

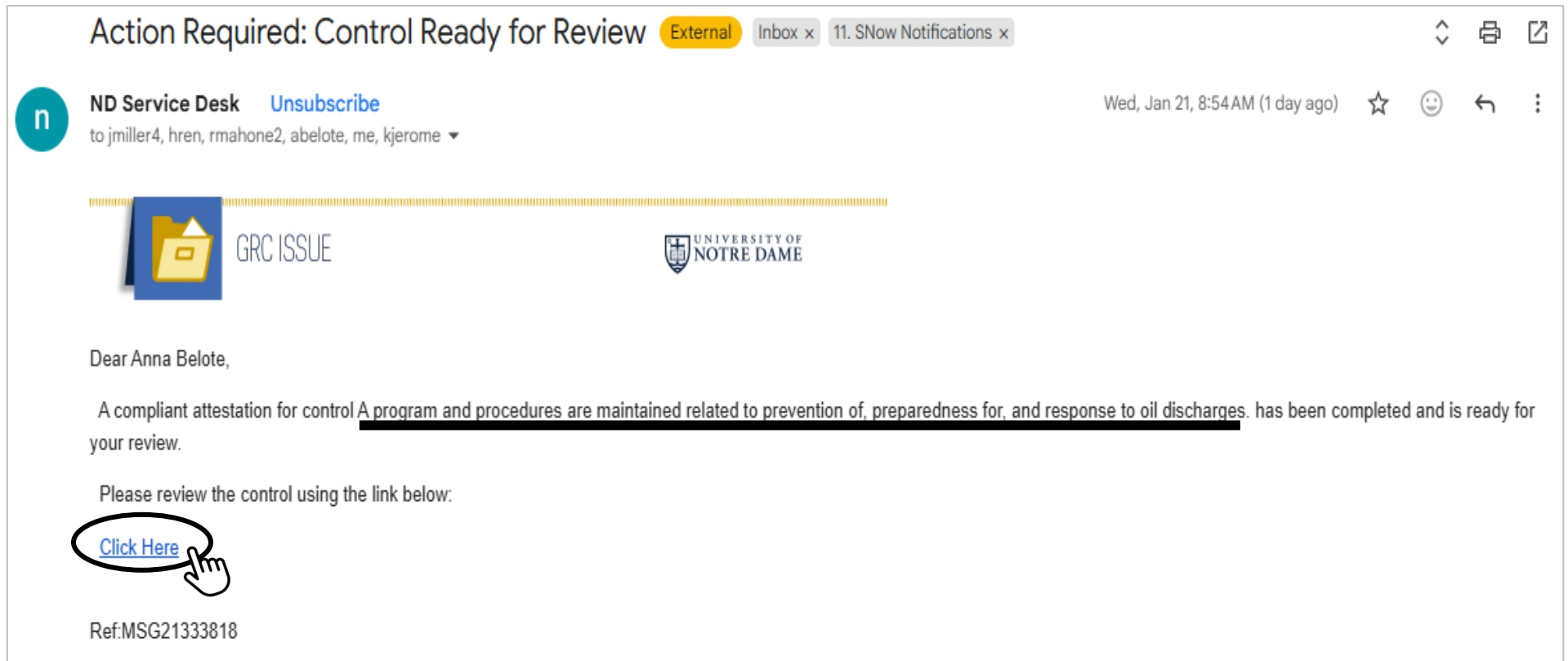
# ServiceNow GRC Job Aid: Reviewing a Compliant Attestation

## How to Review a Single Control

1. Open the email notification. This is sent when a compliant attestation has been completed and the control is ready for you to review.



2. The control name will appear in the email (underlined below). To review, select the blue Click Here hyperlink.



3. This will take you the applicable control. Click on the Attestation (1) tab.

The screenshot shows the University of Notre Dame Compliance Workspace interface. At the top, there is a navigation bar with 'UNIVERSITY OF NOTRE DAME', 'All', 'Favorites', 'History', and 'Workspaces'. A search bar is on the right. Below this, a breadcrumb trail reads 'List > Control: The timely submission of disaggregated graduatio...'. The main header displays the control title 'The timely submission of disaggregated graduation data is completed.' with 'Save', 'Monitor', and '360° view' buttons. A table below lists control details: Record type (Control), Number (CTRL0020003), State (Review), Entity ((C) Office of Strategic Planning), Status (Compliant), Key control (false), Function (Standard control), and Owner (Adrea Hernandez). A horizontal menu includes 'Overview', 'Details', 'Control requirements', 'Issues', 'Classic attestations', 'Attestations (1)', 'Indicators', 'Test plans', 'Control tests', 'Policy exceptions', 'Risks', 'Evidence', 'Evidence request', 'PA Indicators', and 'Content references'. The 'State' section features a progress bar with five stages: 1. Draft (Complete), 2. Attest (Complete), 3. Review (In Progress), 4. Monitor (Upcoming), and 5. Retired (Optional).

4. Click on the *Attestation (1)* tab.

This screenshot is identical to the one above, but with a hand cursor pointing to the 'Attestations (1)' tab in the horizontal menu, which is circled in black. The rest of the interface, including the control details and the state progress bar, remains the same.

