ComplianceNow, LLC

Moving GRC from Geneva to Jakarta

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"If you're still running Geneva GRC and planning on upgrading to Jakarta, be prepared for a bit of culture shock."
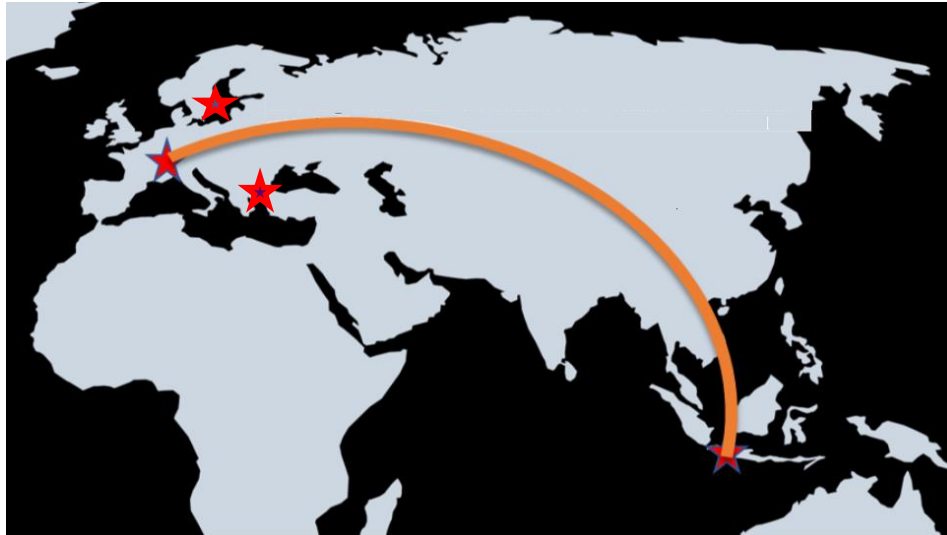
Geneva to Jakarta …

Geneva

Jakarta

While Geneva and Jakarta, like their namesake cities, have a common infrastructure (e.g., buildings, streets, and people), they have very different cultures and speak different languages.

To get to Jakarta, you can bypass Helsinki and Istanbul, the two releases that immediately followed Geneva

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But in Helsinki, everything changed.

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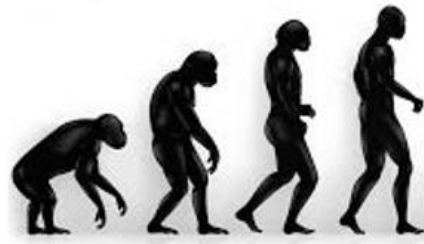

But in Helsinki, everything changed.

And both Istanbul and Jakarta are based on Helsinki, not Geneva.

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"With the Helsinki release, ServiceNow didn't just upgrade the GRC application, they totally redesigned it from the ground up."
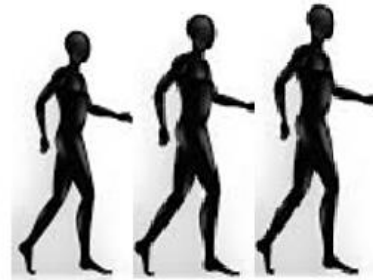
The redesign represents an evolutionary leap in GRC.

servicenow

GRC before Helsinki   **GRC after Helsinki**

Everything changed.   **Everything got better**.   **Nothing got easier.**

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What Changed?

Helsinki, Istanbul, Jakarta
New GRC Model

Geneva
Old GRC Model

Large Scale Changes

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With the Release of Helsinki, the GRC Application was Deprecated ...

Geneva to Jakarta …

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… *And Replaced by Three Totally New Applications*

In Geneva

GRC

- My GRC
- My GRC Approvals
- My GRC Audits
- My GRC Controls
- Policies
- Standards
- Standard Operating Procedures
- Risks
  - ▶ Controls
  - ▶ Control Tests
  - ▶ Remediation
  - ▶ Audit
  - ▶ Observations
  - ▶ Authority Documents
  - ▶ Administration

In Jakarta

Policy and Compliance ★

- ▶ Compliance
- ▶ Policies and Procedures
- ▶ Scoping
- ▶ Controls
- ▶ Issues
- ▶ Indicators
- ▶ Administration

Risk ✎ ★

- Overview
- GRC Workbench
  - ▶ Risk Library
  - ▶ Scoping
  - ▶ Risk Register
  - ▶ Issues
  - ▶ Indicators
  - ▶ Administration

Audit ★

- Overview ★
- My Audit Approvals ★
  - ▶ Engagements
  - ▶ Scoping
  - ▶ Audit Tasks
  - ▶ Audit Testing
  - ▶ Issues
  - ▶ Administration

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... that are no longer Free

Geneva

ServiceNow
Base Subscription
(included GRC)
$$$$

Jakarta

ServiceNow
Base Subscription
$$$$

Policy & Compliance Subscription
$$$

Risk Management Subscription
$$$

Audit Management Subscription
$$$

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... and Neither is the UCF

- Before Helsinki, you could access the Unified Compliance Framework from within the GRC application, browse the available compliance frameworks, and download the authority documents, citations, and controls you needed – all for free.

