

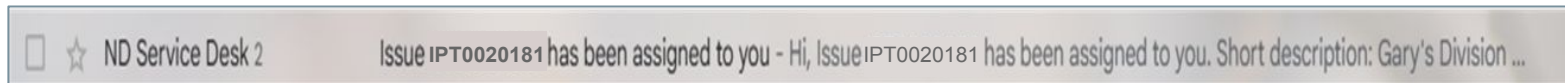
# ServiceNow GRC Job Aid

## How to Analyze a Compliance Issue

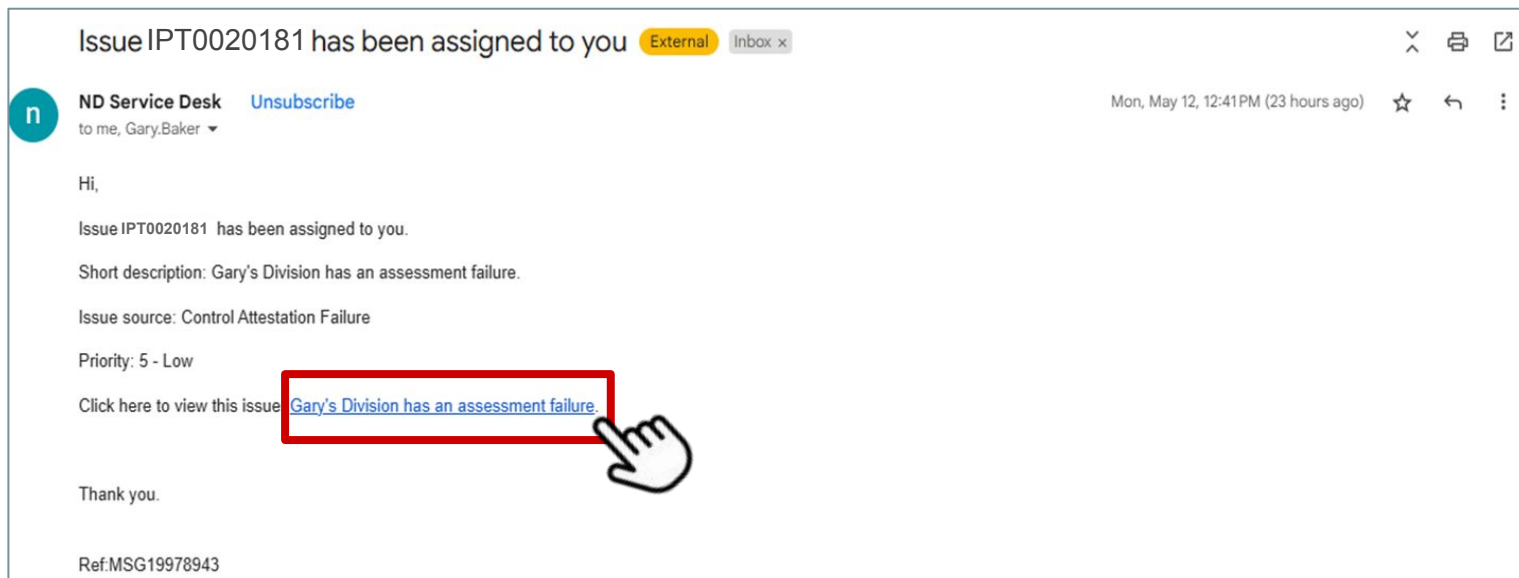
- A compliance *issue* is automatically created when a non-compliant attestation is completed.
- You will receive an email notification when there is a compliance issue *task* waiting for you.
- AAS receives the *new* issue notification and will officially classifying the issue reason.

# ServiceNow GRC - How to Analyze a Compliance Issue

1. You will receive an email notification when there is an issue needing your attention.



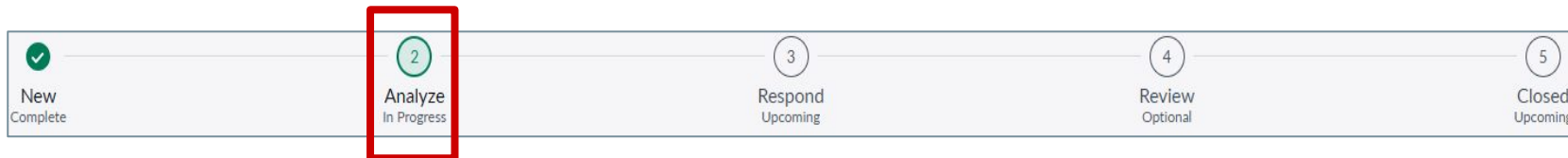
2. Click on the blue hyperlink to view the issue.