5. Click on the Attestation (ASMT000XXXX) under *Assessment instance*.

The screenshot displays the 'Compliance Workspace' interface for the University of Notre Dame. The main header shows the university logo and navigation options like 'All', 'Favorites', 'History', and 'Workspaces'. The current workspace is 'Compliance Workspace'. A search bar is visible in the top right. Below the header, a control is displayed: 'The timely submission of disaggregated graduation data is completed.' with buttons for 'Save', 'Monitor', and '360° view'. The control details include: Record type: Control, Number: CTRL0020003, State: Review, Entity: (C) Office of Strategic Planning, Status: Compliant, Key control: false, Function: Standard control, and Owner: Adrea Hernandez. A navigation bar below the control details includes tabs for 'Overvi...', 'Deta...', 'Control requireme...', 'Issu...', 'Classic attestatio...', 'Attestatio... (1)', 'Indicat...', 'Test pla...', 'Control te...', 'Policy exceptio...', 'Ris...', 'Risk eve...', 'Eviden...', 'Evidence requ...', and 'PA Indicat...'. The 'Attestatio... (1)' tab is selected. Below this, the 'Attestations' section shows a table with one entry. A hand cursor is pointing to the 'Assessment instance' ID 'ASMT0001287' in the table.

Assessment instance	Assessment template	State	Users	Due date
ASMT0001287	Notre Dame Basic Control Attestation v3	Completed	Adrea Hernandez	2026-02-05 08:59:16 AM

6. Review the Attestation answers. Click on the uploaded PDF(s) to view evidence.  
**Note:** You must Copy + Paste the URL(s) into a browser to view. These are not active hyperlinks in the form.

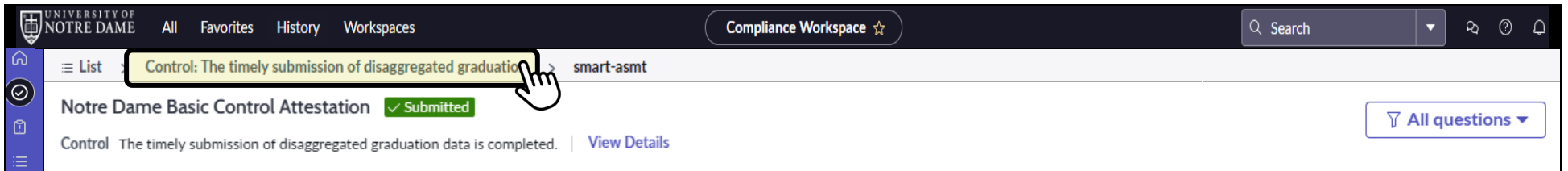
The screenshot displays the 'Notre Dame Basic Control Attestation' interface. The top navigation bar includes 'UNIVERSITY OF NOTRE DAME', 'All', 'Favorites', 'History', 'Workspaces', and 'Compliance Workspace'. The breadcrumb trail shows 'List > Control: The timely submission of disaggregated graduatio... > smart-asmt'. The main header indicates the control is 'Submitted' and provides a 'View Details' link. A progress bar shows 'Complete 100%' and 'Questions complete 4/4'. The 'GRC Attestation' section contains four questions:

- 1 To the best of your knowledge, has this control been performed?** (Required) Answered: Yes.
- 2 What type of evidence do you have?** (Required) Answered: Both.
- 3 Evidence URL(s).** (Required) Answered: <https://auditservices.nd.edu/>.
- 4 Attach Evidence.** (Required) Answered: A PDF attachment titled 'ServiceNow GRC Control Attestation Quick Guide.pdf' (153.8 KB) is shown. A hand icon points to a download button on the attachment.
- 5 Skipped** (Info icon).

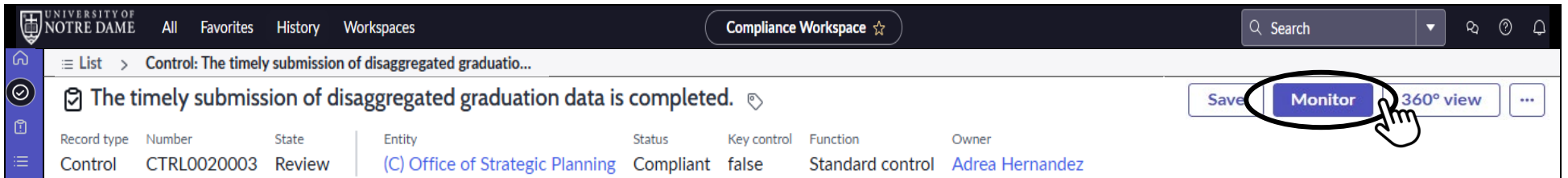
The 'Details' sidebar on the right provides metadata for the control:

- Scope:** Control: The timely submission of disaggregated graduation data is completed.
- Control:** The timely submission of disaggr...
- Number:** CTRL0020003
- Entity:** (C) Office of Strategic Planning
- Name:** The timely submission of disaggregated graduation data is completed.
- Description:** (empty)
- Additional Information:** (1) Ensure compliance with HEOA reporting requirements through ongoing communication with the Office of General Counsel. (2) Maintain accurate and comprehensive data collection processes for graduation data. (3) Timely submission of disaggregated graduation data to the relevant authorities.
- Owner:** Adrea Hernandez
- Entity > Class:** Division
- People:** Requestor: Jack O'Brien [snow] (jobrien+snow@nd.edu); Assigned to: Adrea Hernandez (aherna28@nd.edu).

