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ServiceNow GRC Job Aid
How to Complete a Compliant Attestation

- Annually, you will receive a task to complete a validation for each compliance control you have been assigned.

- This Job Aid will walk you through completing a compliant attestation, meaning:
    - You will be confirming that the control is in place; and
    - You will be providing evidence that demonstrates compliance with the control.

- If you know a control is non-compliant, do not use this job aid.

1. Go to the ServiceNow Employee Self-Service Center (https://nd.service-now.com/esc/).

2. In the right-hand column, under *My Active Items*, click on **GRC Tasks**.
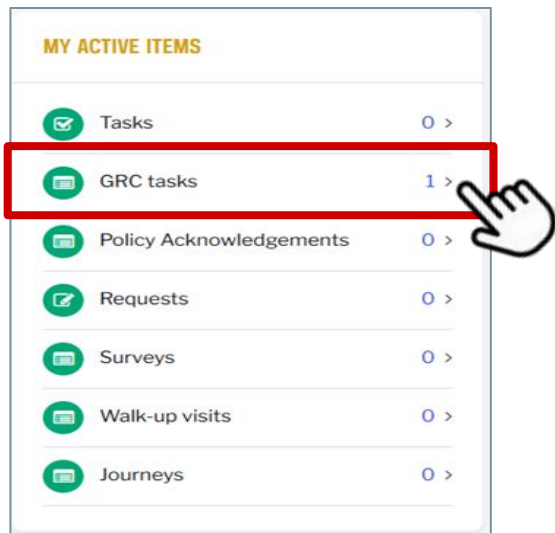
3. This will automatically redirect to your GRC Tasks dashboard.

4. Click on the blue number (hyperlink) in the *Assessment instance* column.

All - Control attestations

Last refreshed just now Check the refresh icon for updates.

	Assessment instance	Control	Entity	State ▽	Users	▽	Due date
☐	ASMT0001240	TEST Control Owner Review	Finance and Administration	Open	Jenna McIntosh		2025-07-24 01:58:27 AM

5. This will automatically redirect to the attestation needing to be completed.

6. Click on *View guidance* for additional information.

| 1	To the best of your knowledge, has this control been perfo

⊙ View guidance

Guidance ☒

What to expect:

If you select Yes, you will be required to provide evidence in the form of a URL, Attachment, or Both and the related Control will be marked as Compliant.

If you select No, you will be required to provide an explanation, the related control will be marked Non-Compliant, and an Issue record will be generated and assigned to you to track remediation of this non-compliance.
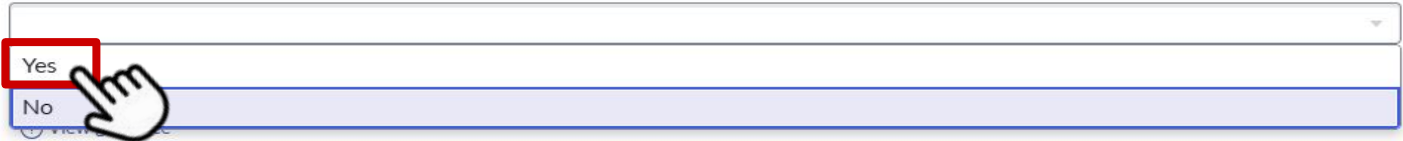
OK

7. Answer the question by selecting **yes** from the dropdown.

1   To the best of your knowledge, has this control been performed?   ✱ Required

Yes

No

8. Answer the question by selecting the applicable option from the dropdown.

2   What type of evidence do you have?   ✱ Required

URL

Attachment

Both

9. If you selected *URL* or *Both*, type in all applicable URLs.

3   Evidence URL(s).   ✳ Required

https://www.nd.edu/
https://auditservices.nd.edu/compliance/servicenow-grc/

Characters left: 925

10. If you selected *Attachment* or *Both*, click **+ Add file**.

4   Attach Evidence.   ✳ Required

Attachments + Add file

11. Select the applicable file from your computer. Repeat as many times as needed.

12. In the left-hand column, the progress tracker will show that everything has been completed.

13. Click **Submit** in the upper right corner to complete the attestation.

14. A dialogue box will appear. Check the box, then click *Submit*.

Submit   ✕

☑ I have reviewed my answers. I understand I may no longer be able to edit the answers after submitting.

Cancel   **Submit**
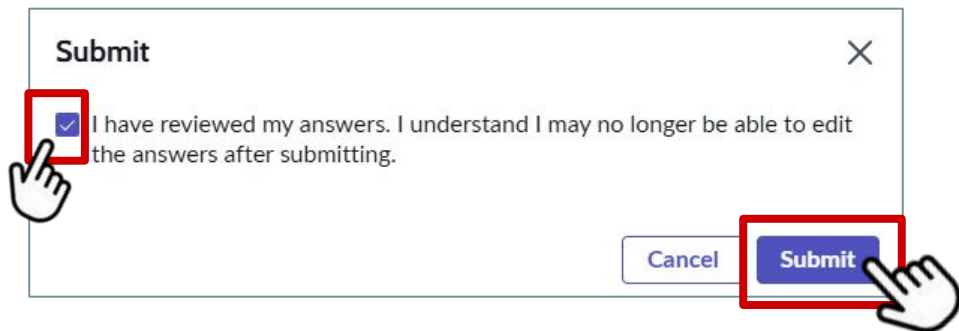
15. This dialogue box will appear when the attestation has been successfully submitted. Click *OK*.

Submit   ✕

Successfully submitted

Your update has been successfully processed.

OK