KPMG

Governance, risk, and compliance
needs more than a watchful eye

SOLUTION SET

Governance, Risk, and Compliance: IT GRC Services
Helps focus on goals and regulatory compliance to mitigate risk

Maintain a resilient compliance organization

Company policies combined with government regulations worldwide are rarely simple and always change. They're never as important as when there is a cyberattack or when the company is under scrutiny. Most CIO and IT risk organizations have governance, risk, and compliance (GRC) programs to keep these risks in check. But GRC processes often don't keep up with the risks, are costly to maintain, and become a burden as companies grow internationally, expand third-party relationships and add to product and service portfolios. Constant change and growing complexity require more than a watchful eye to monitor governance systems and avoid crisis.

Many organizations are turning to service management in important areas such as GRC. As a process IT departments commonly use, service management can also offer a consistent and automated way to manage risk, controls, processes, and assurance structures. **ServiceNow® Governance, Risk and Compliance** is a cloud-based software platform that provides a central system for compliance and audits. The platform helps organizations maintain sustainable risk management with assessments linked to policies, authority documents, as well as the configuration management database (CMDB). The platform also takes into account servers and applications within the CMDB and other important data in ServiceNow while also streamlining internal and external compliance audits to help build more efficient, reliable GRC programs.

Move GRC from a burden to an asset

The GRC software helps automate control testing, audit evidence collection, and remediation workflows while also storing policies, assessments, and other valuable data. But these workflows need to work before they're automated, and the right data needs to be stored. This is where professionals from KPMG LLP (KPMG) can help.

The KPMG team does more than guide the ServiceNow GRC platform configuration as the backbone of the IT risk and compliance architecture. These professionals, experienced in identifying risks and implementing

IT controls, align risk management and compliance activities with organizational culture and enterprise assurance to build a streamlined GRC process for clients. With a more efficient process, control owners can spend less time collecting data and make more timely control conclusions. The result can be a resilient IT infrastructure and culture with team members armed with valuable data to help make more informed decisions.

Integrated GRC allows visibility to avoid risk

Many IT organizations use ServiceNow GRC as a single platform, combining process monitoring and regulatory reporting tools. The platform is capable of providing reliable, real-time insight into overall organizational risk if integrated with other service management processes and tools such as change requests and the configuration management database. A team of senior KPMG professionals use their auditing knowledge to architect efficient GRC processes combined with GRC modeling and ServiceNow experience to work quickly through the three-phase GRC implementation approach to help clients:

- Plan: Design GRC future state workflows and processes
- Build and deploy: Develop and deploy policies, controls, risks, and remediation best practices
- Go live and hyper care: Use organizational change management to help sustain improvements

*Audit groups at **a global automobile manufacturer** and **an American broadcasting company** now have automated and manual indicators to collect data, allowing control owners to conduct more informed audits. They also can document overall control status, request more audit support documentation, and validate successful remediation. And compliance and audit teams have a dashboard for streamlined, real-time reporting.*

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Work daily with clients to co-develop and implement GRC programs, organizational structures, and processes

Use industry knowledge to enhance and streamline policy, control, risk, and remediation processes

Provide consistent, cost-effective design, architecture, and best practice insight throughout process

Apply audit and GRC modeling knowledge and experience

Use deep implementation experience with ServiceNow and a variety of technologies

Help clients worldwide maintain resilient compliance

ServiceNow

Easy-to-use and configure design with web-based interface

Manages and stores policies, authority documents, controls, risks, audits, test plans, and issues

Connects between IT GRC and other IT service management areas

Automates control testing and assessment workflows

Uses existing task assignment, notification, reporting, attestation, and other capabilities

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These skilled professionals work every day with Fortune 100 companies to build sustainable, effective GRC processes that can boost competitive advantage and shareholder value.

The value of KPMG and ServiceNow

Running IT like a business rather than a back-office function takes a combination of people, process, and technology. Making the changes last is transformational. The KPMG team believes ServiceNow is the technology piece that brings together all of the parts an owner needs to run a business – from finance to accountability and HR to data security. And KPMG team members help synchronize the people and process with technology to support organization objectives. When these are in harmony, businesses are more equipped to be innovative and grow. And that's revolutionary.

KPMG's capabilities

KPMG has a well-established history in driving business value and improving service management capabilities. KPMG teams, which include more than 350 service management consultants with 150-plus ServiceNow professionals, combine a deep knowledge of service management and the ServiceNow platform with critical technology, finance, tax, risk, and change management skills. KPMG professionals can help organizations use data from ServiceNow to make better decisions about their business operations and technology portfolio. They can communicate technology value in language the business understands. That's why more than 90 percent of KPMG firms' ServiceNow clients are Fortune1000 companies and 50 percent use the ServiceNow platform for non-IT related activities.

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