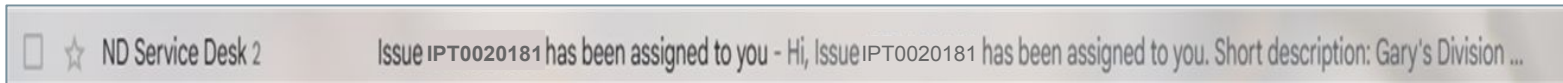


ServiceNow GRC Job Aid

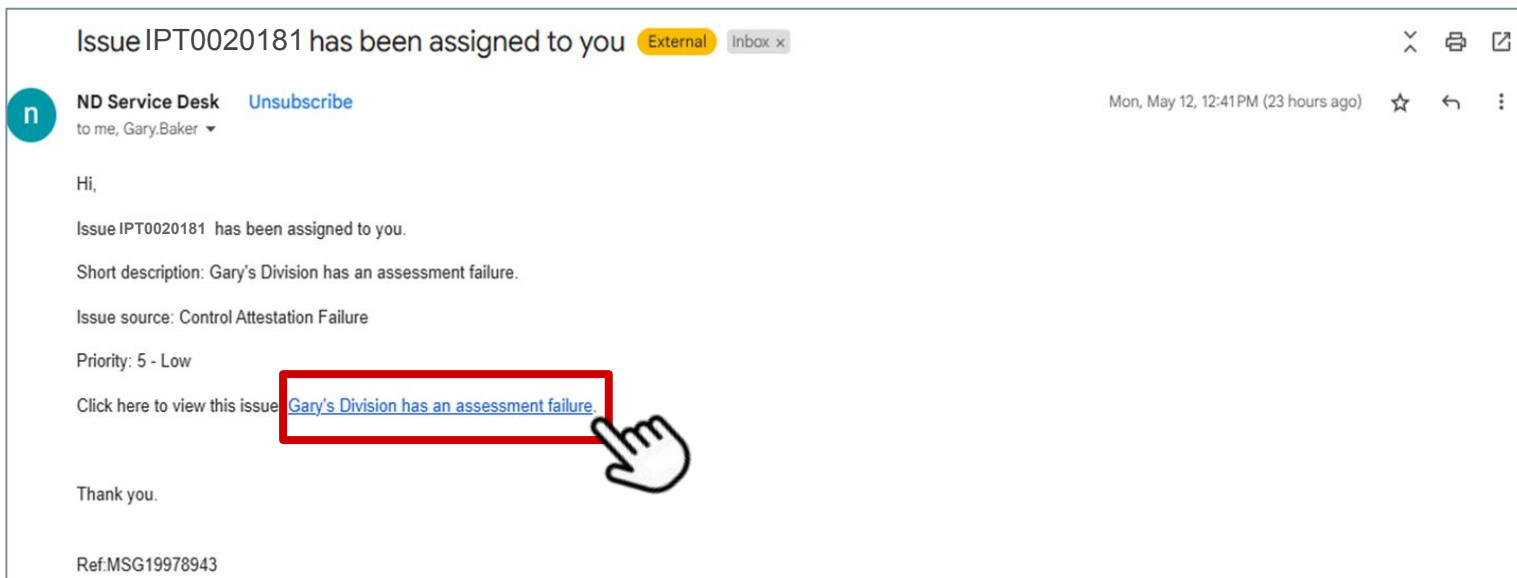
How to Respond to a Compliance Issue

- 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.
- The Division's Compliance Leader *analyzes* the issue and enters a remediation recommendation.

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



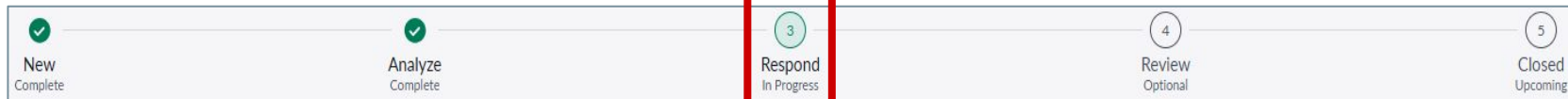
2. Click on the blue hyperlink to view the issue.



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

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


You can see the state is **Respond**.



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

Gary's Sweet New Application has an assessment failure				
Record type	Number	State	Issue source	Priority
Issue	IPT0020181	Respond	Control Attestatio...	● 5 - Low
Overview Details Remediation tasks Task SLAs Indicator results Control tests Issue triages Observations Policy exceptions Evidence				

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

Respond 

Issue type

Control does not meet requirement 


Substate

-- None --


Classification

Compliance

Priority

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 *

Roger Mahoney

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

Planned end date

2025-10-08 09:31:21 AM

Actual end date

—

6. In the **Action plan** text box, under *Action plan*, enter your steps you plan to take to remediate the issue.

Action plan ^

Recommendation

Jenna's recommendation ... *The Compliance Leader's recommendation(s) will appear here.*

Action plan

Roger's Action Plan

- Step 1.
- Step 2.

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
<input type="text" value="GRC - Audit & Advisory Services"/>	<input type="text" value="GRC - Audit & Advisory Services"/>
Assigned to *	Issue manager *
<input type="text" value="Jenna McIntosh"/>	<input type="text" value="Jenna McIntosh"/>
	Watch list
	<input type="text"/>

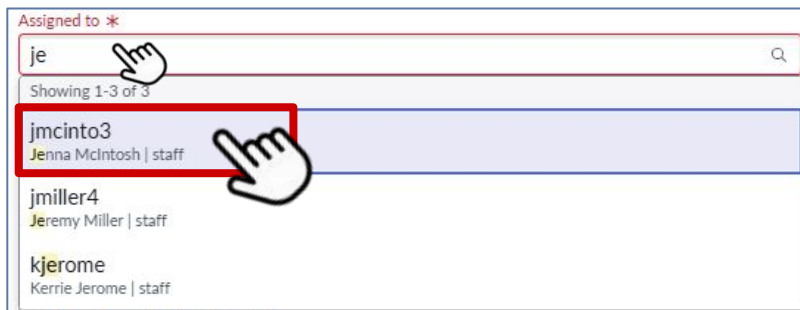
9. Click in the **Assigned to*** text box. Begin typing the name of the person who completed the attestation and select their name when it appears.

Assigned to *

Showing 1-1 of 1

rmahone2
Roger Mahoney | staff

8. Click in the **Assigned to*** text box. Begin typing the name of the Division Compliance Leader (the person sent you the issue for response) and select their name when it appears.



A screenshot of a web form with a dropdown menu titled "Assigned to *". The search box contains the text "je". Below the search box, a list of three staff members is shown: "jmcinto3 Jenna McIntosh | staff", "jmiller4 Jeremy Miller | staff", and "kjerome Kerrie Jerome | staff". The first option, "jmcinto3", is highlighted with a red rectangular box. A hand cursor icon is positioned over the highlighted option, indicating it is being selected.

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



10. A task will be sent to the Compliance Leader to review the *Action plan* section.