- This will automatically direct to the **Overview** tab for the issue.

<div> <div></div> <div>Gary's Sweet New Application has an assessment failure</div> <div></div> </div>				
Record type	Number	State	Issue source	Priority
Issue	IPT0020181	Analyze	Control Attestatio...	● 5 - Low

*You can see the state is Analyze.*



4. Click on the **Details** tab in the top banner.

This screenshot shows the top section of a web application interface. At the top left, there is a header bar with a warning icon and the text "Gary's Sweet New Application has an assessment failure". Below this, a table displays details about the issue:

Record type	Number	State	Issue source	Priority
Issue	IPT0020181	Analyze	Control Attestatio...	● 5 - Low

Below the table is a horizontal navigation menu with several tabs: "Overview", "Details", "Remediation tasks", "Task SLAs", "Indicator results", "Control tests", "Issue triages", "Observations", "Policy exceptions", and "Evidence". The "Details" tab is highlighted with a red box, and a hand cursor is pointing at it. The "Observations" tab also has a red box around it.

## 5. Review the contents of issue.

**Issue** ^

Number

IPT0020181

Name \*

Gary's Sweet New Application has an assessment failure

Issue source

Control Attestation Failure

State

Analyze ▾

Issue type

Control does not meet requirement ▾

Substate

-- None --

Classification

Compliance ▾

Priority

5 - Low ▾ ● 5 - Low

Location

🔍

Issue rating

-- None -- ▾

Description

Gary's Sweet New Application has assessment failure on control Financial Value Transparency and Gainful Employment

## 5. Review the contents of issue *(cont'd)*.

### Assignment

Assignment group \*

GRC - Audit & Advisory Services



Issue manager group

GRC - Audit & Advisory Services



Assigned to

Jenna McIntosh



Issue manager

Jenna McIntosh



Watch list



### Schedule

Due date

2025-10-21 09:31:21 AM



Created

2025-10-07 09:31:21 AM



Confirmed date

—



Closed

yyyy-MM-dd hh:mm:ss a



Planned start date

2025-10-07 09:31:21 AM



Actual start date


2025-10-08 10:49:37 AM




## 5. Review the contents of issue *(cont'd)*.

**Schedule** ^

Planned end date

2025-10-08 09:31:21 AM 

Actual end date

— 

Duration(duration)

Days

Hours

Minutes

Seconds

1

0

0

0

Actual duration

Days

Hours

Minutes

Seconds

0

0

0

0

**Issue grouping** v

**Action plan** ^

Recommendation





Action plan


**B** *I* U ↶ ↷




Verdana




10pt

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6. In the **Recommendation** text box, under *Action plan*, enter your recommendations for how to remediate the issue or you can leave blank.

Issue grouping

Action plan

Recommendation

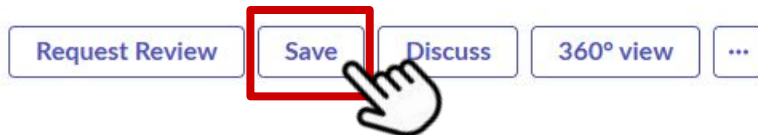
Jenna's recommendation ...

Action plan

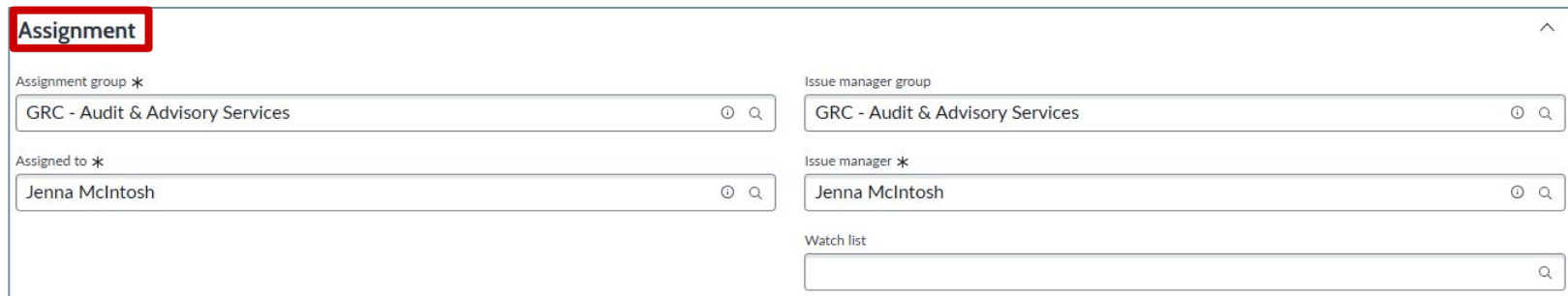
B I U ↶ ↷ Verdana 10pt

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7. Click **Save** in the upper right corner.