- After Helsinki, you now need to subscribe to the UCF.
  - Basic subscription: $4,995 per year
  - Additional builds: $99 each
  - Additional users: $99 each
  - Custom Compliance Template: $5,000 each.

Note: Please check with your UCF rep for current pricing.

Customizable

BASIC SUBSCRIPTION

$4,995 / YR

✓ 3 User Access
✓ 5 Custom Builds
✓ Authority Document Comparisons

Geneva to Jakarta …

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Most of the Old Familiar Modules were Deleted …

GRC
My GRC
My GRC Approvals
My GRC Audits
My GRC Controls
Policies
Standards
Standard Operating Procedures
Risks
► Controls
► Control Tests
► Remediation
► Audit
► Observations
► Authority Documents
► Administration

- The "My GRC" reporting modules are gone. Replaced by a Compliance Overview Dashboard and a Policy Overview Dashboard.
- The Policies, Standards, and Standard Operating Procedures modules are gone. Replaced by a new Policies and Procedures module.
- Risks is gone. It was split out into its own application.
- Controls are still there but have been totally redefined.
- Control Tests have been replaced by "Indicators."
- Audits is gone. It was split out into its own application.
- Authority documents are still there.
- The Administration modules have totally changed.

Geneva to Jakarta ...

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... *or Redesigned and Replaced by New Modules*

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... or Redesigned and Replaced by New Modules

… that have different features than the old.

Geneva to Jakarta ...
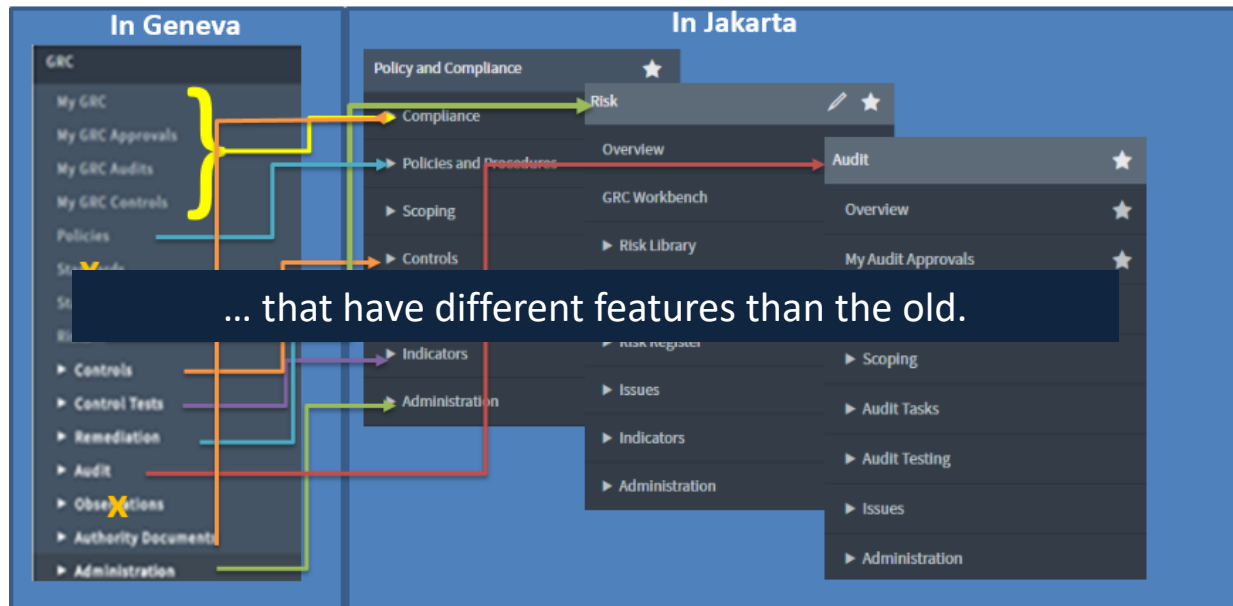
... and have Different Application Scopes

Application scoping restricts access to application files and data

- Attestations
- Planned Task
- Task

- Authority Documents
- Citations
- Controls
- Policies
- Policy Statements

- Profiles
- Profile Types
- Profile Classes
- Indicators
- Indicator Templates
- Indicator Tasks
- Issues

Global Scope

Policy & Compliance Scope

GRC Profiles Scope

The Single GRC Application became a Suite of Applications

Before Helsinki

GRC

GRC (or IT GRC) Application

After Helsinki

Audit

Risk

UCF

Compliance
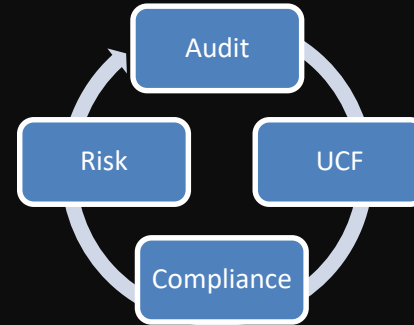
GRC-Related Applications

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… that Continues to Expand with Each New Release

Helsinki

- Audit
- UCF
- Compliance
- Risk

Istanbul

- Audit
- Workbench
- PA Integration
- UCF
- Compliance
- Risk

Jakarta

- Audit
- Workbench
- PA Integration
- UCF
- Compliance
- Risk
- Vendor Risk
- SIG Questionnaire
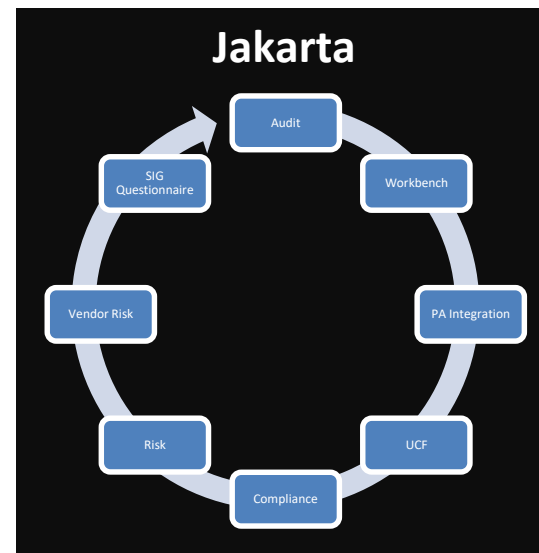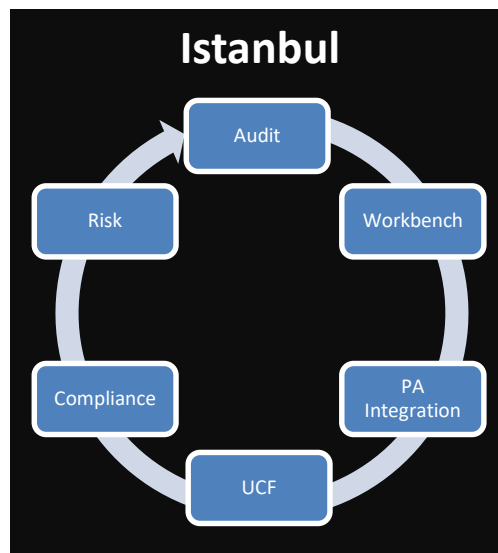
Control Level Changes

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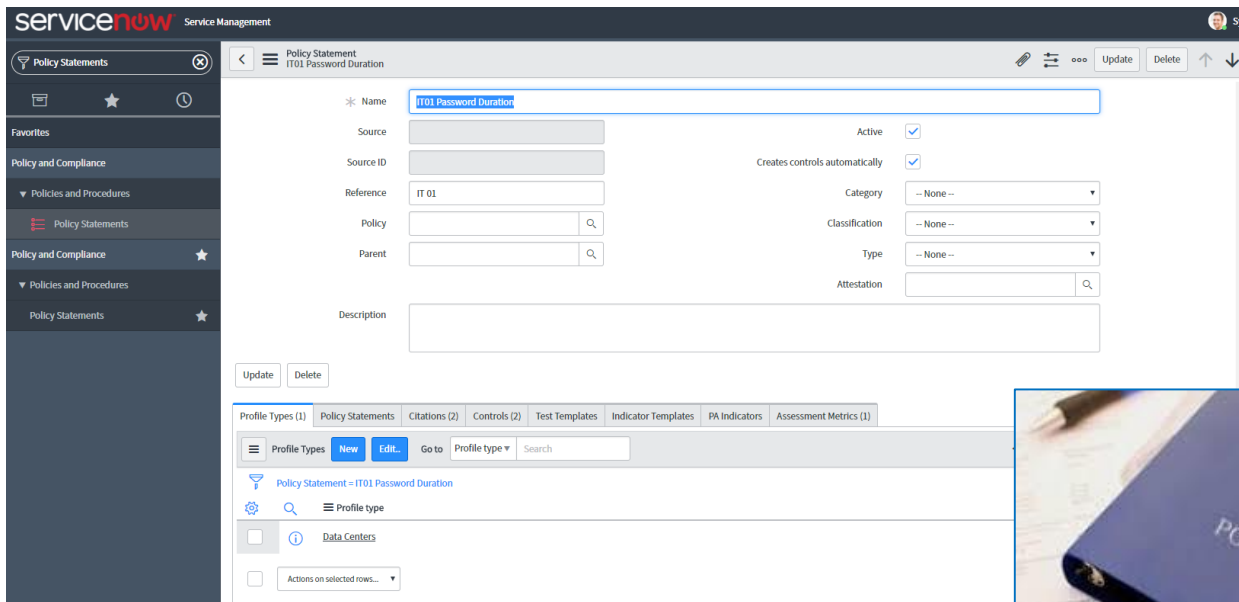
"The concept of a control was totally redefined."

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A Control is now defined as the "Application of a Policy Statement to a Profile."

Policy Statements set control objectives.

Policy Statements

X

Profiles

Profiles, Profile Types identify records in the database that are "in-scope" for the policy statements.

=

Controls are the products of applying a policy statement to a profile type.
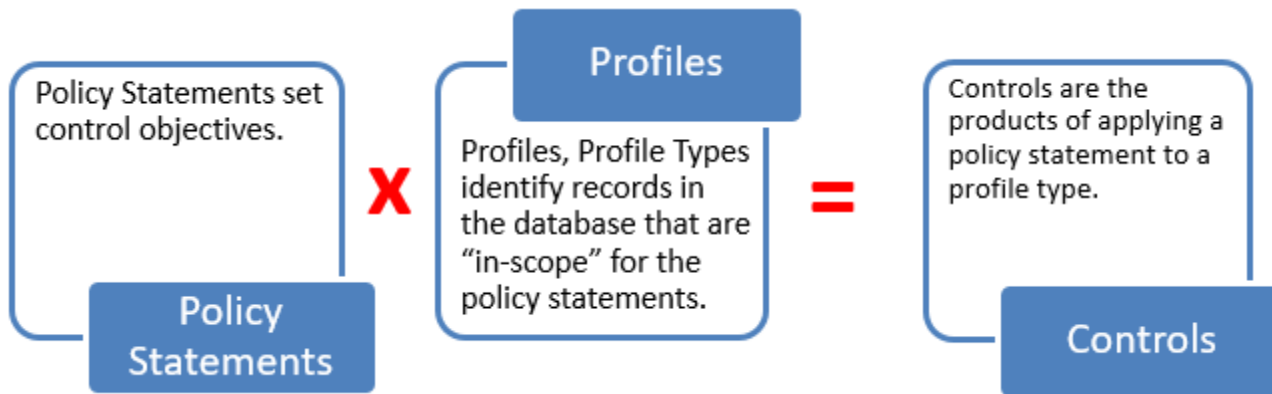
Controls

"Policy Statements are What You Previously Knew as Controls."

"If you import content from the UCF, the Controls come in as Policy Statements"

Geneva to Jakarta …

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Profiles are Records that make up a Profile Type

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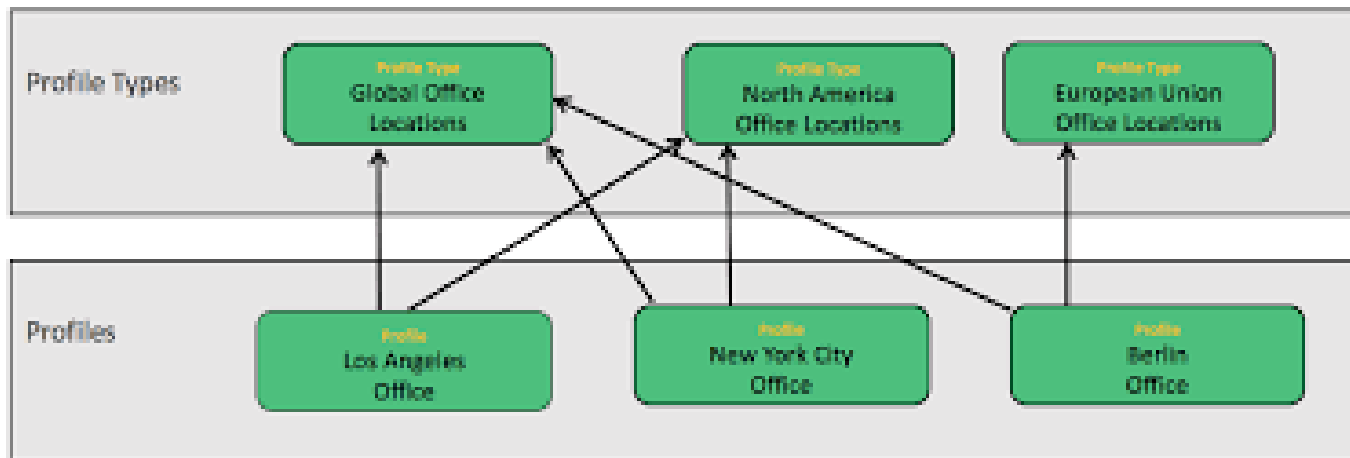
... and Profile Types are at the Hub of the GRC Applications