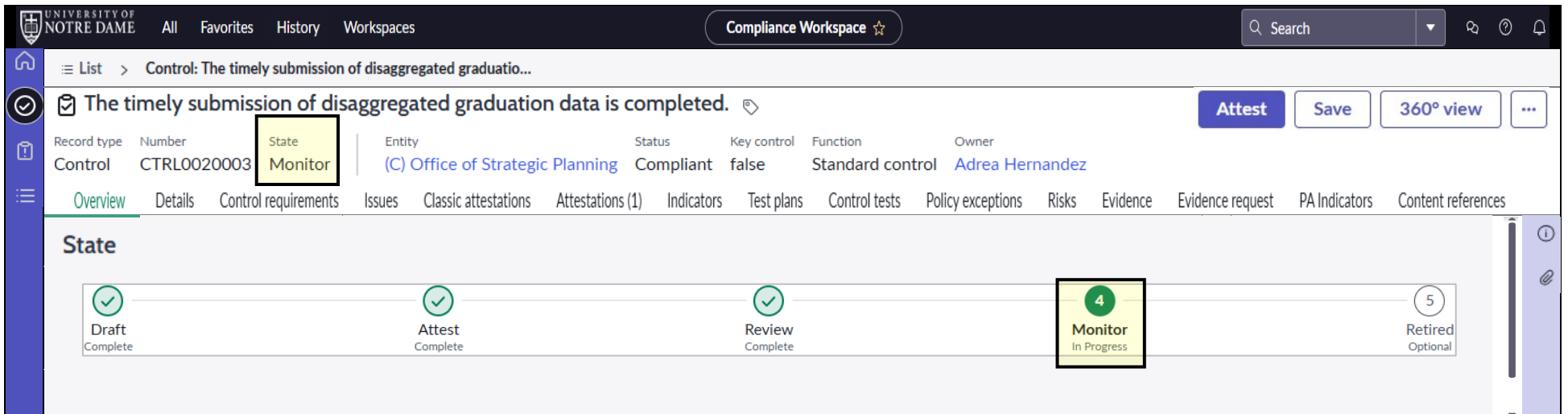
7. Click on *Control: [control name]* to return to the Control's main screen.



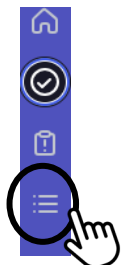
8. Click *Monitor* to complete the review.



9. The *State* now shows *Monitor*.



10. To review another control once in the ServiceNow system, click on the *three lines icon* in the left banner.



## 11. Click on *Lists* followed by *My Controls*.

The screenshot shows the 'Compliance library - My controls' page. The left sidebar contains a 'Lists' menu with 'My controls' selected. The main table lists several controls, with the third one highlighted in blue. A hand icon points to the 'Lists' menu and another points to 'My controls'.

Name	Number	Entity	Function	State	Exempt	Owner	Description
All required IPEDS surveys were completed and submitted.	CTRL0020001	(C) Office of Strategic Planning	Standard control	Review	false	Adrea Hernandez	
Required financial value transparency and gainful employment data and information is publicly available.	CTRL0020002	(C) Office of Strategic Planning	Standard control	Review	false	Adrea Hernandez	
The timely submission of disaggregated graduation data is completed.	CTRL0020003	(C) Office of Strategic Planning	Standard control	Monitor	false	Adrea Hernandez	
The completion or graduation rate is published to the University website.	CTRL0020004	(C) Office of Strategic Planning	Standard control	Draft	false	Adrea Hernandez	Communication and coordin

## 12. Find a control that is in the *Review* state and hover over (see above). Click on the *three dot icon* that appears, then select *Show Matching* from the dropdown list that appears.

The screenshot shows the 'Compliance library - My controls' page. The 'Review' state in the 'State' column of the first row is highlighted with a yellow box. A large black arrow points down from this box to a zoomed-in view of the dropdown menu that appears when hovering over the 'Review' state. The dropdown menu has 'Show Matching' and 'Filter Out' options, with 'Show Matching' circled and a hand icon pointing to it.

A zoomed-in view of the dropdown menu for the 'Review' state. The menu is open, showing 'Show Matching' and 'Filter Out' options. A hand icon points to the 'Show Matching' option, which is circled.

13. Click on the control you want to review.

Compliance library - My controls 9

Last refreshed just now. Check the refresh icon for updates.

<input type="checkbox"/>	Name	Number ▲	Entity	Function	State ▼	Exempt	Owner ▼	Description
<input type="checkbox"/>	All required IPEDS surveys were completed and submitted.	CTRL0020001	(C) