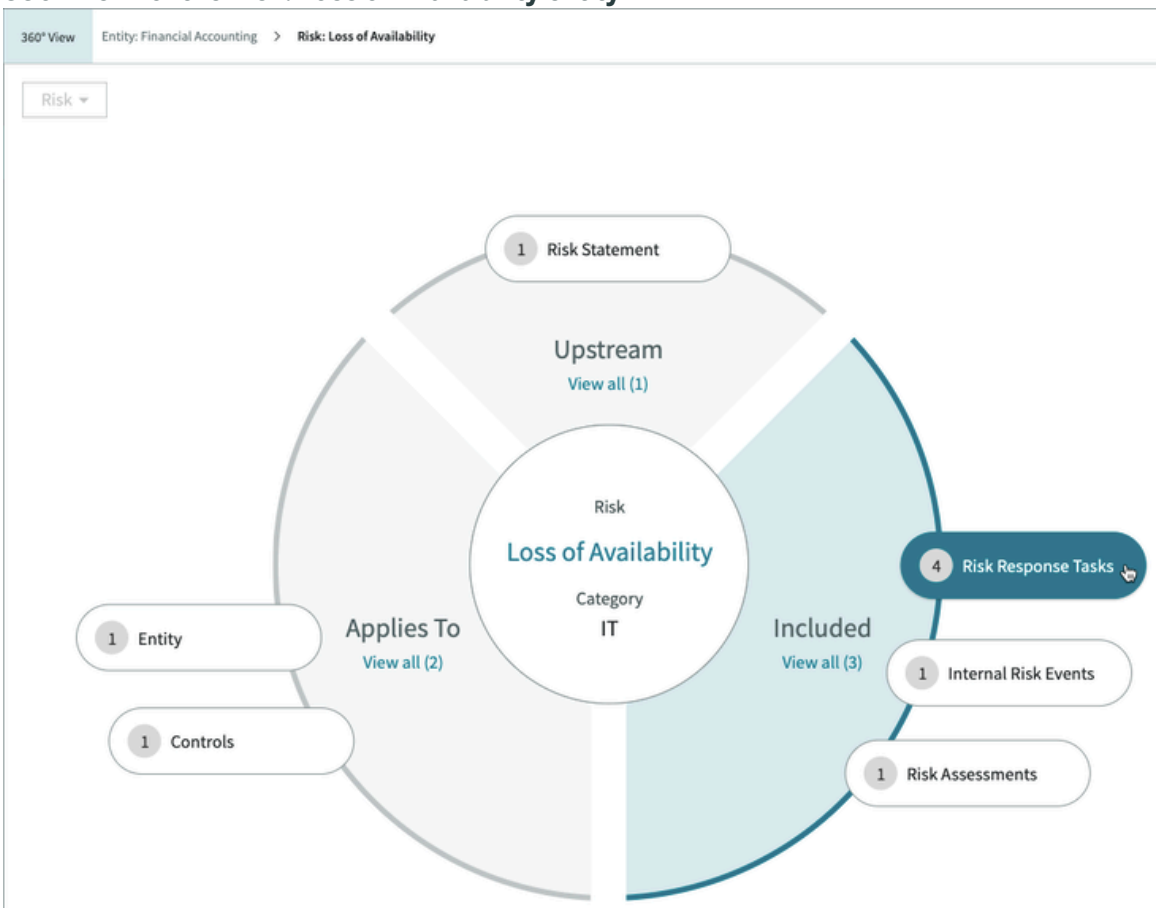
After you have successfully set up your data registries for the tables you use, you can use the 360° view feature to view the relationships between a selected record and related objects, such as controls, risks, and entity types.

When you launch the 360° view from a particular record, the relationships between the selected record and all associated objects are displayed in a distinctive visualization that allows you to instantly understand how the objects interact with one another. The relationships are linked to

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

your data so you can perform actions on the displayed records, such as drilling down into them to view additional details or creating new records.

360° view for the Risk: Loss of Availability entity



The screen above shows the relationships that you set up in the data registry for the selected main object (in this case, the Risk: Loss of Availability entity). As you can see, one entity and one control apply to the main object. And the main object includes a range of relationships related to risk response tasks, internal risk events, and risk assessments. Additionally, there is a risk statement relationship upstream from the main object. All these relationships to the main object are available to you at a glance.

Launch the 360° view

After data registries have been set up, you can launch 360° view from any record screen in any GRC workspace application to view relationships between the various types of data associated with the selected record.

Before you begin

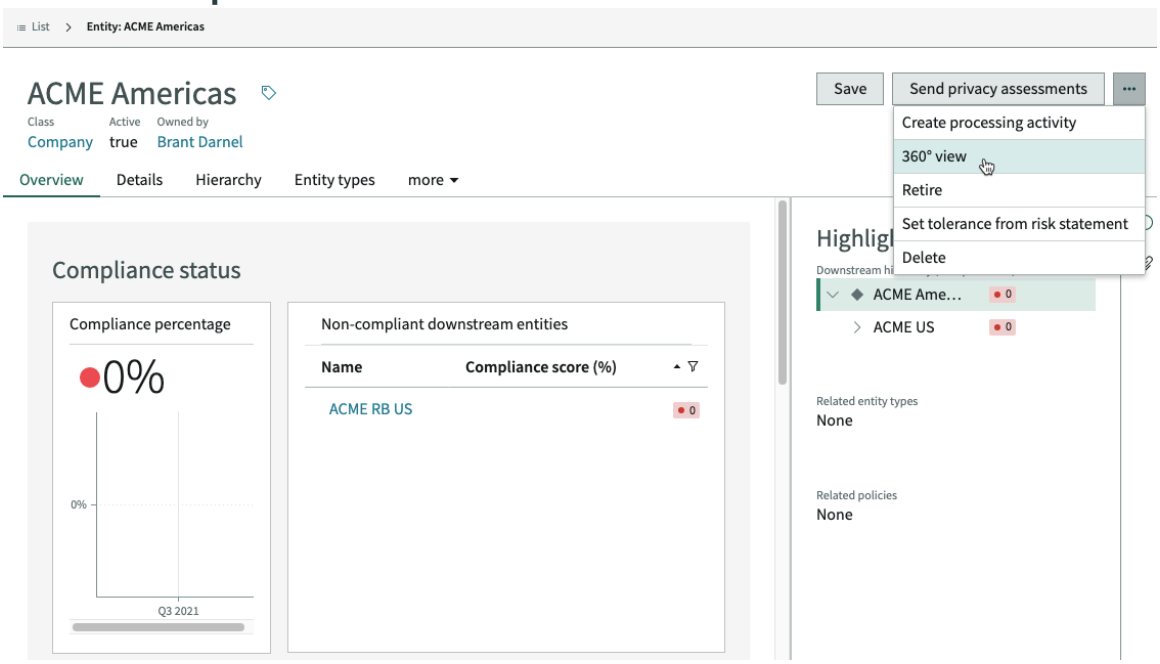
Role required: data registry reader

Procedure

1. Navigate to any GRC workspace, for example the Compliance Workspace.
2. Open a record for which you want to open in the 360° view.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Record in workspace

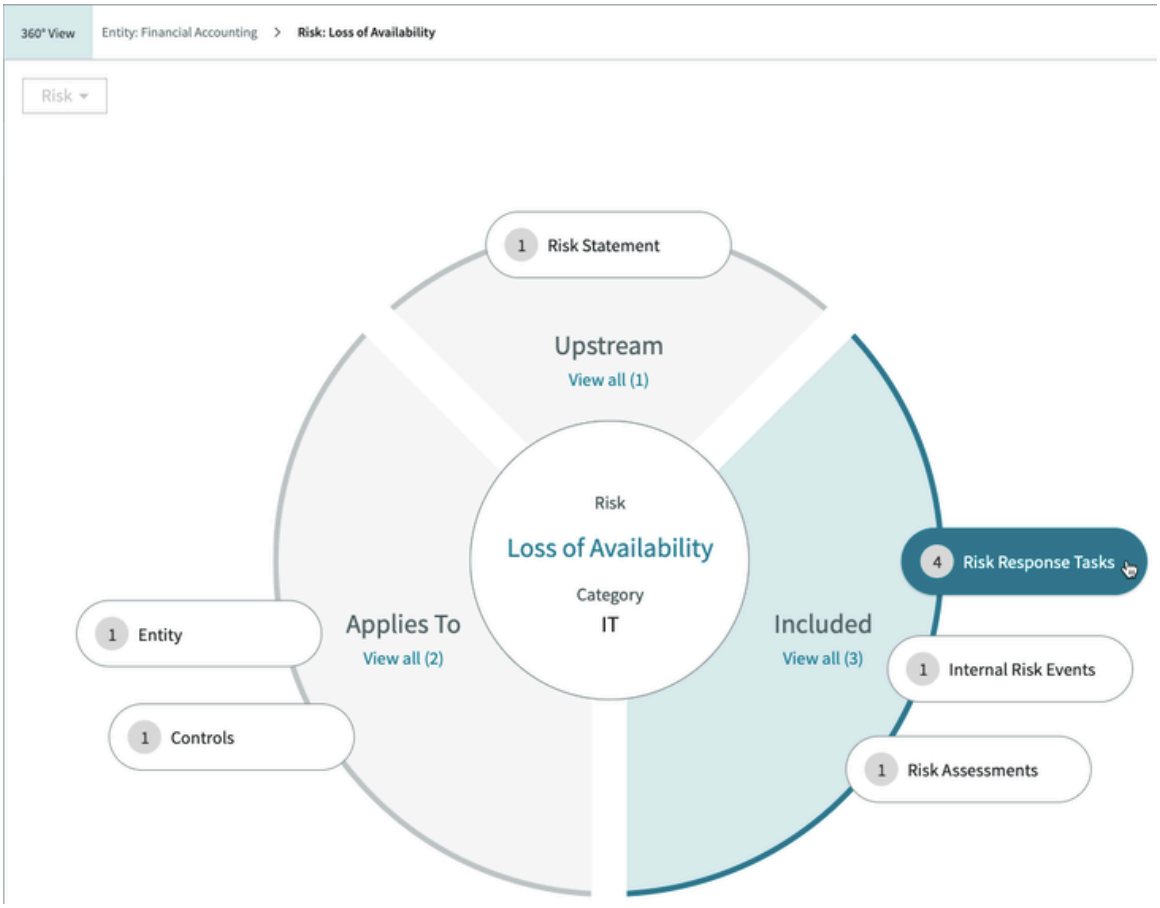


Note:
Depending on the record screen, you may need to click the ellipsis icon to view the **360° view** button.

3. Click **360° view**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

360° view of selected record



Note:
If you launch the 360° view prior to configuring your data registries, or if you click on an object within the 360° view that has not been configured, the visualization screen opens in fallback (or unconfigured) mode. All one-to-many and many-to-many relationships for the object are automatically calculated and displayed in the view.

A system property called `sn_data_registry.max_count_of_fallback_relationships` allows you to define the maximum number of relationships to display in the 360° view. The default is 25.

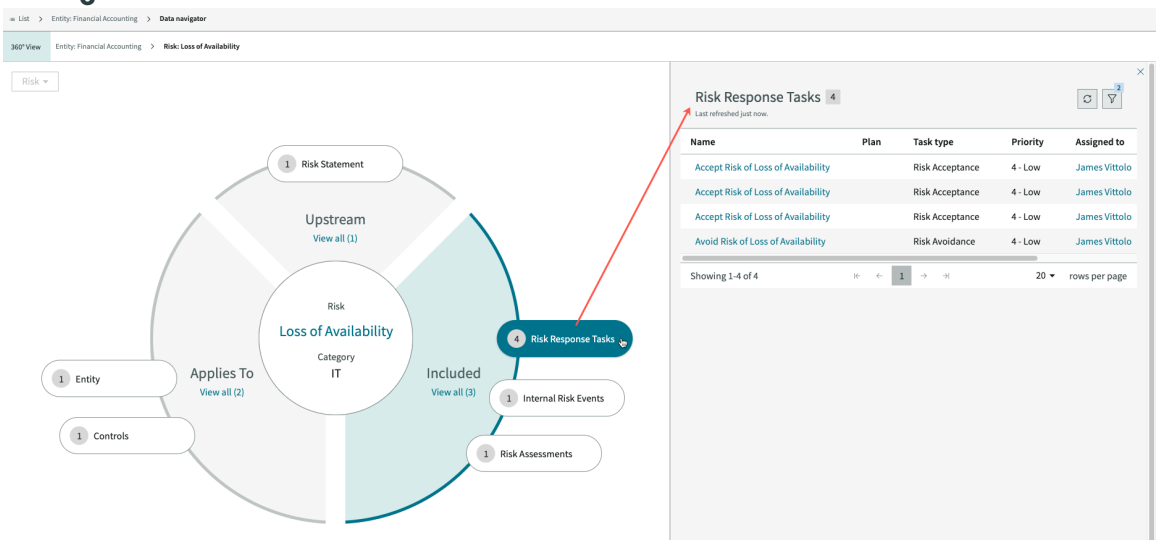
Drilling-down for 360° details

In the 360° view, you can click on any relationship to view details.

For example, you can click on the **Risks** relationship to view details on four risks.

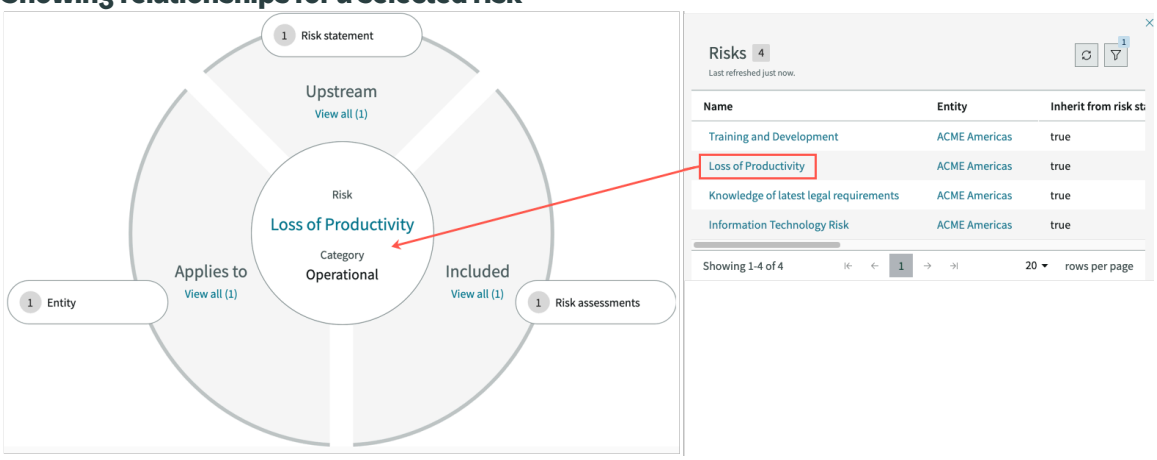
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Drilling down on risks



You can then select one of the risk records to view relationships specific to that risk record.

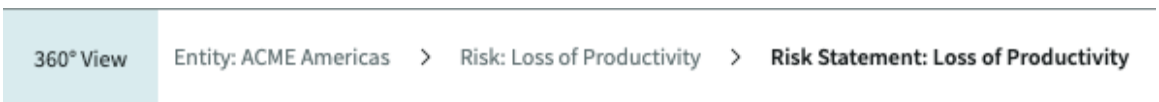
Showing relationships for a selected risk



Navigating the 360° view using breadcrumbs

As you navigate through 360° view relationship visualizations, the breadcrumbs along the top edge keep track of where you've been and allow you to return to previously viewed information.

360° view breadcrumbs



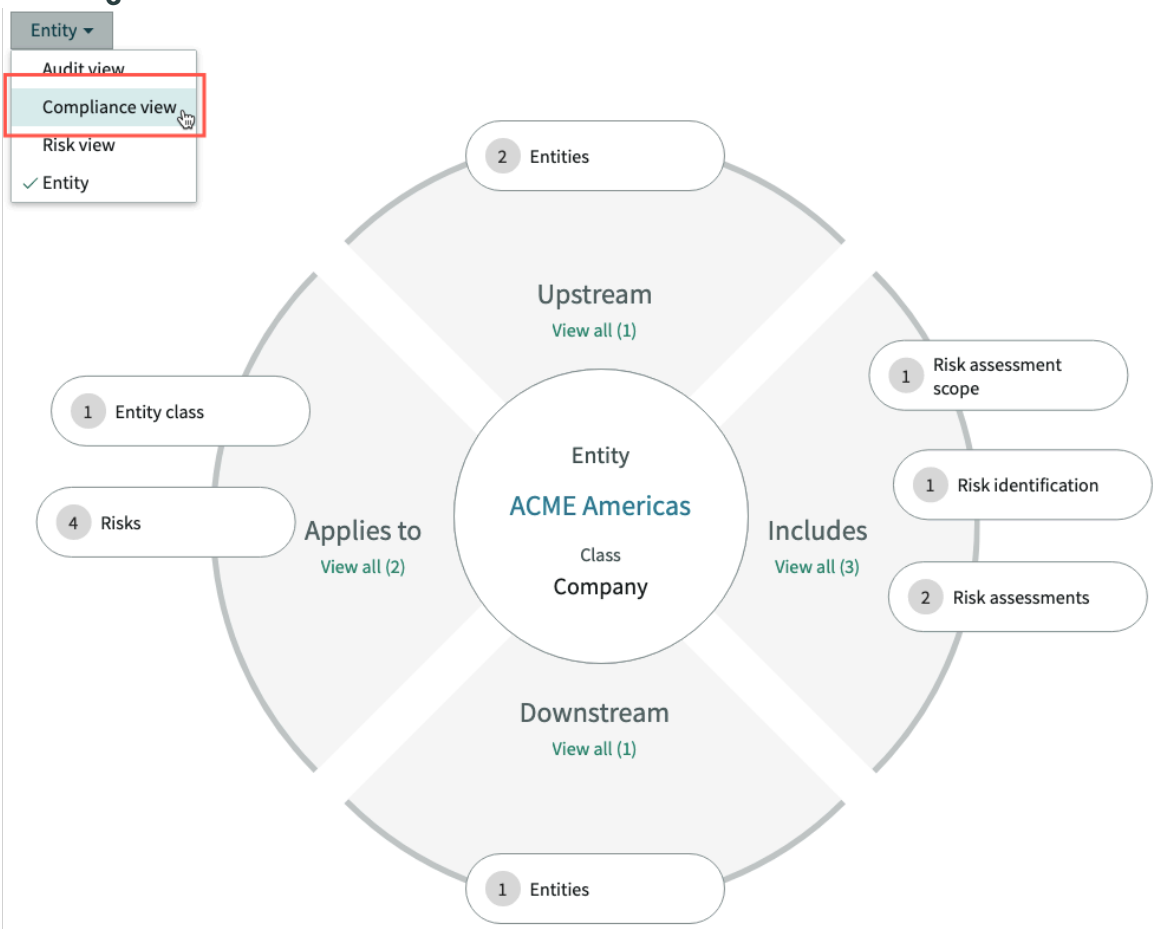
Clicking the **Entity: ACME Americas** breadcrumb returns you to a visualization of those relationships.

Selecting different 360° views

If you have defined different views, you can select them from any 360° view visualization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Selecting a different view



The Compliance view presents you with relationships for the main object that are specific to compliance, as you configured it.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Compliance view



Related topics

Configure 360° views

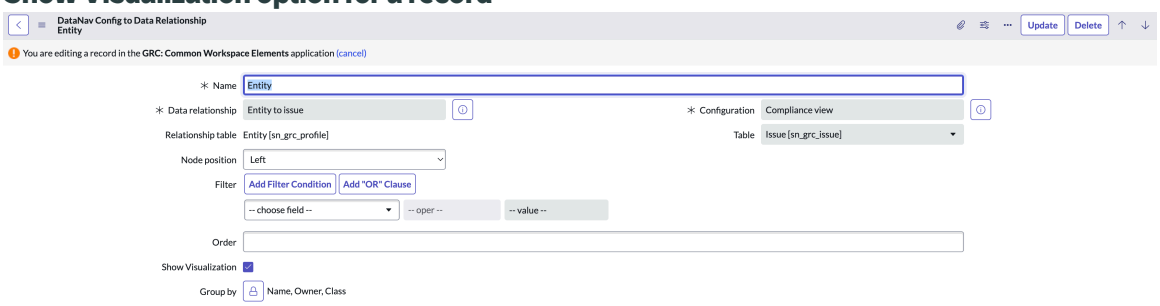
Enhancements in the 360° view

You can configure some functionality enhancements for the 360° view of each record as part of the GRC updates.

The following enhancements and bug fixes are supported with the updated 360° view:

- Displaying an interactive donut chart: You can enable the **Show Visualization** option for each record and select the display columns in the **Group by** list. See the following example.

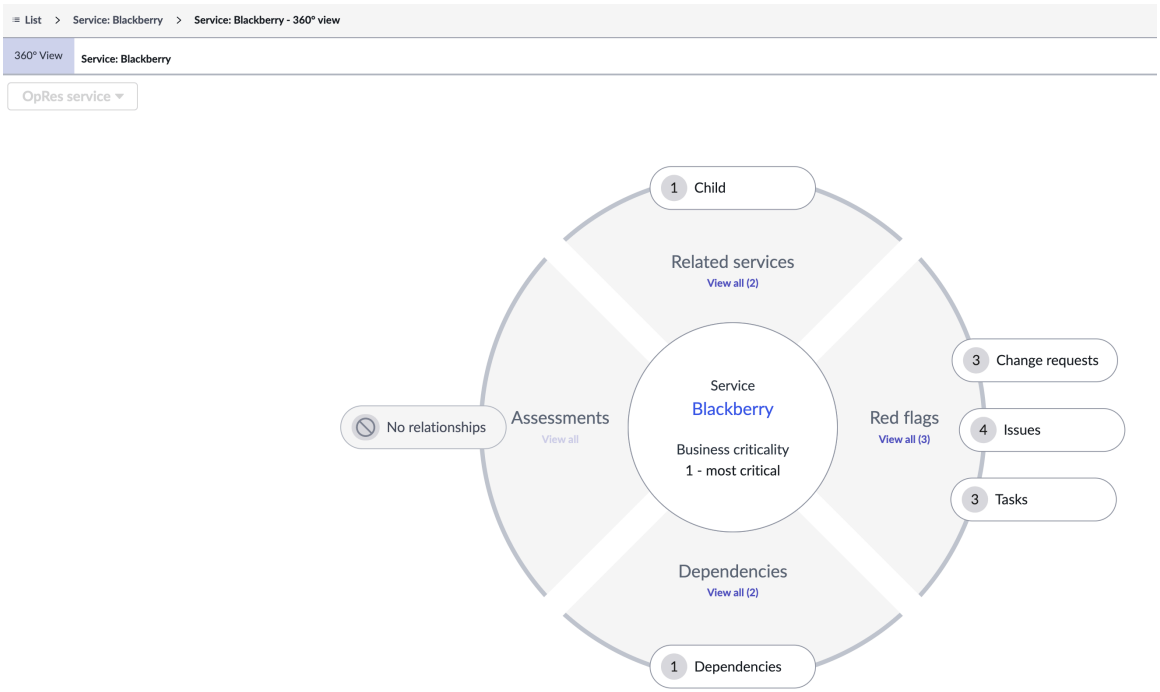
Show Visualization option for a record



When you enable the **Show Visualization** option for a record, the 360° view is displayed. In the 360° view, you can view all the objects that are associated with the record as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

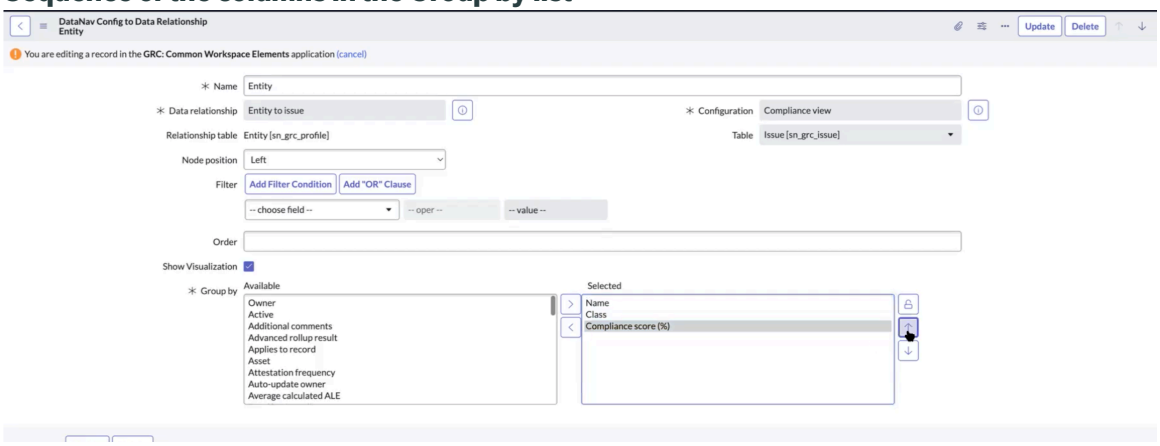
360° view for a record



When you click any sector of the donut chart, the related lists that are associated with the selected object are refreshed. When you click an object pill, it displays the donut chart for the selected object in the side-panel.

- Configuring the Group by list: You can configure the number and order of the columns in the Group by list. When you update the columns in the Group by list as shown in the following example, the donut chart is refreshed for the selected columns.

Sequence of the columns in the Group by list



When you select a specific order of the columns in the Group by list, the same order of the columns is reflected in the UI. The first column that is displayed in the Selected list is the default value in the display for the customers.

- Order of the pills: You can configure the order of the pills for each section in the **Order** field. If you have not configured the order of the pills and all the pills have the same order value (for example, if each pill has an order value of 1), the pills appear alphabetically.
- The defect fixes are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Defect fix on the related lists: A defect on the related lists was fixed. A new sys_relationship field was added in the code to avoid a conflict among the related lists that refer to the same table.
- Defect fix for the Apple iPad Pro devices: Earlier, multiple vertical and horizontal scrolls were displayed in the default view on the smaller Apple iPad devices such as the 12.9-inch (0.328 meter) and 16-inch (0.406 meter) Apple iPad Pro devices. The defect related to the view on the smaller Apple iPad devices has been fixed. You can see the entire 360° component on an Apple iPad device without needing to scroll the view.
- Defect fix on the navigation path: A defect that is related to the caching issue that existed in the prior releases was fixed. You can now view the navigation path correctly for the records.

Tagging records with functional domain

Functional domain tagging is a mechanism that allows you to classify risk records based on the specific business function, process, or use case they support. A functional domain represents a logical grouping, such as Cybersecurity and risk, IT risk and compliance, Compliance, Third-Party Risk, or Operational Risk.

To understand feature adoption across diverse business functions, you can apply functional domain tags to records, either manually or through automation. This tagging allows organizations to identify how Integrated Risk Management capabilities are used across different teams, departments, and use cases.

Functional domain tagging provides a mechanism to capture structured metadata that reflects actual business usage across domains. This record tagging is critical for understanding adoption trends, identifying gaps in utilization, and informing targeted enablement efforts. By aggregating domain-specific usage data, organizations can generate metrics for reporting, continuous improvement, and stakeholder alignment.

Key benefits

The following benefits highlight the value of implementing functional domain tagging.

- Facilitates targeted analysis of risk feature adoption across business units.
- Enables more informed decision-making for product planning and enablement.
- Supports domain-specific guidance and best practice recommendations.
- Contributes to the development of adoption metrics and reporting frameworks.

Tagging records

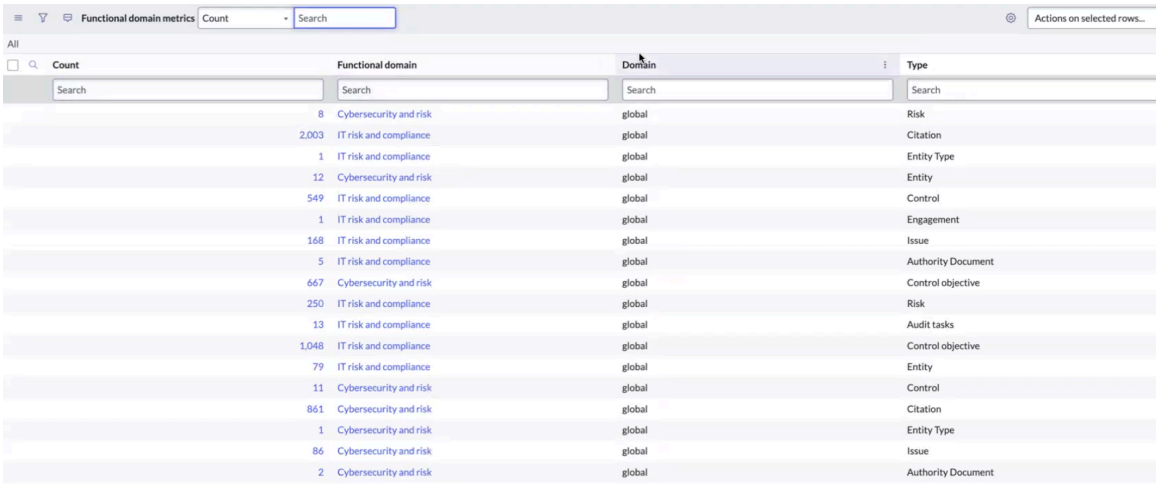
A scheduled job named `Populate Functional domain metrics table weekly` has been implemented to maintain accurate and up-to-date adoption metrics. This job systematically queries key Risk-related tables such as sn_risk, sn_control, and sn_citation, identifies and counts records tagged with functional domains. It then calculates the count of tagged records, aggregates the data, and inserts the results into the `Functional domain metrics` (sn_grc_functional_domain_metrics) table. This automated process ensures reliable visibility into domain-level usage and supports informed reporting for adoption tracking and analysis.

The scheduled job is configured to run every Monday at 1:00 AM. Upon successful execution, the `Functional domain metrics` table is updated with the latest aggregated data. Users with the `usage_admin` role can see the data in this table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The `Functional domain metrics` table includes the following columns: Count, Functional Domain, Domain, and Type.

Functional domain metrics table



Supported record types

The following is a list of supported record types:

- Risk
- Control
- Issue
- Authority Document
- Audit tasks
- Engagement
- Citation
- Policy
- Control objective
- Entity
- Entity Class
- Entity Type
- Risk Statement

Using the item generation process to generate controls and risks

The ServiceNow® GRC suite of applications can automatically generate controls and risks for your organization with the enhanced item generation process. The enhanced item generation process (v2) in version 13.x.x fixes the stalling and performance issues from the item generation process (v1) in version 12.x.x and earlier releases.

Overview of the item generation process

By using the Governance, Risk, and Compliance application, you can use the item generation process to generate controls and risks for your organization.

A control is the actual control activity that an organization performs. For example, a control can be related to authoritative source content (legal articles, regulations, or public records), policies,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

and risks. A control is automatically generated when you associate a policy with an entity type (grouping of the entities that match a set of filter conditions) or an entity type with a control objective. For more information on controls, see Manage controls.

A risk is any threat or vulnerability that could adversely affect an organization's business objectives. For example, a risk can be related to any item, policy, control, or remediation task. A risk is automatically generated when you make associations between risk frameworks or risk statements and entity types.

Note:
Risk statements are general statements about potential risks or threats that could occur in an organization. A risk framework consists of a risk assessment, response, and accountability for the risk and mitigation activities around it.

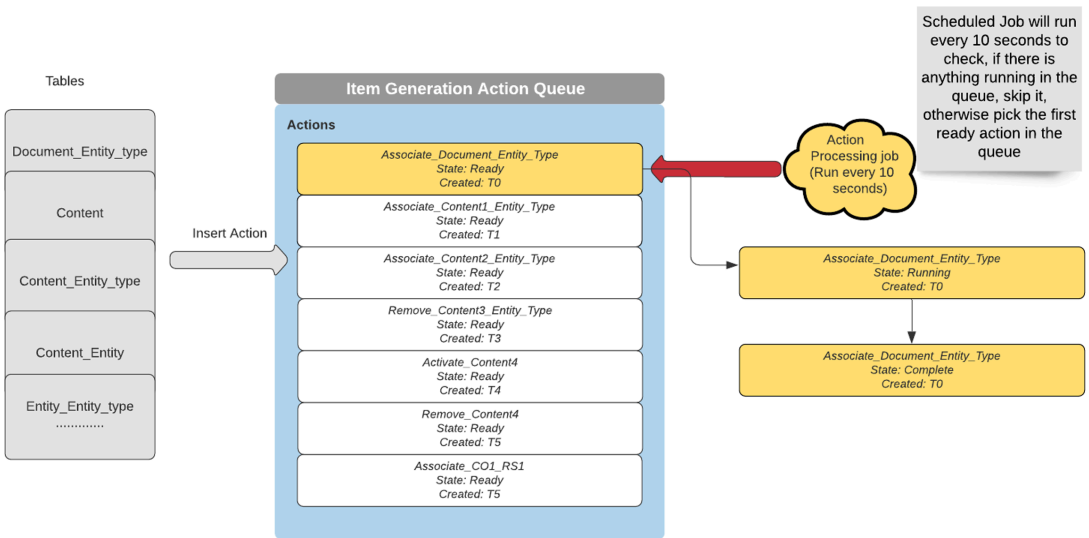
For more information on risks, see Using Risk Management.

The item generation process (v1) in version 12.x.x and earlier releases generated out-of-sync updates due to the stalled actions in the action queue. The enhanced item generation process (v2) eliminates the stalling issues and improves the processing time of the controls and risks significantly. For example, the legacy item generation process (v1) generated 10,000 risks in approximately 13.7 minutes where the new item generation process (v2) can generate 10,000 risks in approximately 5.27 minutes.

Flow of the item generation process

The item generation process inserts an action in the action queue and executes the actions one by one in a sequence. A scheduled job runs periodically to check the action queue. If an action is running in the queue, the scheduled job skips it. When the current running action is completed and no other action is in process, the scheduled job picks up the next action in the Ready state in the queue as shown in the following example.

Item generation process flow



Benefits of the item generation process

The new item generation process provides the following key benefits:

- Processes the controls and risks quickly by using the item generation action event queue.
- Eliminates the stalled actions and race conditions in the queue that generated the non-consistent updates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Logs the history and status of the item generation actions.
- Provides more information about an error in the item generation action event queue. It helps you to track and troubleshoot the issues quickly and efficiently.
- Helps the compliance and risk managers to manage the controls and risks in an auto-pilot mode without much maintenance.

Applications that are used in the item generation process

The following GRC applications are used in the item generation process:

- GRC: Policy and Compliance Management
- GRC: Risk Management
- GRC: Profiles

The GRC: Profiles application is automatically installed when either the GRC: Policy and Compliance Management or GRC: Risk Management application is activated.

Upgrade scenarios and their impact on the existing implementations

You must upgrade both Policy and Compliance Management and Risk Management applications to version 13.x.x. When you upgrade the Policy and Compliance Management and Risk Management applications to version 13.x.x, the new item generation process (v2) replaces the legacy item generation process (v1).

Note:
Upgrading the Policy and Compliance Management and Risk Management applications to version 13.x.x automatically upgrades the GRC: Profiles application to version 13.x.x.

Ensure that you have the required versions of the Policy and Compliance Management and Risk Management applications installed in your instance. If you have one of the following scenarios for the installed applications, you receive an error message on the screen:

- You have both the Policy and Compliance Management and Risk Management applications previously installed in your instance and you upgrade only one of them to version 13.x.x.
- You have only one of the Policy and Compliance Management or Risk Management applications installed in your instance and you upgrade the GRC: Profiles application to version 13.x.x.
- You have both Policy and Compliance Management or Risk Management applications installed in your instance and you upgrade the GRC: Profiles application to version 13.x.x.

The error message states that you must upgrade both Policy and Compliance Management and Risk Management applications to version 13.x.x as shown in the following example.

Message for upgrading the applications



When you upgrade, you don't see any visible impact to your existing implementations of the item generation process.

Note:
If you haven’t upgraded to version 13.x.x, the legacy item generation process is still supported.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

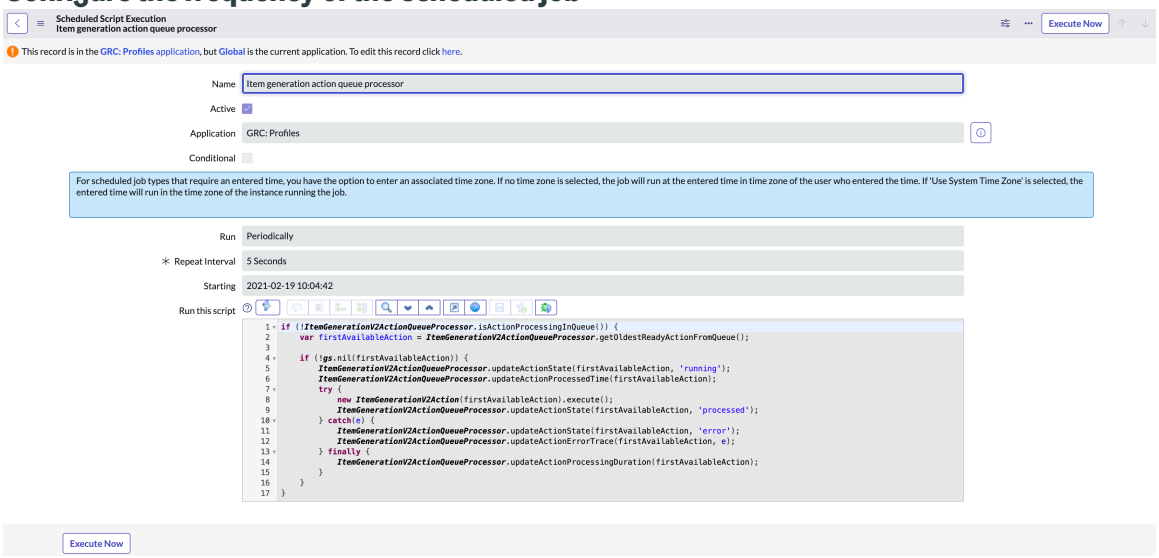
Components that are used by the item generation process

The item generation process uses several types of reference components such as tables, scheduled jobs, and action handlers. For more information on the components that are used with the item generation process, see Components installed with the item generation process.

Using the scheduled job and action event queue

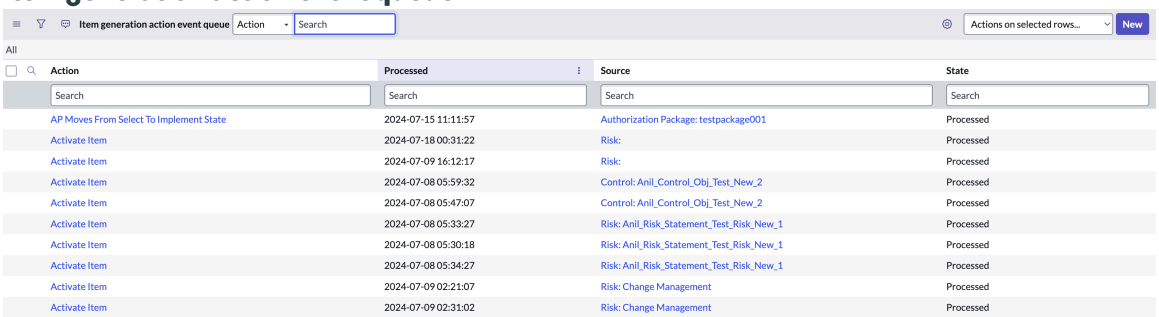
The item generation process uses the *Item generation action queue processor* scheduled job and an action event queue in the background. As a user with the sn_grc.admin role, you can configure the frequency of the scheduled job as shown in the following example.

Configure the frequency of the scheduled job



When you initiate an action that results in generating, updating, or deleting a control or risk, the scheduled job inserts a record for each action in the sn_grc_item_generation_action_event_queue.list table. The item generation action event queue is shown in the following example.

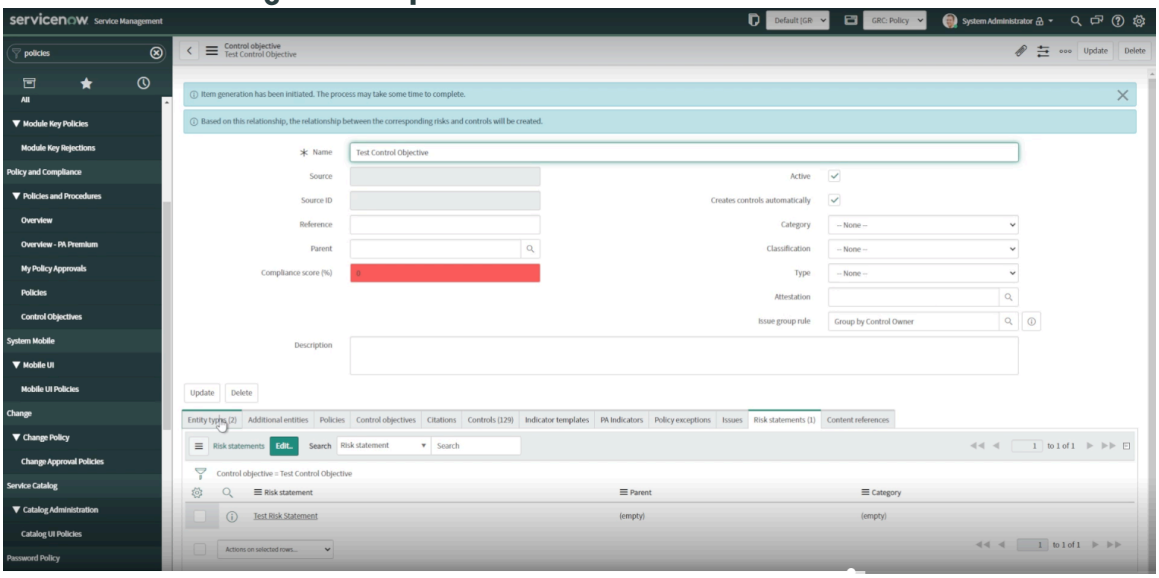
Item generation action event queue



When an action is generated by using the item generation process, a message that the item generation process has been initiated is displayed. For example, when you add a risk statement to a control objective, you see the message that is shown in the following example.

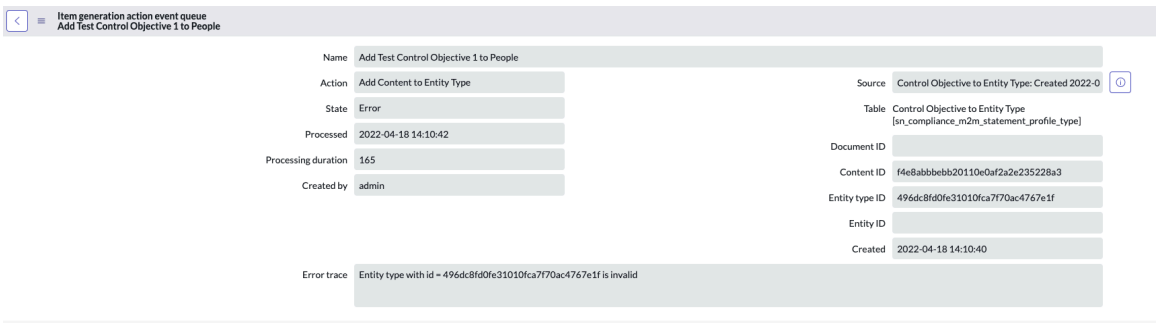
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Initiation of the item generation process



If an error occurs while processing an action in the queue, the item generation process displays more information about the error. For example, you might see an error trace with the object ID as shown in the following example.

Error trace



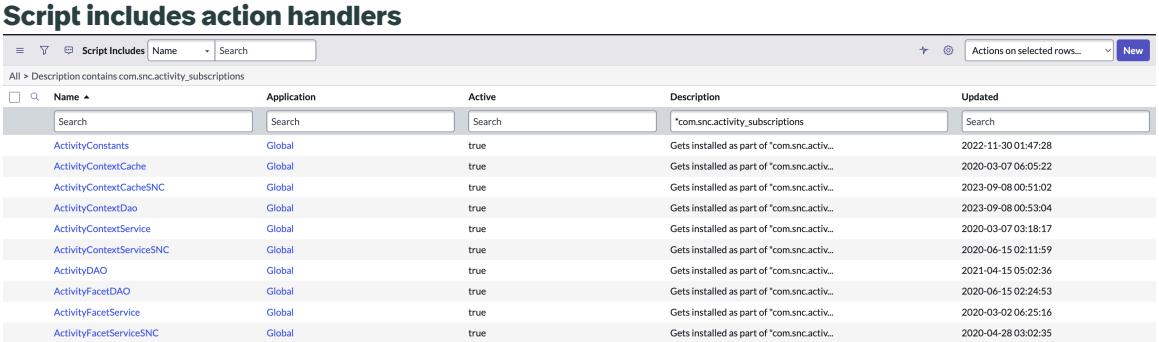
You can use the error trace and other details in the queue to track and troubleshoot the issue.

Script includes action handlers

The item generation process uses the script includes action handlers that process the actions for the Policy and Compliance Management and Risk Management applications.

You can view the list of the supported action handlers by navigating to **Script Includes** in the application navigator as shown in the following example.

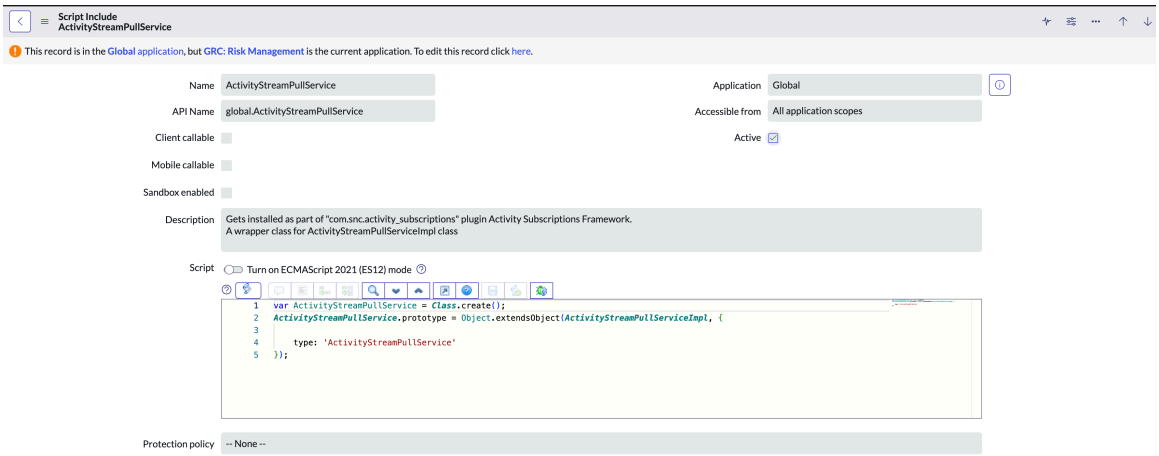
Script includes action handlers



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

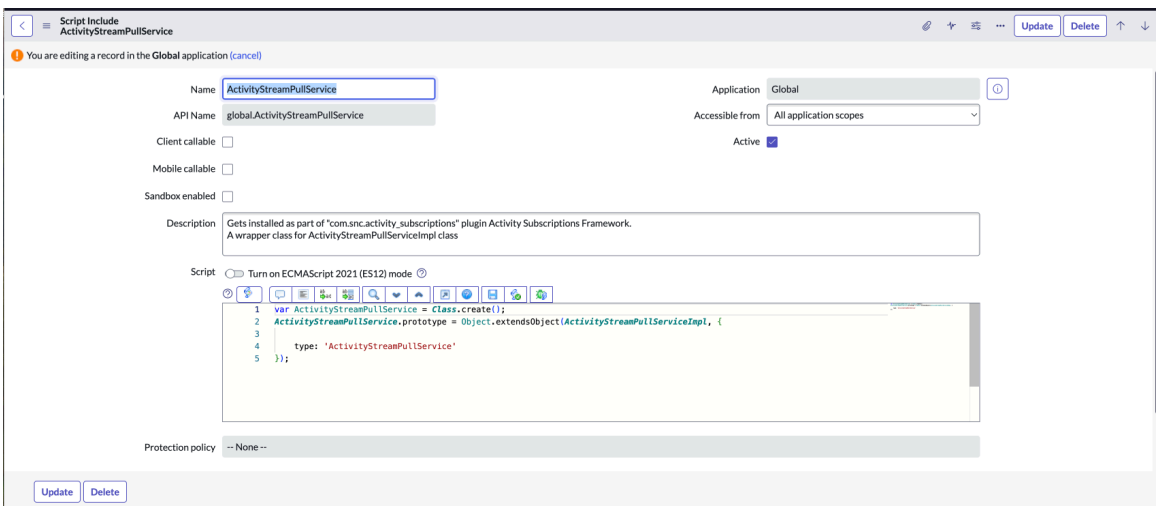
All script includes action handlers contain the base version and the extended version. The item generation process uses the base version for handling the actions. As a user with the sn_grc.manager role, you can review the base functions that are listed in the action handler as shown in the following example.

Base functions



As a user with the script_include_admin role, you can revise the action strategy for a control or risk by overriding the base functions as shown in the following example.

Override the base functions



Components installed with the item generation process

Several types of components are installed with the item generation process, including tables, scheduled jobs, and action handlers.

The following components are installed with the item generation process in version 13.x.x.

Components that are installed with the item generation process

Component	Description
Table	
Item Generation Action Event Queue table (sn_grc_item_generation_action_event_queue)	Table that lists the actions that are generated during the item generation process.
Scheduled job	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Components that are installed with the item generation process (continued)

Component	Description
Item generation action queue processor	Scheduled job to process the action queue. The job runs every five seconds by default.
Action handlers	
ItemGenerationV2Action	Single view of all the action handlers that are used for item generation.
IGContentToEntityTypeActionHandler	Handler to be called when you perform one of the following actions: • Add control objectives and risk statements to the entity type. • Remove control objectives and risk statements from the entity type.
IGDocumentToEntityTypeActionHandler	Handler to be called when you perform one of the following actions: • Add policies and risk frameworks to an entity type. • Remove policies and risk frameworks from an entity type.
IGEntityTypeActionHandler	Handler to be called when you perform one of the following actions: • Activate entity type. • Delete entity type. • Deactivate entity type.
IGEntityToEntityTypeActionHandler	Handler to be called when you perform one of the following actions: • Add an entity to an entity type. • Remove an entity from an entity type.
IGContentActionHandler	Handler to be called when you perform one of the following actions: • Activate control objectives and risk statements. • Deactivate control objectives and risk statements. • Create control objectives and risk statements. • Set an auto-control create flag. • Add control objectives to risk statements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Components that are installed with the item generation process (continued)

Component	Description
	• Remove control objectives from risk statements. • Delete control objectives and risk statements.
IGDocumentActionHandler	Handler to be called when you perform one of the following actions: • Activate policies and risk frameworks. • Deactivate policies and risk frameworks. • Add control objectives and risk statements to policies and risk frameworks. • Delete control objectives and risk statements from policies and risk frameworks.
IGEntityActionHandler	Handler to be called when you perform one of the following actions: • Activate an entity. • Deactivate an entity.
IGContentToAddtlEntityActionHandler	Handler to be called when you perform one of the following actions: • Add control objectives and risk statements to an additional entity. • Remove control objectives and risk statements from an additional entity.
IGItemActionHandler	Handler to be called when you perform one of the following actions: • Activate an item. • Deactivate an item. • Delete an item.
IGItemToEntityActionHandler	Handler to be called when you perform one of the following actions: • Add entity to item. • Activate entity to item. • Remove entity from item. • Deactivate entity to item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Components that are installed with the item generation process (continued)

Component	Description
IGItemToEntityTypeActionHandler	Handler to be called when you perform one of the following actions: • Add entity type to item. • Remove entity type from item.

Note:
For more information on the item generation process for common controls, see the new action types in generation of items.

Roles and users for the new item generation process

Users with the sn_grc.admin or sn_risk.manager role role can access the sn_grc_item_generation_action_event_queue.list table in an instance and view the item generation action queue.

The compliance and risk user roles and their associated tasks that trigger the item generation process are listed in the following table.

Note:
The compliance and risk user roles that are listed in the table are available with version 12.x.x and earlier releases.

Compliance and risk user roles and their associated tasks

Compliance and risk user roles	Associated tasks
• sn_compliance.admin • sn_risk.admin	• Delete policies. • Delete risk frameworks. • Delete control objectives and risk statements. • Delete an entity. • Delete an entity type.
• sn_compliance.manager • sn_risk.manager	• Associate policies or risk frameworks to an entity. • Delete policies or risk frameworks from an entity. • Associate policies or risk frameworks to an entity type. • Delete policies or risk frameworks from an entity type. • Activate an entity type. • Deactivate an entity type. • Associate an entity to an entity type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Compliance and risk user roles and their associated tasks (continued)

Compliance and risk user roles	Associated tasks
	• Delete an entity from an entity type. • Add control objectives to a risk statement. • Delete control objectives from a risk statement.
• sn_compliance.manager • sn_risk.manager • Entity owner	• Activate an entity. • Deactivate an entity.
• sn_compliance.user • sn_risk.user	• Create control objectives and risk statements. • Enable the **Creates controls automatically** option.
sn_risk.manager	• Add risk statements to a risk framework. • Modify risk statements that are added to a risk framework.

Operational changes in item generation of common controls

Operational changes are made in item generation mainly because item generation either creates a control or activates an existing standard control. When it comes to associating a control to an entity, then associating a reliant entity to a common control takes precedence over creating a control for that entity.

Creation of controls

If the existing controls in your system can be used for testing entities, then you can take advantage of the existing data and avoid creating controls. Having many controls can lead to control explosion. If that is not feasible, then you can associate a primary entity with a common control, test the common control, and implement the test results on the reliant entities of the common control. If both these options don't work, then you can create a control.

To create a common control, select **Common** in the **Function** field of the Control form. Select the **Convert to common** list UI action. A common control is created upon validation. It's mandatory that you select a control objective before you convert a standard control to common control.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Association of reliant entities to common control

1. Use the Reliant entities related list in the Control form to add individual entities to the common control. You can also remove the reliant entities using the **Remove** button.
2. Use Reliant entity types related list in the Control form to add entity types to the common control. You can also remove the reliant entity types using the **Remove** button.
3. Use the **Inherit common controls** UI action in the Controls related list of the Risk form to select common controls grouped by control objectives.

Note:
For more information on reliant entity associations for a common control, see Create a control using the Compliance Workspace and Convert standard control to common control and add reliant entities.

Item generation – Assumptions

- There's no auto-generation of common controls.
- When the existence of common controls or associations of reliant entities to common control or standard controls are checked, the control's name, entity, and control objective must match.
- Order of precedence between standard and common controls:
  - If reliant association and standard control do not exist, then based on the action type, a standard control is created. Action types, for example can be Add content to entity type, Add document to entity type, Activate content, Activate document.
  - If reliant association and standard control do not exist, then based on the action type a reliant association to common control is created. Action type can be Add entity type to common control.
  - If the user's intent is not clear from the action type and a standard control does not already exist, then in conflicting entity type, the preference is to associate the reliant entity to the common control over creation of a standard control. Action type, for example can be Add entity to entity type.

Item generation changes

New action types in the generation of items

Item generation action type	Description
Add entity type to common control	If the entity is not associated with the common item, then the application associates the entity with the common item by creating an m2m association between the two.
Remove entity type from common control	If the entity is associated with the common item, and the Entity types field has other entity types or **Individually_added** is true in the m2m record, then the application removes the Entity type ID from the Entity types column or deletes the entity to common item m2m record.
Add entity to item	If Risk Management is installed, based on the risk statement associated to the control objective, the risk to common control m2m

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New action types in the generation of items (continued)

Item generation action type	Description
	records are added in the Control to Entity m2m table after considering the reliant entities.
Remove entity from item	• If Risk Management is installed, based on the risk statement associated to the control objective, risk to common control m2m records are deleted in consideration of the reliant entities. • If Privacy Management is installed, then the Processing Activity to common control m2m association based on its reliant entity and also the Processing Activity to control objective m2m association are removed.
Activate entity to item	If Risk Management is installed, based on the risk statement associated to the control objective, risk to common control m2m records are added in the Control to Entity m2m table in consideration of its reliant entities.
Deactivate entity to item	• If Risk Management is installed, based on the risk statement associated to the control objective, then the risk to common control m2m records are deleted after considering the control's reliant entities. • If Privacy Management is installed and the Processing Activity corresponds to a reliant entity, then the Processing Activity to common control m2m association and also the Processing Activity to control objective m2m association are removed.
Activate item	A common item is added: **1.** When no standard control exists with the same name, content (control and control objective), and entity combination. **2.** If the entity is not reliant on any other common item with the same name, content, and entity. **3.** When the entity is active. A standard item is added: **1.** Risk Management and Policy and Compliance Management plugins are installed **2.** Based on the risk statement and control objective association, risks are associated to controls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New action types in the generation of items (continued)

Item generation action type	Description
Deactivate item	• Common item: Deactivates all Control to Entity m2m records. • Standard item: Deletes risks to control associations based on the Risk statement and Control objective associations.

Using Approver Configurator for setting up approvals

The GRC: Approver Configurator application provides you with capabilities to define multiple levels of approvals based on the business assignment rule configurations.

To set up multiple levels of approvals in your application, you must complete the following setup steps:

1. Set up an approval configuration record. For more information, see Set up an approval configuration record.
2. Set up the approval levels. For more information, see Assign an approval level for the approval configuration record.
3. Set up assignment configurations. For more information, see Auto-assign configuration for regulatory alerts.
4. Set up the approval rules. For more information, see Set up an approval rule for the approval level.

Note:

For more information on the roles in the GRC: Approver Configurator application, see Roles installed with GRC: Approver Configurator.

Set up an approval configuration record

Set up an approval configuration record to enable multiple levels of approvals and select approvers for each level based on approval rules.

Before you begin

The GRC: Approver Configurator (sn_grc_appr) application for approval configurations is installed with the GRC: Policy and Compliance Management application.

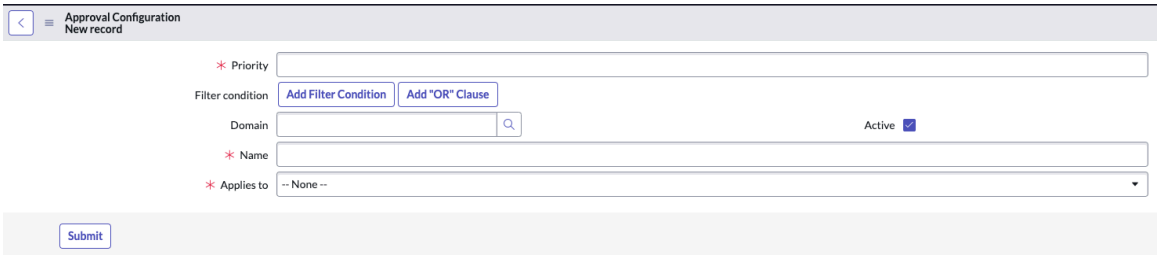
Role required: sn_grc_appr.admin, sn_compliance_ws.corporate_compliance_analyst, sn_compliance_ws.corporate_compliance_manager

Procedure

1. Navigate to **All** > **Approval Configurator** > **Approval Configurations**.
2. Select **New**.

The Approval Configuration New Record is displayed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. On the form, fill in the fields.
   For information on the fields in the form, see Approval Configuration New Record.

   Note:
   You cannot have more than one approval configuration applying to the table with the same priority.

4. Select **Submit**.

Approval Configuration New Record

Use the Approval Configuration New Record form to create an approval configuration record.

Approval Configuration New Record

Approval Configuration form

Field	Description
Priority	Priority for approval configuration.
Filter condition	Condition applied on the table with reference to the **Applies to** field. The approval configuration with higher priority that matches the filter condition for the business document is selected for approver evaluation.
Domain	Domain selected for the approval configuration record.
Active	Option to enable the approval configuration as active.
Name	Name of the approval configuration.
Applies to	Table from which a record is submitted for approval. For example, business impact analysis or any table.

Assignment Configuration New Record

Use the Assignment Configuration new record form to create auto-assignments for regulatory events of the type regulatory alert.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assignment Configuration New Record

Assignment Configuration New Record form

Field	Description
Name	Name of the assignment configuration. For example, Assignment configuration 1.
Applies to	Name of the table on which the assignment configuration is being applied.
Order	Value that is used by the assignment configuration engine to pick the assignment configuration for execution. For example, if there are multiple assignment configurations on the same table with different conditions, the one with the lowest value is picked for execution.
Active	Option to mark the assignment configuration record as active.
Conditions	
Choose a field	Field on which you want to apply the condition.
Operator	Required operator.
Value	Value of the field on which you're applying the condition.
Actions	
Assign to	• Individuals influenced by user full name. • Individuals referenced in associated context. • Individuals based on programmatic logic.
User Influenced by	User category to which you want to assign the configuration. • None. • Assigned to. • Closed by. • Issue manager. • Opened by.
Group Influenced by	User group category to which you want to assign the configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Assignment Configuration New Record form (continued)

Field	Description
	• Assignment group. • Issue manager group.
Assignee (user)	User to whom you want to assign the configuration.
Assignee (group)	User group to which you want to assign the configuration.

Assign an approval level for the approval configuration record

Assign one or more approval levels for the approval configuration record to support each step of approval.

Before you begin

Role required: sn_grc_appr.admin

Procedure

1. Navigate to **All** > **Approval Configurator** > **Approval Configurations**.
2. Click an approval configuration record in the list to set up the approval levels.
3. Click **New** in the Approval Levels section.
4. On the form, fill in the fields.

Approval Level form

Field	Description
Name	Name of the approval level.
Level	Stage of approval.

Note:
You cannot have more than one approval level for an approval configuration with the same level.

5. Click **Submit**.

Approval Level New Record form

Use the Approval Level New Record form to create an approval configuration on a policy record.

Approval Level New Record

Approval Level New Record form

Field	Description
Name	Name for the approval level. For example, Level 1.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Approval Level New Record form (continued)

Field	Description
Level	Number for the approval level for the policy record. For example, Level 1. You can set up a maximum of 10 levels of approval for the policy record.

Set up an approval rule for the approval level

Set up an approval rule for the approval level. You can define the source, filter conditions on the source table to which the approval rule is applied, approver type, and approvers in the record.

Before you begin

Role required: sn_grc_appr.admin

About this task

An approval rule is required for an approval level because it defines the conditions under which that level of approval is triggered. For example, you can create approval rules for a risk administrator or BCM administrator.

You can select specific approvers, approvers from the selected source table, dynamic approvers, or approvers that you choose to approve your business documents. For example, an approver can be a risk administrator, BIA owner, BCM administrator, or a contributor.

Procedure

1. Navigate to **All** > **Assignment and Approval Configurations** > **Approval Configurations**.
2. Click an approval configuration record in the list.
3. Click the approval levels record in the **Name** column of the Approval Levels section.
4. Click **New** in the Approval Rules section.
5. On the approval rule form, fill in the fields.
6. Click **Submit**.

Approval Rule New Record form

Use the Approval Rule New Record form to create an approval rule for the approval level for a policy record.

Approval Rule form

Field	Description
Name	Name of the approval rule. For example, Approval rule 1.
Description	Brief description about the approval rule.
Active	Option to mark the approval rule record as active.
Source	Source table that the approval rule is applied to. Optionally, you can apply an additional condition on the source table. Select a field to filter the source records based on the **Applies**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Approval Rule form (continued)

Field	Description
	to table that is to be filled in the approval configuration.
Additional condition	Additional filter condition that can be applied on the source table.
Query using field	Field that connects the approving table and the source table.
Approver type	Type of approvers for the policy. See the following options for approver types. • Specific approvers: Select users as approvers by selecting **Users**, **Group**, or both. • Approver from source: Select approver from the source table. You can select a user column, group column, or both from which to read the approver. • Dynamic approvers: Select approvers dynamically from the approver table by applying static and/or advanced dynamic conditions. You can select a user column, group column, or both from which to read the approver. • Scripted approvers: Write a script to determine approvers. Variables **users** and **groups** are used in the script. **Note:** For security reasons, the Approver Configurator developers have read and write access to the **Script** field on the Approval Rule form. For more information on setting up the approval rules, see Set up an approval rule for the approval level.
Approval required from	One or more stakeholders from whom the approval is required.
Approver type (Approvers selected for the record)	
Option 1: **Specific approvers**	When the Approver type is **Specific approvers**, the approvers are as follows: • Users: User reference or list of approvers from the approver table. • Group: User group reference as approver from the approver table.
Option 2: **Approver from source**	When the Approver type is **Approver from source**, the approvers are as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Approval Rule form (continued)

Field	Description

	• In the **Approval required from** field, the available options are:
	  ○ **All**
	  ○ **Anyone**
	• In the **Approvers** section, the available options are:
	  ○ **Approvers from**
	  ○ **User field**
	  ○ **Group field**

Option 3: **Dynamic approvers**	When the Approver type is **Dynamic approvers**, the approvers are as follows:
	• In the **Approval required from** field, the available options are:
	  ○ **All**
	  ○ **Anyone**
	• In the **Approvers** section, the available options are:
	  ○ **Approvers from**
	  ○ **Filter by**
	  ○ **Advanced**
	  ○ **User field**
	  ○ **Group field**

Option 4: **Scripted approvers**	When the Approver type is **Scripted approvers**, the approvers are as follows:
	• In the **Approval required from** field, the available options are:
	  ○ **All**
	  ○ **Anyone**
	• In the **Scripted approvers** section, the custom script for the approval configuration is displayed.
	Note:
	Only users with a developer role can modify the custom script.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Base system tables configured with GRC: Approver Configurator

GRC: Approver Configurator enables you to configure approvals for any record that exists in specific tables.

Tables configured to work with the GRC: Approver Configurator feature

Application	Table
Third-party Risk Management	sn_tprm_dd_request
Business Continuity Management	• sn_recovery_event • sn_bcp_plan • sn_bia_analysis
Integrated Risk Management	• sn_risk_advanced_mitigation_task • sn_risk_advanced_risk_assessment_instance • sn_risk_acceptance_task • sn_risk_avoidance_task • sn_risk_mitigation_task • sn_risk_advanced_risk_assessment_instance • sn_risk_transfer_task
Policy and Compliance	• sn_compliance_policy • sn_compliance_policy_exception

Roles installed with GRC: Approver Configurator

Various roles are installed with the activation of the GRC: Approver Configurator application.

Roles installed with GRC: Approver Configurator

Role title [name]	Description	Contains roles
Approver Configurator admin [sn_grc_appr.admin]	Create, read, update, and delete access to the Approval Configuration, Approval Levels, and Approval Rules tables. **Note:** The Approver Configurator admin has read access to the **Script** field on the Approval Rule form.	None

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Roles installed with GRC: Approver Configurator (continued)

Role title [name]	Description	Contains roles
Approver Configurator approver [sn_grc_appr.approver]	Create, read, update, and delete access to the Approval tables.	None
Approver Configurator developer [sn_grc_appr.developer]	• Create, read, update, and delete access to the Approval Configuration, Approval Levels, and Approval Rules tables. • Create and write access to the script field. **Note:** The Approver Configurator developer has create and write access to the **Script** field on the Approval Rule form.	sn_grc_appr.admin

Confidential records

You can mark sensitive GRC records as confidential. You can then make sure that the right people have access to these records.

You can mark sensitive GRC records as confidential by setting the confidential option for a record. By doing this action, you can ensure that only certain users or users from specific user groups can access these confidential records.

Confidentiality property

A new option *`Enable record level confidentiality`* is available under GRC properties at the record level to enable confidentiality.

Important:
The *`Enable record level confidentiality`* property is turned off by default. When it is enabled, it can't be turned off again.

The confidential records in GRC are listed under the GRC Confidential module. The GRC confidential records module is displayed in the application navigator only when you enable the *`Enable record level confidentiality`* property.

Starting with San Diego, the GRC Confidential Records module is available for the Audit Management, GRC core, Policy and Compliance Management, and Risk Management applications.

Unmarking confidentiality on the record

When you unmark confidentiality on a record, allowed users and groups on that record will be removed and all the users will get access to the record based on ACL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

User roles that are required to access the confidential records

Users with the GRC confidential user (sn_grc.confidential_user) role can access the confidential records. This role is for the users who are not GRC users but who want to access the GRC confidential records.

Users who have access and who are named in the record continue to have access to the record with the existing GRC role.

Consider the following examples for different roles:

- You are a risk user and you were given access to a risk record earlier. Now, you are part of the allowed users list for the same record. Therefore, even if you don't have the sn_grc.confidential_user role, you can access the record because you had access to this record earlier and your name is now listed on the allowed users list.
- Your name is listed on the record, but you don't have the sn_grc.confidential_user role. You must have the sn_grc.confidential_user role first to access the record.

When a record is marked as confidential, an email notification is sent out to the users and the user group members informing them about the assignment and the roles that are required to access the record. Every user that is listed in the Allowed users and Allowed groups list gets an email notification about the assignment of the record.

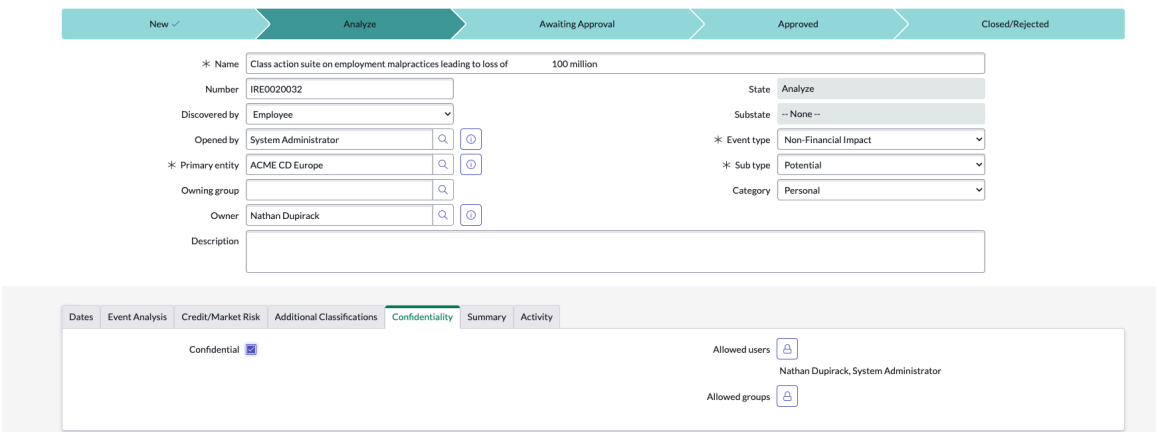
Confidentiality tab on the form

The **Confidentiality** tab on the form displays the following lists and options:

- Confidential option: Enabling the **Confidential** option on the Confidentiality tab displays the Allowed users and Allowed groups lists as shown in the following figure.

  Note:
  A user with write access to the record can enable the **Confidential** option on the Confidentiality tab.

  ### Confidentiality tab on a form

- Allowed users list: When a record is marked as confidential, only the users in the Allowed users list have access to the record. A user who is listed in the Allowed users list should either have read access to the record or have the sn_grc.confidential_user role to access the confidential records.

  The logged-in user who enables the **Confidential** option gets auto-populated in the Allowed users list. The user who enables the **Confidential** option on the tab is auto-appended to the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allowed users list by default. Those users with write access to the record can unlock and update the Allowed users list.

Note:
There are no restrictions on which users can be added to the Allowed users list. A user who doesn't have the GRC role should have the sn_grc.confidential_user role to access the record. An email notification is also sent to the user about the role requirement.

- Allowed groups list: When a record is marked as confidential, only the users that are listed in the Allowed groups list have access to the record. Those users with write access to the record can unlock and update the Allowed groups list.

Note:
Confidential records are visible to the users who are listed in the Allowed users or Allowed groups list. By default, the administrators can also view the confidential records. If you do not want the administrators to view the confidential records, follow the steps mentioned in KB1497382.

Users who don't have the GRC user role but are listed in the Allowed users list or Allowed groups list can be assigned with the sn_grc.confidential_user role to access the confidential records.

Confidentiality is supported on the following tables.

Tables on which confidentiality is supported

Table label	Table name	Application scope	Users that get auto-populated in the allowed users list	Groups that get auto-populated in the allowed groups list
Audit task	sn_audit_task	GRC: Audit Management	Assigned To, Engineering lead, Engineering auditors, Engineering approvers	Not applicable
Engagement	sn_audit_engagement	GRC: Audit Management	Auditors, Approvers, Engagement lead	Not applicable
Evidence request task	sn_grc_advanced_evidence_request	GRC: Advanced Core	Requester, Assigned To, Approvers, Watchlist, Requested on behalf of	Assignment Group
Issue	sn_grc_issue	GRC: Profiles	Assigned to, Issue Manager, Opened by	Issue Manager Group,Assignment Group
Observation	sn_audit_advanced_observation	GRC: Advanced audit	Owner, Respondent, Peer Reviewer, Reviewer, Watch list Users, Engagement	Assignment Group

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables on which confidentiality is supported (continued)

Table label	Table name	Application scope	Users that get auto-populated in the allowed users list	Groups that get auto-populated in the allowed groups list
			lead, Engineering auditor, Engineering approver	
Policy exception	sn_compliance_policy_exception	GRC: Policy and Compliance Management	Requester, Approver, Watch list	Approval Group
Remediation task	sn_grc_task	GRC: Profiles	Assigned to, Watch list, Issue Manager, Issue Assigned To	Not applicable
Risk events	sn_risk_advanced_event	GRC: Advanced Risk	Current logged in user, Owner, Approver	Owning group, Approval groups
Disclosure	sn_esg_disclosure	ESG Management and Reporting	Logged in user, reviewer, assigned to	Not applicable
Material topic	sn_esg_material_topic	ESG Management and Reporting	Logged in user, reviewer	Not applicable
Metrics	sn_grc_metric	ESG Management and Reporting	Logged in user, enterprise owner, data owner	Enterprise owner group, data owner group
Metric definitions	sn_grc_metric_definition	ESG Management and Reporting	Logged in user, enterprise owner, data owner	Enterprise owner group, data owner group
Composite metric definitions	sn_grc_composite_metric_definition	ESG Management and Reporting	Logged in user, enterprise owner	Enterprise owner group

Starting with Utah, confidential configuration for all the Out Of the Box confidentiality enabled GRC tables except sn_esg_material_topic, sn_grc_metric, sn_grc_metric_definition, sn_grc_composite_metric_definition, are shipped to sn_grc_confidentiality_configuration table. You can update and remove the user and group fields that are auto-populated into allowed users and groups of a record from this configuration.

To know more about the confidentiality feature, see KB1218856.

Configure confidentiality in your GRC tables

To enable confidentiality in your GRC tables, you must perform additional configuration, such as updating the client scripts and updating access control lists (ACLs). After you update the configuration for a specific ServiceNow platform table, the confidentiality functionality can be used on those table's forms.

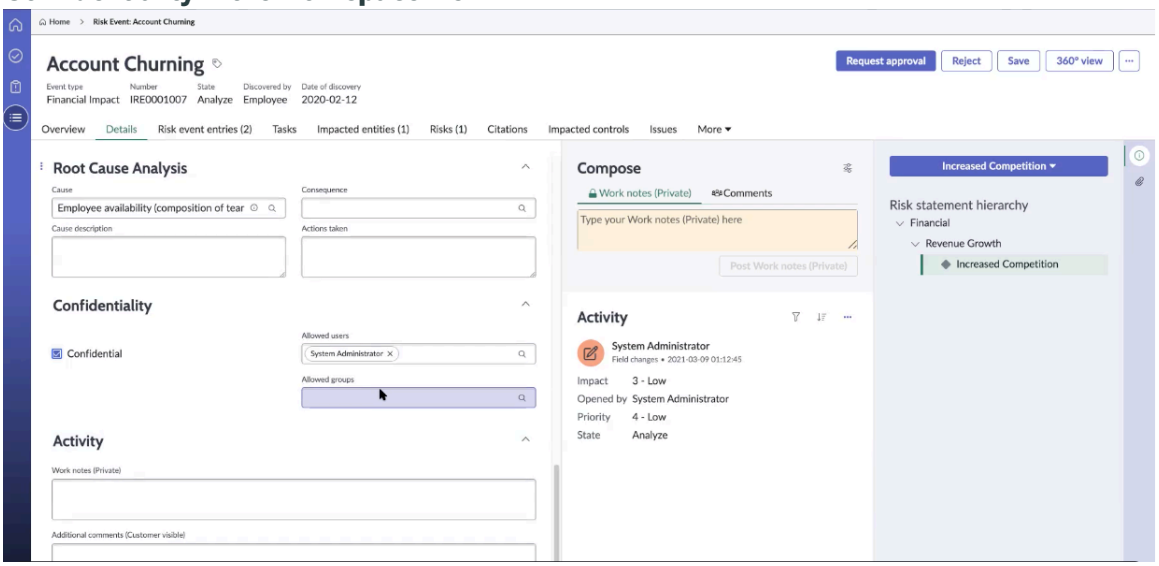
For information on how to enable confidentiality in your GRC tables, see KB1497382.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
You must log in to Now Support to view the Knowledge Base articles.

You can also enable Confidentiality on a form in the workspace view as shown in the following figure.

Confidentiality in the workspace view



Create a confidential record

Create a record and mark it as confidential so that you can make sure that only the users with a specific role can access it.

Before you begin

Role required: sn_grc.admin, sn_grc.business_user who has opened the risk event, sn_audit.user, sn_compliance.user, sn_esg.user, sn_risk.user

Procedure

1. Navigate to **All > Administration > GRC Properties**.
2. Select **Yes** for **Enable record level confidentiality** property and click **Save**.
   Perform the following steps by logging in with the sn_grc.business_user role or a module specific role as defined in the Role required section.
3. Navigate to the record that should be marked as confidential and select **Confidentiality** tab.
4. On the **Confidentiality** tab, select the **Confidential** option.
   The Allowed users and Allowed groups lists are displayed. The user who enables the **Confidential** option is auto-appended to the Allowed users list by default.
5. To add more users, update the Allowed users list.
   Allowed users can update the confidential record.
6. To add more groups, update the Allowed groups list.
   Allowed groups can update the confidential record.
7. Click **Update**.

Result

The selected record is marked as confidential. Only the users who belong to the Allowed users list or the Allowed groups list can access this confidential record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure confidentiality in GRC tables

You can create a confidentiality configuration record in your GRC tables.

Before you begin

Before you begin the confidentiality configuration on your table, you must create three new columns in the table that you want to enable confidentiality in.

Role required: sn_grc.admin.

Fields to enable confidentiality

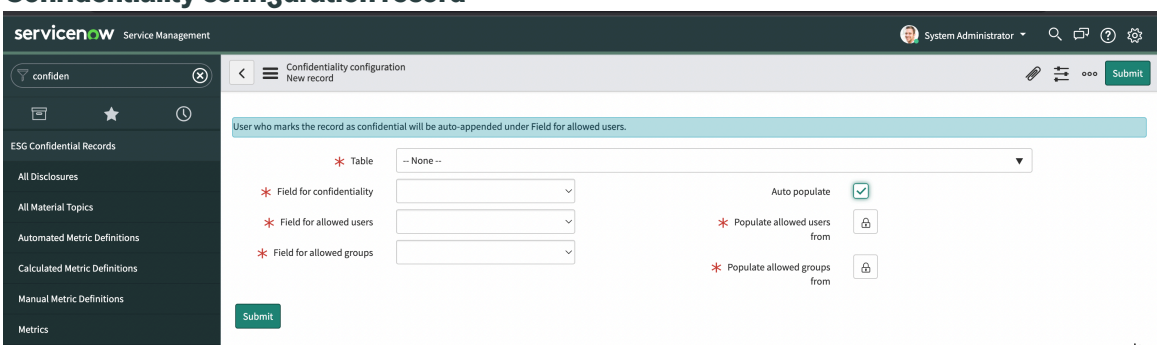
Type	Comments	Example column name	Description
Boolean	Confidential	u_confidential	Flag that marks or unmarks whether a field is confidential.
List, Reference to sys_user table	Allowed users	u_allowed_users	Field that contains the list of users who can access the confidential record.
List, Reference to sys_user_group table	Allowed groups	u_allowed_groups	Field that contains the list of user groups who can access the confidential record.

For more information, see KB1497382.

