



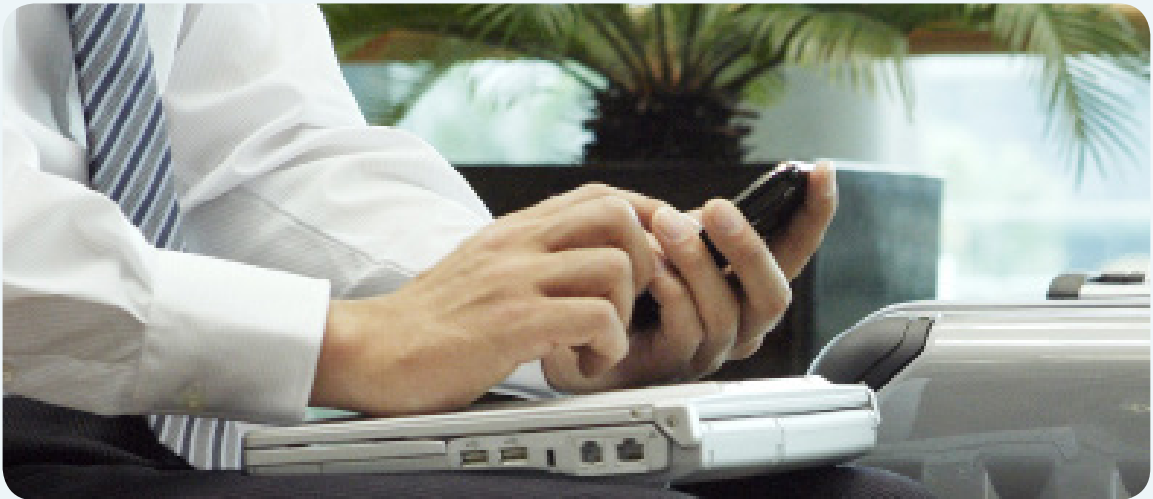
Governance Risk and Compliance

OVERVIEW

As the economy begins to recover, the need for cost cutting continues and increasingly complex business risks are creating new pressures. CIO and IT Risk organizations face new demands. They must be accountable for their organizations' IT governance systems, and can expect independent challenges from shareholders, unprecedented regulatory scrutiny, and new criteria for performance.

In response to these new pressures, organizations may respond to these challenges in a piecemeal or uncoordinated

manner because the demands compete for management's time and available resources. The result is a patchwork of process monitoring and regulatory reporting tools that potentially increase the costs and risks associated with these activities. KPMG LLP (KPMG) and ServiceNow recognize that by combining process monitoring and regulatory reporting tools we can eliminate tools, streamline and automate testing, and take cost out of compliance.



OUR POINT OF VIEW

An alternative to a piecemealed approach to governance, risk, and compliance (GRC) is to architect an IT enterprise tool set model that brings together ITIL process management with risk and compliance activities to streamline these efforts efficiently. Such a model enhances the speed of communication, instills agility into critical governance efforts, points the way to emerging risks, and helps clarify the organization's IT strengths and weaknesses so they can be better prepared for ongoing change.

Although generally considered in the context of technology tools, GRC, in actuality, is a means of harvesting value out of the IT operating Model. The "*test once, report many*" philosophy that GRC brings is a strategic approach to reducing risk management, controls, assurance structures, and processes to enable the intelligent use of IT and data management.

To create this model, organizations need a simple yet disciplined approach. The goal is to balance equally important efforts to optimize risk, strengthen culture and behavior, enhance governance, organization, and infrastructure, and ensure enterprise assurance. The result is an increasingly resilient and informed IT organization.

SOLUTION OFFERING

- KPMG's GRC Holistic Model provides a structure for aligning risk management and compliance activities with governance efforts, organizational culture, and enterprise assurance and reporting. Thus, the model supports a multitude of management needs while providing valuable feedback to the strategic decision-making processes.
- Our solution combines the strength of the ServiceNow platform with KPMG's expertise in Risk processes and controls procedures. We provide the ServiceNow customer with the content to take advantage of the inherent platform capabilities and implement IT-GRC in a modular and "quick-to-value" fashion.
- We leverage ServiceNow's GRC application to provide the backbone of an effective risk/compliance architecture, providing timely access to consistent, accurate, and comprehensive information, streamlined testing, and intelligent reporting. Our solution provides ServiceNow clients the potential to access and automate IT testing more than ever before.
- KPMG has harnessed our long history of helping clients identify risks within an organization and of implementing IT general controls to help our clients take IT-GRC to the next level.

Some of the services described herein may not be permissible for KPMG audit clients and their affiliates.



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