

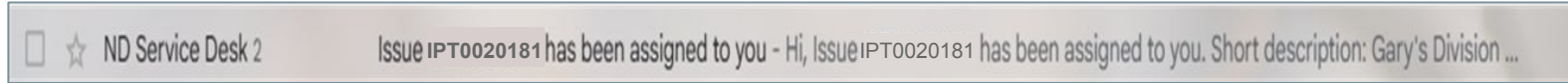
ServiceNow GRC Job Aid

How to Review a Compliance Issue

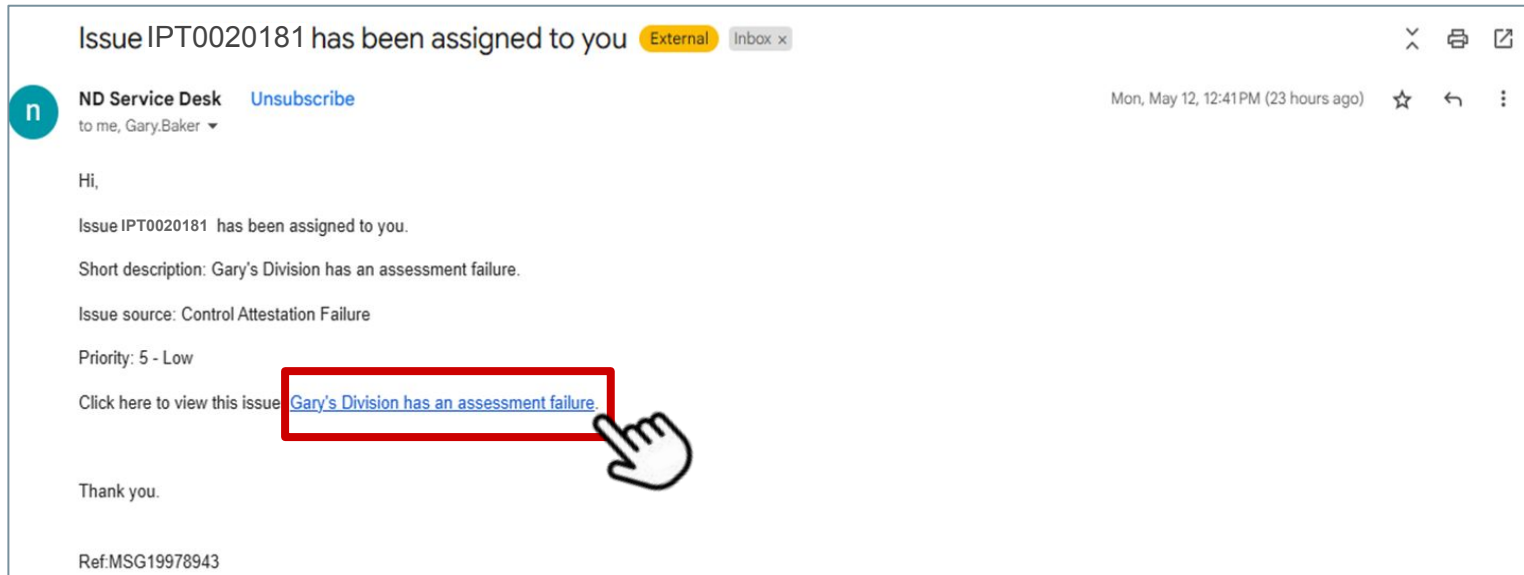
- A compliance *issue* is automatically created when a non-compliant attestation is completed.
- You will receive an email notification when there is a compliance issue *task* waiting for you.
- AAS receives the *new* issue notification and will officially classifying the issue reason.
- The Division's Compliance Leader *analyzes* the issue and enters a remediation recommendation.
- The Attestation respondent then *responds* to the issue by entering an Action Plan.