Procedure

1. Navigate to **All** > **GRC Administration** > **Confidentiality Configuration** and click **New**.
2. In the new confidential configuration form, fill in the fields that are required for enabling confidentiality for the GRC tables.
   For more information about the fields, see Confidentiality configuration form.

Confidentiality configuration record



3. Click **Submit**.

Result

Confidentiality is enabled for the GRC table that you selected.

Confidentiality configuration form

The Confidentiality configuration form is used for the configuration of the confidential records for your GRC tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Confidentiality configuration form

Field	Description
Table	Table that you want to add the Confidentiality feature in.
Field for confidentiality	Boolean field where you can enable for confidentiality in.
Field for Allowed users	Field where you can add the allowed users who can access the confidential records.
Field for Allowed groups	Field where you can add the user groups that are allowed to access the confidential records.
Populate allowed users from	Field where the allowed users are automatically filled in based on the list of columns in the GRC tables.
Populate allowed groups from	Field where the allowed user groups are automatically filled in based on the list of columns in the GRC tables.

Note:
Populate allowed users from and **Populate allowed groups from** fields appear only when the **Auto-populate** field is selected.

Configuring confidential inheritance in your tables

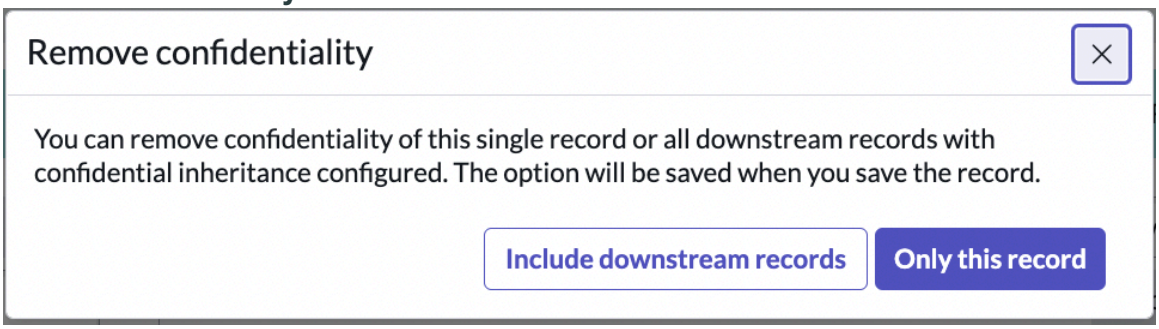
You can set up confidentiality inheritance in the tables that are already configured in the confidentiality configuration module. In the GRC application, whenever a parent record is marked or unmarked as confidential, its related table records are also marked or unmarked as confidential.

When you mark an issue as confidential, a related remediation task is automatically marked as confidential. For example, let's look at issue A. Issue A has the remediation tasks P, Q, and R. If issue A is marked as confidential, the remediation tasks P, Q, and R are also marked as confidential. The allowed users and groups are automatically appended based on the remediation task's confidentiality configuration record. Issue A's allowed users and groups are automatically appended to the inherited records P, Q, and R.

When an issue's confidentiality is unmarked, the corresponding confidentiality of a remediation task is also unmarked. Let's look at issue A again. Remember that issue A has the remediation tasks P, Q, and R. If the confidentiality is unmarked for issue A, then a dialog box appears with a question about whether it's okay to unmark the confidentiality for all the related tasks P, Q, and R or only for issue A. Based on what the selection is in the following example, the related records are unmarked as confidential.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Unmark confidentiality



As shown in the example dialog box, if **Include downstream records** was selected, then the confidentiality is unmarked for all the downstream records. If **Only this record** was selected, the confidentiality is unmarked for that single record only.

If you have access to the related confidential records and remove the confidentiality for a parent record, then the related records are also non-confidential.

Note:
An inheritance configuration should exist between the parent and inherited tables.

Examples of confidentiality inheritance

Inheritance works only at the point of marking a parent record as confidential. Let's look at the following two examples:

1. When a parent record is marked as confidential, the related non-confidential records are also marked as confidential due to the inherited configuration. But, if a related record is added later, it isn't automatically marked as confidential.
2. Whenever confidentiality is marked on a parent record and the inheritance isn't passed to the related records, the changes that are made later to the allowed users and groups of the parent record are not inherited in the related records.

For more information about the confidentiality inheritance configuration, see KB1213404 You must log in to the Now Support to view the Knowledge Base articles.

Create confidentiality inheritance

Create confidentiality inheritance in the tables that are already configured in the confidentiality configuration module. In the GRC application, whenever a parent record is marked or unmarked as confidential, its related table records are also marked or unmarked as confidential, if an inheritance record is also set up.

Before you begin

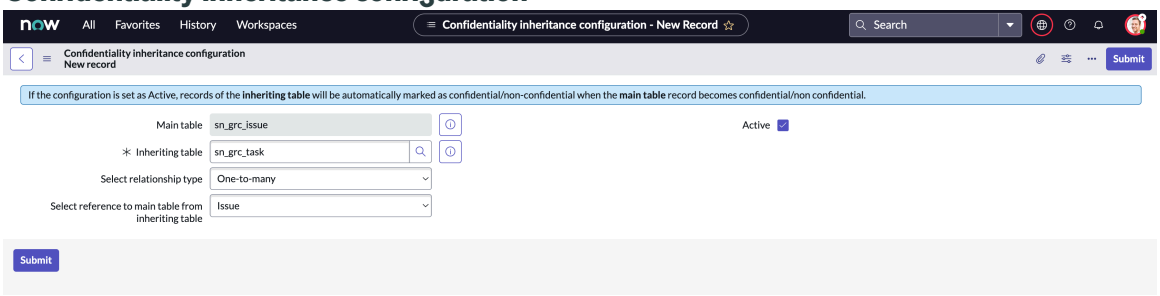
Role required: sn_grc.admin

Procedure

1. Navigate to **All** > **GRC Administration** > **Confidentiality Configuration**.
2. Select the table that you want to configure the inheritance in.
3. In the Confidentiality inheritance configurations related list, select **New**.
4. On the form, fill in the fields.
   The following example shows how to configure the confidentiality inheritance. For more information about the fields, see Confidentiality Inheritance Configuration form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Confidentiality inheritance configuration



5. Select **Submit**.

> **Note:**
>
> This configuration doesn't affect the existing confidentiality of the records in the parent and inheriting tables.
>
> Only records that are marked as **Active** support the inheritance.

Result
A new inheritance configuration record is created under the confidentiality inheritance configuration related list.

Confidentiality Inheritance Configuration form

Use the Confidentiality Inheritance Configuration form in the GRC application to create the inheritance configuration record.

Confidentiality Inheritance Configuration form

Field	Description
Active	Option that when selected marks the inheriting tables of the main table as confidential.
Main table	Main table that shows the table that is selected in the confidentiality configurations.
Inheriting table	Table that has records where the confidentiality is marked or unmarked.
Select relation type	Relation types that exist between the main and inheriting table.
Select relationship table	Option to select a relationship table. The **Select relationship table** field appears only when you select the relation type as **Many to Many** or **Scripted relationship**.
Select reference to main table from relationship/inheriting table	Reference to the main table and inherited tables.

> **Note:**
> If only one relationship exists between the main table and the inheriting table fields of the form, the remaining fields are automatically filled in and hidden on the form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

User hierarchy

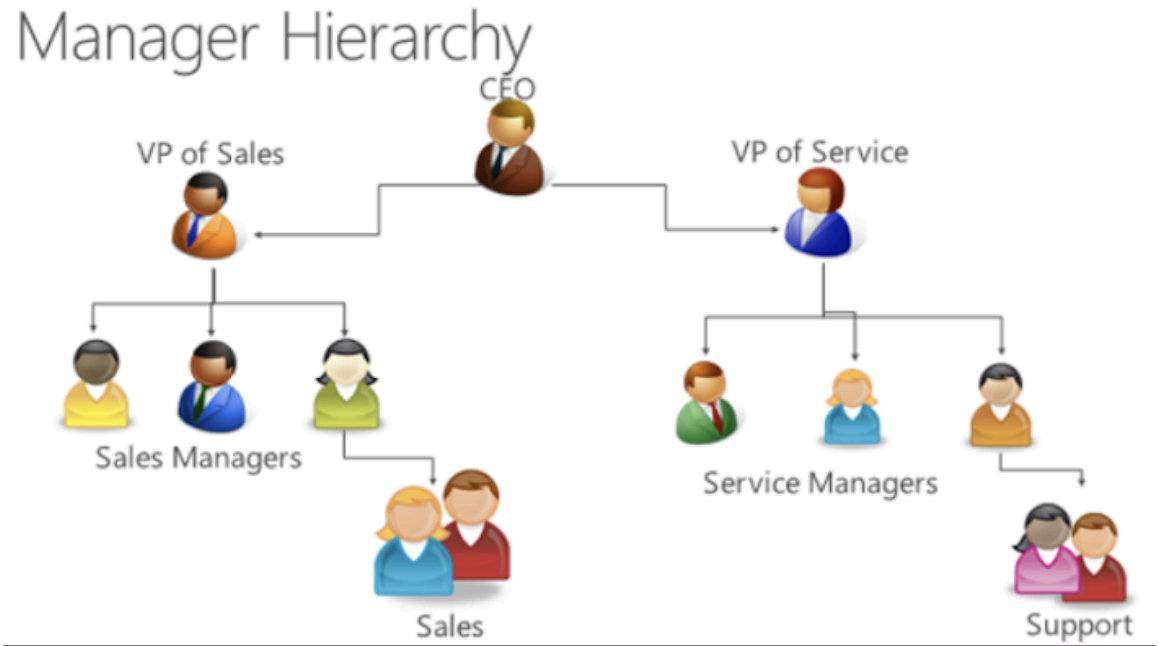
With a user hierarchy, your managers can see the records of those users who report to them.

The user hierarchy is based on the configuration in the sys_user table. The user hierarchy is stored separately for the GRC tables.

To understand how a user hierarchy works, let's look at the following example. Users Abel and Jack report to Adam. Adam reports to Daniel. With a user hierarchy, Adam can view the work performed by Abel and Jack. Similarly, Daniel can view the work performed by Adam, Abel, and Jack.

Let's see another example of a manager and a user hierarchy.

Manager and user hierarchy



In this example, the sales manager can see the data that the sales team has submitted. The VP of sales can see the data or reports that are submitted by the sales managers and the sales team.

The VP of service can see the data that is submitted by the service managers and the support team. The CEO of the organization can see the work performed by both sales and service teams.

Enabling the properties for the user hierarchy functionality

As a GRC administrator, you can enable the following properties under the GRC properties module in an instance.

User hierarchy properties

Property	Action
Enable user hierarchy access control	Enable the user hierarchy functionality by selecting the **Yes** option on the *Enable user hierarchy access control* property. This property is turned off by default. After you enable this property, you can also turn it off again.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

User hierarchy properties (continued)

Property	Action
Frequency of user hierarchy recalculation	Use the *Frequency of user hierarchy recalculation* property to calculate the user hierarchy for all the records in the sn_grc_user_hierarchy_configuration table. The property is set to **Weekly** by default. To calculate the user hierarchy for the records at different intervals, select *sn_grc.user_hierarchy_sync_frequency* and change the schedule from **Weekly** to **Daily** or **Monthly**.
Maximum batch size while recalculating hierarchy for user hierarchy records	Use the *Maximum batch size while recalculating hierarchy for user hierarchy records* property to process the records in a maximum batch size so that you can recalculate the user hierarchy of the records. This property is set to 1000 by default. To recalculate the user hierarchy of the records, select the property and update the maximum batch size to an integer value.

Note:
After you enable the user hierarchy properties, the user hierarchy functionality is supported only in certain sets of tables. You can learn more about these tables in the next section.

Tables that are used to support the user hierarchy functionality

The following tables are used to support the user hierarchy functionality.

Tables that are used to support the user hierarchy functionality

Table	Description
sn_grc_hierarchy	Table that maintains the hierarchy of the users.
sn_grc_user_hierarchy	Table that displays the name of the user, the managerial hierarchy, and the last synchronized details. As a user with the sn_grc.user_hierarchy_reader role, you can read the records in this table. No other user can manually create, update, or delete the records in this table.
sn_grc_user_hierarchy_configuration	Table that contains a separate record for each table where the user hierarchy access control is enabled. As a GRC administrator, you can manually create and delete the records in this table. As a user with the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

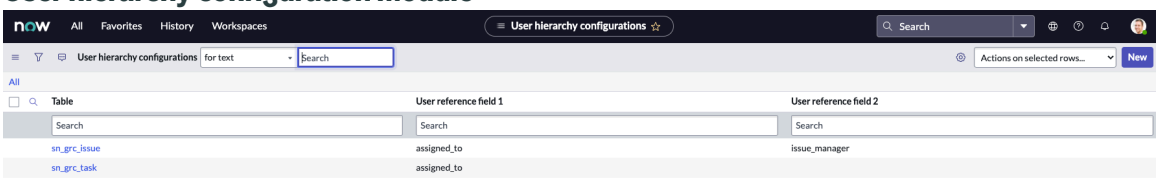
Tables that are used to support the user hierarchy functionality (continued)

Table	Description
	sn_grc.user_hierarchy_admin role, you can also read or update the records in this table.

User hierarchy configurations module

The User hierarchy configuration module is displayed in your instance only after you enable the user hierarchy properties. The User hierarchy configuration module, which is shown in the following example, lists the tables on which you have enabled the user hierarchy functionality.

User hierarchy configuration module



Access control lists (ACLs): By default, a few access control lists are shipped with the GRC application, and they are stored in the sys_security_acl table. You can define a filter condition to check if the user hierarchy access control is enabled. You can create your own access control lists depending on your configuration and requirements.

For information on how to configure the user hierarchy access control on your custom tables, see KB1095957.

Note:
You must log in to Now Support to view the Knowledge Base articles.

Create a user hierarchy configuration record

Create a user hierarchy configuration record for a table so that you can enable your managers to view the records of the users who report to them.

Before you begin

Role required: sn_grc.admin

Procedure

1. Navigate to **All** > **GRC User Hierarchy > User hierarchy configuration**.
   The tables where you have enabled the user hierarchy access control are displayed.
2. Click **New**.
3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

User hierarchy configuration form

Field	Description
Table	Table that you can use to configure the user hierarchy. For example, Issue [sn_grc_issue].
Active	Option to enable the user hierarchy. When you enable this option, the user hierarchy functionality is enabled on the table records.
User reference field 1	Field that corresponds to User reference field 1 in the user table. For example, you can select the value of the User reference field 1 as Assignee or Assigned to.
User reference field 2	Field that corresponds to User reference field 1 in the user table. For example, you can select the value of the User reference field 2 as Approver or Issue manager.
User hierarchy field 1	Field to configure the user hierarchy for User reference field 1.
User hierarchy field 2	Field to configure the user hierarchy for User reference field 2.
User hierarchy status field	Field that represents the status of the user hierarchy processing for the selected table.
Triggered event	Event that is used to recalculate the user hierarchy in the source table records.

4. Click **Submit**.

User group-based access on the GRC tables

You can allow a set of users to access only specific records by creating user groups on the GRC tables. When you have created the user groups, you can segregate your data based on a specific criteria and allow only those users who belong to a user group to view the data.

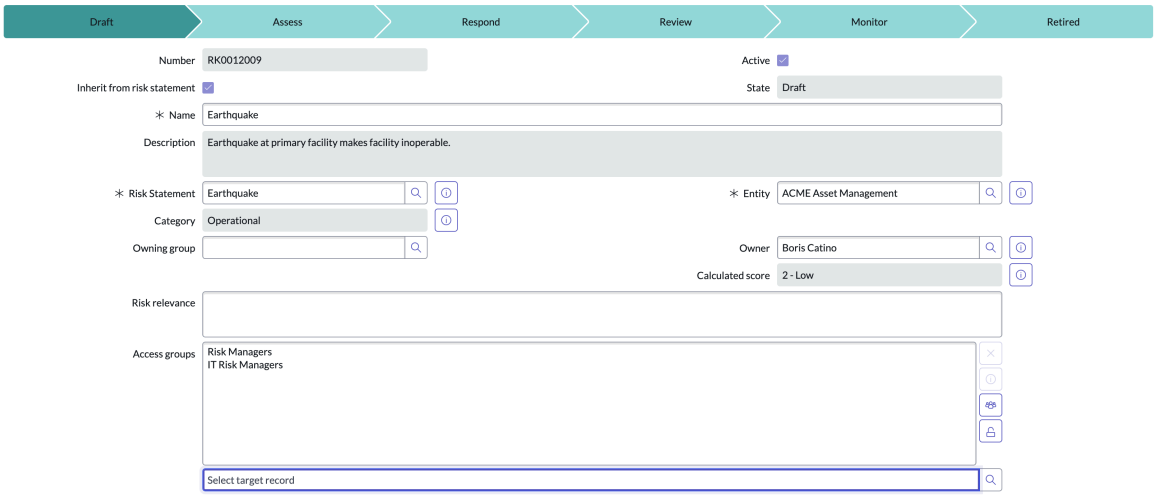
Note:
User group-based access is not enabled on any ServiceNow tables as part of the base system. To implement the feature and to configure the Access groups option on any GRC form, follow the steps listed in the KB1514113.

To view the Access groups option on the respective tables where you have configured user group-based access, you must enable the *`Enable access groups`* property in the GRC Properties module.

The following example shows the Access groups option in the form that appears when you enable user group-based access. The layout of the form depends on your configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Access groups option in the form



When a value is selected for the Access groups list, only the members of the groups that are mentioned in the list can access the data within the same role.

For example, consider this scenario. Within the Risk Managers access group, you have two managers who can work on a financial risk and other managers who can work on an operational risk. By giving the same risk manager role to all the managers in this access group, the first two managers can be assigned to the financial group and the other managers can be assigned to the operational risk group.

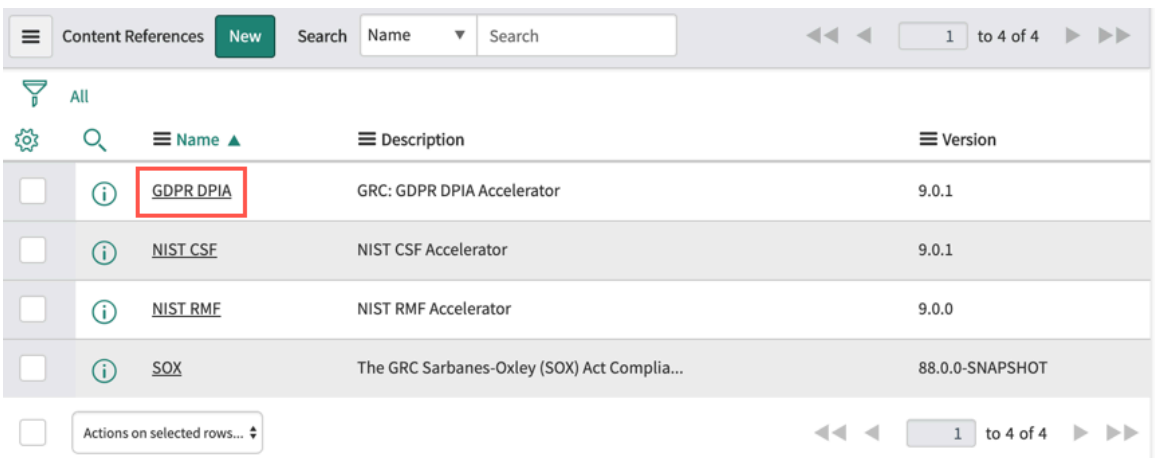
Content references in GRC

You can add tags to virtually any type of record defined in GRC applications that reference GRC content packs, integrations, use case accelerators, or any new regulations that use those records. After the records have been tagged, you can filter the content reference tags to identify which records are used within each application.

For example, you can tag all SOX control objectives that are scoped for the NIST RMF integration. You can also create reports that show relevant records that are tagged for specific integrations, use case accelerators, and so forth.

After records have been tagged, you can access all of the content references used within a specific GRC application by viewing the Content References module under each. In Policy and Compliance, for example, you can view all tagged records for the GDPR DPIA use case accelerator in a series of related lists.

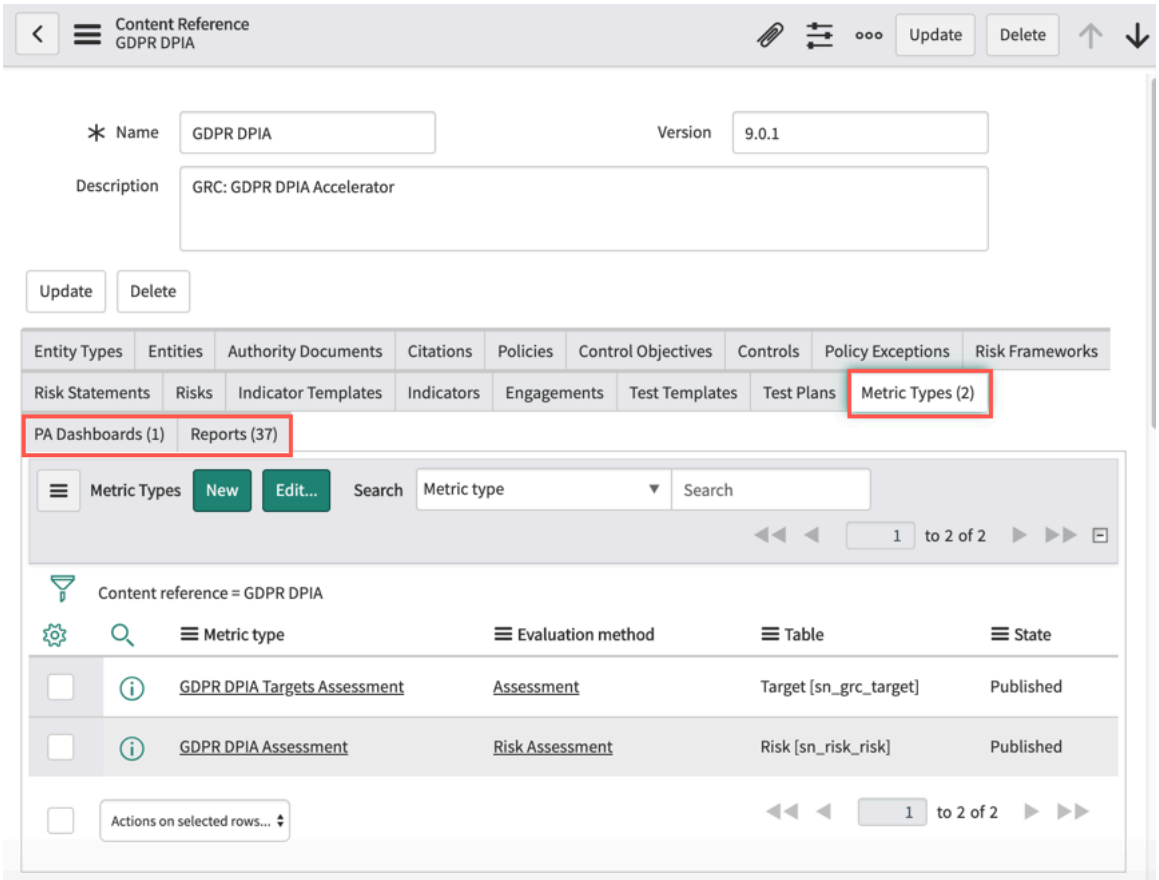
Content reference list



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

After selecting GDPR DPIA, a series of related lists show all records tagged with content references to the GDPR DPIA Use Case Accelerator.

Content references for GDPR DPIA



Records you can tag with content references

In the GRC Audit Management, Policy and Compliance Management, and Risk Management applications, you can tag any of the following types of records.

Note:
Not all of these records are available within each of the GRC applications listed above The related lists displayed in each of the applications, however, include all of the record types regardless of whether they are available.

- Authority Documents
- Citations
- Control Objectives
- Controls
- Engagements
- Entity Types
- Entities
- Indicator Templates
- Indicators
- Metric Types

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Dashboards
- Policies
- Policy Exceptions
- Reports
- Risk Frameworks
- Risk Statements
- Risks
- Test Plans
- Test Templates

Add content reference tags to records

As you are analyzing any of the many types of records available in GRC applications, it is easy to add a content reference tag so the record can be included when you perform searches for records associated with a given integration, content pack, use case accelerator, and so forth.

Before you begin

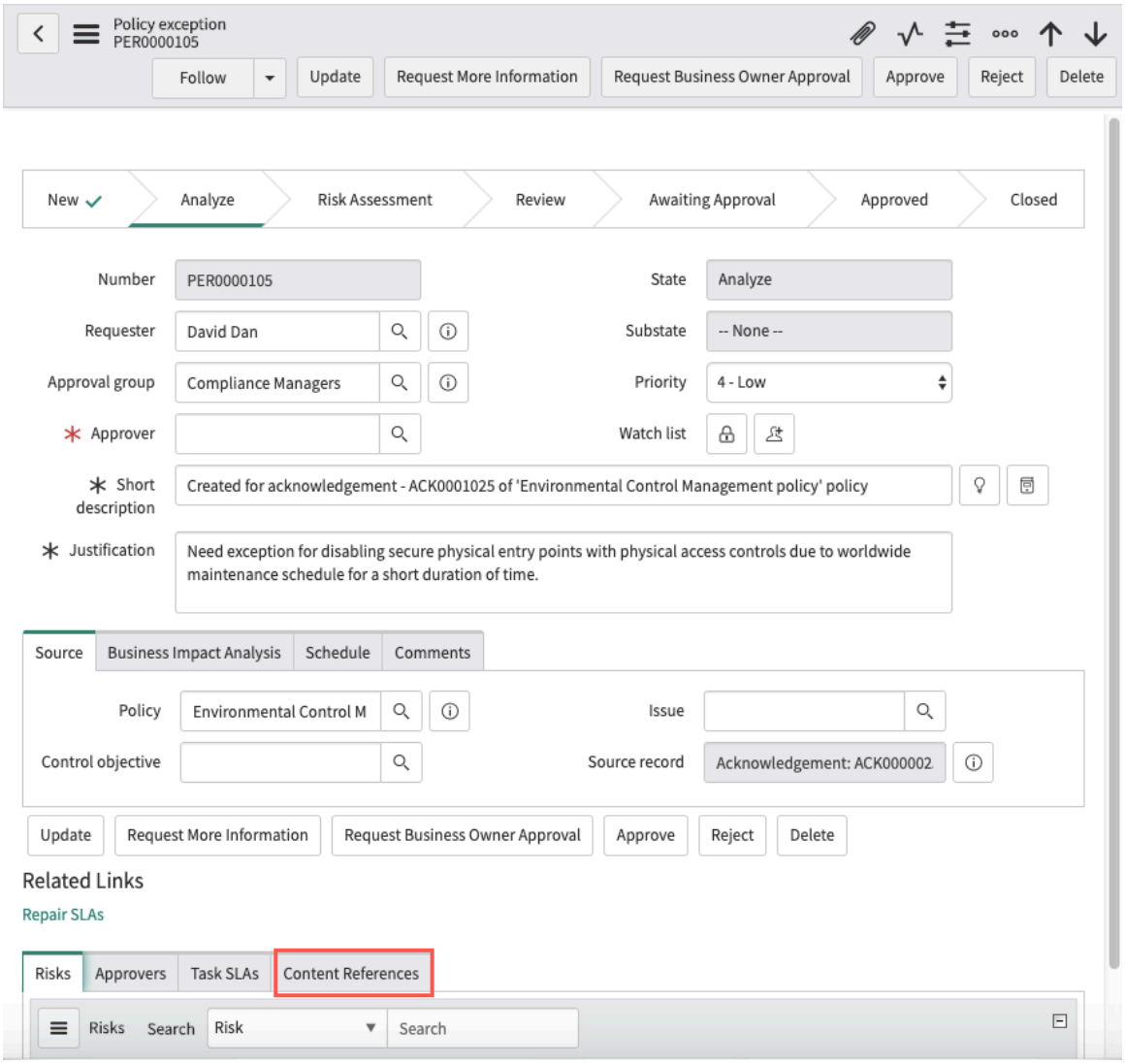
Role required: admin

Procedure

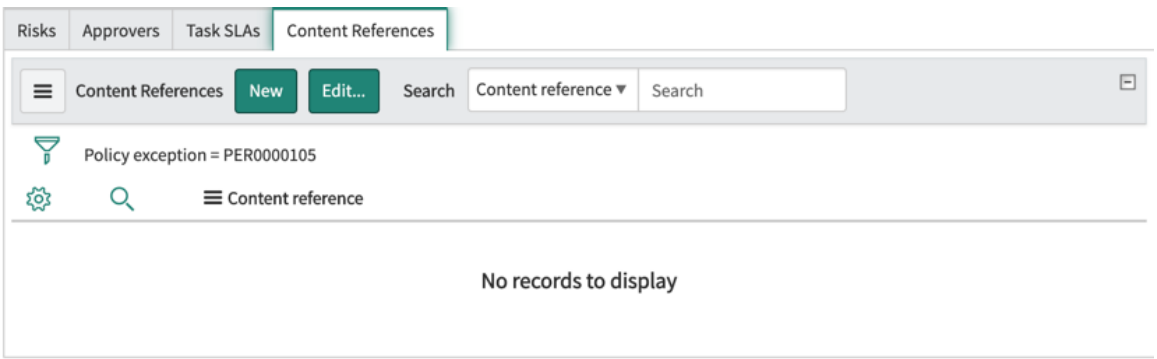
1. Navigate to **Policy and Compliance** > **Policy Exceptions** > **My Policy Exceptions**, and open a specific policy exception record.
   If you are already working within a specific GRC application, open the record to which you want to add a content reference tag. Otherwise, navigate to the record.

   Note:
   For the sake of example, a Policy Exception record is used to illustrate how to add a content reference to a GRC record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

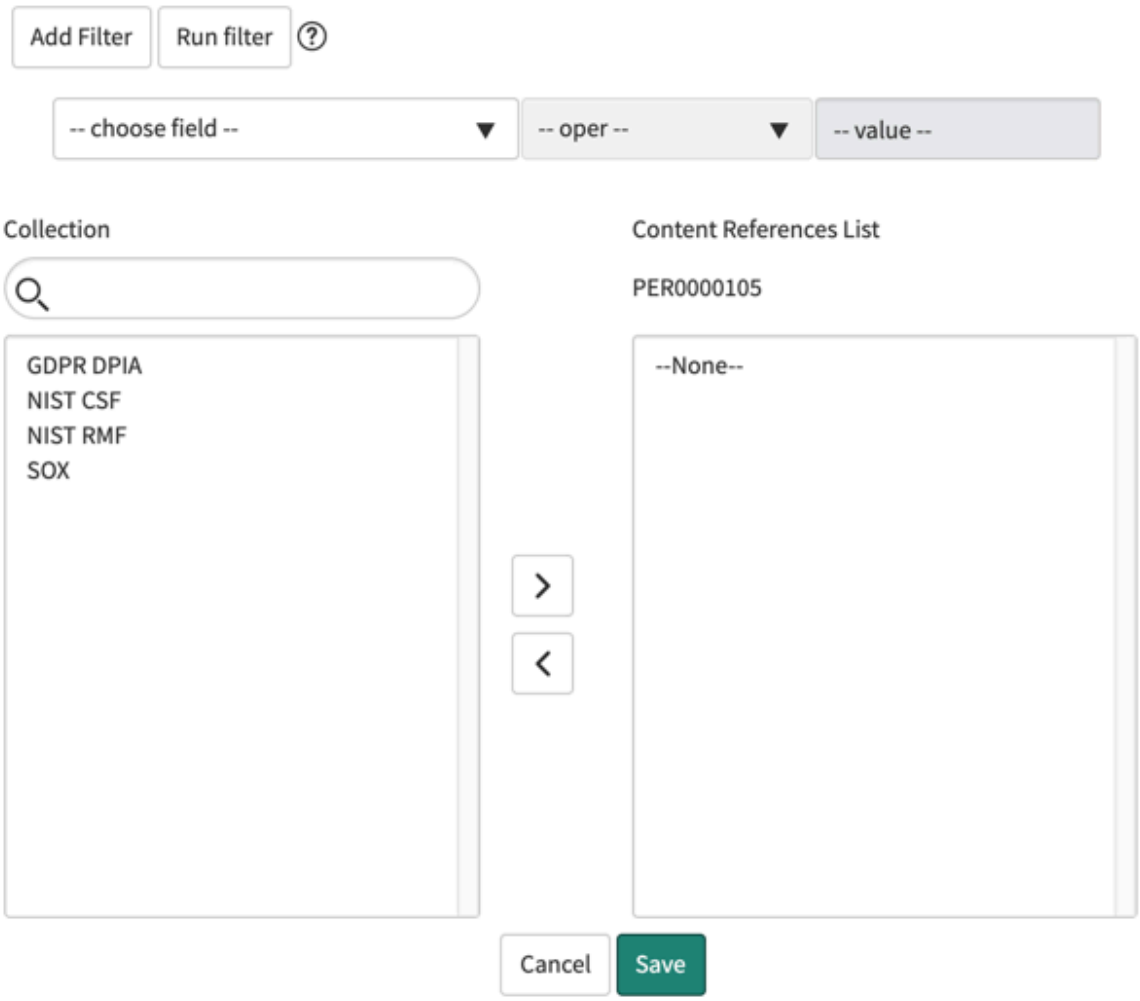


2. Scroll down and click the **Content References** related list.

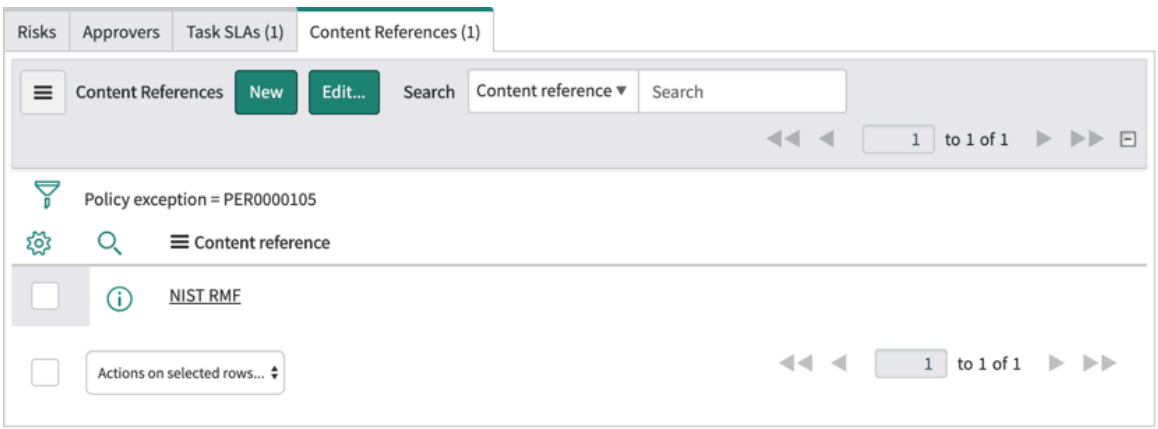


3. Click **Edit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



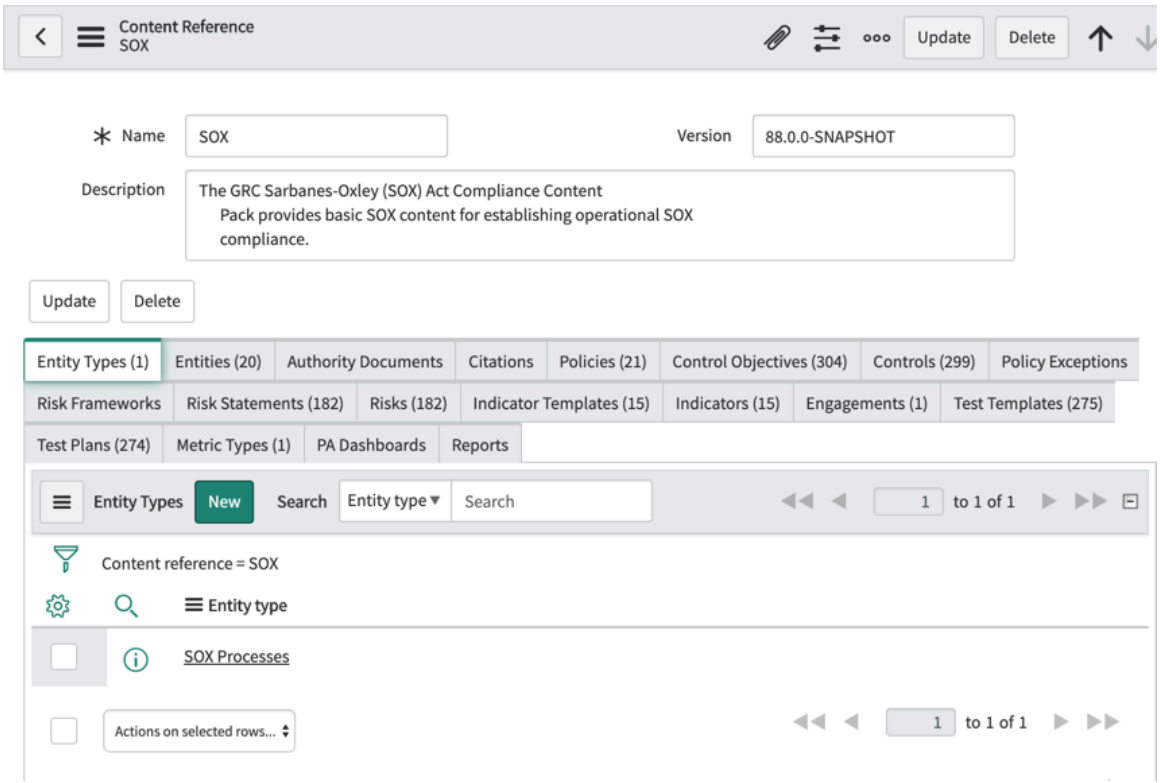
4. Click **Save**.
   Move the integrations, use case accelerators, and so forth to which you want to associate with this policy exception record from the **Collection** box to the **Content References List**, then click **Save**. In this example, policy exception record PER0000105 has been tagged as being associated with the NIST RMF Use Case Accelerator.



5. Navigate to the **Content References** module under that application and select the associated use case accelerator.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To view all records tagged for a specific use case accelerator within a specific GRC application, For example, to see all records tagged with content references in Risk Management for the SOX content pack, navigate to **Risk** > **Administration** > **Content References**, and click **SOX**.



6. Click any of the related lists that show a number to see the records tagged as content references for SOX.

Create content reference tags

You can define new content reference tags, as needed, to accommodate new regulations as they arise. You can define new tags in any GRC application, and they are then available in all GRC applications.

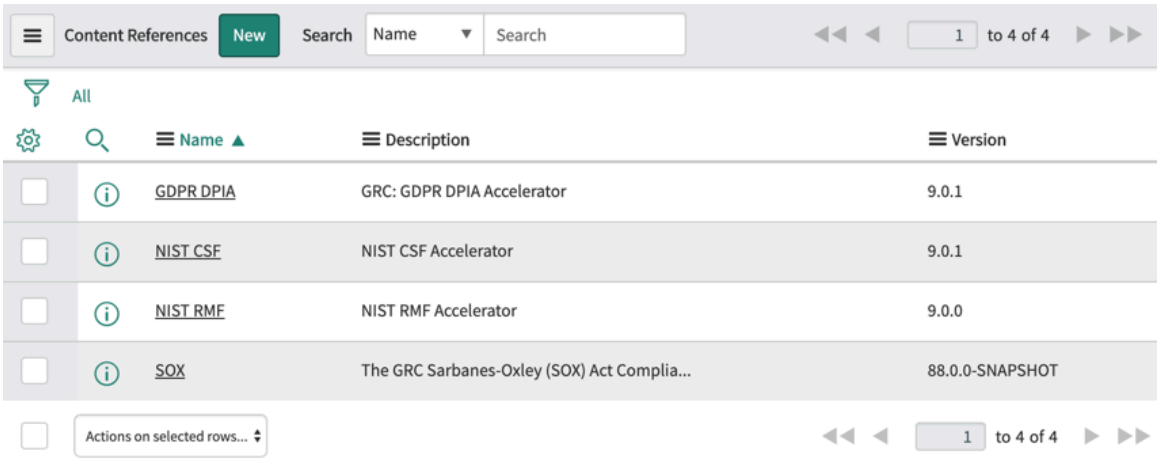
Before you begin

Role required: admin

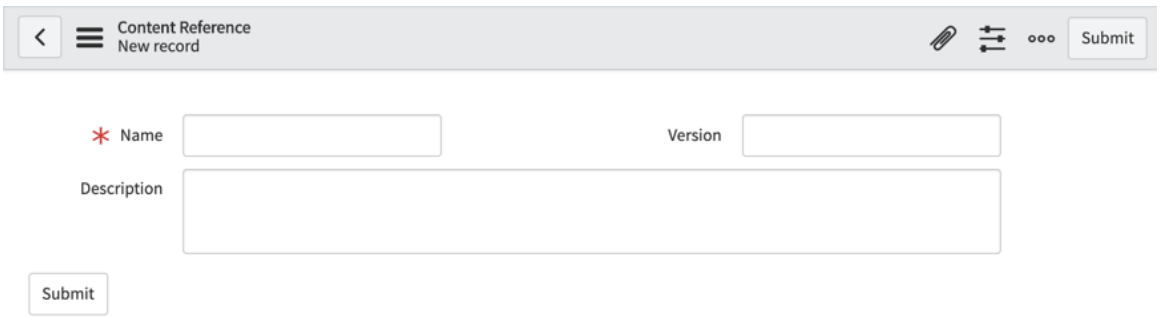
Procedure

1. Navigate to the Content References module in any GRC application.
   For example, you can navigate to **All** > **Audit** > **Administration** > **Content References**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



2. Click **New**.



3. Provide a **Name**, **Version** number, and **Description** for the new tag.

> **Note:**
> The **Version** number can be the software version released from the ServiceNow Store

4. Click **Submit**.
   The new content reference tag is added to the list and is available from the Content Reference module in the GRC Audit Management, Policy and Compliance Management, and Risk Management applications.

Manage issues

You can measure the effectiveness of your company's risk management program by how quickly and completely it identifies and reacts to risk and compliance issues.

Issues can be submitted using two methods, depending on the type of user involved:

- Employees and business users within your company can self-identify an issue and submit it via the ServiceNow® Service Portal. Following submission, a triage issue is automatically created and the issue triage process begins.
- GRC users can manually create an issue from within their instance to document audit observations and remediations, and compliance and risk issues.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Various types of issues can also be automatically generated under the following conditions (these types of issues are not triaged):

- Control issue: Created when a control attestation is completed, indicating that the control is not implemented, or when an indicator fails.
- Control test issue: Created when a control test is closed complete with the control effectiveness set to **Ineffective**.

Goals of issue management

The goals of issue management include:

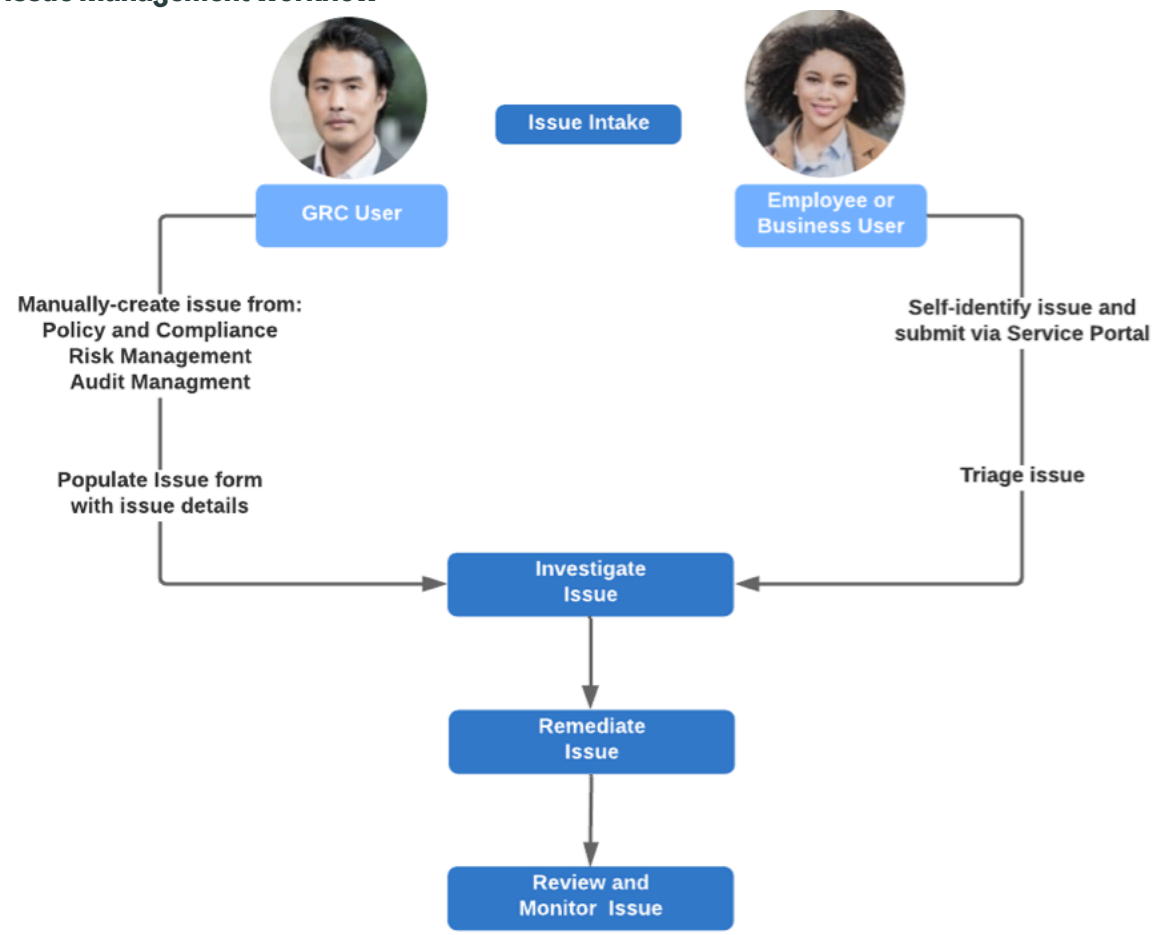
- Eliminating noise.
- Consolidating duplicate issues.
- Focusing on issues that expose the organization to the greatest risk.
- Identifying and prioritizing remediation actions.
- Identifying new issues across the business operations.
- Analyzing operational weakness in policies, processes, and controls.

Issue management workflow and life cycle

By remediating issues, controls can be kept compliant, and risk can be mitigated. The Issue Management workflow and life cycle are illustrated and described here.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issue Management workflow



Issue Management life cycle

Stage	Description
Issue intake	As described earlier, issues can be submitted using two methods, depending on the type of user involved: • Employees and business users within your company can self-identify an issue and submit it via the ServiceNow® Service Portal. Following submission, a triage issue is automatically created and the issue triage process begins. • GRC users can manually create an issue from within their instance. These types of issues are not triaged.
Investigate the issue	During the investigation phase, it is determined whether the issue requires additional study. If a triage is being performed, the triage issue is assigned to a triage team for analysis. The triage team may request more information from the issue creator. The team can also optionally send the issue to the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issue Management life cycle (continued)

Stage	Description
	compliance manager, risk manager, or triage manager with a triage result.
Remediate the issue	After the team has confirmed the issue, the necessary steps to remediate it are performed. If a triage was performed, the triage issue is converted into an actual issue or risk event. The team may also decide to track the issue as a recommendation or close it as a non-issue.
Review and monitor the issue	Prior to closing the issue, the policy owner reviews and approves it. The review also allows the organization to: • track past due tasks • benchmark issue timelines • identify where losses could have been mitigated • reduce gaps in the future

Issues in the Workspace

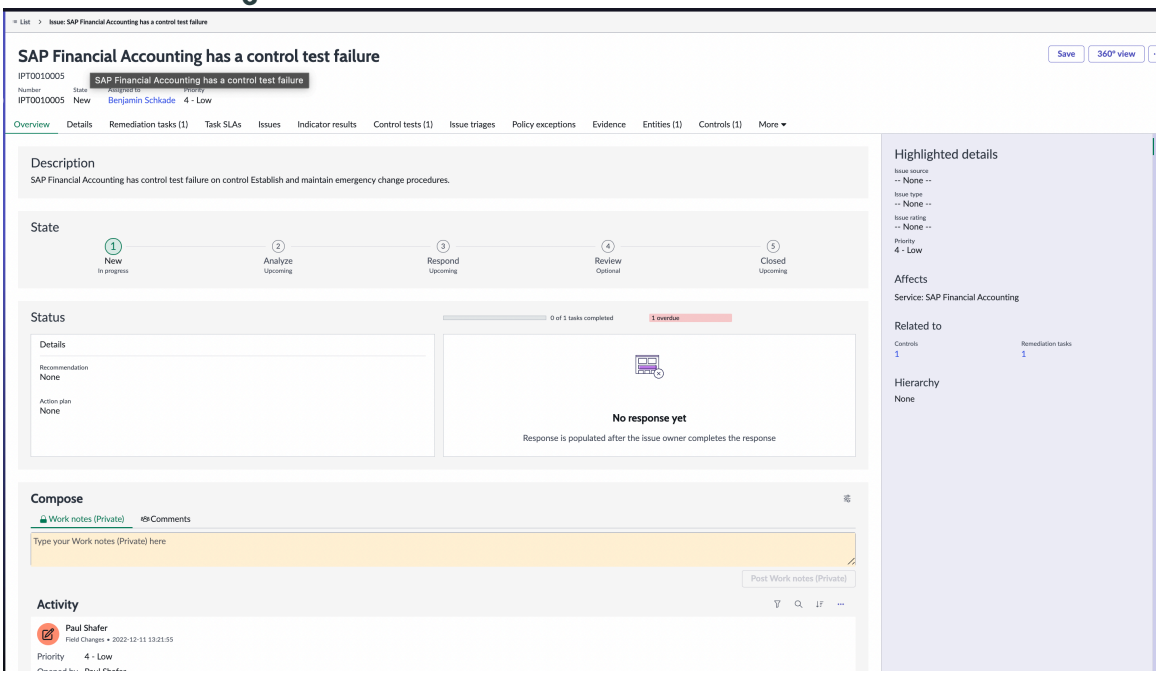
You can track all your issues or one specific issue from the Workspace. Issues are listed under the **Issues** module in the list view of the Workspace.

Issue overview page

The issue form displays the details about your issues. You can see information about an issue's description, state, status, work notes, and what activity has occurred so far. The information about an issue is organized in different tabs such as the **Overview** tab and the **Details** tab as shown in the following example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issue Overview Page



In the **Details** tab, you can find information about the issue, assignment, schedule, issue grouping, action plan, confidentiality, and activity and settings.

Note:
The details section has been removed from the **Details** tab.

Associating objects that are related to an issue

GRC user or business user or business user lite of Issue personas can associate objects, such as the control, risk, risk event, entities, engagements, control objectives, risk statements, policies, authority documents, or processing activities, or remove the existing objects that are related to the issue.

For example, consider an entity that you can select as a related list. You can either add the other related entities or remove the existing entities by using the **Add** or **Remove** UI buttons of the entity form.

The related lists on the issue form display the dependencies that are related to the issues. The following table lists a description of the tabs and sidebar on the Issue form.

Tabs and sidebar on the Issue form

Tab	Description
Overview	Overview of an issue, such as the description, state, status, work notes, and activity.
Details	Details about an issue, such as the assignment, schedule, issue grouping, action plan, confidentiality, activity, settings, and work notes. The Issue grouping section provides grouping information, such as Parent issue and Issue group rule. When advanced Issue grouping is enabled, it shows **Group level** field, indicating whether it's a parent, child, or standalone issue. It also shows the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tabs and sidebar on the Issue form (continued)

Tab	Description
	Management method field, indicating whether it's managed from parent or child issues individually.
Highlighted details	Highlighted information, such as the issue source, issue type, issue rating, priority, effects, related to, and hierarchy.
Affects	Entities that are affected by this issue.
Related to	Count of the different objects that are affected by this issue such as the controls, risks, policies, authority documents, engagements, regulatory change tasks, remediation tasks, and risk events.
Hierarchy	Issue hierarchy.

The following table lists the related lists in the Issues section.

Related lists in the Issues section

Related lists	Description
Remediation tasks	Details of the remediation tasks, such as the name, number, state, assigned to, priority, planned end date, and actual date.
Task SLAs	Details of the task service level agreements (SLAs), such as the SLA definition, type, target, stage, business time left, business-elapsed time, business elapsed percentage, start time, and stop time.
Issues	Details of the related issues, such as the name, number, issue source, issue type, state, issue manager, assigned to, priority, and due date.
Indicator results	Details of the indicator results, such as the name, result, indicator, and data owner.
Control tests	Details of the control tests, such as the name, number, parent, assigned to, state, planned start date, and planned end date.
Issue triages	Issue triages details, such as the name, number, source, issue type, state, substate, triage owner, and reviewer.
Policy exceptions	Details of the policy exceptions, such as the name, number, requester, reason, policy, control objective, state, substate, valid from, valid to, and risk rating.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

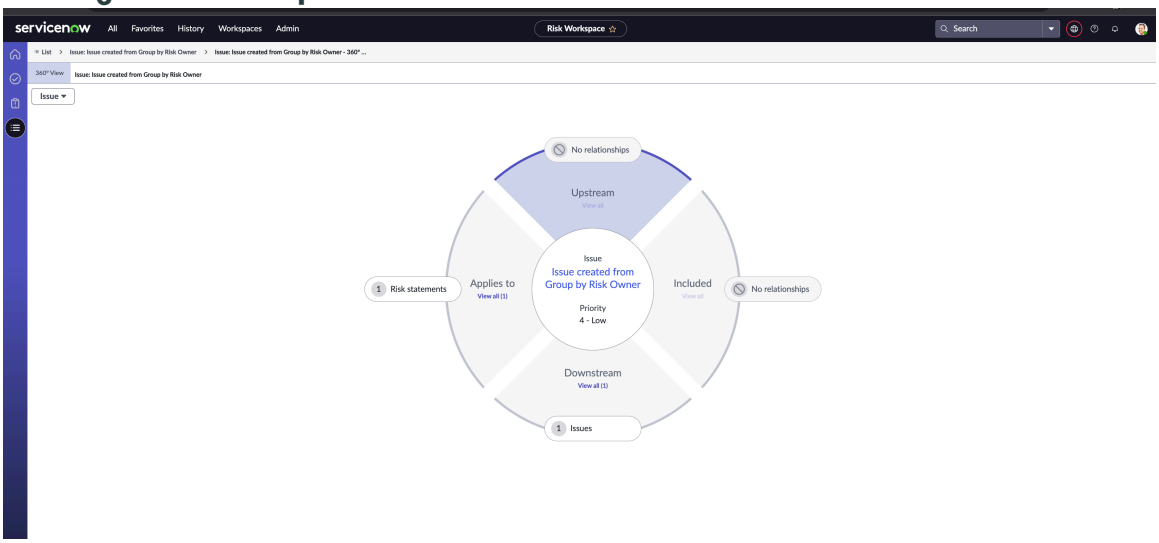
Related lists in the Issues section (continued)

Related lists	Description
Evidence	Details of Evidence, such as the name, number, evidence for, request reason, state, substate, requester, assigned to, and due date.
Entities	Details of the entities, such as the entity, description, class, and owner.
Controls	Details of the controls, such as the name, number, entity, function, state, status, exempt, owner, and description.
Risks	Details of the risks, such as the name, number, entity, risk statement, owning group, owner, state, and risk assessment methodology.
Engagements	Details of the engagements, such as the name, number, type, engagement lead, state, engagement planned start date, and engagement planned end.
Control objectives	Details of the control objectives, such as the name, source ID, source, parent, category, classification, type, and compliance.
Risk Statements	Details of the risk statements, such as the name, framework, category, description, and appetite status.
Policies	Details of the policies, such as the name, type, owner, state, valid from, valid to, and compliance score.
Authority documents	Details of the authority documents, such as the name, common name, type, and compliance score.
Risk events	Details of the risk events, such as the risk event,primary entity, event type, subtype, state, date of discovery, net loss, expected loss, and non-financial impact.
Processing activities	Details of the processing activities, such as the processing activity, processing activity category, owner, and privacy analyst.

The following example shows a 360-degree view of the entire relationship for a selected issue, such as the upstream issues, downstream issues, controls, and remediation tasks that are associated with the Issue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

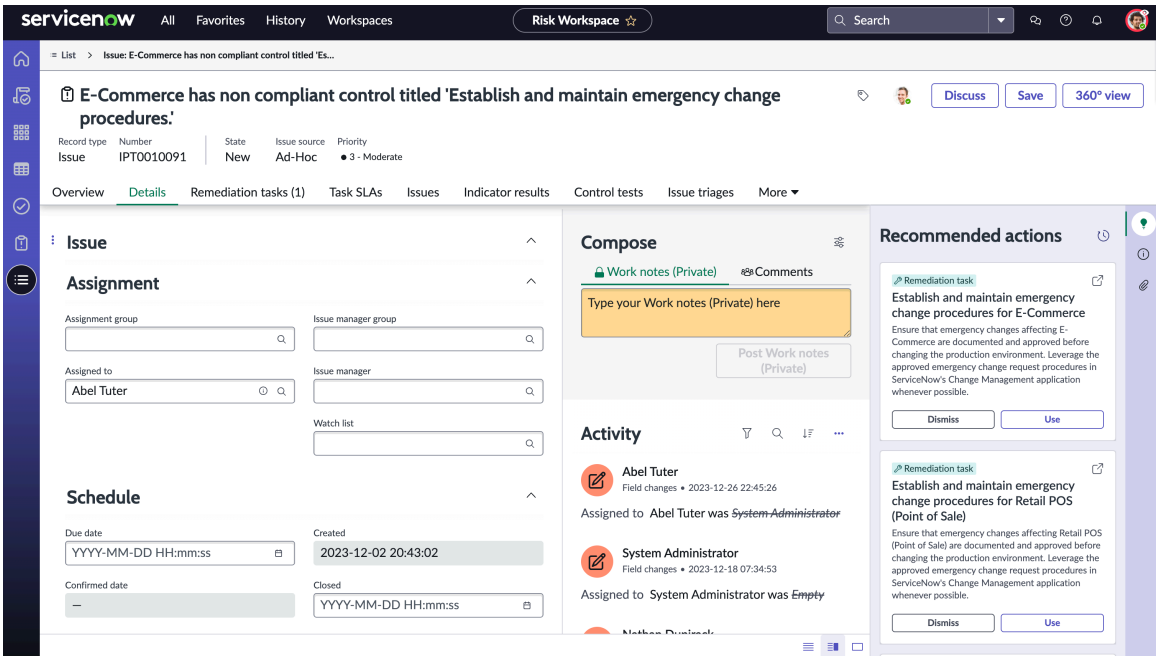
360-degree relationship of an issue



Recommended actions

Recommended actions are system-generated suggestions that can help you quickly select a remediation task or assign an issue to the correct person.

Remediation tasks recommended actions



As shown in the figure, recommended actions for remediation tasks are shown in the right side pane. You can see the list of recommended actions and perform the following:

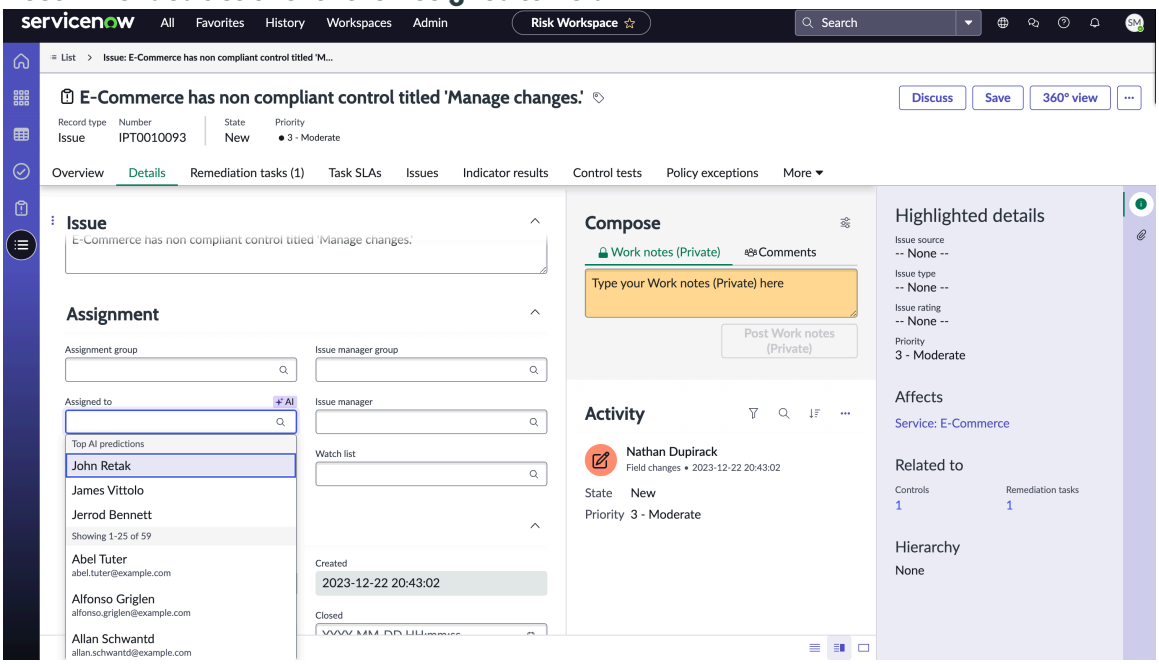
- **Use**: When you select a **Use** button, a form is shown with pre-populated data. You can assign to any user using the **Assigned to** field and select **Save**. You can see this record in the **Remediation tasks** tab.
- **Dismiss**: If you don't want to use the recommended action, select **Dismiss**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:
Recommendations are shown only to the users with the following roles:

1. Users with minimum roles of `sn_grc.business_user`, `sn_grc.business_user_lite`. You must add the `sn_nb_action.next_best_action_use` role to the `sn_grc.business_user` and `sn_grc.business_user_lite`.
2. Users who have minimum role of `sn_grc.user` though they are not part of the issue persona.
3. Users with minimum role of `sn_grc.business_user` and `sn_grc.business_user_lite` must be part of the issue persona.

Recommended actions for the Assigned to field



As shown in the figure, system-generated recommendations are shown for the **Assigned to** field. You can see the top three predictions (John Retak, James Vittolo, and Jerrod Bennett) above the list of alphabetized users.

Configuring an issue relationship

If an issue isn't reusable and you know that multiple similar issues were created for different controls, risk statements, or control objectives, you can still configure the issue relationship to reuse the issue in the GRC application.

You can avoid duplicating issues by reusing the same issue. All you have to do is add it to different objects. When an issue is linked to a control or risk, it's automatically linked to the entity, control objective, or risk statement of that control or risk.

By using the **Issue Relationship Configuration** tab under the GRC Administration module, you can add an issue to different objects.

Note:
This module is visible only if you have the workspaces installed.

You can also disable an issue relationship by stopping the automatic linking of the related objects to an issue. For more information, see Configure an issue relationship.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure an issue relationship

Enable or disable an issue relationship configuration record so that you can automatically link an issue with its related objects in the GRC application.

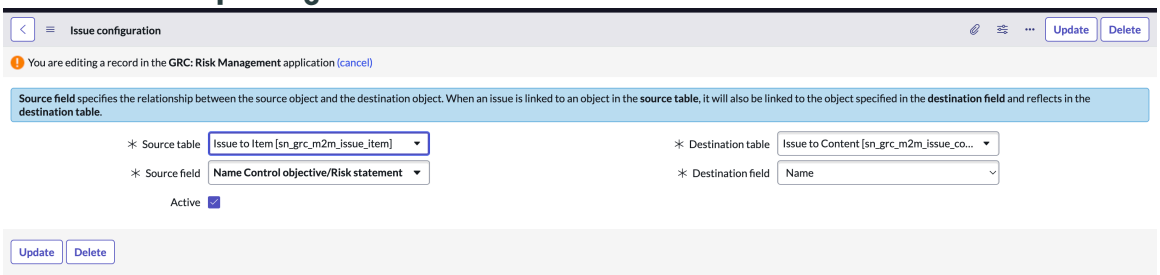
Before you begin

Role required: sn_grc.admin.

Procedure

1. Navigate to **All** > **GRC Administration** > **Issue Relationship Configurations**.
2. Select any record that you want to configure the issue relationship to.
3. Enable or disable the configuration records by selecting or deselecting the **Active** field.

Issue relationship configuration form



For more information about the fields in the issue relationship configuration form, see Issue Relationship Configuration form.

Issue Relationship Configuration form

Use the Issue Relationship Configuration form in the GRC application to automatically link a destination record with an issue when it's linked to the source record.

Issue Relationship Configuration form

Field	Description
Source table	Many to Many (MtoM) table in which the original record gets created when you link an issue to an object. For example, if you linked an issue to a control, the relationship record is created in this table.
Destination table	Target table where the record is created when the issue is linked to the destination object. For example, let's say that you selected the issue to link to a control in the **Source table** field. The issue is linked to the control's entity if you selected the issue to link to the entity MtoM in the **Destination table** field.
Source field	Source field that displays the relationship between the source object and the destination object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issue Relationship Configuration form (continued)

Field	Description
Destination field	Destination field that contains the object that is linked to the issue in the **Destination table field.** For example, if you selected the issue to link to an entity relationship in the **Destination table** field, then the destination field value is entity. **Note:** The object types that you select in the source field and destination field should be the same types.

Note:

- **Source object**: It's the original object that is linked to an issue manually.
- **Destination object**: It's the object that is automatically linked to the issue due to the issue relationship configuration.

Group issues in the Workspace

Group issues within your workspaces to organize and manage related issues. Grouping similar issues can streamline your workflow and save time.

Before you begin

Role required: risk_admin, risk_manager, or sn_risk.user

About this task

Grouping issues under a parent can streamline your workflow and save time. All child issues are managed under a single parent, making it easier to track and address them collectively. You can group different types of issues under a single parent when issues belong to the same project or audit to gain a holistic view of how different issues are managed. Grouping issues under a parent helps in organizing and prioritizing them, reducing the redundancy of solving similar issues, and ensuring that issues are addressed in a coordinated manner.

You can enable the **Advanced issue grouping functionality** property to use the advanced issue grouping features, such as management methods for issue grouping and making standalone issues into parents. For more information, see Governance, Risk, and Compliance properties.

Important:
When you group issues with confidentiality enabled, you can add confidential child issues only under a confidential parent issue.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
   You can navigate to your specific workspace.
2. Select the list icon and navigate to the issues.
3. Select the check boxes next to the issues that you want to group.
4. Select **Group**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. On the form, fill in the fields.

Group issues form

Field	Description
Group type	Option to select the group type. The available options are as follows: ○ **Create a group**: Option to create a new parent issue to form a group. ○ **Add to an existing group**: Option to create a group with an existing parent issue. ○ **Make standalone issue as a parent**: Option to select an existing standalone issue and make it as a parent to create a group. **Note:** The **Make standalone issue as a parent** option is only available if the **Advanced issue grouping functionality** property is enabled. For more information, see Governance, Risk, and Compliance properties.
Parent issue name	Name of the new parent issue. This field appears only when **Create a group** is selected from **Group type** field.
Parent issue	Option to select an existing parent issue or to select an existing standalone issue and make it as a parent. This field appears only when **Create a group** or **Make standalone issue as a parent** is selected from **Group type** field.
Management method	Option to specify whether the issue is managed from a parent issue or as an individual child issue. The available options are as follows: ○ **Manage parent**: When you select the Management method as **Manage parent**, the child issues inherit the values of the **State**, **Response**, and **Explanation** fields from the parent issue. ○ **Manage child**: When **Manage child** is selected, the child issue maintains its own **State**, **Response**, and **Explanation** fields individually.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: The **Management method** field is only available if the **Advanced issue grouping functionality** property is enabled. For more information, see Governance, Risk, and Compliance properties.
Description	Additional information about the issue group.

6. Select **Group**.

Domain separation in GRC

This is an overview of domain separation and the Governance, Risk, and Compliance applications. Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Domain separation is best for those customers who:

- Need to enforce absolute data segregation between business entities (data separation).
- Customize business process definitions and user interfaces for each domain (delegated administration).
- Maintain some global processes and global reporting in a single instance.

These users can choose to expand or collapse the domain scope to show or hide data from other domains.

Note:
Users always have access to data from domains that have been explicitly granted to them by domain visibility.

Support level: Basic

- Business logic: Ensure that data goes into the proper domain for the application's service provider use cases.
- The application supports domain separation at run time. The domain separation includes separation from the user interface, cache keys, reporting, rollups, and aggregations.
- The owner of the instance must set up the application to function across multiple tenants.

Sample use case: When a service provider (SP) uses chat to respond to a tenant-customer's message, the customer must be able to see the SP's response.

For more information on support levels, see Application support for domain separation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

How domain separation works in GRC

- While GRC supports separation of data, separation of logic and process is not fully supported.
- Many types of records in GRC are automatically generated through user processes. Entities, controls, risks, indicators, and control tests are all fields that can be generated automatically. For records that are automatically generated, the domain of the record is determined by the domain iterator configured for the job. Otherwise, it defaults to the default domain (if defined) or to the Global domain. For records that are manually generated, the domain is derived from the domain of the user creating the record.

  Automatic generation should be kept in mind when working in a domain-separated GRC implementation. Users should be sure that they are creating / generating records at the right domain level so that they are visible to the right set of users.

  For example, suppose you have domains that look like:

  - Global
  - TOP
    - Domain A
    - Domain B

- If you have a risk or control that you want to be assessed by users in domains A and B, the risk or control should be generated or manually created at the global level. If the risk or control is created in Domain B, you will not be able to recreate the risk or control in Domain A due to indexing.
- If you have a risk or control that you want to be assessed by users in TOP and Domain A, you can create the risk or control in Domain A.

Unless the risks and controls are in the Global domain, users should not assign risks or controls in a higher domain to users in a lower domain. In the example above, if you have a control in the TOP domain, you should not assign it for attestation to users in Domains A or B since those users would not have access to the control; thus the attestation or assessment questionnaire would not be generated.

Similarly, users should not assign control objectives and risk statements in a higher domain to attestations and assessments in a lower domain. Otherwise the attestation or assessment questionnaire would not be generated.

Use case

GRC data for IT can be separated from the GRC data of other departments. Each business area using the GRC application can have separate data that cannot be shared with other departments. Therefore each department can have its own entities, policies, controls, risks, and so on.

When looking at a control from the IT domain, the user can choose to expand the domain scope to show values from the Finance domain or collapse the domain scope to show only controls that match the IT domain.

By default, domain separation adds a domain field to the Task `[task]` and Configuration Items `[cmdb_ci]` tables and their extensions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can extend domain separation to any new tables you create by adding a `sys_domain` field to the table's dictionary definition. By default, the system only domain-separates platform and baseline application tables where appropriate.

Warning:
ServiceNow does not recommend domain separating platform tables (any table with the sys_ prefix such as the Dictionary Entry `[sys_dictionary]` and Dictionary Entry Override `[sys_dictionary_override]` tables) because it can produce unexpected results.

In this use case, client scripts, business rules, workflows, processes, and so on can be domain-separated.

While the behavior offered with domain separation provides multi-tenancy support, multi-tenancy is still contained within a single instance. This means that some global properties, some global data, and some global processes are shared across all domains. For example, the system's "Remember me" option on the login page is global and cannot be specified per domain.

If you need complete and total separation of all system properties and do not require global reporting or global processes, separate instances are the best option.

How domain values are allocated to GRC objects

Records that are automatically generated, the domain of the record is determined by the domain iterator configured for the job. The following table shows how domain values are allocated to different GRC objects:

GRC objects	Domain source
Entity	Gets domain value from Applies_to.
Entity to entity type	Gets domain value from Entity type.
Item assessment	Gets domain value from item (risk or control).
Issue	Gets domain value from item (risk or control).
Entity to information object	Gets domain value from Entity.
Indicator	Gets domain value from control or risk.
Indicator Task	Gets domain value from indicator.
Supporting Data	Gets domain value from indicator.
Indicator Result	Gets domain value from indicator.

Note:
When the domain source is global or nil, then that object's domain will be set to Default.

Related topics

Domain separation for service providers

Create a domain

You can create a domain by creating a record in the [domain] table.

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

When creating a new domain, keep the following in mind:

- Only one domain can be the default domain.
- Only one domain can be the primary domain.

Procedure

1. Navigate to **All** > **Domain Admin** > **Domains**.
2. Click **New**.
3. Fill in the necessary fields (see table).
4. Click **Submit**.

Domain form fields

Field	Description
Name	Enter a unique name for the domain.
Type	Select a domain type that describes the domain. By default the domain types are *Vendor*, *Customer*, and *MSP*. You can also add your own choices.
Primary	Select the check box if this domain is to be the top-level domain in the hierarchy. The top-level domain only has child domains and no parent domains.
Default	Select if this domain is to be the default domain for your hierarchy.
Parent	Select the name of the domain higher in the hierarchy that contains this domain. This field must have a value for the domain to appear in the domain map.
Active	Select the check box to make the domain available for use. You must select this option for this domain to appear in the domain map.
Description	Enter a description for the domain.

Each domain record can also have several related records:

- Companies
- Contains Domains
- Contained By

What to do next

To change the domain hierarchy, go to the Contains Domains related list and select the domain records that is the child (contained) domains of the contains relationship.

Breadcrumb navigation

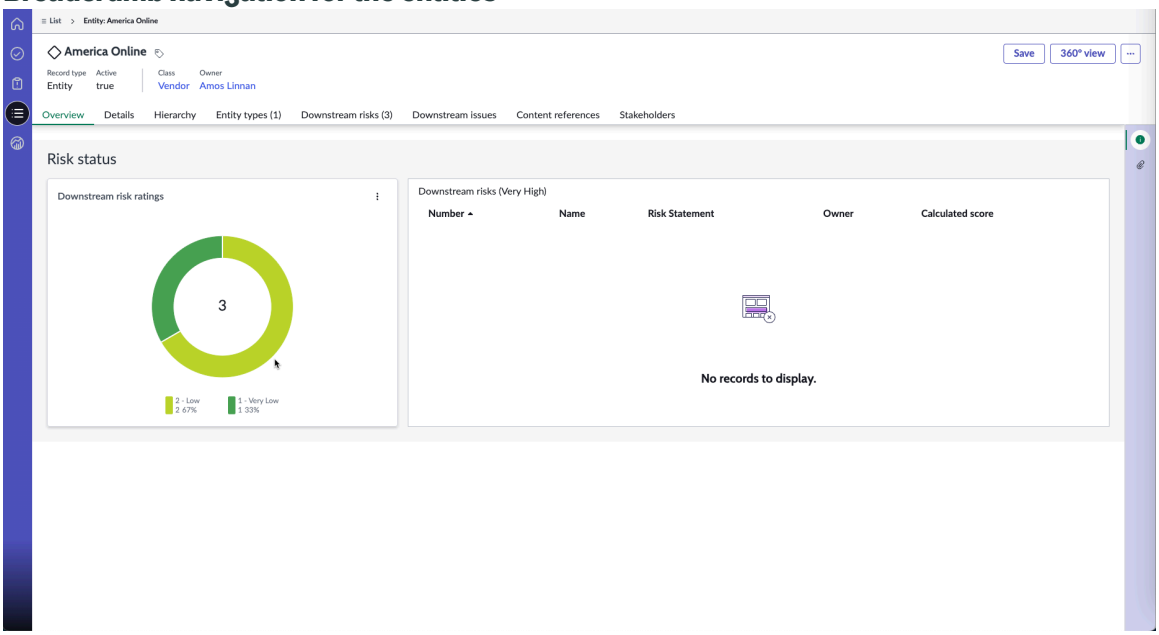
The ServiceNow® Xanadu release supports breadcrumb navigation for all GRC modules including workspaces. Breadcrumbs provide a browser path to navigate a hierarchy of linked pages with related content.

Breadcrumbs provide context, consistency, and familiarity for the users. The breadcrumb style navigation provides a digital trail from the user's starting hover over the current content, with the ability to navigate to each link.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use the breadcrumb style navigation that provides a browser path to navigate a hierarchy of linked pages with related content. Breadcrumbs offer a quick form of filter navigation. They're ordered from left to right. The left condition is the most general, and the right condition is the most specific. For example, you can see the navigation path for the Entities in the workspace view:

Breadcrumb navigation for the entities



The navigational path **List** > **Entity: America Online** in the example indicates that you can navigate to the America Online page from the Entity menu in the List view. Selecting any link in the path returns you to the selected screen.

Taxonomy management in GRC

Taxonomy is used to organize, classify, and label the elements of the unstructured content. The content is organized into granular elements that provide more information about the context of the content.

Use the new GRC: taxonomy management application to manage categories for your content classification across GRC modules by using the Taxonomy module. In addition, you can use the GRC: taxonomy management application to store your taxonomy. The GRC: taxonomy management application is automatically installed with the GRC: Policy and Compliance Management application.

It helps to adapt and reuse the content efficiently across different segments and products. The GRC: taxonomy management application stores the taxonomy and it provides a way to map the taxonomies via a UI component for all the GRC modules.

The new GRC: taxonomy management application provides the following benefits:

- It provides a better alignment with the regulations.
- It categorizes and classifies the regulatory content easily within the GRC module.
- It sets up an internal taxonomy or maps the taxonomy from an external provider to categorize different types of library objects such as Authority documents and Citations.
- It provides the following out-of-the-box (OOTB) classification elements:
  - Content type
  - Jurisdiction

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

  - Regulatory body
  - Sector
  - Theme
- It offers the flexibility to add the new taxonomy categories with a new taxonomy class record in addition to the taxonomy categories provided out-of-the-box (OOTB).
- It helps you to streamline your regulatory compliance, trace the regulatory requirements, and update the external regulations.

Note:
If you have downloaded the Regulatory Change Management application previously and you are upgrading to the Xanadu GA release, copy the data from the old taxonomy tables to the new taxonomy tables.

Landing Page Configurations module

GRC administrators can now configure the Tasks and Issues overview landing pages in the workspaces by using the GRC Landing Page Configurations module in the classic user interface. The role required to configure the tasks, issues, and other items in the Landing Page Configurations module is the sn_grc_workspace.task_admin role. GRC administrators are assigned the sn_grc_workspace.task_admin role by default.

Landing Page Configurations module

The GRC Landing Page Configurations module displays the following modules:

- Tasks Page Configuration
- Issue Page Configuration

Tasks Page Configuration module

The Tasks Page Configuration module in the classic user interface displays the configurations related to the Tasks section in the landing pages of the workspaces. The configurations in the Tasks Page Configuration module help the users to view the data in different workspaces.

Only users with the sn_grc_workspace.task_admin role can configure the Tasks landing pages for the workspaces using the Tasks Page Configurations module in the classic user interface. The administrators are assigned the sn_grc_workspace.task_admin role by default.

GRC administrators perform task page configurations, including the workspaces, tabs, and filters configurations in this module. Based on all the filter conditions that are applied at table levels or state levels, the users can view the data in the Tasks landing page in the workspace.

In the homepage view of the workspace, the widgets displayed about the tasks such as My tasks and My group's work are configured using the UI Builder. Clicking these widgets in the homepage view directs the users to the Tasks page in the workspace.

For the Audit workspace, Compliance workspace, Privacy workspace, and Risk workspace, the following pre-configured tabs are shipped by default:

- My pending tasks
- My group's tasks
- My items
- Watchlist

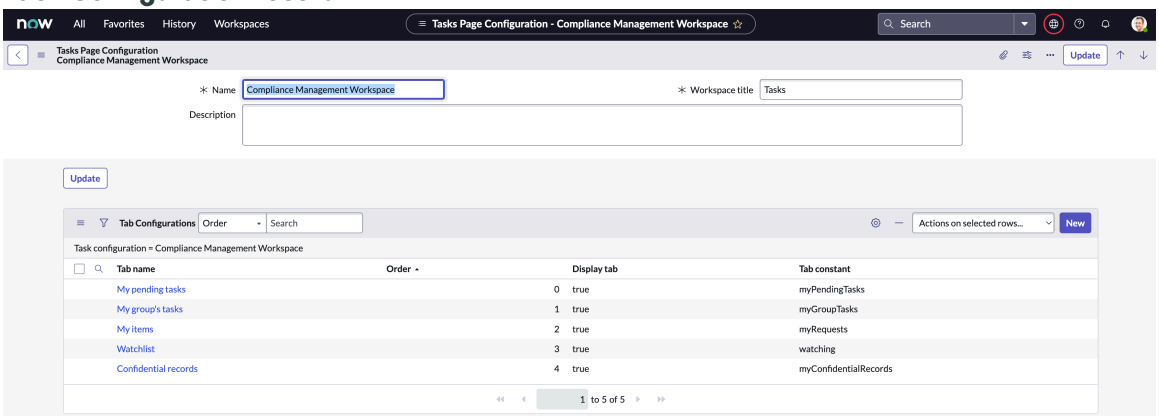
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Starting with GRC: Common Workspace Elements application version 14.x, the administrators with the sn_grc_workspace.task_admin role can add or remove the tabs in the Task Configuration record. They can also prioritize or order the tabs in a sequence. When a tab is created in the Task Configuration record under the Tasks Page Configuration module, it is displayed in the workspace UI.

The task administrators can change the order of the tabs in the UI. If the same order is configured for two tabs, the tabs are displayed in an alphabetical order.

The following image shows the updated Task Configuration record.

Task Configuration record



GRC administrators can configure the names of the task configuration records that are displayed in the landing pages. Administrators can do the following:

- Update the name and description of the record in the classic user interface. Only administrators can view this data in the classic user interface. End users cannot view this data in the workspace view.
- Update the title of the workspace that is displayed in the Tasks landing page in the workspace. End users can view this data in the workspace view.
- Update the title of the applicable table, filter condition, and column names.
- Update the filter conditions for the tabs.
- Filter the records based on the group selection for the applicable table.
- Add, update, remove, or override the state labels of the tables.
- Update the type of the tab such as group tab or regular tab.

Update the Tasks Page Configuration record

Update the Tasks Page Configuration record in the classic user interface to display the task configurations in various workspaces. The Tasks Page Configuration record displays the configurations that an end user can view in the My Tasks landing page in each workspace.

Before you begin

Role required: sn_grc.admin, sn_grc_workspace.task_admin

About this task

GRC administrators can configure the tasks that the workspace users can view in the workspace. The following tabs are used to configure the tasks and they are provided by default for each workspace:

- My pending tasks
- My group's tasks

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- My items
- Watchlist

Depending on the workspace selection, these configurable tabs are displayed in the workspace. GRC administrators can modify these tabs using the Landing Page Configurations module.

State filters or second-level filters are available for the My pending tasks, My group's tasks, My items, and Watchlist tabs.

Procedure

1. Navigate to **All** > **GRC Landing Page Configurations** > **Tasks Page Configuration**.
   The Tasks Page Configuration record displays the configuration records for each of the following workspaces:
   - Audit Workspace
   - Compliance Workspace: Displayed under the Policy and Compliance module.
   - Operational Resilience workspace
   - Privacy Workspace
   - Regulatory Change Management Workspace: Displayed under the Policy and Compliance module.
   - Risk Workspace
   - Risk Portal
   - Vendor Management Workspace
2. Click the configuration record for the workspace that you are working in.
3. On the form, update the fields as needed.

   The tasks page configuration record for the selected workspace displays the following fields.

Tasks Page Configuration record

Field	Description
Name	Name of the task configuration that is displayed in the tasks page configuration record.
Description	Description of the task configuration that can be updated.
Workspace title	Title of the My Tasks page that is displayed in the workspace.

The **Tab Configurations** related list displays the following tabs in the Task Configuration record:

- My pending tasks
- My group's tasks
- My items
- Watchlist
- Confidential records

The following configuration fields are displayed for all the tabs in the Task Configuration record:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Fields in the Task Configuration record

Field	Description
Tab name	Name of the tab that is displayed in the workspace.
Order	Order of the tab in the workspace.
Display tab	Option to display the tab in the UI. When this option is enabled, the tab is displayed in the UI. Similarly, when this option is disabled, the tab is not displayed in the UI.
Enable group selection	Option to select the groups in the filter. When this option is enabled, administrators can filter the records based on the group selection for the applicable table.

The related list for each tab displays the following information:

Related list for each tab in the Task configuration record

Field	Description
Applicable tables	List of the tables that are displayed in the workspace and that are shipped with the release. These tables are the records that the user can act upon based on the matching conditions. You can create a new applicable table or click an existing applicable table from the list to update its configuration record. ○ The table configuration record displays the fields that are related to the selected applicable table. ○ The Map states related list displays the states that are applicable to the selected applicable table. You can select a state and update its filter condition so that it is correctly displayed in the tab in the workspace.
Applicable states	List of the states that are applicable to the tab. These states are displayed in the workspace with the Overridden label column. You can configure and update the name of the state by adding the updated state name in the Overridden label column.

4. If needed, in the Applicable tables related list, update an existing table by doing the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Click a table to open its configuration record.

b. Configure the **Task title**, **Table**, **Tab level filter**, and **Displayed columns** fields and click **Update**.
The updated fields for the selected table are displayed to the end user in the workspace.

c. Configure the name of the state by adding the updated state name in the Overridden label column.

5. Click the **My pending tasks** tab and update the configuration fields if necessary.

   The My pending tasks tab configuration displays the available configuration and the list of the tasks configured within the tab.

6. Click the **My group's tasks** tab and update the configuration fields if necessary.

   The My group's tasks tab configuration displays the list of the tasks assigned to your group.

   Note:
   You can configure the tab name for the My group's tasks tab and its associated fields similar to the My pending tasks tab.

7. Click the **My items** tab and update the fields if necessary.

   The My items tab configuration displays the list of items that are either created by you or opened by you.

   Note:
   You can configure the tab name for the My items tab and its associated fields similar to the My pending tasks tab.

8. Click **Watchlist** and update the fields if necessary.

   The My watchlist tab configuration displays the list of the tasks for which you are in the watchlist.

   Note:
   You can configure the tab name for the Watchlist tab and its associated fields similar to the My pending tasks tab.

9. Click **Confidential records** and update the configuration fields if necessary.

   The Confidential records tab configuration displays the confidential records for the selected table.

10. Click **New** in the **Tab Configurations** related list to add a new tab in the Task Configuration record.

    a. Fill in the fields on the form.

    b. Click **Submit**.
    The new tab is displayed in the UI with the information for the selected groups.

11. Click **Update** to update the task configuration record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issue Page Configuration module

The Issue Page Configuration module displays the configurations related to the Issues overview landing pages in various workspaces. The data displayed in the Issues overview landing page is configured using the Issue Page Configurations module in the classic user interface. The Issues overview landing page includes the Issues, Issue triages, Tracking status of the issues, and Audit observations pages.

The Issues Overview Landing page is available in the following workspaces:

- Audit workspace
- Compliance workspace
- Privacy workspace
- Risk workspace

GRC administrators can configure, monitor, and report issues for an active workspace by mapping the states, filter conditions, and tables using the Issue Page Configuration module.

Based on the configurations performed in the Issue Page Configuration module, workspace users can view the data that is assigned to them in the Issues overview landing page in the workspace.

Administrators can perform the following tasks using the Issue Page Configuration module:

- Create new Issue page configurations records in the classic user interface that are displayed in the Issues overview page in the workspace.
- Configure the issues related to the tables, tracking, issue triages, and observations for the selected tables and track policy exceptions, evidence, and so on.

The homepage in each workspace displays the issues section that provides the following information:

- The My issues section displays the Issues and Triage issues sections in a number format. Issues subsection displays the details such as Assigned to, Managing, Remediation assigned, To review, Overdue. Triage issues subsection displays the details such as Assigned to and To review.
- The My group's issues section displays the Issues and Triage issues sections in a number format. Issues subsection displays the details such as Assigned to, Managing, Unassigned manager, To review, Overdue. Triage issues subsection displays the details such as Assigned to, Unassigned owner, To review, and Unassigned reviewer.
- The Watching section displays the details such as Triage issues and Remediation tasks in a number format.

Create a new Issue Page Configuration record

Create a new issue page configuration record in the Issue Page Configuration module in the classic user interface. The Issue Page Configuration module displays the configurations related to the Issues section in the landing pages of the workspaces. The newly created issue is displayed in the Issue overview landing page in the selected workspace.

Before you begin

Role required: sn_grc.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **Landing Page Configurations** > **Issue Page Configuration**.
2. Click **New**.
   The Issue page configuration record is displayed.
3. On the form, fill in the fields.

Issue page configuration form

Field	Description
Name	Configurable name of the workspace. This is the name of the tab that is displayed in the workspace.
Issues tab	
Table	Name of the table used for configuring the issues that are displayed in the workspace. The **Filter** field displays the filter condition that you can configure and display the matching records.
Tracking tab	
Policy exceptions	Option to display the policy exceptions under the Tracking section in the Compliance workspace. **Note:** On the Risk workspace, policy exceptions are by default not displayed.
Evidence requests	Option to display the evidence requests under the Tracking section in the Compliance workspace. This option is available only when the Advanced core plugin is installed in the instance.
Issue triage tab	
This tab is available only when the Advanced core plugin is installed in the instance.	
Show issue triages	Option to display or hide the issue triages in the workspace. **Note:** For the Audit workspace, this option is inactive by default.
Table	Name of the table used for configuring the issue triages.
Filter	Filter condition that you can configure to display the matching records.
Observations tab	
This tab is available only when the Advanced Audit plugin is installed in the instance.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Show observations	Option to display or hide the audit observations in the workspace. **Note:** This option is by default selected for the Audit workspace.
Table	Name of the table used for the observation.
Field	Filter condition that you can configure and display the matching records.

4. Click **Submit**.

Result
A new Issue Page Configuration record is created.

Link a new Issue Page Configuration record to a workspace

Create a new Issue Page Configuration record and link it from the classic user interface to the desired workspace. After linking the Issue Page Configuration record, the workspace view displays the new settings in the Issues overview landing page.

Before you begin
To link a new configuration to the desired workspace, you have to update the *issuePageConfigId* property for the workspace.

Role required: sn_grc.admin

About this task
When a new issue configuration is created and saved in the Issue Page Configurations record, it is displayed in the workspace only after linking it to the desired workspace.

Procedure

1. Create a new issue configuration in the Issue page configurations record.
   For instructions, see Create a new Issue Page Configuration record.
2. Copy the sys_id of the new configuration and keep note of it.
   You will later use the sys_id to update the Issue Page Configuration record.
3. Navigate to the Experiences list in the classic user interface.
4. From the UX Applications list, select the workspace where you want to integrate the change.
5. In the selected workspace, select the *issuePageConfigId* property.
6. On the issuePageConfigId property page, set the **Value** field to the sys_id of the new configuration, and click **Save**.

   Note:
   Multiple configuration records can be configured in the workspace. But only the configuration record for which the sys_id is configured in the *issuePageConfigId* property is displayed in the workspace.

Result
The new issue page configuration setting is displayed in the desired workspace view.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Update an Issue Page Configurations record

Update an existing Issue Page Configurations record in the classic user interface to update the issue page configurations that are displayed in the Issues overview landing page in the workspace. After modifying the configurations in the Issue Page Configuration record, the issues, issue triages, and tracking status of the issues are displayed for the users in the desired workspace.

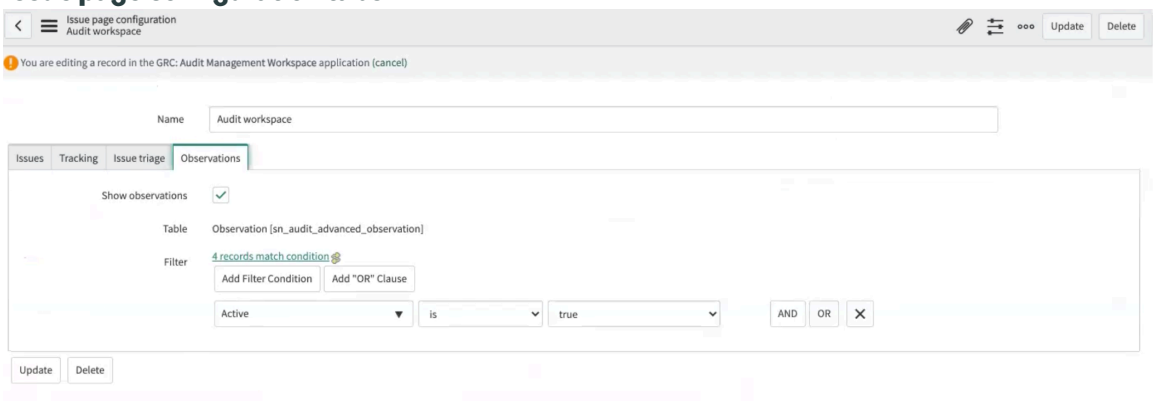
Before you begin

Role required: sn_grc.admin

Procedure

1. Navigate to **Landing Page Configurations** > **Issue Page Configurations**.
   The names of the available workspaces are listed in the Issue Page Configurations record.
2. Select the workspace configuration record that you want to update.
   The Issue page configuration record for the selected workspace displays a list of the tabs. You can check the filter conditions for the selected table displayed in the respective tabs and update the fields if necessary.
   - Name: Name of the tab that is displayed in the workspace.
   - Issues: Configuration to be performed to display the issues widget in the workspace.
   - Issue triage: Configuration to be performed to display the issue triage widget in the workspace.
   - Tracking: Configuration to be performed to display the Policy exceptions and Evidence requests in the workspace.
   - Observations: Configuration to be performed to display the audit observations in the workspace.

   Issue page configuration tabs

3. In the **Issues** tab, check the filter conditions for the selected table and update the fields if necessary.
4. In the **Issue** triage tab, check the filter conditions for the selected table.
5. In the **Tracking** tab, select the **Policy exceptions** and **Evidence** options.
6. In the **Observations** tab, select the **Show observations in the Audit workspace** option, and update the filter condition.
   The page displays the name of the table for observations (sn_audit_advanced_observation) and the filter condition to be selected such as **Active is True**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
The Observations widget is displayed only in the Audit workspace.

7. To update the issue page configuration record, click **Update**.

My tasks in the workspace

GRC administrators can configure the tasks for the individual users and user groups in the GRC Landing Page Configurations module. Based on these configurations, the workspace users can view the individual user tasks, user group tasks, my items, and watchlist on the Tasks page in the workspace view.

The roles required to configure and view the workspaces are listed below.

Roles required to configure the Tasks Page Configuration and view the Tasks page in the workspaces

Role	Actions associated with the role for the workspace
sn_grc.admin, sn_grc_workspace.task_admin	Configure the Tasks Page Configuration records in all the workspaces.
sn_grc.business_user	View the Tasks page in the Risk Portal workspace.
sn_audit_ws.supervisor, sn_audit_ws.auditor,	View the Tasks page in the Audit workspace.
sn_compliance.admin	Configure and view the Tasks page in the Compliance workspace.
sn_oper_res.admin	Configure and view the Tasks page in the Operational Resilience workspace.
sn_privacy.admin	Configure and view the Tasks page in the Privacy workspace.
sn_grc_reg_change.it_admin	View the Tasks page in the Compliance workspace.
sn_risk_workspace.IT_risk_manager and sn_risk_workspace.operational_risk_manager,	View the Tasks page in the Risk workspace.
sn_vdr_risk_asmt.vendor_risk_manager	View the Tasks page in the Vendor Management workspace.

Based on the tasks that were set up by the administrators, the tasks are displayed under the following tabs in the configuration records for workspaces:

- My pending tasks
- My group's tasks
- My items
- Watchlist
- Confidential records

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
Task configurations are maintained in the Applicable Table, which now includes an Active/Inactive flag. The Active/Inactive flag determines whether a configuration is considered in My Tasks. When marked active, the configuration appears in the relevant task tabs such as My Pending Tasks or My Group Tasks; when marked inactive, it is excluded. This functionality enables you to control visibility without deleting records. Toggle the flag to activate or deactivate entries as needed.

You can view the Tasks page in the following workspaces:

- Audit Workspace
- Operational Resilience workspace
- Policy and Compliance Workspace: Displayed under the Policy and Compliance module.
- Privacy Workspace
- Regulatory Change Management Workspace in Policy and Compliance Workspace
- Risk Workspace
- Risk Portal
- Vendor Management Workspace

Note:
My items and Watchlist are not displayed in the Vendor Management Workspace.

Monitor my tasks in the Tasks page in the workspace

Configure and monitor the tasks that are related to an assigned user in the workspace. Configure the landing pages and the widgets that are displayed in the workspaces using the Landing Page Configurations module. The configurations performed using the Landing Page Configurations module help you to filter the data that is displayed in different workspaces.

Before you begin
Role required: sn_grc.admin, sn_grc_workspace.task_admin, sn_grc_workspace.task_reader

About this task
Navigate to the individual workspaces to view the tasks, items, and watchlist for the individual users and user groups.

Procedure

1. Navigate to the right workspace in one of the following ways:
   - **All** > **Audit** > **Audit Workspace**.
   - **All** > **Operational Resilience** > **Operational Resilience Workspace**.
   - **All** > **Policy and Compliance** > **Compliance workspace**.
   - **All** > **Privacy** > **Privacy workspace**.
   - **All** > **Regulatory Change Management** > **Compliance workspace**.
   - **All** > **Risk** > **Risk workspace**.
   - **All** > **Risk** > **Risk Portal**.
   - **All** > **Vendor Management** > **Workspace**.
2. To navigate to the Tasks page, click the tasks icon ( ).
3. Navigate to the tab that you want to view, and monitor the tasks.
   The Tasks page displays the following tabs based on the workspace configuration:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **My pending tasks**: Monitor the pending tasks assigned to you. The **Applicable Tables** tab under the **My pending tasks** tab on the Tasks Page Configuration module displays the list of tables that are applicable to the tasks. If the data is relevant to the user and if it matches the defined conditions, then it is populated under the **My pending task** tab in the workspace UI.

  If there is no data pertaining to you or if you do not have any assigned tasks, no data is not displayed under the **My pending tasks** tab. Only open and active tasks assigned to you are listed under the **My pending tasks** tab.

- **My group's tasks**: Monitor the tasks assigned to the user groups that you belong to. The My group's task page displays the pending tasks assigned to the user groups that you belong to. When there are no pending tasks for the user group, a message displays that All tasks are completed. Select the group from the list for which you want to filter the tasks.
- **My items**: Monitor the tasks assigned to you and the issues reported by you. The My items tab displays the list of items that are either created by you or opened by you.
- **Watchlist**: Monitor the tasks for which you are in the watchlist. The My watchlist tab configuration displays the list of the tasks for which you are in the watchlist.
- **Confidential records**: Mark sensitive records as confidential and ensure that the right people have access to these records. The Confidential records tab configuration displays the confidential records for the selected table.

Note:
When a user or user group does not have any pending or associated tasks, a message displays under the respective tab that `All your tasks are done`.

Exploring the entities

Entities are one of the most fundamental and crucial elements for using Governance, Risk, and Compliance. Entities can be people, processes, departments, applications, or objects that are examined for risks.

To effectively maintain the risk and compliance universe of your organization, you have to define entity types, entity classes, and entity tiers. A risk universe refers to a list of risks that your organization either faces or might face in the future. The list contains a description of each risk's criticality and frequency.

Entities are used within all offerings of GRC such as GRC: Policy and Compliance Management, Audit Management, GRC: Privacy Management and GRC: Regulatory Change Management.

Entities in GRC

In Governance, Risk, and Compliance, an entity can be a person, process, department, application, or object, whose exposure must be managed. These entities have controls that are defined to view the status.

To understand entities, consider the following example. Assume that you're a new GRC user and you want to implement a change management process to all your critical financial systems. All the systems can be considered as individual entities. Map all the systems to an entity class called Financial. Have an entity type filter for critical financial systems to determine the systems that are identified as critical.

The primary benefit of creating entities is that you can maintain accountability because each entity has an owner. To understand this benefit, assume that you want to configure all the servers in a new way. After you finish the configuration, you perform an audit and then discover that only one server failed to comply with the new configuration. If you had not defined all the entities, then the entire audit result would have been deemed as failed. But because you have the entities

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

defined, then only the non-compliant server entity and its identified owner are held accountable instead of all the servers.

Having defined entities ensures that the entity owners can be identified and that appropriate controls can be applied to those entities. It also helps in tracking the entities that are non-compliant. Any entity that has child entities can be said to have downstream entities. Any entity that has parent entities can be said to have upstream entities.

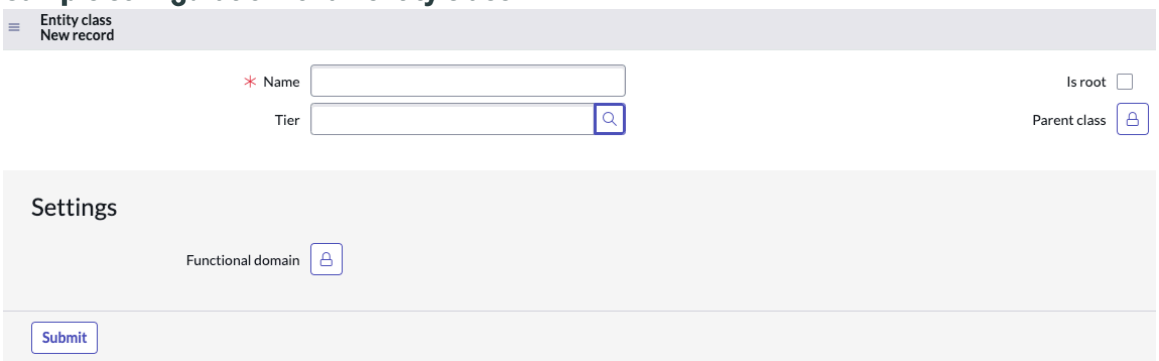
When a source record linked to an entity filter is created, an entity is automatically generated in GRC. If the source record name changes after the entity is created, the entity name updates to match the source record name. This behavior is controlled by the Sync Entity name with source record check box. When selected, the Name field becomes read only and stays in synchronization with the source record. Clearing the check box enables you to manually override the entity name.

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

Entity classes

Entity classes are used to add a conceptual information about the entity or tag the entity. To understand the concept of entity class, consider the following example. A company has office branches in three cities. The office space is considered as an entity and the entity class for these entities would be the location. You can create an entity class by associating it with an entity tier as shown in the following example.

Sample configuration for an entity class



Entity class rules

Entity class rules help to assign classes to the entities at the table level. Any new entity created on the table gets that entity class automatically. Entity classes are used to tag your entities.

When you create an entity over a specific table, the class associated with that table automatically gets assigned to the entity. You can set a new entity class rule for a table.

Entity types

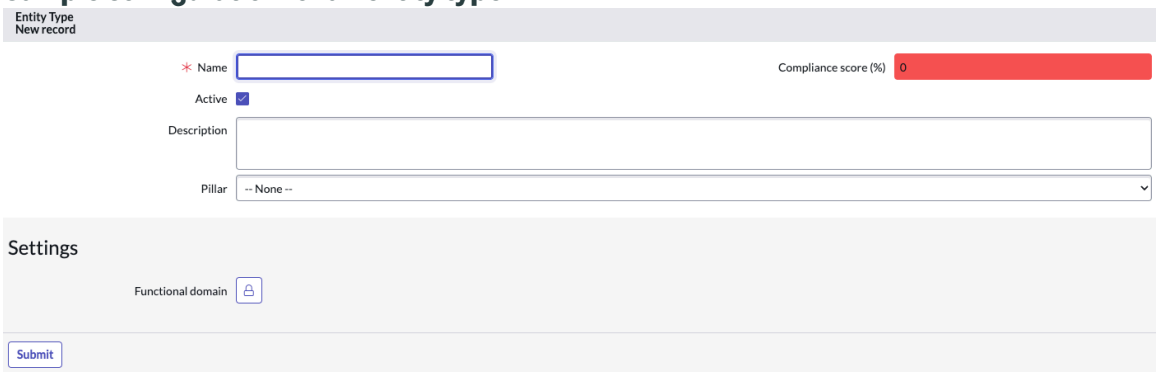
An entity type is a grouping of entities that is based on filtering. Entity types enable you to find and create entities that match a set of filter conditions. Hierarchy can be created within the entity classes.

Entity types also enable you to create risks and controls for each entity without spending much time. For example, an organization can have multiple departments, such as finance, HR, or IT. All these departments can be considered as entities and can be grouped under the entity type called Departments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can create an entity type by associating it with the core business pillar such as Technologies or Facilities as shown in the following example.

Sample configuration for an entity type



Entity tiers

When you create entity tiers, you apply a level or hierarchy to the entity classes. This level applies to all the entities in those entity classes. Entity tiers enable you to select and view the status of the most critical items in the business as shown in the following example.

List view for an entity tier

Name	Label	Domain	Tier level
application	Application	global	20
business	Business	global	10
it_asset	IT Asset	global	30

Composite entity in Governance, Risk, and Compliance

Composite entity in Governance, Risk, and Compliance is a combination of two or more entities created from different entity classes. The Composite Entity Management application enables you to create multidimensional entities and manage them in a more granular level.

Overview of a composite entity

A composite entity is a multidimensional entity that consists of entities from different entity classes. In a single entity structure, you can only manage risk and compliance on individual entities, which limits visibility and control for complex organizations with multifaceted structures. Using the composite entity structure, you can define valid combinations by setting up relevant entity classes and then creating the composite entities. Composite entities integrate into existing workflows, enabling risk and compliance management with the same depth and flexibility as standalone entities. Composite entity enables you to assess and manage risks and compliance across a combination of multiple entities from different entity classes.

For example, consider an organization's Retail Banking division wants to evaluate its KYC (Know Your Customer) process within its UK operations. Creating a composite entity, “Retail Banking | KYC | UK,” enables stakeholders from KYC, the Retail Banking division, and the UK location to assess and monitor risks, compliance, and controls impacting each area. This approach enables for more granular and interconnected risk management, which is important for large organizations with multiple business lines and locations.

Note:
Activate the `sn_grc_comp_ent` plugin to use the composite entity functionality.

Benefits of composite entity

The following are the key benefits of a composite entity:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Manage risk and compliance workflows at multiple levels, combining different entity dimensions, such as Company | Department | Business Process for a clearer and more detailed assessment context.
- Aggregate risk and compliance posture automatically across impacted entity hierarchies, and confirming accurate risk score roll-ups.
- Add stakeholders with customizable roles relevant to composite entities, enabling effective team involvement in assessment projects.
- Map relevant risks and controls to composite entities that can be used for the risk assessment project.

Related topics

Create an entity class

Create a composite entity

Create a composite entity

Create multidimensional entities by combining two or more entities from different entity classes using the Composite Entity Management application. In Governance, Risk, and Compliance, entities can be people, processes, departments, applications, or objects.

Before you begin

Roles required: sn_grc.manager, sn_risk_workspace.IT_risk_manager, and sn_risk_workspace.operational_risk_manager

The Composite Entity Management application and Risk Workspace must be installed to create a composite entity.

About this task

When you create a composite entity by combining two or more individual entities, the composite entity automatically becomes a downstream entity for each of the individual entities involved. For example, if you create a composite entity named "Document handover | Mexico" using the entities "Document handover" and "Mexico," the composite entity appears as a downstream entity for both "Document handover" and "Mexico." This structure helps in organizing related data and simplifies tracking dependencies across entities.

Procedure

1. Navigate to **All** > **Risk** > **Risk Workspace**.
2. Navigate to the list view and select **Entities**.
3. Select **New**.
4. On the form, fill in the fields.
   For a description of the field values on the Create New Entity form, see Create new composite entity form.
5. Select **Save**.

> **Note:**
> When you create an entity, only the **Details** tab is displayed. After the entity is created, the **Overview** tab, **Details** tab, and other related lists are displayed.

After saving the entity, an entity form is displayed with the Details tab, Hierarchy tab, and the following related lists.

For information on the fields in these related lists, see An entity in the workspace view.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

Create an entity class

Create new composite entity form

Use the Create New Entity form to create a composite entity by combining two or more entities from different entity classes using the Composite Entity Management application.

See the following table for a description of the field values.

Create New Entity form

Field	Description
Structure	Structure of entity. The options are as follows: • **Single**: Option to create a single dimension entity. • **Composite**: Option to create a multidimensional entity. **Note:** Select this option as you're creating a composite entity.
Active	Status of the entity.
Class	Option to select the composite entity class for which you want to create a composite entity. For more information on how to create a composite entity class, see Create an entity class.
Owner	Owner of the composite entity.
Applicable entities	Option to select the entities for each entity class. Select the Add + icon. When you search for an entity, the application displays the entity hierarchy, and you can also view the complete content tree.
Name	Name of the composite entity. The name is automatically generated based on the selected entity classes, with a separator between them. To change the separator, see Governance, Risk, and Compliance properties.
Description	Information about the composite entity.
Activity journal	
Additional comments	Additional information about the composite entity.
Settings	
Functional domain	Functional domain of the composite entity.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

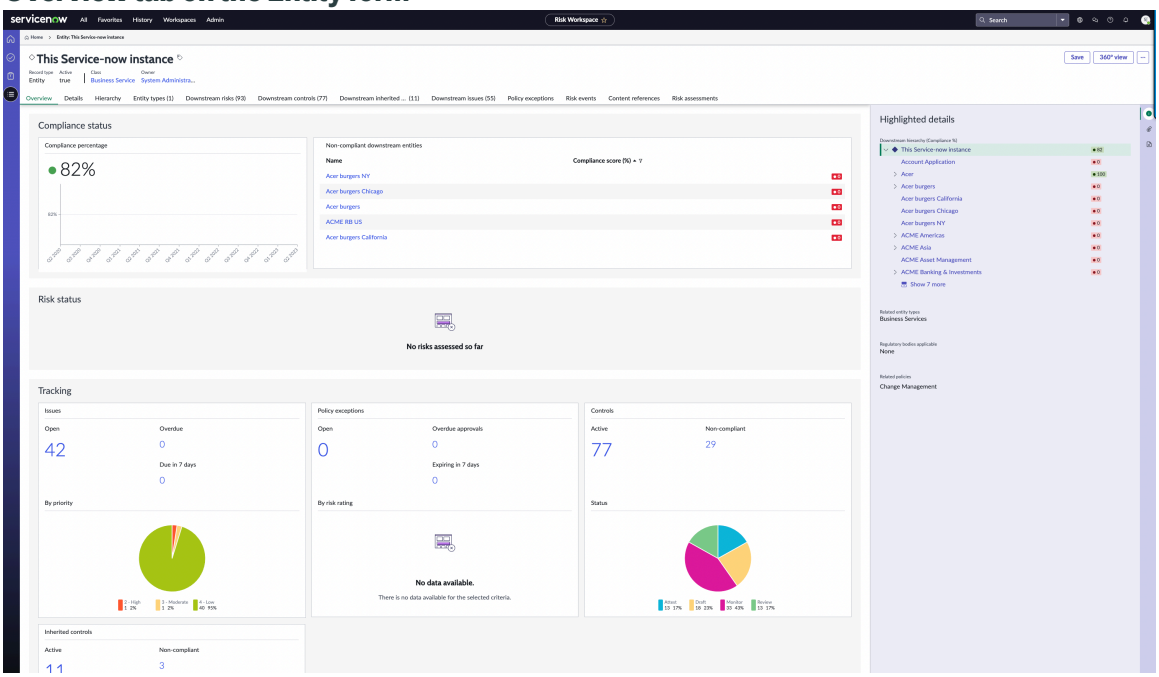
An entity in the workspace view

The Entity form in the workspace provides a complete view of an entity across your organization. The Entity form is listed under the Library menu of the List view in the workspace. Select an entity in the list view so that you can display its overview, details, hierarchy, entity types, or downstream risks.

Overview details on the Entity form

The Entity form displays the details on the entity such as Compliance status, Risk status, and Tracking. The information about an entity is organized in different tabs such as Overview, Details, and Hierarchy as shown in the following example.

Overview tab on the Entity form



The related lists on the Entity form display the dependencies that are related to the entities as explained in the following table:

Tabs and Highlighted details on the Entity form

Tab	Description
Details tab	Information about the entity such as Name, Active condition that shows whether the entity is active, Owned by, Class, Description, and Location information in the Entity section. The Compliance section displays the Attestation frequency such as Annually. The Cybersecurity Risk Profile (CRI) displays the following fields: **Tier** Tier levels such as Tier 1, Tier 2, Tier 3, and Tier 4. Controls are generated based on the change of the tier. If you

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tabs and Highlighted details on the Entity form (continued)

Tab	Description
	change the tier value, then save the record. **Tiering assessment** Assessment method based on the new smart control assessment engine, which has the tiering assessment templates as the CRI templates. **Tiering assessor** User who can perform the tiering assessment.
Hierarchy tab	Information about the upstream entities and downstream entities, entity class, owner information.
Highlighted details	Downstream hierarchy for the selected entity, related entity types, regulatory bodies applicable to the entity, and related policies.

The Entities section displays the following related lists:

Related lists in the Entities section

Related list	Description
Entity types	Details of the entity type, description, condition if the entity type was created manually and the Compliance score in percentage.
Risks	The Risks tab on the entity record page displays the following: • **Directly related risks**: List all risks that are directly associated with the entity. • **Suggested risks**: List all risks suggested by the Risk Suggestion AI Agent. • **All risks**: List all directly related risks and downstream risks.
Downstream controls	Details of the downstream controls such as Name, Number, Entity, Control objective, State, Status, Exempt, Owner, and Description.
Downstream inherited controls	Details of downstream inherited controls such as Control, Number, Entity, Reliant entity, Function, State, Status, Exempt, Owner, Description, and Control objective.
Downstream engagements	Details of the downstream engagements such as Name, Number, Type, Parent plan, State,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related lists in the Entities section (continued)

Related list	Description
	Engagement lead, Remaining expense budget (%), Remaining resource budget (%), and engagement planned start.
Downstream issues	Details of the downstream issues such as Issue, Number, Entity, Priority, Assigned to, and Issue manager. You can add existing Issues, create new issue, or remove an existing issue.
Downstream tasks	Details of the downstream tasks such as Name, Number, Parent, State, Assigned to, and Planned end date.
Policy exceptions	Details of the policy exceptions such as Name, Number, State, Substate, Policy, Control objective, Issue, Reason, Requester, Valid from, Valid to, and Risk rating.
Risk events	Details of the risk events such as Risk event, Primary entity, Event type, Sub type, State, Date of discovery, Net loss, Expected loss, and Non-financial impact.
Content references	Details of the content reference such as Content reference, Description, and version. You can click **Add** to add the content references.
Risk assessments	Details of the risk assessments such as Number, Risk assessment methodology, Assessable entity, Risk, Applies to record, Inherent risk, Control effectiveness, Residual risk, Response, Assessor, and End date.
Aggregated risks	Details of the aggregated risks such as Risk assessment methodology, Residual rating, Inherent rating, Control effectiveness, Residual ALE, Inherent ALE, Contributing risk assessments, and Risk rollup status.
Privacy assessments	Details of the Privacy assessments such as Number, Metric type, Classification, Due date, State, and Assigned to.
CRI Tiering assessments	Details of tiering assessment of an entity such as the Assessment template, State, Users, and Due date.
CRI assessments	Details of control assessment such as the Assessment template, State, Users, and Due date.
Stakeholders	Stakeholders with customizable roles relevant to single and composite entities, enabling effective team involvement in risk assessments and projects. You can add

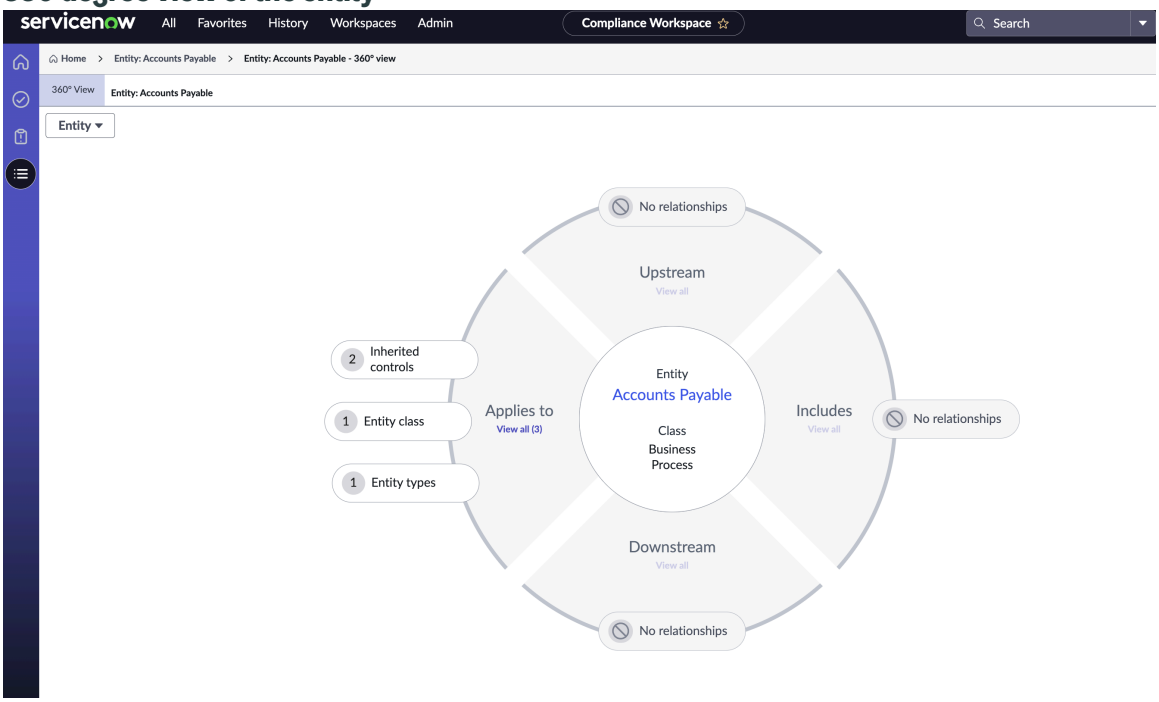
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related lists in the Entities section (continued)

Related list	Description
	persona, group, and users in the stakeholder list.

The 360° view displays an entire relationship view for the selected entity the upstream entities, downstream entities, entity class and entity type associated with the entity, and the relationships that the entity includes.

360 degree view of the entity



Create an entity

Create an entity for your enterprise. In Governance, Risk, and Compliance, entities can be people, processes, departments, applications, or objects. These entities have controls that are defined to mitigate their exposure, and their audits must be completed.

Before you begin

Roles required: sn_grc.manager, sn_risk_workspace.IT_risk_manager, and sn_risk_workspace.operational_risk_manager

About this task

An entity is an object for an action. The entities have controls to mitigate their risk exposure. Follow this procedure to create new entities for your organization and view the downstream hierarchy, entity types, policies, and so on, related to the entity.

Procedure

1. Navigate to the desired workspace, go to the List view, and click **Entities**.
2. To create a new entity, click **New**.
3. Navigate to the **Details** tab and fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Details tab in Entities record

Field	Description
Refers to existing record	Option that refers the new entity to an existing record.
Name	Name of the entity.
Active	Option that indicates whether the entity is active.
Owned by	Details of the owner of the entity such as System administrator.
Class	Name of the class associated with the entity such as Application or Business Entity.
Location	Location record of the entity with details such as address, city, state, and country.
Description	Description of the entity.
Compliance	
Attestation frequency	Option for attestation frequency such as daily or weekly.

4. Under the Compliance section, add the attestation frequency such as **Weekly** or **Annually**.
5. View attachments for the entity in the side panel.
6. To save the entity, click **Save**.

> **Note:**
> When you create a new entity, only the **Details** tab is displayed. After the new entity is created, the **Overview** tab, **Details** tab, and other related lists are displayed.

After saving the entity, a new entity form is displayed with the Details tab, Hierarchy tab, and the following related lists:

- Entity types
- Downstream risks
- Downstream controls
- Downstream engagements
- Downstream issues
- Downstream tasks
- Policy exceptions
- Privacy assessments
- CRI Tiering assessments
- CRI assessments

For information on the fields in these related lists, see An entity in the workspace view.

7. View the highlighted details side-panel for information such as the downstream hierarchy, entity types, and policies related to the entity.
8. To save the updates to the entity, click **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Functionality enhancements for the entities

You can configure some functionality enhancements for the entities as part of the GRC updates.

The following enhancements are available for the entities:

- Email notification: When you update the entity owner value or when you assign a new owner to an entity, an email notification is sent to the entity owner about the assignment of the entity.
- Auto-update the entity owner: You can select the **Auto-update owner** option to keep the entity owner in synchronization with the value from its reference (source) field. See the following example.

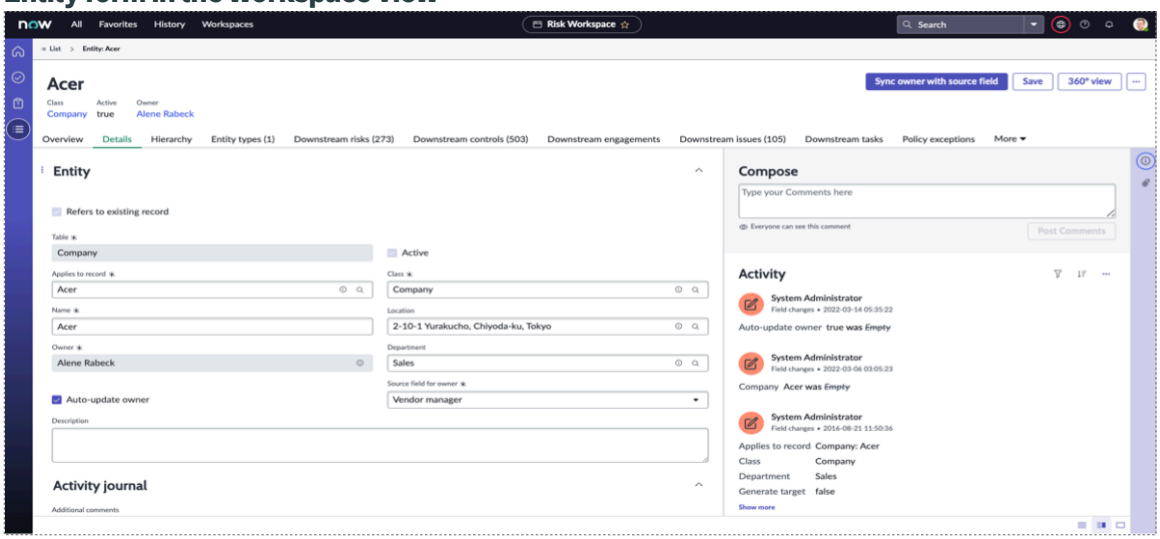
Auto-update entity owner option



The **Auto-update owner** option is visible only for those entities that you have created by using the entity filter and that you have enabled by using the **Use owner field** option in the filter.

You can also view the **Auto-update owner** option on the entity form in the workspace view. See the following example.

Entity form in the workspace view



- Form design changes: The following form design changes are introduced in the entity and entity filter forms.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

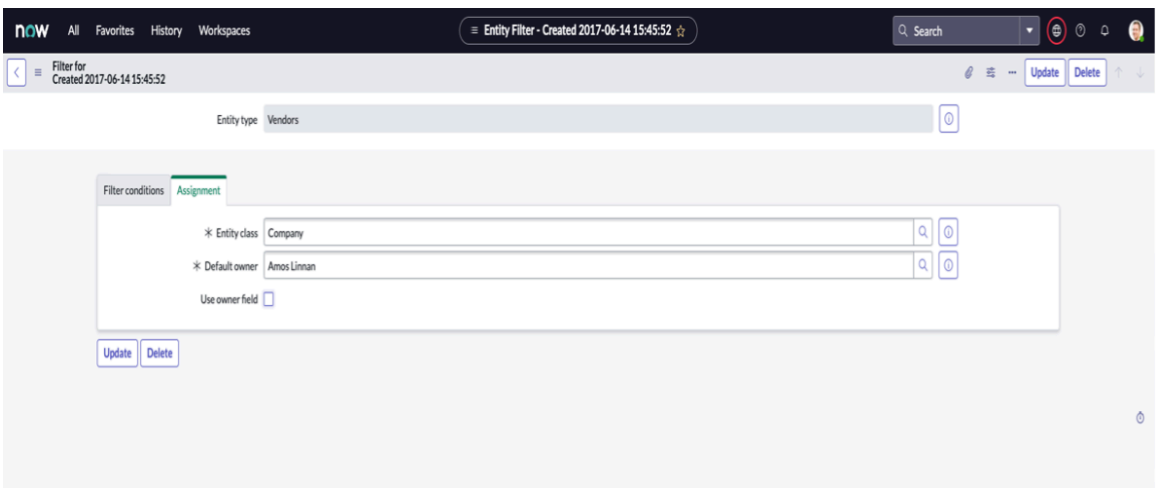
- You must fill in the **Entity class** and **Default owner** fields in the form as shown in the following example.

Class and owner fields in the entity form



- You must fill in the **Default owner** field even if you have cleared the **Use owner field** as shown in the following example. This update ensures that every entity that has been created has an owner assigned to it.

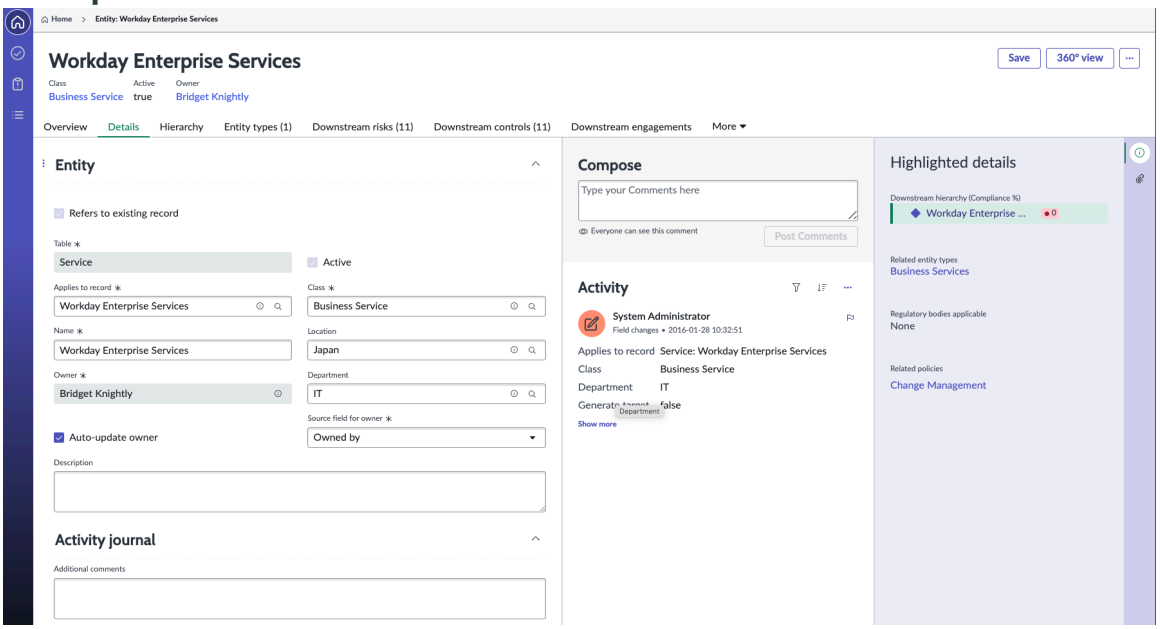
Default owner field



- The **Department** field is added to the entity form. You can add context to an entity by selecting the department, location, and class fields.
- The **Auto-update owner** and **Source field for owner** fields are displayed in the form. The **Source field for owner** is visible only if you have enabled the **Auto-update owner** field as shown in the following example.

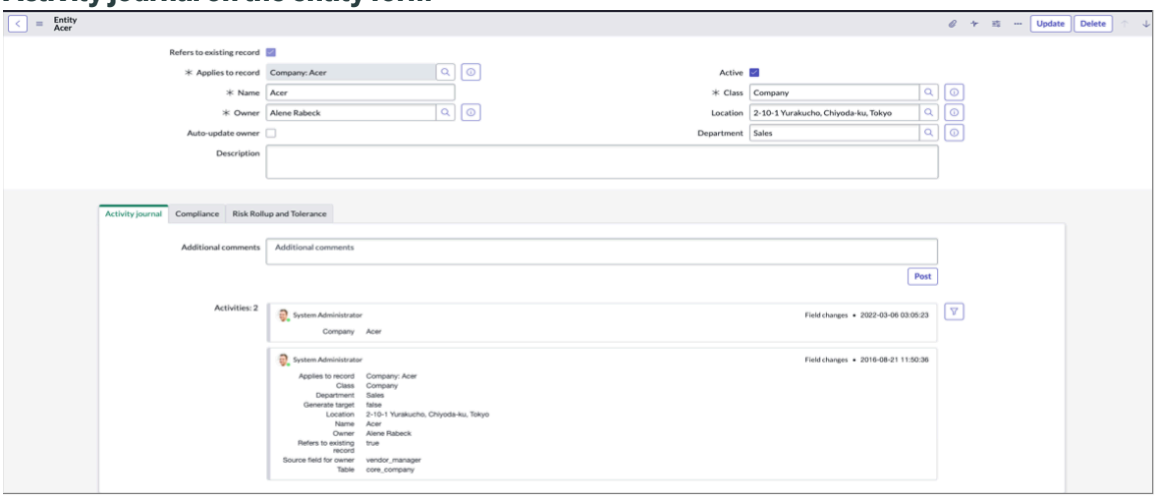
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Auto-update owner and Source field for owner fields



- The Activity journal displays the log of the changes that are made to the fields as shown in the following example.

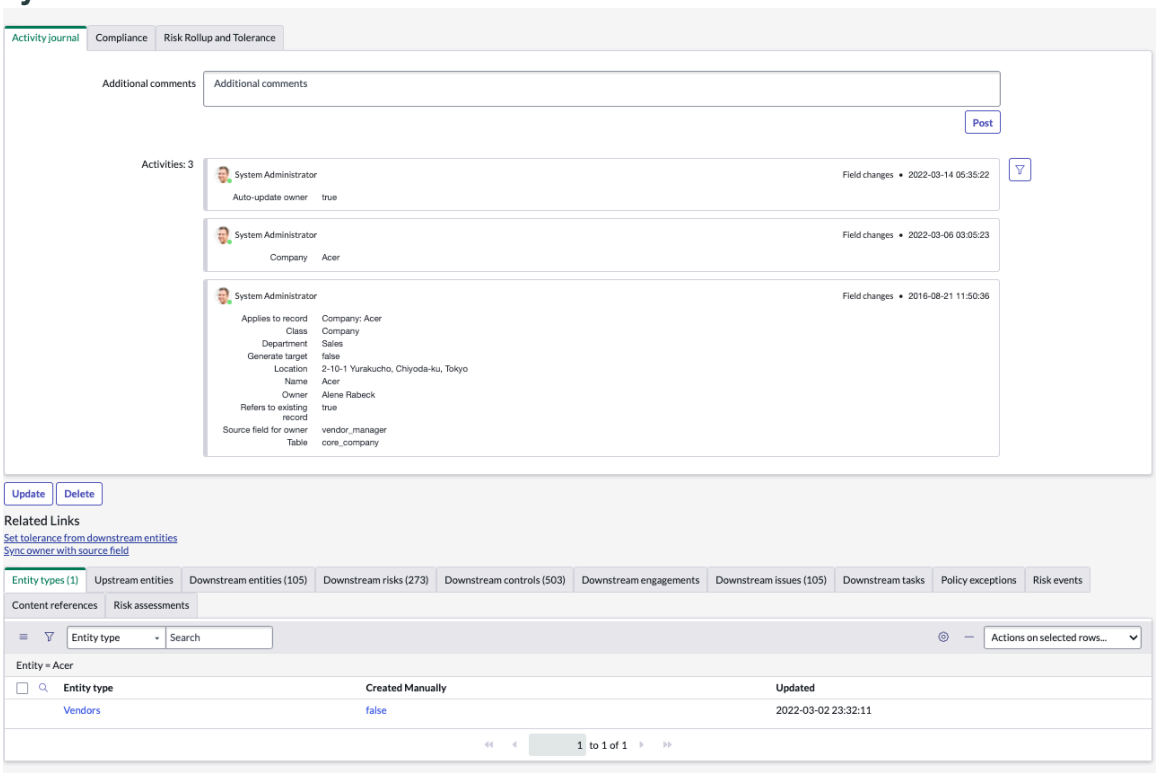
Activity journal on the entity form



- The new **Sync owner with source field** related link is displayed in the entity form as shown in the following example. It synchronizes the owner of an entity with its source record's field value. It is visible on the form only if the value of the source field and the owner of an entity are not in synchronization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sync owner with source field UI action



- Activate the job that synchronizes the entity owner before enabling the property. You can enable the **Frequency of syncing the entity owner with the source record** property under GRC properties to synchronize the entity owner with its source record on a daily, weekly, or monthly basis.

  Activate the job that synchronizes the entity owner before enabling the property. You can enable the **Maximum batch size while syncing the entity owner with that of its source record** property under GRC properties to set the maximum batch size to an integer value. By doing this action, you synchronize the entity owner with its source record value.

Entity scoping in GRC

Entity scoping is permitted in each of the core GRC applications. Scoping provides a way to allocate risks and controls at different levels. Dependencies are created using the dependency map in the GRC Workbench.

Entity scoping overview

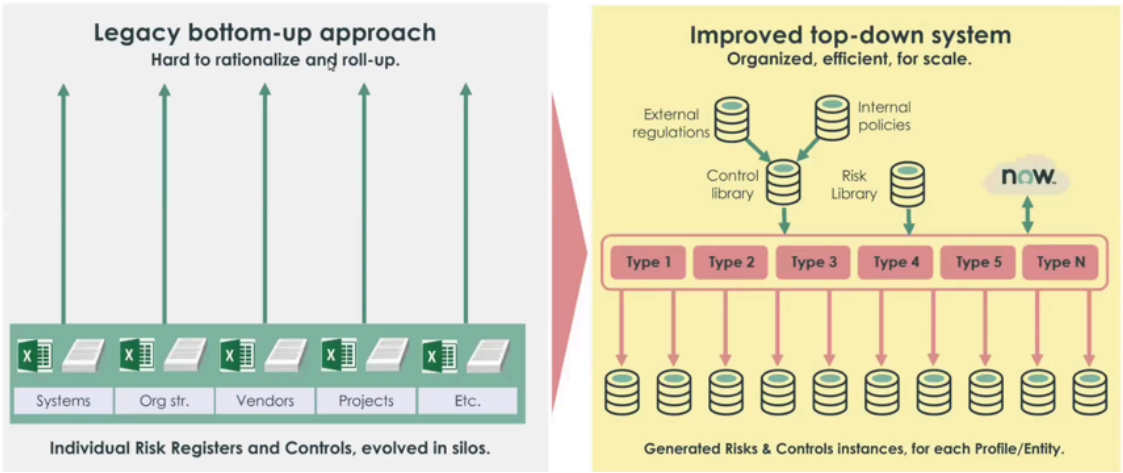
Note:
Starting with the New York release, the term profile was replaced with the term entity. See Governance, Risk, and Compliance application nomenclature updates and industry terminology for more information about all updated GRC application terms.

Organizations have various control owners maintaining individual files and spreadsheets for tracking the compliance of different systems, projects, organizations, etc. In this environment, risk managers cannot prevent or even be aware of the duplicate risks and controls created on shared entities. The entire purpose of entity scoping is to provide a top-down approach for maintaining your risk universe, which is the hierarchical library of both risks and controls. Mature organizations with a healthy risk posture find that most risks are standard and recurring. Entity

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

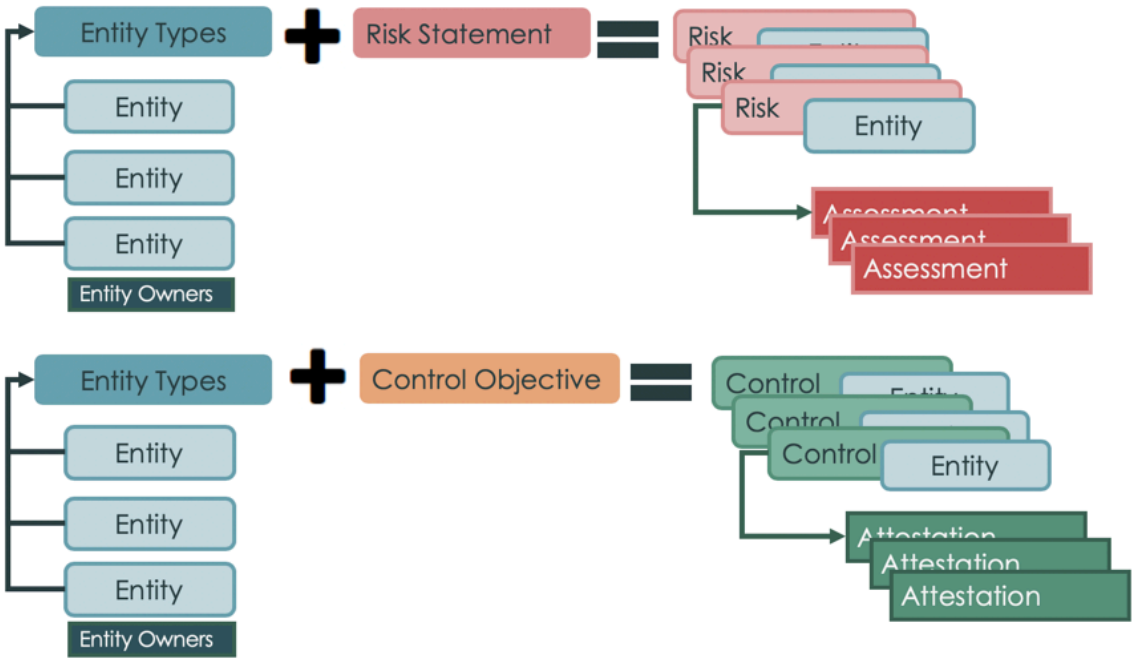
scoping helps you catalog and visualize upstream and downstream risks and controls based on the roll up of the related entities.

From an organic approach to a structured system



1. Create or edit **Entity Types** and map them using the **Entity Filter** to existing ServiceNow® tables.
2. Map these entity types to external regulations and internal policies using control objectives and risk statements.
3. Generate risk and control instances on related entities.
4. Maintain your risk appetite and scoring results by the aggregated calculation for entities; all combos for risk scores on risk roll up.

Scoping process



Generate risks and controls from entity types

Create and edit entity types and map them to existing ServiceNow® tables for which you must track compliance (applications, departments, regions, processes, systems, etc.). Entities are assigned to control objectives and risk statements, which generate controls and risks for every entity type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required:

- sn_compliance.admin or sn_compliance.manager
- sn_risk.admin or sn_risk.manager
- sn_audit.admin or sn_audit.manager

About this task

An entity type provides you a method to group Entities together. An entity type can be explained in the following example: Assume that you want to generate a risk of earthquake for all the data centers in a particular region. You could simply create an entity type called "Data Center" and associate all the entities of that region to the risk of earthquake based on the risk statement.

Procedure

1. Navigate to one of the following locations.
   - **Policy and Compliance** > **Scoping** > **Entity Types**.
   - **Risk** > **Scoping** > **Entity Types**.
   - **Audit** > **Scoping** > **Entity Types**.
2. Do one of the following actions.

Option	Description
To create a new entity type	Click **New**.
To edit an entity type	Open the entity type from the list.
To delete an entity type	Open the entity type from the list and click **Delete**. The item generation process executes these actions in the background. With the legacy im plementation of the item generation process (v1), the entity type that was marked for dele tion would get deleted instantly. With the implementation of the item genera tion process (v2), an entity type that is marked for deletion is not deleted instantly by the item generation process, but it is marked for deletion. When the nightly scheduled job runs, it deletes the entity type. For more information on the item genera tion process, see Using the item generation process to generate controls and risks.

3. Fill in the fields on the form, as appropriate, and click **Submit** or **Update**.

Entity type

Name	Description
Name	Name of the entity type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
Description	Explanation of the entity type with any additional information that a user finds helpful.

4. Once the entity type is saved, click the **Entity filters** tab and On the form, fill in the fields.

Entity filters

Name	Description
Entity Type	Indicates the entity type that the filters belong to.
Table	Table that contains the records to be queried.
Filter condition	Filter conditions for the source table to generate entities.
Owner field	Person who owns any new entities generated from the entity type. Identify the user reference field on the source table to automatically identify risk and control owners. Use default owner to assign risks to a single user when the owner field is empty.
Empty owner	○ Create ○ Do not create ○ Use default

5. Click **Submit**.
6. From the **Entity type** form, click **Update Entities from Filters**.
An informational message appears: Updating entities for this entity type.

Create independent entities

Entities can be created manually, rather than generating them from the entity types. Entities can also be created without needing to refer to an existing ServiceNow® table, like assets, applications, business services, or processes.

Before you begin

Role required:

- sn_compliance.admin or sn_compliance.manager,
- n_risk.admin or sn_risk.manager
- sn_audit.admin or sn_audit.manager

Procedure

1. Navigate to one of the following locations:
   - **Policy and Compliance** > **Scoping** > **All Entities**.
   - **Risk** > **Scoping** > **All Entities**.
   - **Audit** > **Scoping** > **All Entities**.
2. Do one of the following actions

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Description
To create a new entity	Click **New**.
To edit an entity	Open the entity from the list.

3. On the Entity form, fill the fields as appropriate.

Entity form

Name	Description
Refers to existing record	Select this checkbox if the entity is already part of a ServiceNow® table record. Clear this check box to create a stand-alone entity.
Applies to record	Select the table name and the corresponding document. This field is visible only when the **Refer to existing record**check box is selected.
Active	Check box to activate the entity.
Name	The name of the entity.
Compliance Score Percentage	Compliance percentage derived from Downstream controls.
Owned by	Select the control owner for this entity. Notifications are automatically sent to entity owners and risk managers in the event of a breach. **Note:** The control owner must be a valid, active user. If an entity is assigned to an inactive user, the entity will be neglected, unless it is observed in reports.
Class	Entity class to which the application belongs.
Generate target	Select this check box if you want to create a target. Every time an entity is created in the system, a target record is also created. This field is only visible if at least one of the use case accelerator applications is installed.

4. In the Compliance related list, in the **Attestation frequency** field select the appropriate option. This field refers to the frequency with which the attestations are sent out to the attestation respondents. The value here defaults the control frequency. If the control owner wants to have a different frequency at the control level, it can be overwritten.
5. Click Risk Rollup and Tolerance related list and fill in the form as appropriate.
This related list is visible only when Advanced Risk has been downloaded.

Risk Rollup and Tolerance related list

Field	Description
Expected ALE	Annual Loss of Expectancy (ALE) refers to the product of the annual rate of occurrence (ARO) and the single loss expectancy (SLE).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Expected ALE is the expected value of the ALE for the risk statement. Enter currency and amount for the expected ALE. **Note:** This value must be less than or equal to the **Maximum acceptable ALE**.
Maximum acceptable ALE	Threshold value for the ALE for the risk statement. **Note:** This value must be greater than or equal to the**Expected ALE**. This value has an impact on the Tolerance status field.
Sum of calculated ALE	This calculation is based on the sum of calculated ALE of all the underlying risks of the risk statement and its children risk statements.
Average calculated ALE	This calculation is based on the average of calculated ALE of all the underlying risks of the risk statement and its children risk statements.
Maximum calculated ALE	This calculation is based on the maximum of calculated ALE of all the underlying risks of the risk statement and its children risk statements.
Minimum calculated ALE	This calculation is based on the minimum of calculated ALE of all the underlying risks of the risk statement and its children risk statements.
Tolerance Status	Automatically calculated based on tolerance values. ○ If the **Calculated ALE** is less than or equal to the **Expected ALE** = Acceptable in green ○ If the **Calculated ALE** is greater than the **Expected ALE**, but less than or equal to the **Max acceptable ALE** = Needs Attention in orange ○ If the **Calculated ALE** is greater than the **Maximum acceptable ALE** = Unacceptable in red **Note:** If the Tolerance Status changes to Needs Attention or Unacceptable, emails are automatically sent to the entity owner and risk manager to investigate.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Calculated Score	The corresponding score for the calculated ALE: ○ Low ○ Med ○ High

6. In the Basel Business Line related list, in the **Basel business lines** field, map your entity to the Basel lines of business.
7. Click **Update downstream entities business line** if you want all the downstream entities to inherit the Basel business line that you have selected.
8. Click **Submit** or **Update**.

Relate entities to each other

Create relationships between entities to understand how controls and risks affect each other and how they affect the enterprise.

Before you begin

Role required:

- sn_compliance.admin or sn_compliance.manager
- sn_risk.admin or sn_risk.manager
- sn_audit.admin or sn_audit.manager

Procedure

1. Navigate using any of these options.
   - **Policy and Compliance** > **Scoping** > **All Entities**.
   - **Risk** > **Scoping** > **All Entities**.
   - **Audit** > **Scoping** > **All Entities**.
2. Open the entity record from the list.
3. Perform one of the following actions.

Option	Description
To specify that the current entity is down stream of another entity	Click the **Add** button in the **Upstream entities** related list.
To specify that the current entity is up stream of another entity	Click the **Add** button in the **Downstream enti ties** related list.

4. Select the desired entities to relate the current entity to and click **Create Relationship**.

Result

The entities displayed after clicking **Add** on the **Upstream entities** or **Downstream entities** related lists are limited based on the current entity's class and the tier it belongs to.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
If there are no eligible entities which can be related to the current entity, then the **Add** button is not displayed on the **Upstream entities** or **Downstream entities** related lists.

Entity classes

Entity classes are used to add a conceptual information about the entity or to tag the entity. They are used to classify the entities and they represent a collection of entities that have the same attributes.

To understand the concept of entity class, consider an example. A company has office branches in three cities. The office space is considered as an entity and the entity class for these entities would be the location. For example, Risk as an entity could be a process or it could be the department in an organization. The entity class defines whether it belongs as a process or as a class in this example.

Entity classes are listed under Lists in the workspace view. Click an entity class in the List view to display its details.

The **Details** tab in the Entity classes form displays the following fields:

- Name
- Tier
- Parent class
- Description
- Is root check box condition

The Entity classes page displays the following related lists:

Related lists in the Entity class form

Related list	Description
Entities	Information on the entities: • Name • Owned by • Compliance Score (%)
Child classes	Information on the child classes: • Name • Tier • Is root check box

To save the newly created entity class configuration, click **Save**.

Create an entity class

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Roles required: sn_grc.manager, sn_risk_workspace.IT_risk_manager, and sn_risk_workspace.operational_risk_manager

About this task

Entity classes are used to classify and tag your entities. After tagging the entities, you can gather data about the entities based on the entity classes.

Procedure

1. Navigate to the desired workspace, go to the List view, and select **Entity classes**.
2. To create a entity class, select **New**.
3. In the **Details** tab, fill in the fields.

Create New Entity Class form

Field	Description
Structure	Structure of the entity class. The options are as follows: ○ **Single**: Option to configure a single dimension entity class. ○ **Composite**: Option to configure a multidimensional entity class. **Note:** The Composite Entity Management application must be installed to configure a composite entity class.
Number of dimensions	Option to select the required number of entity class dimensions. This field appears only when **Composite** is selected from **Structure**. **Note:** You can select up to 5 dimensions.
Applicable entity classes	Option to select the required entity classes. The order in which you select them doesn't affect the risk roll-up, but the same order will be used to choose entities from each class. This field appears only when **Composite** is selected from **Structure**.
Name	Name of the entity class. **Note:** If you select **Composite** in the **Structure** field, the name is automatically generated based on the selected entity classes, with a separator between them.
Description	Additional information about the entity class.
Parent class	Parent class associated with the new entity class such as Company or Department. This field appears only when **Single** is selected from **Structure**.
Is root	Condition to check if the new entity class is a root. Options are **True** or **False**. This field appears only when **Single** is selected from **Structure**.
Primary risk assessment methodology	Risk assessment methodology that must be used as the primary methodology for the entity class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Tier	Tier for the new entity class such as Application or Business. This field appears only when **Single** is selected from **Structure**.
Attachments	Attachments associated with the entity class that is displayed in the side panel.

4. Select **Save**.
   After saving, the new entity class is displayed in the Entity classes list in the List view. When you select the new entity class, the following additional related lists are displayed:
   - Entities
   - Child classes
5. Navigate to the Entities related list and fill in the fields under the Entity class section.

Entity class information on the Entities related list

Field	Description
Name	Name of the entity.
Owned by	Owner of the entity.
Compliance Score percentage	Compliance score percentage for the entity.

6. Navigate to the Child classes related list and fill in the fields under the Entity class section.

Entity class information on the Child classes related list

Field	Description
Name	Name of the entity class.
Tier	Tier for the new entity class.
Is root	Condition to check if the new entity class is root. Options are True or False.

7. To save the entity class, select **Save**.

Update entity classes for multiple entities

Provide an entity class for multiple entities where the class field is empty. Entity classes are used to add a conceptual information about the entity and classify the entities. As an administrator, you can update the entity classes for multiple entities with a single click.

Before you begin

Role required: sn_grc.admin

About this task

The classes are only added for the entities that match the filter conditions and that do not have any entity classes associated with them. You can use the **Bulk Update Entity Class** option in the classic user interface to perform the action in the following different ways:

- **All entities with empty class**: Use this option to apply a common class to all entities that have an empty class field across all tables that match the filter criteria. As an administrator, you can set the filter conditions.
- **Select a table**: Use this option to apply a common class to all the entities that have an empty class field in the selected table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. In the classic user interface, navigate to **Administration** > **Bulk Update Entity Class**.
2. To select your entities, do one of the following:
   - In the **Record Selection** field, select the **All entities with an empty class**.

     add the filter condition if applicable with an **ADD** or **OR** clause.
   - In the **Record Selection** field, select **Select a table** to select the entities from a table.
3. After selecting the record, click **Refresh**.
   The number of updated records that match the filter condition are displayed. The classes are added only for the entities that match the filter conditions and that do not have any classes associated with them.
4. To select the class that will be applied to the selected record, use the **Set the entity class as** field.
5. Click **Submit**.

Result

The entity classes for multiple entities are updated.

Scheduled jobs for Governance, Risk, and Compliance

Scheduled jobs are automated pieces of work that can be performed at a specific time or on a recurring schedule. GRC administrators run the scheduled jobs on demand to automate the tasks such as setting an entity class on the entities depending on the entity class rule.

Starting with the Xanadu release, the following scheduled jobs are provided for GRC:

- *`GRC set entity class on entities based on entity class rule`*: Use this scheduled job to populate the entity class rule for multiple entities at a time. The scheduled job script checks all the entity class rules, checks all the entities where the entity class field is empty, and updates the entity class for multiple entities.

- *`GRC set entity class on entities same as pillar`*: This scheduled job is provided for the GRC: Operational Resilience application users.

  The Operational Resilience base system includes five pillars. Pillars are the categories that are used to organize risk data that is pulled from their associated entity types. If the GRC: Operational Resilience application is installed in the instance, the **Pillar** field displays the pillar in the application to which an entity type is assigned. If an entity class is not defined for the entity type, it is mapped to the value that is displayed in the **Pillar** field using the *`GRC set entity class on entities same as pillar`* job.

Entity class rules

Entity class rules help to assign classes to the entities at the table level. Any new entity created on the table gets that entity class automatically. Entity classes are used to tag your entities.

When you create an entity for a table, the class associated with that table automatically gets assigned to the entity. You can set a new rule for the entity class. Entity class rules provide the categories of the entities at the class level. The Entity class rules option is displayed under Lists in the workspace view. Click an Entity class rule to display its details.

The **Details** tab in the Entity class rules form displays the following information:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Details tab in the Entity class rules page

Field	Description
Table	Name of the table that the entity class is associated with after creating an entity class rule.
Class	Name of the entity class to be associated with the table that uses the new entity class rule.

Entity class rule filter

Entity class rule filter is added in the entity class rule page to provide additional filters. Earlier, records of a table can be associated to only one entity class. Using the entity class rule filter, you can associate different classes to the records of the same table.

The **Entity class rule filter** table displays the following information:

Entity class rule filter

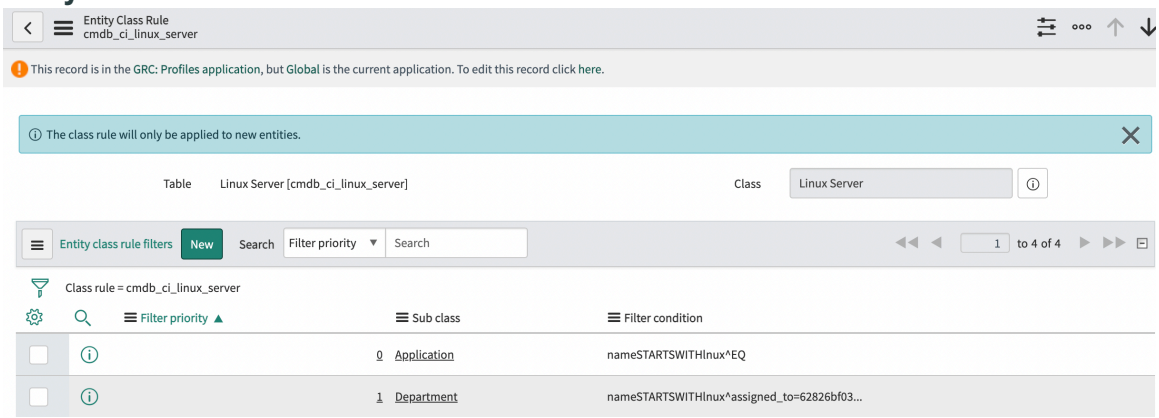
Field	Description
Filter Priority	Filter priority is the range for the subclass. The class is populated in the entity form based on the priority given.
Subclass	Subclass is the child class of the parent class that is displayed in the details tab of entity class rules.
Filter Condition	Filter Condition is used to filter out the records of the table that defines the entity class rule. For example, if there are two subclasses with different condition then the parent class is populated instead of the subclasses. **Note:** The subclasses are displayed in the entity forms only if they meet the same filter condition.

Logic for assigning entity classes

Assume that there is a record in the cmdb_ci_linux_server table and an entity class rule associated to this table. The entity class rule has these class rule filters:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Entity class rule



Scenario 1: If the entity's source record belongs to the cmdb_ci_linux_server table and matches all the conditions of the second filter, then the entity's class is auto-populated as sub class, **Department**.

Scenario 2: If the entity's source record belongs to the cmdb_ci_linux_server table and its name starts with lnux (satisfies both the filters), then the sub class **Application** is auto-populated as an entity class.

Scenario 3: If the entity's source record doesn't satisfy any of the class rule filters, then the class **Linux Server** is auto-populated as an entity class.

Create an entity class rule

Create a rule for an entity class. Entity class rules provide the classification of the entities at the class level. You can create a new entity class rule for an entity class that is associated with a table. After creating the new entity class rule, the Entity class rules table is updated with the new record.

Before you begin

Roles required: sn_grc.manager, sn_risk_workspace.IT_risk_manager, and sn_risk_workspace.operational_risk_manager

Procedure

1. Navigate to the desired workspace, go to the List view, and click **Entity class rules**.

   Note:
   You can't create an entity class rule from the Compliance Workspace. You can create it only in the Core UI.

2. Click **New**.
   A Create New Entity class rule page with the **Details** tab is displayed.
3. On the form, fill in the fields.

Create entity class rule form

Field	Description
Table	Table that the entity class belongs to.
Class	Class associated with the entity such as Business unit or Application.

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create an entity class rule filter

You can create an entity class rule filter to assign classes at the filter level on the same table that is defined on the class rule.

Before you begin

Role required: sn_grc.manager, sn_risk_workspace.IT_risk_manager, and sn_risk_workspace.operational_risk_manager

Procedure

1. Navigate to the desired workspace, go to the List view, and click **Entity class rules**.

   Note:
   You can't create an entity class rule filter from the Compliance Workspace. You can create it only in the Core UI.

2. Select any entity class rule from the list.
3. To add a new entity class rule filter, in the **Entity class rule filters** tab, click **New**.
4. Fill in all the fields in the table.
   For more information about the fields, see Entity class rule filter fields.
5. Click **Submit**.

Result

A new record is created under the Entity class rule filters tab on the Entity Class Rule form.

Entity class rule filter fields

You can create an entity class rule filter by filling out the fields that display after you click the **New** option in the entity class rule filters related list.

Entity class rule filter fields

Field	Description
Table	Table that is auto-filled from the associated entity class rule.
Subclass	Entity class to be applied for all the entities whose source record matches the class rule filter.
Filter condition	Condition that can filter out the records from the table. The entity class that is specified in the subclass may be applied (as per the class assignment rules) to the entity that is associated to any of these records.
Filter priority	Filter priority. If a source record of an entity satisfies a multiple class rule filters condition, the class is picked from the filter with the lowest priority. For example, if you have two subclass applications and departments that have priority 0 and 1, respectively, the application

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Entity class rule filter fields (continued)

Field	Description
	subclass that has the lower priority is auto-filled in the rule and control form.

Entity types

Entity type is a grouping of the entities that match a set of filter conditions. You can create a hierarchy of the entity types within the entity classes. The Entity types option is displayed under the Lists view in the workspace. Click an entity type to display its details.

An entity type is a grouping of entities that is based on filtering. Entity types enable you to find and create entities that match a set of filter conditions. Hierarchy can be created within the entity classes. Entity types also enable you to create risks and controls for each entity without spending much time. For example, an organization can have multiple departments, such as finance, HR, or IT. All these departments can be considered as entities and can be grouped under the entity type called Departments.

Within an entity type, you can assign an owner and an entity class. You can associate a control objective and risk statements to the entity type so that risks and controls get automatically created for those entities. For every entity created using the entity type, the configuration and filter are applied so that the entity class and entity owner get automatically assigned for each entity.

When you create entity types and associate risk statements and control objectives to them, the risk and controls are automatically created for all the entities. The benefit of creating entity types is that it eliminates the need for maintaining multiple spreadsheets with the associated risks and controls for each entity. By applying entity types, you can quickly create entities by using the entity filters that are present within the entity types. Entity types can contain entities associated with different classes.

Grouping entities also helps in rolling up and aggregating the risk scores after risk assessments are performed. To understand how grouping entities contribute to rolling up the risk scores, consider the following example. Assume that there's a banking organization called Acer Finance. Acer Finance has two business lines: Banking and Retail. The Banking division has further subdivisions such as Commercial Banking and Private Banking. The risk assessments are generally performed at the bottom-most level. In this example, the assessment is performed at the Commercial Banking and Private Banking levels. The reporting, however, is done at the top-most level. This means that the risk assessment scores of Commercial Banking and Private Banking roll up and aggregate at the Banking level. Similarly, the scores of the Banking and Investment roll up to the Acer Finance organization level.

Entities in entity type are created based on the conditions set in the Entity Filter. In entity filters, the following filter conditions are defined:

- Build your own conditions: The entity filter defines the table from which the data is pulled into each entity type for display. Options in the Entity filter related list under Entity Type are revised such that **Build your own conditions** is same as the previous condition builder.
- Select from predefined queries: A new option is introduced as **Select from predefined queries** that uses the Configuration Management Database (CMDB) queries.

The Details tab in the Entity type page displays the following information:

- Name
- Compliance Score (%)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Check box condition to display if the entity type is active
- Description

The Entity type page displays the following related lists:

Related lists in the Entity type section

Related list	Description
Entities	Information on the entities: • Entity • Description • Class • Owned by • Residual rating • Compliance Score (%)
Entity Filters	Information on the entity filters: • Entity filter type • Table • Filter condition • Use owner field • Owner field
Risk frameworks	Details of the risk framework. Click **Add** to add a new risk frameworks record.
Risk Statements	Details of the risk statements such as Risk Statement, Framework, Category, and Description.
Policies	Details of the policies such as number, name, Type, Owner, State, Valid from, Valid to, and Compliance Score percentage.
Control Objectives	Details of the control objectives such as Control objective, Category, Type, Classification, and Compliance Score percentage.
Entity Filters	Details of the entity filter such as Entity Filter type, Table, Filter Condition, Query, Information objects, Use owner field, Owner field.
Policy Exceptions	Details of the policy exceptions.
Content References	Details of the content references.
Privacy assessments	Details of the privacy assessments for the entity type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related lists in the Entity type section (continued)

Related list	Description
Attachments	Attachments associated with the entity type displayed in the side panel.

