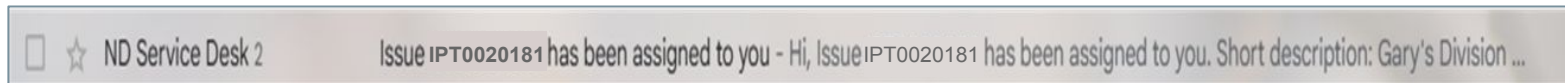UNIVERSITY OF
NOTRE DAME

ServiceNow GRC Job Aid
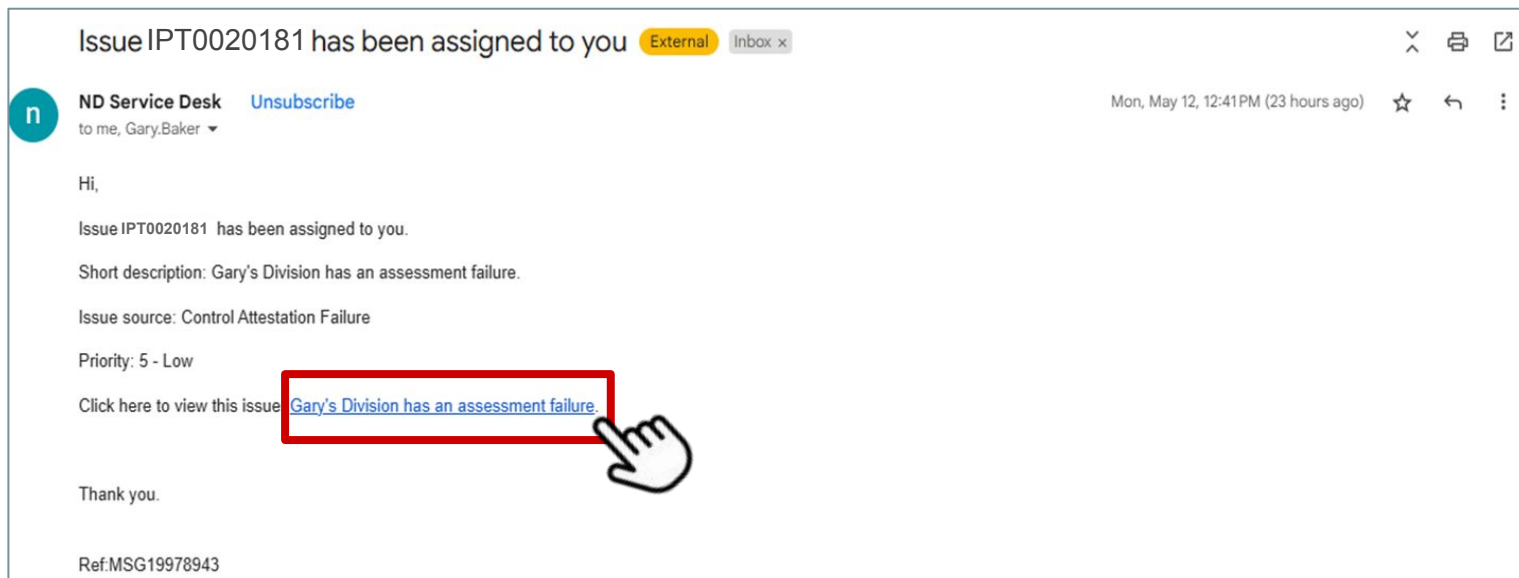## How to Analyze a Compliance Issue

- 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.

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

☐ ☆ ND Service Desk 2		Issue IPT0020181 has been assigned to you - Hi, Issue IPT0020181 has been assigned to you. Short description: Gary's Division ...

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

Issue IPT0020181 has been assigned to you   External   Inbox ×   ✕ 🖶 ☒

ND Service Desk   Unsubscribe   Mon, May 12, 12:41PM (23 hours ago)   ☆   ↩   ⋮
to me, Gary.Baker ▾

Hi,

Issue IPT0020181 has been assigned to you.

Short description: Gary's Division has an assessment failure.

Issue source: Control Attestation Failure

Priority: 5 - Low

Click here to view this issue Gary's Division has an assessment failure.

Thank you.

Ref:MSG19978943

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

You can see the state is Analyze.
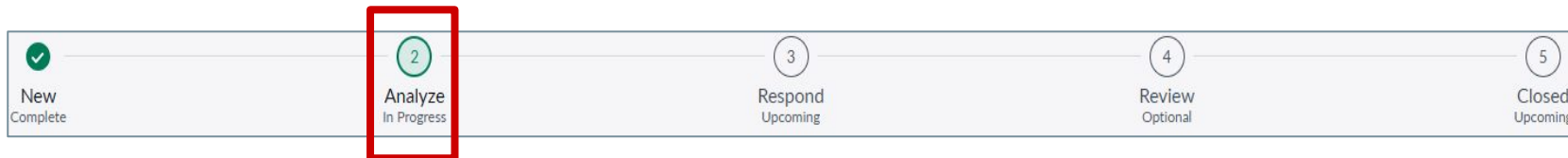
4. Click on the **Details** tab in the top banner.