ServiceNow GRC - How to Review a Compliance Issue

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



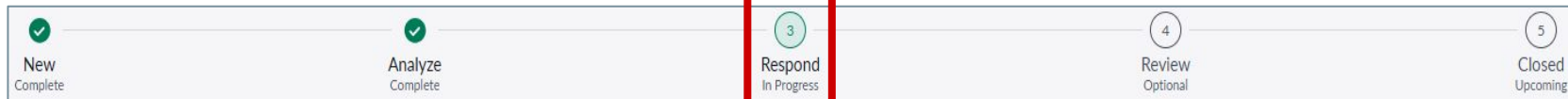
2. Click on the blue hyperlink to view the issue.



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
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 **Response** section, select an answer for *Response*.

Response ^

Response

-- None --

✓ -- None --

Remediate

Accept



7. In the **Response** section, enter an explanation for your *Response* selection.

Response ^

Response

-- None --

Explanation

Enter explanation ...

NOTE: Follow these instructions if you selected ACCEPT as issue response.

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



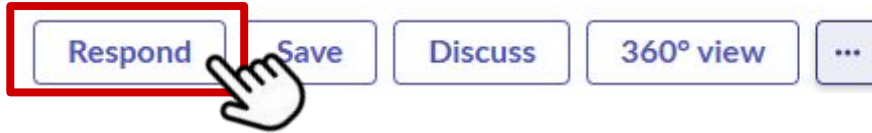
9. Click in the **Assigned to*** text box. Begin typing the name of the Issue manager and select their name when it appears.

The screenshot shows a form titled 'Assignment'. It has two main sections. The left section is for 'Assignment group *' and 'Assigned to *'. The 'Assigned to *' field has a search box with 'je' entered, and a list of users below it: 'jmcinto3' (Jenna McIntosh | staff), 'jmiller4' (Jeremy Miller | staff), and 'kjerome' (Kerrie Jerome | staff). The 'jmcinto3' entry is highlighted with a red box and a hand cursor. The right section is for 'Issue manager group' and 'Issue manager *'. The 'Issue manager *' field has a search box with 'Jenna McIntosh' entered, and the name 'Jenna McIntosh' is displayed below it. This field is also highlighted with a red box. A large black double-headed arrow points between the 'Assigned to' list and the 'Issue manager' field. At the bottom right, there is a 'Watch list' field.

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



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



12. A task will be sent to the Issue manager to complete the final review and close the issue.

*****NOTE: END HERE if you selected ACCEPT as issue response.*****

NOTE: Follow these instructions if you selected **REMEDiate** as issue response.

8. In the **Recommendation** text box, under *Action plan*, **UPDATE** your recommendations for how to further remediate the issue.

Issue grouping

Action plan

Recommendation

Jenna's recommendation ...
Please do the following as the issue has not been fully remediated.

Action plan

Roger's Action Plan

- Step 1.
- Step 2.

