# UNIVERSITY OF NOTRE DAME

ServiceNow GRC Job Aid
How to Complete a Non-Compliant Attestation

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

- This Job Aid will walk you through completing a non-compliant attestation, meaning:
  - You will be confirming that the control is not place; and
  - You will be providing a reason for non-compliance.

- If you know a control is 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**.
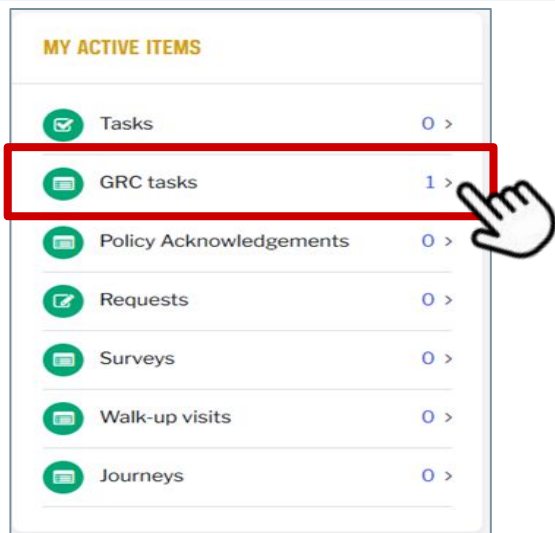
3. This will automatically redirect to your GRC Tasks dashboard.

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 perf

⊙ 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 **no** from the dropdown.

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

Yes

No

8. Enter a detailed explanation for why the control is non-compliant.

| 5 | Explanation. | * Required |

Characters left: 1000

- AAS will enter the failure (non-compliance) reason into ServiceNow as part of the issue intake process.
- Think about the following failure reasons as your entering the details for the control's reason(s) for non-compliance.
- You do not have to use these terms, just something to assist you!

|	
🎨 Control design effectiveness failure	⚖️ Non-compliance to a regulation
⛔ Control does not meet requirement	📜 Non-compliance to a policy
🚫 Control does not exist	🖋️ Improvement or suggestion to policy
💡 Recommendation for new policy	🚧 Process optimization or improvement
🔍 Observation	🖥️ Data Breach
🚨 Fraud	📣 Misstatement
📚 Training	📝 Documentation
⚠️ Risk Issue	❓ Other

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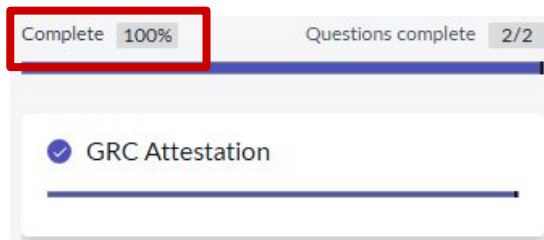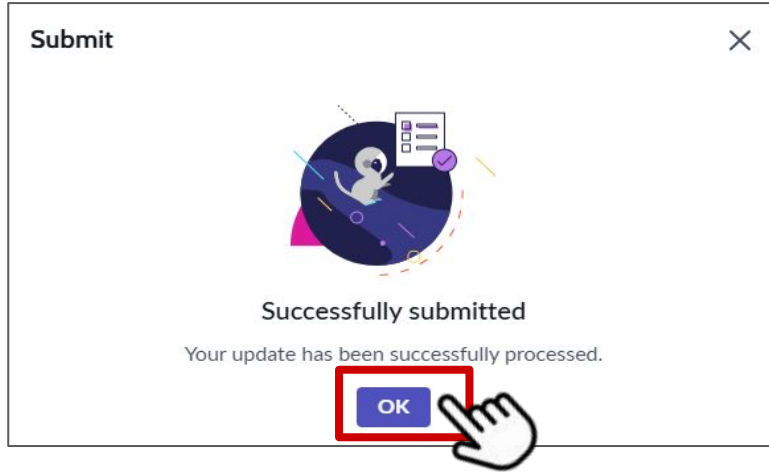

10. Click **Submit** in the upper right corner to complete the attestation.

11. A dialogue box will appear. Check the box, then click **Submit**.
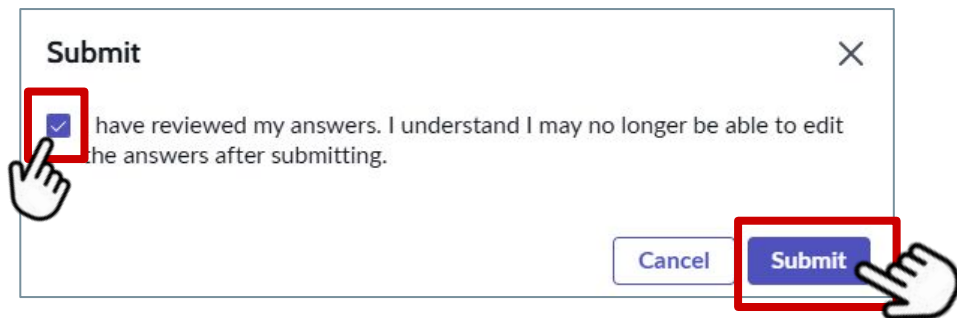
12. This dialogue box will appear when the attestation has been successfully submitted. Click **OK**.

Submit ✕

Successfully submitted

Your update has been successfully processed.

OK

13. An issue has note been created, and a task has been sent to AAS to start the issue intake process.