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

Assigned to

Jenna McIntosh

Issue manager group

GRC - Audit & Advisory Services

Issue manager

Jenna McIntosh

Watch list

Schedule

Due date

2025-10-21 09:31:21 AM

Confirmed date

—

Planned start date

2025-10-07 09:31:21 AM

Created

2025-10-07 09:31:21 AM

Closed

yyyy-MM-dd hh:mm:ss a

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

Action plan

Recommendation

Action plan
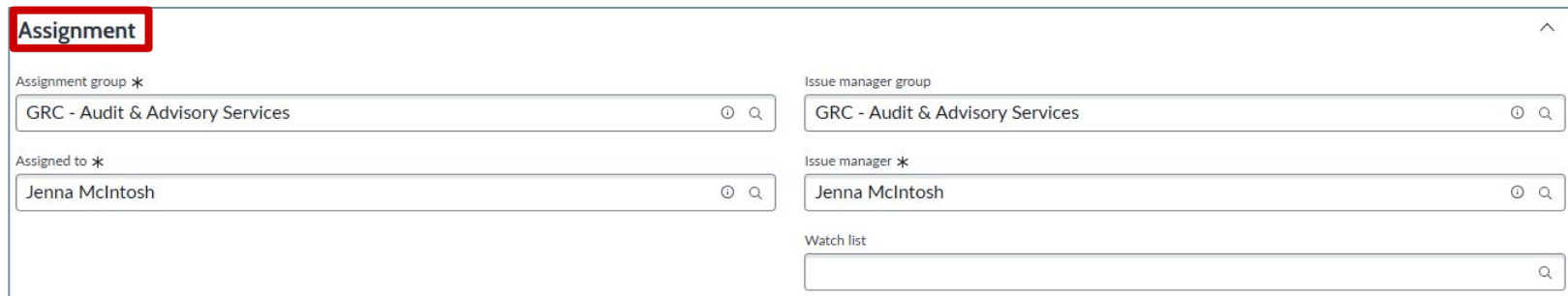
B *I* U ↶ ↷   Verdana   ⌄   10pt   ⌄   ⊞⌄   A⌄ ✎⌄ 🔗 ⚿   🖼 <>   ☰ ☰ ☰   ☰⌄ ☰⌄ ⤢

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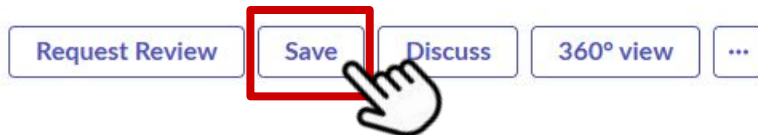

7. Click **Save** in the upper right corner.

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

Assignment			^
Assignment group ✱		Issue manager group	
GRC - Audit & Advisory Services	ⓘ Q	GRC - Audit & Advisory Services	ⓘ Q
Assigned to ✱		Issue manager ✱	
Jenna McIntosh	ⓘ Q	Jenna McIntosh	ⓘ Q
		Watch list	
			Q

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

Assigned to ✱

rmahone2   ⓘ Q

Showing 1-1 of 1

rmahone2
Roger Mahoney | staff

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

Respond   Save   Discuss   360° view   ···

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

Assignment ⌄

Assignment group ✱			Issue manager group		
GRC - Audit & Advisory Services	ⓘ	🔍	GRC - Audit & Advisory Services	ⓘ	🔍

Assigned to ✱			Issue manager ✱		
Jenna McIntosh	ⓘ	🔍	Jenna McIntosh	ⓘ	🔍

			Watch list	
				🔍

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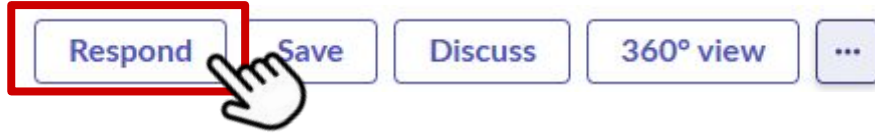
Assigned to ✱

rmahone2	ⓘ 🔍

Showing 1-1 of 1

rmahone2
Roger Mahoney | staff

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

Respond	Save	Discuss	360° view	⋯

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

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