Create an entity type

Create an entity type for the entities in your system. Entity types enable you to find and create new entities that match a set of filter conditions. You can create a hierarchy of the entity types within the entity classes.

Before you begin

Roles required: sn_grc.manager, sn_risk_workspace.IT_risk_manager, and sn_risk_workspace.operational_risk_manager

Procedure

1. Navigate to the desired workspace, go to the List view, and click **Entity types**.
2. Click **New**.
   A Create New Entity Type page with the **Details** tab is displayed.
3. In the **Details** tab, fill in the fields.

Details tab in the Create New Entity Type page

Field	Description
Name	Name of the entity type.
Compliance Score Percentage	Compliance score percentage assigned to the entity type.
Active	Option to set the entity type as active.
Description	Description of the entity type.

4. To save the entity type, click **Save**.
   When you save the entity type, the other related lists are displayed on the Entity type page. Update the related lists as applicable.
   - Details
   - Entities
   - Entity Filters
   - Risk Frameworks
   - Risk Statements
   - Policies
   - Control Objectives
   - Policy Exceptions
   - Content References
   - Privacy Assessments

   See An entity in the workspace view for more information.
5. To save the entity type, click **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Entity filters

Entity types enable you to find and create entities that match a set of filter conditions. Entity types include predefined entity filters that define the data to be displayed in the user interface. The entity filter defines the table from which data is pulled into each entity type for display.

Entities in entity type are created based on the conditions set in the entity filter. You can create a new entity filter by navigating to the Entity types tab under the List view.

The options in the **Entity filter** tab under the Entity type are revised so that **Build your own conditions** condition builder uses the same option that was used in the previous condition builder. In addition, the new **Select from predefined queries** option leverages the Configuration Management Database (CMDB) queries. The following options are now available in the Entity filters related list under Entity type:

- Build your own conditions.
- Select from predefined queries using the Configuration Management Database (CMDB) Query Builder.

The **Entity filters** tab displays the following information:

- Entity filter type: Entity filter type such as Build your own conditions or Select from predefined queries.
- Table: Table that contains the records to be queried such as sn_audit_advanced_auditable_unit.
- Filter condition: Filter conditions for the source table to generate entities.
- Use owner field: Use the default owner to assign risks to a single user when the owner field is empty.
- Owner field: Person who owns any new entities generated from the entity type. Identify the user reference field on the source table to automatically identify risk and control owners.

Use the new Entity class field in the entity filters under the entity type to assign an entity class to an entity filter. When you use an entity filter to create an entity, an entity class gets assigned to it automatically.

Create an entity filter

Create an entity filter under an entity type in the workspace view. Entities in entity type are created based on the conditions set in the Entity Filter. The entity filter defines the table from which data is pulled into each entity type for display.

Before you begin

Roles required: sn_grc.manager, sn_risk_workspace.IT_risk_manager, and sn_risk_workspace.operational_risk_manager

About this task

You can use one of the following filter conditions for the entity type:

- Build your own conditions
- Select from predefined queries

Procedure

1. Navigate to the desired workspace, go to the List view, and click **Entity types**.
2. Click an entity type in the list and navigate to the **Entity Filters** tab.
3. To create a new entity filter, click **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Create New Entity Filter page is displayed.

4. In the **Details** tab, fill in the fields.

Create New Entity Filter form in the Details tab

Field	Description
Filter for	
Entity type	Name of the entity type under which the new entity filter is created.
Filter conditions	
Entity filter type: **Build your own conditions**	Type of the entity filter that is used for filtering the data. Use the Configuration Management Database (CMDB) Query Builder to build your own query. The Configuration Management Database (CMDB) is used to search the database for the entities. It provides the following methods for filtering: ○ **Build your own conditions** ○ **Select from predefined queries** Complete the following steps for the **Build your own conditions** entity filter type: **a.** In the **Entity filter type** field, select the entity filter type as **Build your own conditions**. **b.** In the **Table** field, select a table from the populated list. **c.** In the **Filter condition** field, click **Set conditions**, build a filter condition, click **Set**, and view the matching results.
Entity filter type: **Select from predefined queries** option	Predefined query to scope the entity. Complete the following steps for the **Select from predefined queries** option: **a.** In the **Query** field, select a predefined query such as **Business Apps using Information Object** that is applicable for the selected entity. Table associated with the entity when a predefined query is selected. The table is automatically populated. **b.** In the **Information objects** field, select only the applications and processes that have information objects associated with them. To add more information objects, click **Information objects** and type information objects such as `Email`. **Note:** To use a predefined CMDB query for entity scoping, GRC administrators must assign the **GRC Scoping** tag to the selected CMDB query. As a sn_grc.admin user, navigate to **Policy and Compliance > Administration > GRC Properties** or navigate to **Risk Administration > GRC Properties** in an instance, set the **Enable entity scoping for CMDB query** property as **Yes** and click **Save**.
Assignment	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Entity class	Entity class to be associated with the entity type. You can now assign an entity class to an entity filter under entity type. When a new entity gets created using an entity filter, an entity class gets assigned to it automatically.
Use owner field	Option to use the owner field. The owner is the identified risk owner associated with the entity type. This condition uses the **Owner** field information in the query. When the check box for this field is selected, the following fields are displayed: ○ **Owner** field: Select a table before modifying the Owner field. Then, select the owner to be associated with the new entity filter. ○ **Default owner** field: Select a default owner from the list. ○ **Empty owner** field: Select one of the following options: ▪ **Create**: Create an owner for the entity filter. ▪ **Do not create**: Do not create a new owner for the entity filter. ▪ **Use Default**: Use the default owner for the entity filter.
Attachments	Attachments associated with the entity that are displayed in the side panel.

5. To save the entity filter, click **Save**.

Create an entity filter in the Core UI

Create an entity filter under an entity type in the classic user interface. The entity filter defines the table from which data is pulled into each entity type for display. If the entities belong to an application, the users who have access to the entity class that is associated with the entity can only view those entities.

Before you begin

Role required: sn_grc.manager

Procedure

1. In the classic user interface, navigate to the **Entity types** list.
2. Click an entity type in the list and navigate to the **Entity Filters** tab.
3. To create a new entity filter, click **New**.

Create entity filter form

Field	Description
Entity type	Name of the entity type.
Entity filter type	Type of the entity filter. The options are as follows: ○ **Build your own conditions** ○ **Select from predefined queries**
Table	Name of the table from which the records are filtered.
Filter condition	Filter conditions that display the matching results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Entity class	Entity class for the entity type.
Use owner field	Option to use **Owner** field information in the query. The owner is the identified risk owner associated with the entity type. When this option is selected, the following fields are displayed: ○ **Owner** field: Select a table before modifying the Owner field. Then, select the owner to be associated with the new entity filter. ○ **Default owner** field: Select a default owner from the list. ○ **Empty owner** field: Select one of the following options: ▪ **Create**: Create an owner for the entity filter. ▪ **Do not create**: Do not create a new owner for the entity filter. ▪ **Use Default**: Use the default owner for the entity filter.

4. To save the entity filter, click **Submit**.

Entity tiers

When you create entity tiers, you can apply a level or hierarchy to the entity classes. This level applies to all the entities that are associated with the entity classes. Entity tiers enable you to select and view the status of the most critical items in the business.

Consider the following example. Assume that the Chief Product Officer of your organization wants to see the status of only the most critical financial business applications. If you have created a hierarchy or set of tiers for the entities, then you can filter the tier 1 entities and present the required data. Each entity class can belong to only one tier.

By creating entity tiers, you can better understand how your lower tier entities affect your higher tier entities. For example, assume that you created the entity hierarchy where Business is tier 1, Application is tier 2, and IT asset is tier 3. Therefore, the risks of the entities of tier 3 affect the entities of tier 2 and that in turn affects tier 1. This roll-up or aggregation provides accurate risk scores.

The Entity tiers option is displayed under the Lists view in the workspace. Click an entity tier to display its details. The **Details** tab in the Entity tiers page displays the following information:

Details tab in the Entity tiers page

Field	Description
Label	Label of the entity tier that is displayed in the user interface such as Application or Business.
Tier level	Tier level of the entity tier such as 15 or 20.
Name	Name of the entity tier such as application or business.

Create an entity tier

Create an entity tier for the entity classes in your organization. When you create entity tiers, you can apply a level or hierarchy to the entity classes. The hierarchy level applies to all the entities associated with the entity classes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Roles required: sn_grc.admin

Procedure

1. Navigate to **Administration** > **Entity Tiers** in the Core UI.
   The Entity tiers list is displayed.
2. Click **New**.
   A Create New Entity Tier page with the **Details** tab is displayed. The breadcrumb navigation menu is displayed at the top of the page.
3. In the **Details** tab, fill in the fields.

Details tab in the Entity tier form

Field	Description
Label	Label for the new entity tier.
Tier level	Tier level for the new entity tier.
Name	Name of the new entity tier.
Attachments	Attachments associated with the entity displayed in the side panel.

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

Viewing and updating Governance, Risk, and Compliance exceptions

Report exceptions as it is critical for businesses to quickly identify and address key business process issues before they become a problem. Using exceptions to manage errors has advantages over traditional error-management techniques.

Before you begin
Role required: sn_grc.admin

About this task
An exception report is a document that lists instances in which actual performance is deviated from expectations. GRC exception is a capability using which you can record or associate business exceptions with GRC objects such as citations, automated factors, and so on. Each exception record has details such as the category of the exception, the record in the table, and the field with which the exception is associated. The administrator can view the list of exceptions and resolve them. Whenever an exception is raised, the solution to resolve the exception is also given in the exception description. The administrator uses the proposed solution to resolve the exception. An example of an exception is when a user has not configured a risk assessment methodology but is trying to perform an object assessment. When an administrator resolves one type of exception, all other similar exceptions get resolved.

Procedure

1. Navigate to **GRC Exceptions** > **Exception Report**.
2. Open the exception record you want to resolve.
3. On the form, fill in the field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Exception form

Field	Description
Number	Unique number of the exception that is raised.
Exception category	Category to which an exception belongs. The choices are: ○ Configuration: Example: A risk administrator tries configuring a form and giving a user the authority to perform a task for which the user does not have the right role. ○ Runtime: Example: When something runs automatically such as an Indicator.
State	State of exception. The default state is **Open**.
Application	Application to which the exception belongs.
Description	Detailed description of the exception and the possible solution for resolution.
Exception Record Details	
Source table	Table on which the exception has occurred.
Record reference	Record on which the exception has occurred. For example, an exception is raised on a risk assessment instance response.
Column reference	The column that contains the record.
Activity	
Additional comments	Notes on the resolution of the exception or any other additional information.
Activities	Displays the stream of activities on the exception.

4. Click **Update** after you change the state of the exception.
5. Click **Delete** to delete the record.

Cybersecurity Executive dashboard for Chief Information Security Officers

The Cybersecurity Executive Dashboard gives the Chief Information Security officer a comprehensive overview of the security posture score of an organization. However, the compliance and risk users can use the risk and compliance page to get an all-inclusive picture of all the GRC metrics.

To access the Risk and compliance dashboard and the access control limitations, see Risk and compliance dashboard for GRC: Metrics.

To know more about the features of the Cybersecurity Executive dashboard, see Cybersecurity Executive Dashboard.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Advanced Governance, Risk, and Compliance Application Risk dashboard

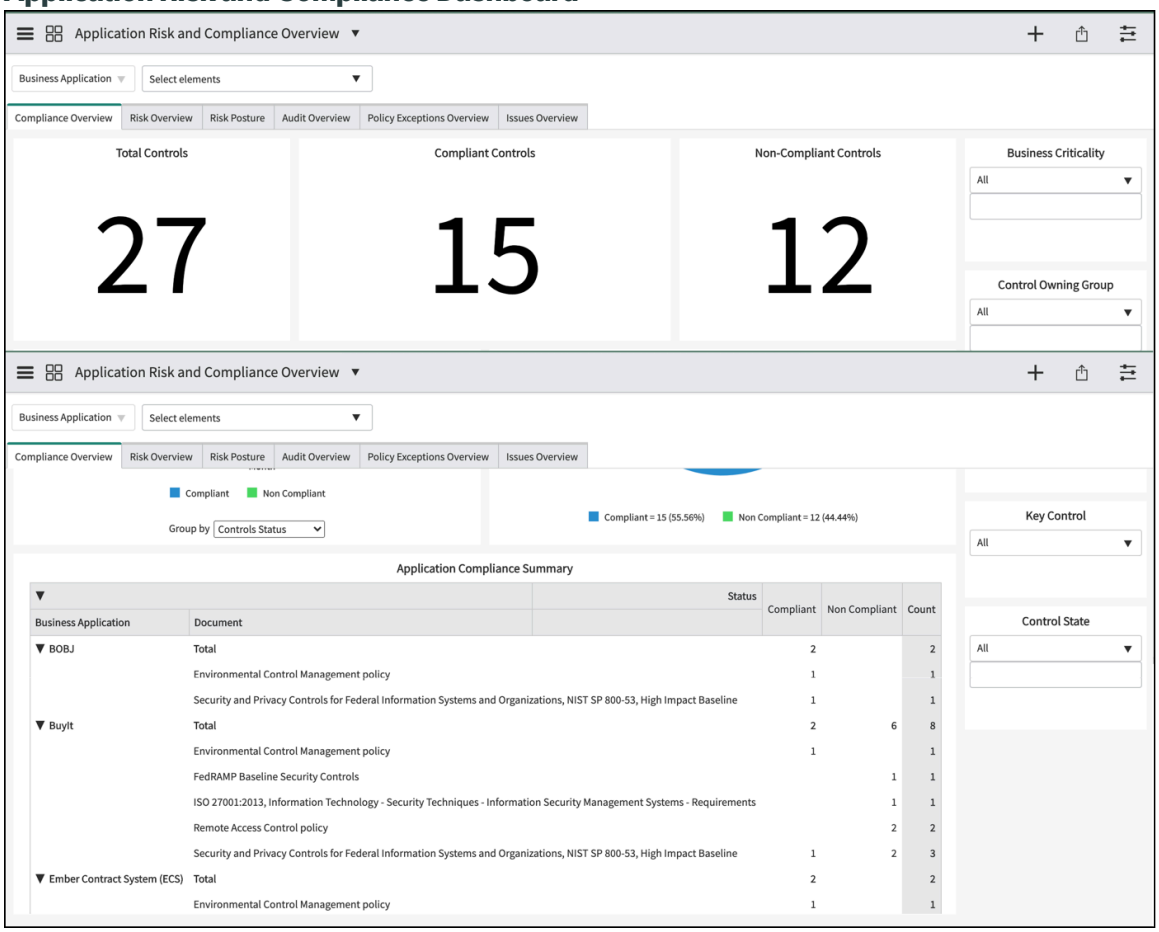
The GRC **Application Risk and Compliance Overview Dashboard** provides the latest view of risk and compliance aspects for the business applications that are used in an enterprise.

The Application Risk Dashboard is useful for the Chief Information Officer (CIO) and application owners. Both these users must have the sn_compliance.reader, sn_risk.reader, and sn_audit.user roles to view the dashboard. Navigate to **Advanced GRC Dashboard** > **Application Risk Dashboard**. The **Application Risk and Compliance Overview Dashboard** is displayed.

Note:
To be able to view this dashboard, you must activate the GRC: Advanced Dashboards (com.sn_grc_pa_advanced) plugin and the GRC: Policy and Compliance Management (sn_compliance) plugin.

The Application Risk and Compliance Overview dashboard provides you a detailed report of the risk and compliance posture of all the business applications in an organization.

Application Risk and Compliance Dashboard



This dashboard highlights the following:

- The compliance impact of applications in use.
- The risk posture of applications.
- The state of remediation and exceptions activity of the issues.
- The audit activity around applications and status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This dashboard provides answers to the following questions that are of interest to the CIO and the application owner:

1. What are the key applications, and are they all operational and delivering the required services optimally?
2. What are the policies and authority documents that the applications must be compliant to? Are the applications compliant to them?
3. What are the risks faced by the applications? Are any of them high to raise a concern? Are there enough mitigations in place? Are there adequate controls in place and are they working effectively?
4. For applications that need remediation, are the remediations being done on time according to the Service Level Agreements (SLAs)? Which are the applications that generate the maximum number of issues?
5. Are exceptions being sought often on the applications and why? Are they within manageable limits?
6. Are the applications due for audit any time? How have the applications performed on these audits?

The dashboard offers various representations such as bar graphs, donut charts, and trend charts. Application owners can use various filters on the dashboard to view reports related to the business applications they own such as, critical business applications, mandated controls related to specific business application, or high priority issues and so on.

Compliance Overview

The Compliance Overview tab appears when you activate the Policy and Compliance plugin. The Compliance Overview tab provides an overview of the compliance posture of the business applications and displays the following reports:

- Total Controls: This report provides the total number of active controls.
- Compliant Controls: This report provides the total number of compliant controls which are not in draft or retired state.
- Non-Compliant Controls: This report provides the total number of non-compliant controls which are not in draft or retired state.
- Compliance Status By Month: This report provides the number of active controls by month.

> **Note:**
> This bar chart shows the compliance status for the current month and can be grouped by either Control Status or Business Application.

- Compliance %: This report provides the percentage of different statuses of active controls such as Compliant, Non Compliant, and Not Applicable.
- Application Compliance Summary: This report provides the summary of policies, authority documents, and the controls associated with business applications.

The following filters can be used to filter data on the reports:

- Business Application
- Business Criticality
- Entity Owner
- Enforcement such as mandatory or voluntary controls
- Key Control

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Control State
- Control Owning Group

Risk Overview

The Risk Overview tab appears when you activate the Advanced Risk plugin. The Risk Overview tab provides an overview of the risks associated with business applications and displays the following reports:

- Risk Heatmap by Application Criticality: This report displays the heatmap of the application risks based on criticality of applications versus the risk rating of the application.
- Risk Response Tasks Overview: This report displays the response tasks created for a risk and different states of those tasks.

  Note:
  This bar chart can be grouped by and stacked by risk response, risk response state, risk calculated score, risk response assigned to, or business application.

- Application Risk Summary: This report displays the summary of risks directly associated with the applications that contribute to the overall risk rating of the application. Other downstream risks that contribute to the application risk rating are not represented in this report. The risks considered for this report are very high, high, and moderate.
- Application Risk Mitigating Controls Status: This report provides the information for an application's risks and the associated controls. The risks considered for this report are very high, high, and moderate. The state of controls must not be in draft or retired. The risks for only one year are displayed.

The following filters can be used to filter data on the reports:

- Business Application
- Criticality
- Risk Rating
- Application Owner
- Business Owner

Risk Posture

The Risk Posture tab appears when you activate the Risk plugin. The Risk Posture tab provides information about the risk exposure of business applications. The reports in this tab can also be filtered using the Business Application filter. The Risk Posture tab displays the following:

- Very High Risks: This report displays the very high risks of an application.
- High Risks: This report displays the high risks of an application.
- Moderate Risks: This report displays the moderate risks of an application.
- Acceptance Task Expirations: This report displays the risk response acceptance tasks that have an expiration on the current day, the current week, the current month, the current quarter, and the current year.
- Contributing Risks Trend: This report displays the trend of risks directly associated with business applications and how they are performing over a period. Other downstream risks that contribute to the application risk rating are not represented in this report.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Audit Overview

The Audit Overview tab appears when you activate the Audit plugin. The Audit Overview tab provides an overview of audit and audit activities related to business applications and displays the following reports:

- Open Audit Engagements: This report displays the number of audit engagements in open state.
- Ineffective Controls: This report displays the number of ineffective controls for an audit engagement.
- Open Issues: This report displays the number of open issues for an audit engagement.
- Past Due Issues: This report displays the number of past due audit issues for an application.
- Upcoming Audit Engagements: This report displays the monthly count for the upcoming audit engagements.
- Open Issues by Audit Engagements: This report displays the monthly count for the open audit issues.
- Past Due Issues by Audit Engagements: This report displays the past due audit issues over a period.
- Ineffective Controls by Audit Engagements: This report displays the information regarding audit engagements and the associated ineffective controls.

The following filters can be used to filter data on the reports:

- Business Application
- Audit Engagement
- Criticality

Policy Exceptions Overview

The Policy Exceptions Overview tab appears when you activate the Policy and Compliance plugin. The Policy Exception Overview tab provides information about policy exceptions requested for business applications. The data displayed in the Policy Exceptions Overview tab can be filtered using the Business Application filter. This tab displays the following reports:

- New Exceptions: This report provides information about the new exceptions requested.
- Approved Exceptions: This report provides information about the number of approved exceptions.
- Rejected Exceptions: This report provides information about the number of rejected exceptions.
- Expired Exceptions: This report provides information about the number of expired exceptions.
- Exceptions Awaiting Approval: This report provides information about the exceptions that are awaiting approval and are due on the current date, the current week, the current month, and the current quarter.
- Extensions Awaiting Approval: This report provides information about the extensions that are awaiting approval and are due on the current date, the current week, the current month, and the current quarter
- Upcoming Exceptions Expirations: This report provides information about the exceptions that are about to expire and which are due on the current date, the day after the current date, the current week, the week after the current week, and the current month.
- Exceptions Requested vs. Approved: This report provides information about the exceptions requested versus the number of exceptions approved per month.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Issues Overview

The Issues Overview tab appears when you activate either the Risk Management plugin or the Policy and Compliance Management plugin. The Issues Overview tab provides information about the various compliance and risk issues associated with business applications. The data displayed in the Issues Overview tab can be filtered using the Business Application filter. This tab displays the following reports:

- Open Issues: This report displays the number of issues in open state.
- Critical Priority Issues: This report displays the number of critical priority issues.
- High Priority Issues: This report displays the number of high priority issues.
- Accepted Issues: This report displays the number of issues that are accepted.
- Past Due Issues: This report displays the number of past due issues.
- Issues to be Resolved: This report displays the number of issues that must be resolved on the current date, the current week, current month, current quarter, and current year.
- Remediation Tasks to be Completed: This report displays the number of remediation tasks that must be completed on the current date, the current week, current month, current quarter, and current year.
- Past Due Issues: This report displays the number of past due issues over a time period.
- Past Due Remediation Tasks: This report displays the number of past due remediation tasks over a time period.
- Issue Creation Trend: This report displays the trend of how issues are created over a time period.
- Issue Closure Trend: This report displays the trend of how issues are closed over a time period.
- Remediation Task Creation Trend: This report displays the trend of how remediation tasks are created over a period.
- Remediation Task Closure Trend: This report displays the trend of how remediation tasks are closed over a period.

GRC licensing summary dashboard

Use the GRC licensing summary dashboard to track license usage trends and next month's projected usage. You can see the aggregated counts of license consumption across different product families. You can also search for roles to identify their combined GRC license treatment when these roles are assigned to a user.

The GRC licensing summary dashboard displays the monthly aggregated counts of license consumption across different product families including Integrated Risk Management, Business Continuity Management, and Privacy Management.

You must have the product owner role (sn_irm_shared_cmn.product_owner) to access the dashboard. Navigate to **All** > **GRC Licensing Overview** > **Licensing Summary Dashboard**.

GRC licensing summary dashboard tabs

The GRC licensing summary dashboard has the following three tabs:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- License consumption- Shows the license utilization, usage trend analysis using a filter for product family, and license utilization month on month.
- Estimated next month usage- Shows the estimated license usage for the next month based solely on the current roles assigned to users.
- Role attribution to licensing mapping- Shows the license mapping of default GRC roles, users license treatment, license treatment for users who are part of a user group based on the roles assigned to the user group, and license treatment based on combination of multiple roles.

License consumption tab

Name	Description
IRM Operator	Count of IRM Operator for the previous month. **Note:** The IRM Operator card is available only when IRM Operator is selected in the **Product family** field.
IRM Lite Operator	Count of IRM Lite Operator for the previous month. **Note:** The IRM Lite Operator card is available only when IRM Operator is selected in the **Product family** field and the GRC: Business User – Lite application is installed.
PRM Operator	Count of PRM Operator for the previous month. **Note:** The PRM Operator card is available only when PRM Operator is selected in the **Product family** field.
PRM Lite Operator	Count of PRM Lite Operator for the previous month. **Note:** The PRM Lite Operator card is available only when PRM Operator is selected in the **Product family** field and the GRC: Privacy Lite User application is installed.
BCM Operator	Count of BCM Operator for the previous month. **Note:** The BCM Operator card is available only when BCM Operator is selected in the **Product family** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

License consumption tab (continued)

Name	Description
BCM Lite Operator	Count of BCM Lite Operator for the previous month. **Note:** The BCM Lite Operator card is available only when BCM Operator is selected in the **Product family** field and the GRC: Business Continuity Management User - Lite application is installed.
Usage trend analysis	Displays the usage patterns of various types of licenses over a specified time period. Use this information to track changes and trends in license consumption over time. Additionally, you can filter the usage trend based on predefined or custom date ranges.
License utilization month on month	Shows the last 12 months usage of different license types, including their accrual periods and counts. Select the counts to view detailed information such as the user, licensable application family, licensing type, and license contributing roles.

License usage columns

Name	Description
User	Shows the user name.
Licensable application family	Shows the licensable family to which the user belongs to.
Licensing type	Shows if the licensing type is usage-based or role-based.
License contributing roles	Shows all the roles that contribute to the license treatment of the user.

Estimated next month usage

Name	Description
IRM Operator	Estimated count of IRM Operator for the next month. **Note:** The IRM Operator card is available only when IRM Operator is selected in the **Product family** field.
IRM Lite Operator	Estimated count of IRM Lite Operator for the next month.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Estimated next month usage (continued)

Name	Description
	Note: The IRM Lite Operator card is available only when IRM Operator is selected in the **Product family** field and the GRC: Business User – Lite application is installed.
PRM Operator	Estimated count of PRM Operator for the next month. **Note:** The PRM Operator card is available only when PRM Operator is selected in the **Product family** field.
PRM Lite Operator	Estimated count of PRM Lite Operator for the next month. **Note:** The PRM Lite Operator card is available only when PRM Operator is selected in the **Product family** field and the GRC: Privacy Lite User application is installed.
BCM Operator	Estimated count of BCM Operator for the next month. **Note:** The BCM Operator card is available only when BCM Operator is selected in the **Product family** field.
BCM Lite Operator	Estimated count of BCM Lite Operator for the next month. **Note:** The BCM Lite Operator card is available only when BCM Operator is selected in the **Product family** field and the GRC: Business Continuity Management User - Lite application is installed.
User role allocation	Provides an overview of the users, the licensable application family they're associated with, and the roles assigned to them. Use this information to visualize the estimated license usage for the next month based on the current role allocations to each user.

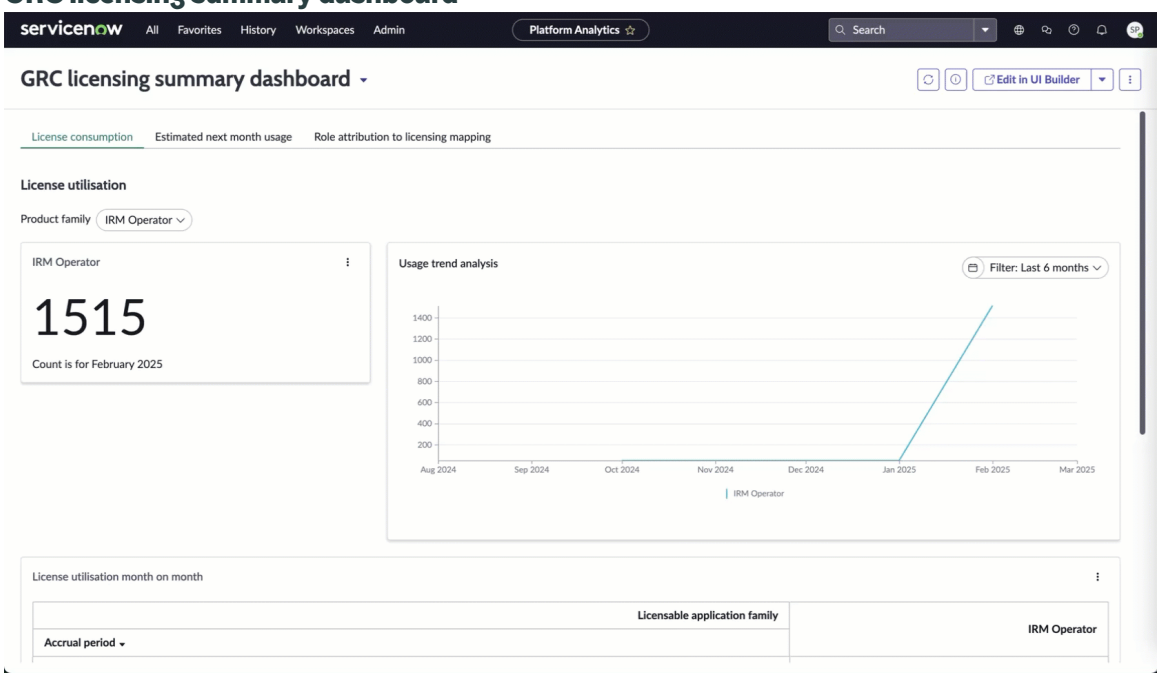
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role attribution to license mapping

Name	Description
License treatment of default roles	Provides an overview of the default GRC roles and the licensable application family that they're mapped with. Seeing which license is tied to the default GRC role helps you identify the correct license treatment for each role.
User(s)/User group(s) license treatment	Shows the license treatment of a specific user. You can search for users to see which licensable application family they belong to based on their assigned roles. Helps you understand the license treatment of a user when added to a user group based on the roles that are assigned to the user group.
License treatment based on roles	Shows the license treatment for a specific combination of roles. You can search for roles to identify their combined GRC license treatment when these roles are assigned to a user. **Note:** The combined role license treatment results are based on customer license entitlements and installed applications.

The following illustration shows the tabs, sections, and cards that are available on the GRC licensing summary dashboard:

GRC licensing summary dashboard



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Displaying the role hierarchy of a user

The role hierarchy node map displays the relationship between the license contributing roles for role-based users and provides insights into the licensing treatment of a user.

If a user is assigned a direct role that has child roles, then the user inherits all the permissions of the child roles. In such a case, the license treatment of the user depends on the combination of the roles.

GRC users can have usage-based or role-based use of licenses. If the license usage is usage-based, there's no role hierarchy for the selected user.

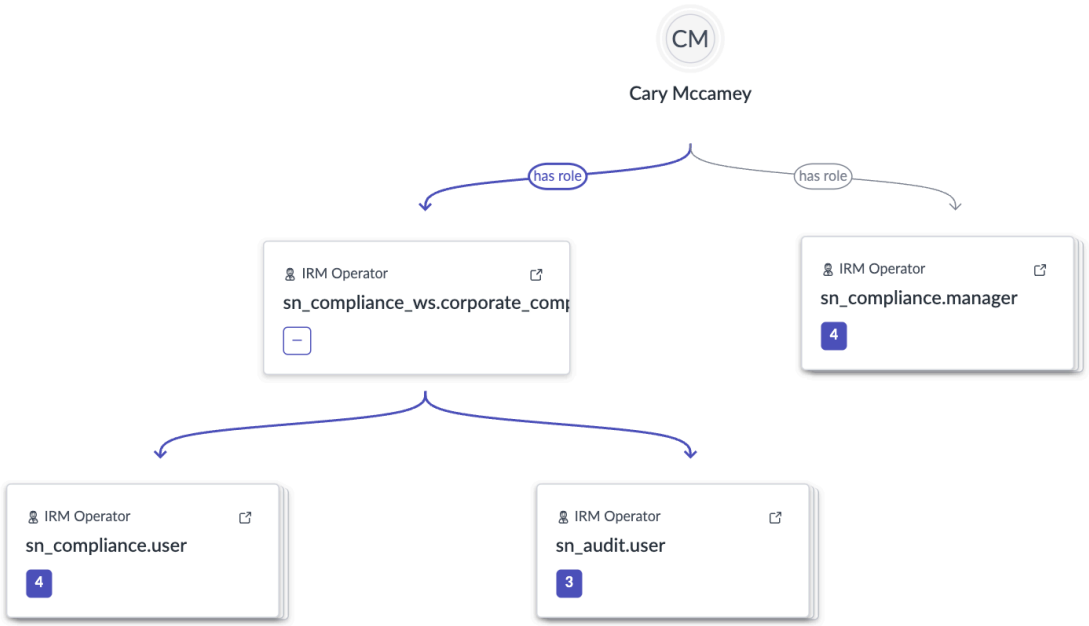
To see the role hierarchy of a user, use either of the following methods:

- On the GRC licensing summary dashboard, under the License consumption tab, select the user count, then a user and select **Show role hierarchy**.
- On the GRC licensing summary dashboard, under the Estimated next month usage tab, select the user count, then a user and select **Show role hierarchy**. Or select a user under User role allocation and then select **Show role hierarchy**.

The role hierarchy node map displays the child relationships of a user. If a user has multiple roles assigned, the role hierarchy node map displays the entire hierarchy.

Note:
Your license consumption is calculated based on the licensable roles that are available at the time of calculation. Same roles might not be available at the time you view the role hierarchy node map.

The following illustration shows a sample node map for user Cary Mccamey. Cary has the roles sn_compliance_ws.corporate_compliance_analyst, and sn_compliance.manager. The sn_compliance_ws.corporate_compliance_analyst role contains the sn_compliance.user and sn_audit.user roles. Selecting the count on each node expands it further.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configuring document templates using the Document Designer with Word add-in

Configure the audit report templates using the ServiceNow Document Designer with Word add-in.

Perform the following steps to successfully configure the ServiceNow Document Designer with Word add-in and create your audit report templates.

Configure templates for Document Designer

Configure the template to specify the fields from which data must be obtained and displayed on the audit report.

Create data relationships

Create a path to go from a record in the template configuration to any table that you require. When you create these paths, you can get the necessary data from each of these paths in your audit report template.

Create content configurations

Define the data that you want to view or fetch, whether it's a list of records or an aggregation when creating an audit report. For example, specify if you want to see a list of remediation tasks or the list of the top five high priority issues. A maximum of 200 records can be fetched from any table.

Set up Microsoft 365 reporting configuration

Set up the Microsoft 365 reporting configuration records to specify the data points and reports that you want to import in to a Microsoft Word document for disclosure reporting purposes.

Add additional reporting configuration filters for a Microsoft 365 configuration record

Add additional reporting filters to specify at a granular level what data must be imported to the disclosure report from a table.

Install the ServiceNow Document Designer add-in

Install ServiceNow Document Designer add-in to your Microsoft Word document. This add-in is required to create audit and CAM report templates.

Create an audit report template using ServiceNow Document Designer

Use the template configurations to create placeholders for an audit report template tailored to your needs.

Configure templates for Document Designer

Configure the template to specify the fields from which data must be obtained and displayed on the audit report.

Before you begin

Role required: sn_grc_doc_design.admin and sn_audit.admin

Procedure

1. Navigate to **All** > **Audit** > **Audit Report** > **Template Configurations**.
2. Select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. On the form, fill in the fields.

Template configuration form

Field	Description
Name	Name of the template configuration. For example, you can specify `Engagement template configuration`.
Business domain	Domain from which the template is being configured. In this example, it is set to **Audit**.
Table	Table on which the report is generated.
Fields	Fields from which data must be displayed on the report. Move the required fields from the **Available** list to the **Selected** list.

4. Select **Submit**.

What to do next

Create a data relationship path from the template configuration to go to any table that you require. For more information, see Create data relationships.

Create data relationships

Create a path to go from a record in the template configuration to any table that you require. When you create these paths, you can get the necessary data from each of these paths in your audit report template.

Before you begin

Role required: sn_grc_doc_design.admin and sn_audit.admin

About this task

When you create data relationships, for example, for an audit engagement, you can specify how the issues, remediation tasks, test plans, and so on, are related to the record in the template relationship registry and you create a path to navigate to these respective records. You can create as many relationships as you require.

Procedure

1. Navigate to **All** > **Audit** > **Audit Report** > **Template configurations**.
2. Open the template configuration that you created.
3. In the Data relationships related list, select **New**.
4. On the form, fill in the field.

Data relationship form

Field	Description
Name	Level that you want to go to. For example, you can specify `Engagement to issues`.
Source	
Parent relationship	Parent of the data relationship.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Source table	Source table used for the data relationship created. This field is automatically set.
Target	
Target relationship	Select an existing relationship or create a target relationship. For example, you can select **Issues to engagement**. **Note:** For more information, refer to Setting up the 360° views. You can register only existing relationships between the types of data you want to view.
Relationship type	Type of the relationship such as many to many or one to many. This field is automatically populated based on the selection made in the **Target relationship** field.
Target table	Table from which the data is obtained. This field is automatically populated.

5. Select **Submit**.

What to do next
Create content configurations to specify the type of data you want to fetch on the report. For more information, see Create content configurations.

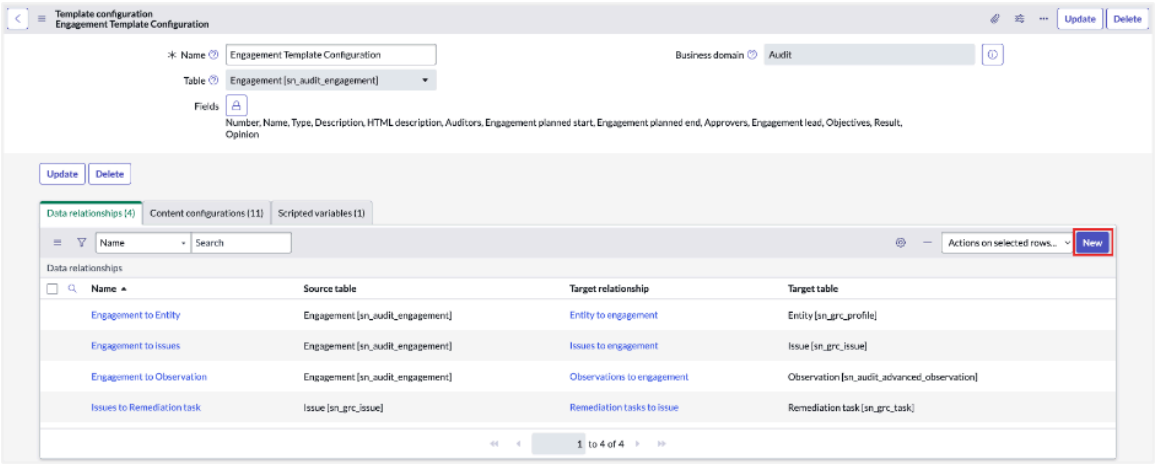
Create content configurations

Define the data that you want to view or fetch, whether it's a list of records or an aggregation when creating an audit report. For example, specify if you want to see a list of remediation tasks or the list of the top five high priority issues. A maximum of 200 records can be fetched from any table.

Before you begin
Role required: sn_grc_doc_design.admin and sn_audit.admin

Procedure
1. Navigate to **All** > **Audit** > **Audit Report** > **Template configurations**.
2. Open the template for which you want to create content configurations.
3. On the Content configurations related list, select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. On the form, fill in the fields.

Content configuration form

Field	Description
Name	Name of the content configuration. For example, `List of remediation tasks`.
Template configuration	Template configuration for which you're defining the content configuration. This field is automatically set based on the configuration that you selected in step 2.
Target table	Table from which data must be fetched.
Data relationship	Data relationship for which you want to create content configurations. Only the data relationships that you have previously created are available for selection.
Filter criteria	Filter condition and the number of records that can be displayed.
Aggregation criteria	Aggregation query to be used for the content configuration record. Use Data columns and Intermediate filters related lists for the content configuration record.
Content block criteria	Parent block configuration to specify a table or data that you want to insert in the content block as a table.

5. Build the Filter criteria and the Aggregation criteria as required.
6. To specify a table or data that you want to insert in the content block as a table, select the **Content block criteria** tab.
   a. In the **Parent block configuration** field, select the required content configuration.
   b. Select **Submit**.
7. In the Data columns related list, specify the columns you want on the report from the table that you have selected.
   For more information, see Configure Data columns.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. In the Intermediate filters related list, define the filters that should apply to the dataset to refine the results displayed in the report.
   For more information, see Configure Intermediate filters.
9. Select **Update**.

Configure Data columns

Configure data columns to choose which fields from the selected table appear in your report. This helps ensure that only relevant information is displayed, making reports clear and actionable.