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



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

Assignment

Assignment group *
GRC - Audit & Advisory Services ⓘ 🔍

Assigned to *
Jenna McIntosh ⓘ 🔍

Issue manager group
GRC - Audit & Advisory Services ⓘ 🔍

Issue manager *
Jenna McIntosh ⓘ 🔍

Watch list
🔍

11. 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 *

rmahone2 ⓘ 🔍

Showing 1-1 of 1

rmahone2
Roger Mahoney | staff

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



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

14. The response and review process would repeat after the Attestation respondent further remediates the issue.

*****NOTE: END HERE if you selected REMEDIATE as issue response.*****

8. Scroll up to the *Assignment* section.

Assignment ^

Assignment group *
GRC - Audit & Advisory Services ⓘ 🔍

Assigned to *
Jenna McIntosh ⓘ 🔍

Issue manager group
GRC - Audit & Advisory Services ⓘ 🔍

Issue manager *
Jenna McIntosh ⓘ 🔍

Watch list
🔍

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 *

rmahone2 ⓘ 🔍

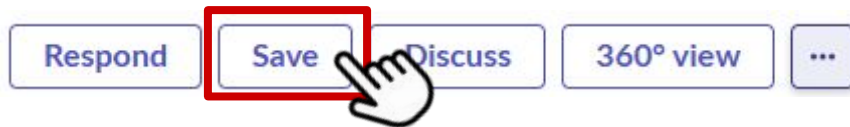
Showing 1-1 of 1

rmahone2
Roger Mahoney | staff

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

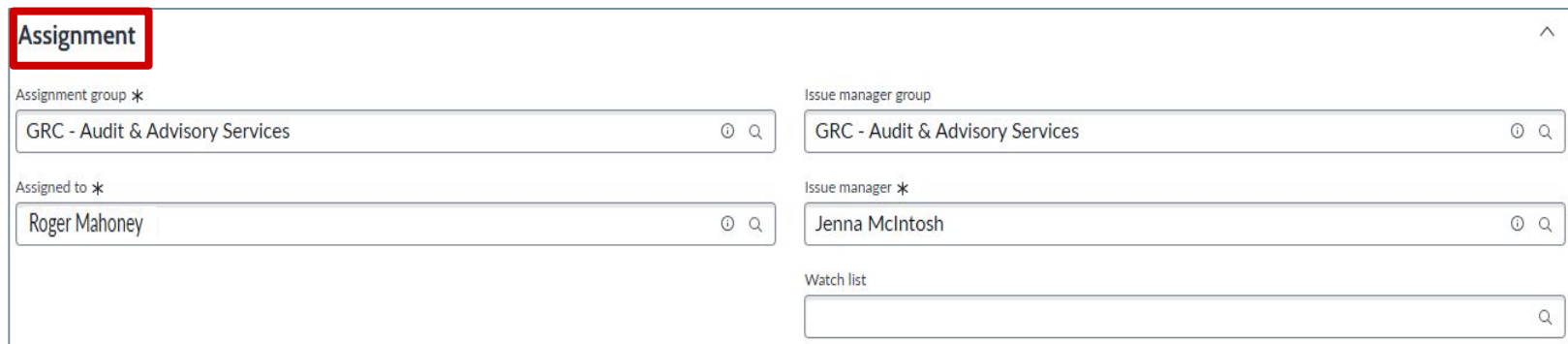
Respond **Save** Discuss 360° view ...

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



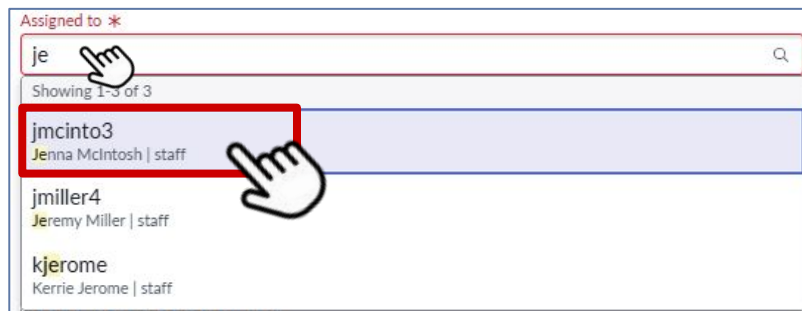
10. A task will be sent to the Attestation respondent to complete the *Action plan* section.

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 a form. The title 'Assignment' is highlighted with a red box. Below it, there are four input fields: 'Assignment group *' (containing 'GRC - Audit & Advisory Services'), 'Issue manager group' (containing 'GRC - Audit & Advisory Services'), 'Assigned to *' (containing 'Roger Mahoney'), and 'Issue manager *' (containing 'Jenna McIntosh'). A 'Watch list' field is also present at the bottom right. Each field has a magnifying glass icon for search.

9. 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.



The screenshot shows the 'Assigned to *' dropdown menu. The text 'je' is entered in the search box. A hand icon points to the search box. Below the search box, a list of users is displayed: 'jmcinto3 Jenna McIntosh | staff', 'jmiller4 Jeremy Miller | staff', and 'kjerome Kerrie Jerome | staff'. The first option, 'jmcinto3', is highlighted with a red box and a hand icon pointing to it.

Response



Response

Accept



Explanation

This issue has been adequately remedied.

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



11. Click **Request Review** in the upper right corner.



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