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Attestations were Added
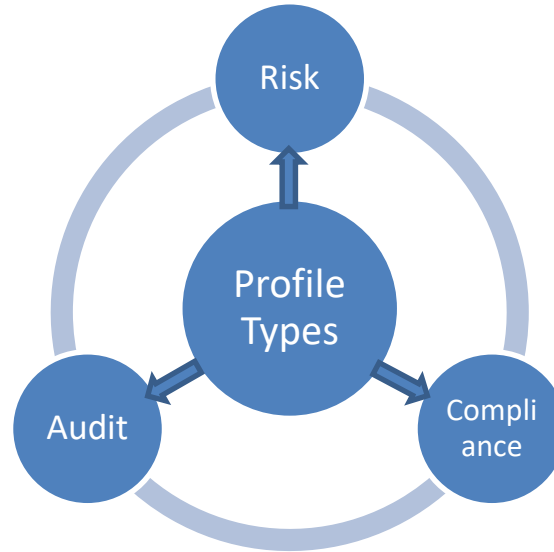
Attestations were Added

Attestation Designer

Controls

Attachment	Boolean
Choice	Date
Date/Time	Number
Percentage	Scale
Numeric Scale	String

Name | GRC Attestation

Attestations are surveys that allow you to confirm that a control is in place prior to monitoring it.

Attach evidence

Geneva to Jakarta ...

Control Tests became Indicators

Control Tests became Indicators

... and focus switched from control testing to control monitoring.

Geneva to Jakarta …

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Remediations and Observations were Combined into Issues

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Remediations and Observations were Combined into Issues

… that are now handled in the same way.

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The Language Changed and Broke with Common Industry Usage

Translating the New ServiceNow GRC Terminology	
When You See …	**Think …**
Policy Statements	"Framework controls" or "control objectives"
Profile	"Record in Table"
Profile Types	"Records returned by filtering a table"
Indicators	"Test Generators" that spawn control tests.
Indicator Tasks	"Control Tests."
Issues	"Failed Control Tests."
Control	"Something to be monitored by an indicator." Totally new concept.

Making the Move

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"ServiceNow provides a Migration Tool … but Not Everything Migrates."

What Migrates

- Authority Documents
- Citations
- Policies
- Controls
- Risk Definitions
- Risks
- Control Test Definitions
- Risk Criteria Thresholds

What Doesn't

- Audit Instances
- Audit Definitions
- Control Tests
- Conditions
- Requirements
- Activities
- Control Test Sample Data
- Scope
- Observations
- Remediations

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... Even with the tool, the migration requires a significant level of effort

"It takes between one and two months to complete the entire migration process."

-- ServiceNow HI Portal Response --

But it's Worth the Effort

Once you migrate your control environment into the new GRC model, ServiceNow greatly reduces the day-to-day burden and cost of managing that environment. For example, say you have a hundred servers that need to be compliant with an established requirement. ServiceNow allows you to group those servers into a Profile Type that automatically generates and manages the controls required to monitor those servers.   Then, when you retire a server or add a server, ServiceNow automatically retires or adds the related controls and indicators. You don't have to do it manually. Similarly, the new model enhances automated evidence collection allowing you to more easily prove compliance, shorten audits, and lower audit costs. While setting everything up in the new model takes more work, once set up, managing your compliance processes becomes a lot easier.

Wrap Up

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"We hope this short overview helps you better prepare for the journey ahead."

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If there is anything we can do to help, please let us know.

"At ComplianceNow, we have both the expertise and experience to help move your Internal Control environment and compliance processes from Geneva to Jakarta in a matter of weeks, not months. I invite you to contact me directly at MikeDeAndrea@ComplianceNowLLC.com to explore how we can best serve you."

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