8. You will be redirected to the top of the issue form. Scroll down to the **Assignment** section.




The screenshot shows the 'Assignment' section of an issue form. The section title 'Assignment' is highlighted with a red box. Below the title, there are four input fields: 'Assignment group \*' with the value 'GRC - Audit & Advisory Services', 'Issue manager group' with the value 'GRC - Audit & Advisory Services', 'Assigned to \*' with the value 'Jenna McIntosh', and 'Issue manager \*' with the value 'Jenna McIntosh'. Each field has an information icon and a search icon. There is also a 'Watch list' field with a search icon.

9. Click in the **Assigned to\*** text box. Begin typing the name of the person who completed the attestation and select their name when it appears.



The screenshot shows the 'Assigned to \*' text box. The text 'rmahone2' is entered. A dropdown menu is open, showing 'Showing 1-1 of 1' and a single result: 'rmahone2' with the role 'Roger Mahoney | staff'. A red box highlights the dropdown menu, and a hand icon points to the result.

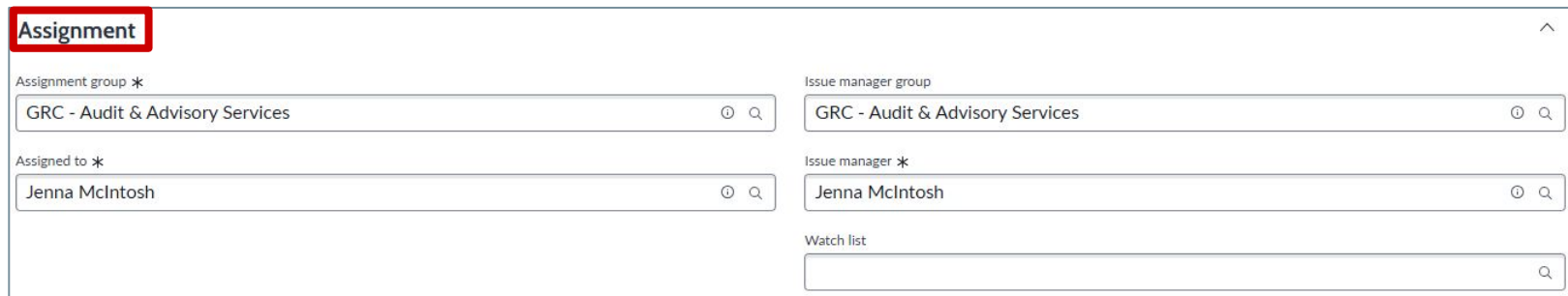
10. Click **Save** in the upper right corner.



The screenshot shows the bottom of the issue form with four buttons: 'Respond', 'Save', 'Discuss', and '360° view'. The 'Save' button is highlighted with a red box, and a hand icon points to it.



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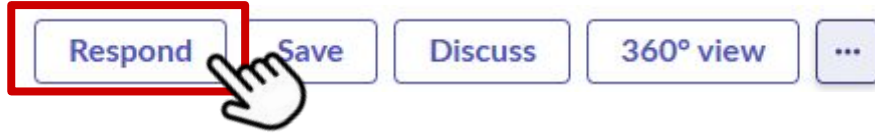
The screenshot shows the 'Assigned to \*' text box with the value 'rmahone2'. A dropdown menu is open, showing 'Showing 1-1 of 1' and a single result: 'rmahone2' with the role 'Roger Mahoney | staff'. A red box highlights the dropdown menu, and a hand icon points to the 'rmahone2' result.

10. Click **Save** in the upper right corner.



The screenshot shows the bottom of the issue form with four buttons: 'Respond', 'Save', 'Discuss', and '360° view'. The 'Save' button is highlighted with a red box, and a hand icon points to it.

11. Click ***Respond*** in the upper right corner.



12. A task will be sent to the Attestation respondent to complete the *Action plan* section.