Before you begin

Role required: sn_grc_doc_design.admin and sn_audit.admin

Procedure

1. Navigate to the **Data columns** related list.
2. Select **New**.
3. Review the Content configuration field.
   This field is pre-populated with the name of the selected entity and is read-only. To preview the record, click the info icon.
4. In the Type field, select Column or Script from the drop-down list.
5. In the Column field, select the column you want to include.
   A tree view appears showing available fields from the selected table. Expand folders if needed and select the required column.
6. Select **Submit**.

What to do next

Configure Intermediate filters

Configure Intermediate filters

Set up filters for intermediate data relationship nodes based on the selected data relationship in the content configuration. This ensures only relevant information is displayed, making reports clear and actionable.

Before you begin

Role required: sn_grc_doc_design.admin and sn_audit.admin

Procedure

1. Navigate to the **Intermediate filters** related list.
2. Select **New**.
3. On the Data column new record form, fill in the fields.
4. Select **Submit**.

Define the scripted variables

Define data for the scripted variables using the Template Configurations module for creating a report template in the Audit application. You can configure the data in either text or HTML format.

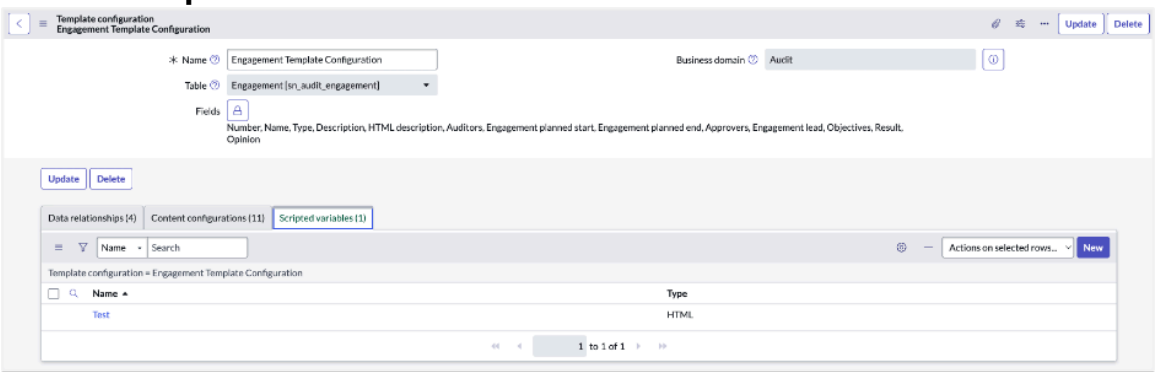
Before you begin

Role required: sn_grc_doc_design.developer

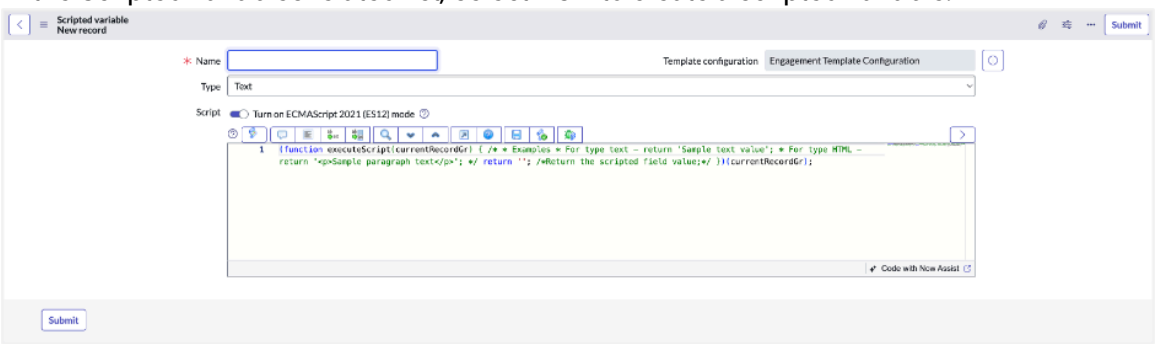
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Audit** > **Audit Report** > **Template Configurations**.
2. Open the template for which you want to create scripted variables.
3. Select the **Scripted variables** tab.



4. In the Scripted variables related list, select **New** to create a scripted variable.



5. In the **Name** field, provide a descriptive name for the template.
6. From the **Type** drop-down list, select either Text or HTML based on your requirement.
7. Turn on the **Script** toggle to enable custom script for the scripted variable.
8. Select **Submit**.
   The Scripted variables for the template appear in the related list.

Install the ServiceNow Document Designer add-in

Install ServiceNow Document Designer add-in to your Microsoft Word document. This add-in is required to create audit and CAM report templates.

Before you begin

Ensure that the following plugins are activated:

- sn_grc_doc_design
- sn_outlook_addin

Role required: sys_admin

Procedure

1. Navigate to **All** > **ServiceNow Add-Ins for Office** > **Office Add-In Manifests**.
2. From the Office Manifests list, select **ServiceNow Document Designer**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Select **Download Manifest**.
4. To enable the add-in, contact your Microsoft 365 account manager who can use the manifest file you downloaded in step 3.

What to do next

For detailed instructions on how to deploy the manifest file, see the Deploy add-ins in the Microsoft 365 admin center [KB1307378] article in the Now Support Knowledge Base.

To configure the HTTP response headers for add-in for Microsoft Word in the browser, see the Response header resolution [KB1434453] article in the Now Support Knowledge Base.

Reference information for Document designer

There are several properties that get installed with the Document designer plugin. These properties help to control the various aspects of how the plugin works.

Properties installed

Property	Description
com.snc.word_doc_api.size_limit_mb	This property restricts the size of contract documents in mega bytes. The default value is 5.
com.snc.word_doc_api.unzip_word_size_limit_mb	This property restricts the size of unzipped Word documents in mega bytes. The default value is 10.
com.snc.word_doc_api.supported_image_types	This property ensures that only the image types specified in the property will be processed by the plugin and inserted into the Word Document. The supported image types are: png, jpg, jpeg, and gif.
com.snc.word_doc_api.disable_wordapi	This property ensures that the API will not work if the property is set to true. The default value is false.
com.snc.word_doc_api.image_size_limit_kb	This property ensures that if the image size in KB is more than the property value, the plugin will not start processing and will result in status failure with an error message. The default value is 100.
com.snc.word_doc_api.max_repetitions	This property sets the number of times a repeater block (a defined section of content) will be duplicated and inserted consecutively into the Word document. Each repetition adds a new instance of the block immediately following the previous one, creating a sequential chain of repeated sections. The default value is 100.

Create an audit report template using ServiceNow Document Designer

Use the template configurations to create placeholders for an audit report template tailored to your needs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Install and activate the ServiceNow Document Designer with Word (sn_grc_doc_design) plugin. For more information, see Install the ServiceNow Document Designer add-in.

Confirm that you have the templates configured. For more information, see Configure templates for Document Designer.

If you want to insert and update reporting content, set up Microsoft 365 reporting. For more information see, Set up Microsoft 365 reporting configuration and Add additional reporting configuration filters for a Microsoft 365 configuration record.

Role required: sn_audit.manager and sn_grc_doc_design.reader

Procedure

1. Navigate to the Microsoft Word document that you want to use for template creation.
2. To create placeholders, select **Design template** On the ribbon.
3. To log in to your ServiceNow instance, select **Log in** using the audit manager credentials.
   a. On the ServiceNow login screen, provide your credentials.
   b. Select **Allow**.
4. On the ServiceNow Document Designer pane, fill in the following fields.
   a. In the **Business domain** field, select **Audit**.
   b. In the **Template configuration** field, select the configuration record you want to insert.
   c. To confirm the selected template configuration, select **Confirm**.
   d. Select the **Data** tab then the **Data element** field and from the list, select the fields you would like to see on the template.
   Only the configured fields are available for selection.
   e. Move the mouse device at the point where you want to insert data and insert the fields such as Logo, Type, Name, and so on.
   f. Select the **Table** tab, in the **Table element** field, from the list, select the configured table elements that you would like to see on the template.
   For example, the list of top five high priority issues.
5. To insert a content block with styling that can appear repeatedly, select **Block**.
   a. In the document, add the content that must be used for repeated styling.
   b. In the Content block source field, select the item that you want to map to the content block.
   c. Select **Add content block**.
   The content in the document is wrapped in the content block and the options **Data** and **Table** are available.
   d. To insert data from the configured columns in the content block, select **Data**.
   e. Select **Add**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

f. To insert content from a table, select **Table**.
After selecting the table you want, you can select **Edit columns** to reorder columns as needed.

g. Select **Add**.

6. To insert reporting content, select **Insert content** on the ribbon.

a. Select the **Data** tab.

b. In the **Business domain** field, select **Audit**.

c. In the **Reporting item** field, select the configuration record you want.

d. In the available fields, make the selections that you would like to see on the template. Only the configured fields are available for selection.

e. Move the mouse device at the point where you want to insert content and select **Add**. The data is inserted in to the template. The inserted text takes the formatting of the document. You can modify the formatting as required.

f. Select the **Table** tab.

g. In the **Business domain** field, select **Audit**.

h. In the **Reporting item** field, select the configuration record you want.

i. In the available fields, make the selections that you would like to see on the template. Only the configured fields are available for selection.

j. Move the mouse device at the point where you want to insert the table and select **Add**. The table is inserted in to the template. The inserted table takes the formatting of the document. You can modify the formatting as required.

k. Select the **Chart** tab.

l. In the **Business domain** field, select **Audit**.

m. In the **Reporting item** field, select the configuration record you want.

n. In the available fields, make the selections that you would like to see on the template. Only the configured fields are available for selection.

o. Move the mouse device at the point where you want to insert the chart and select **Add**. The chart is inserted in to the template. The inserted chart can be modified according to your preferences. For example, you can change the colors, the type of chart and so on.

7. To update reporting content, select **Update content**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Select the field that you would like to get the updated data for and select **View and refresh links**.
Only the fields added to the table are available for selection.
The selected fields and content are updated with the latest data available.

Note:

To help avoid potential errors:

- Don't add a content block within another content block.
- Don't add more than 10 images.
- Don't add more than one table inside a content block.
- Don't add more than two content blocks.

8. Save the template.

Related topics

Set up Microsoft 365 reporting configuration

Add additional reporting configuration filters for a Microsoft 365 configuration record

Add related fields to a Microsoft 365 configuration record

Workspace page configuration

A common record page can be used and configured within all the GRC applications.

A common record page template is introduced to customize tables in any GRC workspaces. You can configure the record page to show icons, separator, and stepper component. For more information on how to configure the workspace, see Configure workspace page topic.

Configure workspace page

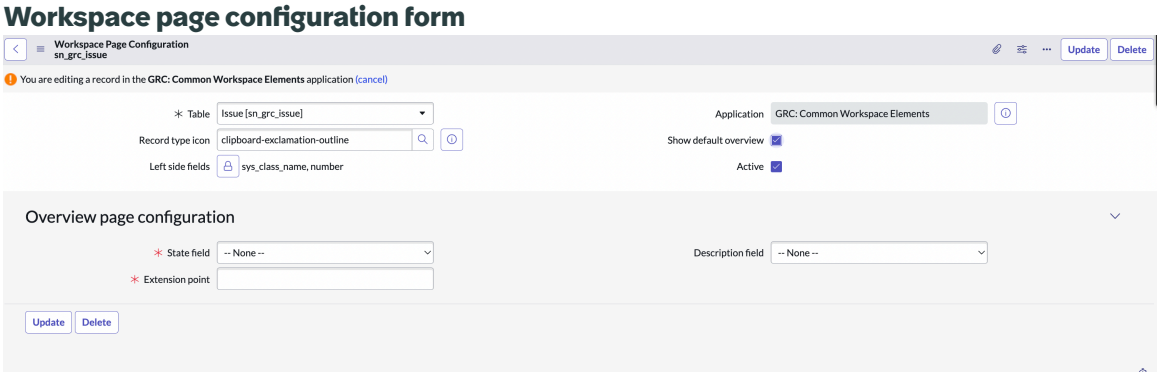
You can configure and customize your workspaces so that all the GRC applications have a similar appearance.

Before you begin
Role required: sn_grc_workspace.admin.

Procedure

1. Navigate to **All** > **GRC Administration** > **Workspace Page Configuration**.
2. Select the record that you want to configure.
3. Open the record and on the form, click **here** to edit the record.
On the form, fill in the fields. For more information, see Workspace page configuration form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Click **Update**.

Result

Workspace is customized as per the configuration and looks similar in all the GRC applications.

Workspace page configuration form

Description of field values for the workspace configuration form.

Workspace page configuration form

Fields	Description
Table	Table for which you want to configure the record page.
Application	Scope of the current application.
Record Type Icon	List of all the base system icons that are existing. **Note:** Use the icons that are available in the ServiceNow AI Platform. You can't create any custom icons.
Left side fields	Standard information of a record is given in these fields. Record type is shown in the record page by default based on the record selected. **Note:** The secondary header fields that are not configured for left side, are shown as default fields on the right side of the separator.
Show default overview	Option to select default overview page on the record page.
Active	Customizations will be shown on the record page only if this option is selected.
Overview page configuration	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workspace page configuration form (continued)

Fields	Description
State field	Process flow information for the stepper seismic component in the default overview page. The workflow state information captured from the process flow table for the current record.
Description field	Additional information or context about the record in default overview page.
Extension Point	Custom process flow information for the stepper seismic component in the default overview page. **Note:** This field is greyed out when the **State field** is selected.

Revert record page templates to the pre-17.x version

If you're an existing customer and have a customized record page, you can revert to that old page.

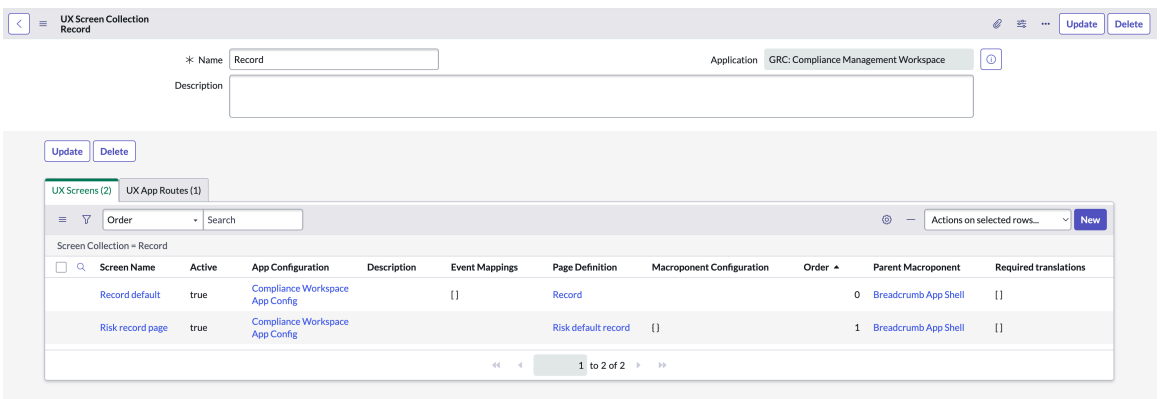
Before you begin

Role required: workspace_admin.

Procedure

1. Navigate to **All** > **Now Experience Framework** > **UI Builder**.
2. Click the workspace in which you want to make changes, from the **My Experiences** list.
3. Click **Record** page that belongs to your workspace from the .
4. In the record page, click **Developer** listed under **Menu** tab and click **Open variant collection**.

UX screen variants



In the **UX Screens** tab, you see two screens, **Record default** and **Risk record page**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:
The two screens are shown only if you're upgrading to version 17.x.

5. Click the variant for which you want to change the order.
   If you give a high-order value, you revert to the old record page. If you want to switch to the new record page, set to low-order value.

Record type icons configured for forms in GRC Common Workspace Elements

The table gives you a list of icons configured for the forms in the Audit Workspace and Compliance Workspace.

Icons configured for the forms in Audit Workspace

Form name	Table name	Record icon type	Icon name
Evidence request	sn_grc_advanced_evide	e_request	panel-display-popout-outline
Evidence response	sn_grc_advanced_evide	e_response	pop-in-outline
Engagement	sn_audit_engagement		calendar-days-clock-outline
Indicator	sn_grc_indicator		chart-speedometer-outline
Plan	sn_audit_advanced_pla		calendar-days-outline
Observation	sn_audit_advanced_obs	ration	eye-outline
Interview	sn_audit_interview		conference-room-outline
Activity	sn_audit_activity		checklist-outline
Milestone	sn_audit_advanced_mil	one	flag-event-outline
Auditable unit	sn_audit_advanced_auc	ble_unit	component-outline

Icons configured for the forms in Compliance Workspace

Form name	Table name	Record icon type	Icon name
Policy exception	sn_compliance_policy_e	eption	diamond-exclamation-outline
Acknowledgement	sn_compliance_policy_a	nowledgement_instance	script-check-outline
Authority document	sn_compliance_authorit	ocument	document-certificate-outline
Policy	sn_compliance_policy		form-outline
Acknowledgement Campaign	sn_compliance_policy_a	nowledgement	calendar-check-outline

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Form name	Table name	Record icon type	Icon name
Control	sn_compliance_control		clipboard-check-outline
Citation	sn_compliance_citation		connect-view-document-outline
Control objective	sn_compliance_policy_s	tement	clipboard-lines-outline

Governance, Risk, and Compliance reference

Reference topics provide information about tables, roles, and properties installed with the GRC application.

Components installed with Governance, Risk, and Compliance

Reference topics provide additional information about components that are installed with the activation of the GRC plugin. These components include tables, user roles, and properties.

Note:
The Application Files table lists the components that are installed with this application. For instructions on how to access this table, see Find components installed with an application.

Demo data is available for this feature.

Common roles in Governance, Risk, and Compliance

Certain common roles are used in multiple GRC modules.

Common roles

Role title [name]	Description	Contains roles
GRC Business User [sn_grc.business_user]	Role that is a part of the GRC Profiles application. Assign this role to users who require access only to GRC applications for performing their assigned tasks, providing them limited access to data and information relevant to those tasks. For example, assign this role to a business user who must respond to an attestation or risk assessment, or who must remediate an issue. Starting with the 14.x release, the following permissions are available to the users with the sn_grc.business_user role: Policy and Compliance Management:	• sn_grc.user_hierarchy_reader • workspace_user • sn_grc_workspace.task_reader • canvas_user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Common roles (continued)

Role title [name]	Description	Contains roles
	• Create issues or view all issues that are assigned to them or their group. • Accept and approve evidence responses. • Assign a remediation task. • Acknowledge policies. • Contribute to policies. • Group or ungroup attestations. • Request or approve policy exceptions. • Report issues. • Respond to observations. • Submit and request issue triages. • Take an attestation. Risk Management: • Create or view all issues that are assigned to them or their group. • Assign indicator tasks. • Assign issues. • Assign remediation tasks. • Assign risk event tasks. • Assign risk response tasks. • Approve or assess an advanced risk assessment. • Respond to indicator tasks. • Respond to the risk identification questionnaire. • Respond to the metrics data task. • Report issues. • Submit issue triage requests. • Take the risk assessment. • View the risk assessment scope. • View risk statements.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Common roles (continued)

Role title [name]	Description	Contains roles
	• View the risk assessment scope. • View and report risk events. • View indicator supporting data. Integration with Project Portfolio Management: • Create a risk from a library. • Elevate an enterprise risk. • Initiate an object assessment. • View the Project Risk Overview dashboard. During an upgrade to either version 11.x or 12.x of GRC: Profiles, users who have previously performed a GRC operation in the past 90 days are automatically assigned with the sn_grc.business_user role. This is a one-time event. The group and role are assigned once during the 11.x or 12.x upgrade. For more information on the sn_grc.business_user role, see KB0864247. **Note:** You must log in to Now Support to view the Knowledge Base articles.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Common roles (continued)

Role title [name]	Description	Contains roles
	Note: You can manage who can access your GRC records with the GRC user roles. Earlier, your users with the snc_internal role could also access the GRC records. As part of the security updates, each GRC application has modified access control lists (ACLs) where access to the GRC records is restricted only to the users with the GRC roles. **Note:** When you (a GRC user) run a job to create a record, this will create an entry to the user in the Unique user table.	
GRC Business User – Lite [sn_grc.business_user_lite]	Role that enables a user to perform only a subset of the tasks that can be performed by the sn_grc.business_user. This role is applicable only for customers who are entitled to and have installed the GRC: Business User – Lite application from the ServiceNow Store. Risk Lite Operators are users who have the right to perform only one or more of the listed operations. The users with this role can perform the following activities: • Read or update the policy acknowledgment, control attestation, take attestation, issues that are assigned to them, remediation task, or evidence request. • Report or read the submitted issues, risk events, or policy exceptions.	• sn_grc_workspace.task_reader • canvas_user • sn_grc.user_hierarchy_reader

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Common roles (continued)

Role title [name]	Description	Contains roles
	Risk Management • Update issues or view all the issues that are assigned to them or their group. • Approve advanced risk assessments. **Note:** To enable lite operators to approve advanced risk assessments, the administrator must manually add the sn_risk_advanced.ara_approver role to GRC: Business User Lite. • Respond to risk response tasks. • Approve risk response tasks. • Review, approve, or reject a risk event. • Respond to a risk identification questionnaire. • Update any assigned risk event task. • Review or respond to the metrics data tasks. • Assign indicator tasks. • Respond to indicator task requests. • Respond to indicator tasks. • Approve policy exceptions and evidence requests.	
GRC Admin [sn_grc.admin]	Role that provides a user with administrative access to the GRC suite of applications and modules.	• business_process_admin • sn_grc.user_hierarchy_admin • sn_grc_workspace.task_admin • sn_grc.manager • sn_data_registry.admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Common roles (continued)

Role title [name]	Description	Contains roles
GRC System Admin sn_grc.sn_grc_system_admin	Role that is a system role for running scheduled jobs. This role is equivalent to the admin role. For example, if you want to run a scheduled job for policy acknowledgment, you can set up the system to run the job as GRC admin. The GRC system administrator is a default user that contains the sn_grc.sn_grc_system_admin role. **Note:** This role isn't assigned to a person. It's a technical back-end role that is used for running the scheduled jobs.	• admin • import_admin • sn_grc.admin
GRC Reader [sn_grc.reader]	Role that provides a user with read access to the GRC suite of applications and modules.	• pa_viewer • cmdb_read • sn_data_registry.reader
GRC Manager [sn_grc.manager]	Role that provides a user with management access to the GRC suite of applications and modules.	• sn_grc.user • sn_grc.compliance_manager • business_process_manager • cmdb_query_builder_read
GRC User [sn_grc.user]	Role that provides a user with management access to the GRC suite of applications and modules.	• sn_grc.reader • business_process_user • sn_grc_pa.sn_grc_pa_viewer
GRC Developer [sn_grc.developer]	Role that enables a user to perform script-based work such as write scripted factors, scripted formulae for advanced risk assessment, scripted indicators, and so on in GRC.	sn_grc.admin
GRC Confidential User [sn_grc.confidential_user]	Role that provides a user with access to the GRC confidential records.	None

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Common roles (continued)

Role title [name]	Description	Contains roles
GRC User Hierarchy Reader [sn_grc.user_hierarchy_reader]	Role that provides a user with read access to the records in the sn_grc_user_hierarchy table.	None
GRC User Hierarchy Admin [sn_grc.user_hierarchy_admin]	Role that enables a user to create or delete the records in the sn_grc_user_hierarchy_configuration table.	None
Workspace task reader [sn_grc_workspace.task_reader]	Role that enables a user to read the records in the configuration tables such as the tab configuration, applicable tables, and so on.	None
Audit reader [sn_audit.reader]	Role that enables a user to read the audits and audit-related tables. This role is applicable only for customers who are entitled to and have installed the GRC: Business User – Lite application from the ServiceNow Store.	None
Audit approver [sn_audit.approver]	Role that enables a user to approve the audits. This role is applicable only for customers who are entitled to and have installed the GRC: Business User – Lite application from the ServiceNow Store.	None
Roles that are installed with the GRC Employee User application		
Note: The following role is applicable only to customers who are entitled to and have installed the GRC Employee User application. For more details, review the entitlement on the subscription dashboard or contact ServiceNow customer service.		
GRC Employee [sn_grc_emp_user.grc_employee]	Role that is applicable only to customers who are entitled to and have installed the GRC Employee User application from the ServiceNow Store. The users with this role can perform the following activities from Employee Center:	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Common roles (continued)

Role title [name]	Description	Contains roles
	• Read and acknowledge organizational policies. • Report risk events and issues. • Request policy exceptions. • Report a compliance case to the Compliance team. • Raise inquiries or requests to the Compliance team.	

The following Operator roles are reclassified as Lite Operator roles when the GRC Employee User application and GRC Business User Lite applications are installed:

- sn_grc.business_user
- sn_risk_advanced.ara_assessor
- sn_irm_cont_auth.authorization_official
- sn_irm_cont_auth.reader
- sn_irm_cont_auth.executive_read

Note:
This reclassification is applicable only to customers who are entitled to and have installed the GRC Employee User application. For more details, review the entitlement on the subscription dashboard or contact ServiceNow customer service.

GRC Feature roles

GRC Feature roles are specialized roles that grant access to capabilities of specific GRC features or application areas.

GRC Feature roles plugin

Download and install the GRC Feature roles plugin (sn_grc_ftr_role) from the ServiceNow Store to granular obtain access to individual IRM features. GRC Feature roles provide access to individual Integrated Risk Management (IRM) capabilities, instead of granting access to the entire IRM feature set. This approach enables users for granular access to specific functionalities, such as Compliance Library, Policy Management, and Control Attestations and Monitoring. It also enables precise control over what is shared with non-IRM products.

Feature sets

GRC features are logically grouped into feature sets. Feature roles are associated with a specific feature set and provide access to the features available in that feature set.

Non-IRM users can perform the following actions when assigned appropriate feature roles:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Library and Control feature set
  - Create and manage library objects such as authority documents, citations, and control objectives.
  - Associate entity and entity types to control objectives and generate controls.
  - Manage control workflows, monitor controls effectively using attestations and indicators, and generate issues.
- Policy feature set
  - Create and manage policies and the policy lifecycle.
  - Create policy acknowledgments and policy exceptions.
- Audit feature set

  Create and manage engagements, activities, and scoping entities within those engagements. This role also provides access to a lite version of audit workspace.
- Evidence feature set

  Create and manage evidence requests, collection details, and evidence responses.

Important:
GRC Feature roles uses the functional domain field on the individual record to identify the type of the record. Access to the record is restricted based on the functional domain enabling the required access to users who need it. For more information about functional domains, see Tagging records with functional domain.

GRC Feature roles

Role	Description
sn_compliance.library_employee_reader [Employee Operator]	Users with this role have read access to all library objects (Authority documents, Citation, Control objectives, Policies).
sn_compliance.policy_exception_employee_user [Employee Operator]	Users with this role have read access to library, implementation, and can request extension of a policy extension.
sn_compliance.control_employee_reader [Employee Operator]	Users with this role have read access to library, implementation objects like controls and control requirements.
sn_compliance.policy_ack_employee_user [Employee Operator]	Users with this role have read access to library, policies, and acknowledge policies.
sn_grc.issue_employee_user [Employee Operator]	Users with this role have read access to library, and policies.
sn_grc.library_reader [Lite Operator]	Users with this role have read access to entities, content, document, audience, audience filters.
sn_grc.compliance_assurance_reader	Users with this role have read access to item, issues, assessments, indicators, and indicator templates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC Feature roles (continued)

Role	Description
[Lite Operator]	
sn_compliance.library_reader [Lite Operator]	Users with this role have read access to Compliance Library (Authority Documents, Citations, Control Objectives, Policies).
sn_compliance.control_framework_reader [Lite Operator]	Users with this role have read access to controls and control requirements.
sn_compliance.policy_reader [Lite Operator]	Users with this role have read access to policies, policy exceptions, and policy acknowledgments.
sn_grc.compliance_assurance_business_user [Lite Operator]	Users with this role can create an issue, respond to indicator task, create remediation task, and associate issue to related objects.
sn_compliance.control_framework_business_user [Lite Operator]	Users with this role can associate impacted controls to policy exception.
sn_compliance.policy_business_user [Lite Operator]	Users with this role can request policy exception, extension, acknowledge policies, and contribute to policies.
sn_grc.shared_configurator [Lite Operator]	Users with this role have enable access to common functionalities irrespective of the feature set.
sn_grc.library_user [Operator]	Users with this role can associate document/ content with related objects like information objects, issues, and entities.
sn_grc.compliance_assurance_user [Operator]	Users with this role can create item, define assessment grouping, associate item to entity/ entity types, associate entity with content, document, indicator, and indicator templates.
sn_compliance.library_user [Operator]	Users with this role can create control objectives and policies.
sn_compliance.control_framework_user [Operator]	Users with this role can create controls, control requirements, and associate controls to entities.
sn_compliance.policy_user [Operator]	Users with this role can create policies, acknowledgment campaign, and define policy exception related records.
sn_grc.library_manager [Operator]	Users with this role can create content, document, audience, indicator templates, entity, and entity types.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GRC Feature roles (continued)

Role	Description
sn_grc.control_framework_manager [Operator]	Users with this role can manage item, associate items to related objects, create indicators, supporting data, associate indicator to related objects, attestation designer, types, grouping criteria, associate control objectives to indicator templates, entities, and entity types.
sn_compliance.library_manager [Operator]	Users with this role can create authority documents, citations, control objectives, policies, and associate library to taxonomy
sn_compliance.policy_mgr [Operator]	Users with this role can manage compliance library objects, perform policy lifecycle, configure exception reasons, define policy exception approval rules, and configure dynamic approval rules.
sn_grc.library_admin [Operator]	Users with this role can delete or deactivate library.
sn_grc.compliance_assurance_admin [Operator]	Users with this role can delete indicator, item, assessment criteria, and create or delete functional domain registry records.
sn_compliance.library_admin [Operator]	Users with this role can delete or deactivate library.
sn_compliance.control_framework_admin [Operator]	Users with this role can delete control, control requirements, create association between control to control objectives and compliance score record.
sn_compliance.policy_admin [Operator]	Users with this role can delete policy, acknowledge campaign, policy, and policy exception.

Tables installed with Governance, Risk, and Compliance

Tables are added with activation of GRC plugin.

Tables installed

Table	Description
Control objective to object staging table [sn_grc_pci_control_objective_object_staging]	Stores the staged data of control objective and configuration test mappings.
Control objective mapping import configuration [sn_grc_pci_control_objective_mapping_import_configuration]	Stores the metadata of the configuration information required to ship the records from the staging table to the target table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed (continued)

Table	Description
Control objective mapping import additional fields configuration [sn_grc_pci_control_objective_mapping_import_additional_fields_configuration]	Stores the metadata of key-value pairs pertaining to any additional columns on the target m2m tables.
Content Reference to Authority Document sn_grc_m2m_cont_ref_auth_doc	Many-to-many relationship table that stores the mapped data between the content references and authority documents.
Content Reference to Citation [sn_grc_m2m_cont_ref_citation]	Many-to-many relationship table that stores the mapped data between the content references and citation.
Content Reference to Control Objective [sn_grc_m2m_cont_ref_ps]	Many-to-many relationship table that stores the mapped data between the content references and control objectives.
Functional domain [sn_grc_functional_domain]	Stores the metadata of the list of functional domains.
Functional domain configuration [sn_grc_functional_domain_configuration]	Stores the configuration information of all audit and compliance objects that are classified as IT related.
Functional domain configuration m2m relationship registry [sn_grc_functional_domain_config_m2m_relationship_registry]	Stores the m2m mapping of the relationship registries that determine the parent table, child table, and the relationship between the two.
GRC functional domain user action [sn_grc_functional_domain_user_action]	Stores the manually triggered user actions of adding and removing of objects as IT related.
Issue to Content [sn_grc_m2m_issue_content]	Many-to-many relationship table that is used to manage relationships between issue and control objective.
Issue to Document [sn_grc_m2m_issue_document]	Many-to-many relationship table that is used to manage relationships between issue and policy table and between issue and authority document.
Issue to Engagement [sn_grc_m2m_issue_engagement]	Many-to-many relationship table that is used to manage relationships between issue and engagement.
Issue to Item [sn_grc_m2m_issue_item]	Many-to-many relationship table that is used to manage relationships between issue and control.
Item to entity [sn_grc_m2m_item_entity]	Many-to-many relationship table that stores associated reliant entities with common controls.
Item to entity type [sn_grc_m2m_item_entity_type]	Stores entity type ID record for entity type association.
Indicator [sn_grc_indicator]	Stores details of indicators.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tables installed (continued)

Table	Description
Supporting Data [sn_grc_indicator_supporting_data]	Stores the supporting data collected after the indicator job run (GRC indicator nightly run).
Indicator Supporting Data Statistics [sn_grc_indicator_supporting_data_statistics]	Stores statistics of indicators for collecting supporting data, which is leveraged by the supporting data collection job.

Governance, Risk, and Compliance properties

The following are the common GRC properties under Policy and Compliance and Risk Management.

Common GRC properties

Navigate to **Policy and Compliance** > **Administration** > **GRC Properties**. Alternatively, you can navigate to **Risk** > **Administration** > **GRC Properties**.

Properties for GRC

Property	Description
Consider executing indicator result business rules on indicator job run sn_grc.indicator_result_execute_business_rules_on_indicator_job_run	The property is a GRC indicator for the executed result business rules on the indicator job run and is in GRC: Profiles. • Type: true or false • Default value: false
Consider executing indicator task business rules on indicator job run sn_grc.indicator_task_execute_business_rules_on_indicator_job_run	The property is a GRC indicator for the executed task business rules on the indicator job run and is in GRC: Profiles. • Type: true or false • Default value: false
Consider executing indicator business rules on indicator job run sn_grc.indicator_execute_business_rules_on_indicator_job_run	The property is a GRC indicator for the executed business rules on the indicator job run and is in GRC: Profiles. • Type: true or false • Default value: false
Enable same response assessment grouping option. sn_grc.enable_consolidate_asmt	This property is used by the feature “Attestation Response Consolidation.“

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties for GRC (continued)

Property	Description
	When this is set to true, an additional option "Provide same response for all assessments" is added to the grouping choices. • **Type**: Yes or No • **Default value**: Yes
Total number of questions allowed in a different response type grouped assessment = number of questions in one assessment * number of selected assessments. sn_grc.grouped_questions_limit	This property is used when creating a group (different response type) of attestations/risk assessments. If total number according to formula exceeds it throws an error to restrict group creation to prevent too many questions in a group. If this property is increased by customer it may impact performance.
Automatically make indicators for item. sn_grc.auto_create_indicator	If this property is set to true indicators are automatically generated once the content(Risk statement/ Control objective) is linked to indicator template. • **Type**: Yes or No • **Default value**: Yes
Maximum number of indicator events allowed. sn_grc.indicator_max_events	These are the maximum number of indicator run related events that are allowed to be fired during a scheduled indicator run. Typically the no of events to be fired is determined by Total no of indicators/ Batch size of indicator to run. If the result event count exceeds Maximum number of indicator events allowed then the batch size id adjusted to total indicators/ Maximum number of indicator events allowed.
Batch size of indicator to run. sn_grc.indicator_min_batch_size	This property controls how many indicators must run in a batch. Indicators are

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties for GRC (continued)

Property	Description
	always run in batches. For each batch there is an event fired with sys_ids of the indicators to be run. For example, if the total number of indicators are 10000 and the batch size is 1000 there will be 10 events fired and each event has list of 1000 indicators to be run.
Total number of questions allowed in a same response type grouped assessment = number of questions in one assessment * number of selected assessments. sn_grc.consolidated_questions_limit	This property is used when creating a group (same response type) of attestations/risk assessments. If total number as per formula exceeds it throws an error to restrict group creation to prevent too many questions in a group. If this property is increased by customer it may impact performance.
Maximum number of open indicator tasks. sn_grc.max_open_indicator_tasks	Each indicator that is run will have an associated task created in the sn_grc_indicator_task table. This property controls the number of indicator tasks active at any point of time. If the indicators exceed the count, a sn_grc.max_tasks_exceeded event is fired. For more information, see KB0788099.
Automatically close a issue when all its related remediation tasks are closed. sn_grc.automatically_close_all_issues_when_all_tasks_closed	When this property is set to true, an issue will be automatically closed when all its children tasks are closed. Otherwise, the user has to manually close the issue. • **Type**: Yes or No • **Default value**: Yes
Issue assignee suggestion based on. sn_grc_pred_intel.issue_assignee_suggest	If this property is set to "None" the Suggest icon wouldn't be available beside

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties for GRC (continued)

Property	Description
	the Assigned To field on the issue form. If it is set to “Similarity Analysis” then the suggest icon would be available and the assignment predictions would happen based on the similarity solution definition name provided in the property " Machine learning solution for prediction of issue assignees”, when the user clicks the suggest icon.
Machine learning solution for prediction of issue assignees. sn_grc_pred_intel.ml_solution_for_issue_assigned_to	This property is used for mentioning the name of the Similarity solution definition that would be used for prediction of issue assigned to. If this field is left blank or has an incorrect/non-existent Similarity solution definition name then the user would get an error on clicking the suggest icon next to the issue assigned to field. The user could have many existing similar solutions on their instance. This provides some amount of flexibility to select the appropriate solution definition name.
Default sample size of indicator templates and indicators. sn_grc.indicator.default.sample_size	The property is used to set the default sample size of indicator templates and indicators.
Max number of records to be processed by indicator supporting data collection job. sn_grc.max_supporting_data_records_to_process	The property is used to collect the configured number of records from the supporting data statistics table whenever the supporting data collection job runs. The default value is 500.
Supporting data limit for indicators with % based sampling. sn_grc.supporting_data_percentage_max_records_limit	The property is used to set an upper limit in collecting supporting data although you have set a percentage of records to be collected when you select **Percentage**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties for GRC (continued)

Property	Description
	as the **Sample collection type** in the Supporting Data tab of the Indicator Template or Indicator forms.
Advanced issue grouping functionality	This property is used to enable advanced issue grouping functionalities, such as management methods for issue grouping and issue grouping within workspaces. After you enable this property the following changes occur: • All grouped issues in the system will be updated with the management method set to Manage child. • Parent issues without child issues will be marked as standalone issues. • Confidential child issues under non-confidential parent issues will be removed from the group and marked as standalone issues. • Confidential parent issues that are marked as non-confidential will have their confidential child issues moved out of the group and marked as standalone issues. • The default management method for the issue auto-grouping functionality will be Manage child. • When closing child issues, the parent issue won't be closed automatically if the management method is Manage child. • If the management method is Manage parent, fields such as **State**, **Response**, and

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties for GRC (continued)

Property	Description
	Explanation will be non-editable on child issues. • If the management method is Manage parent, the **State**, **Response**, and **Explanation** fields are inherited by the child issues from the parent issue. **Note:** If the mandatory fields, such as **Assigned to** and **Issue manager** fields are empty in the child issues, the child issues will inherit those fields from the parent issue. **Note:** After you enable this property, you can't disable it.
Execute pending actions asynchronously post indicator run. sn_grc.execute_indicator_next_actions_async	If the property is set to True, then the two custom queues are leveraged to process indicators at a high level. If the property is set to False, then the indicator processing is done by the default queue processor.
Collect supporting data asynchronously for an indicator using collection job. sn_grc.process_indicator_supporting_data_async	If True, then the supporting data collection job collects the supporting data into the supporting data statistics table. If False, then the supporting data are collected from the Default queue. The supporting data collection job isn't leveraged in this case.
Number of days after indicator task due date to send overdue notification.	This property is used to notify the users of the number of days lapsed since the due date.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties for GRC (continued)

Property	Description
Number of days before indicator task due date to send reminder notification.	The property is used to notify the users of the upcoming due date for an indicator task.

Composite Entity properties

Navigate to **All** > **Composite Entities** > **Properties**.

Properties for Composite Entity Management

Property	Description
Separator used to auto-generate the name of composite entity and composite entity classes [sn_grc_comp_ent.name_separator]	Property to specify the separator that is used for the composite entity and composite entity class name.
Maximum number of entities that can be rendered inside the content tree [sn_grc_comp_ent.max_content_tree_entity_count]	Property to define the maximum number of entities displayed in the content tree during an entity search.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.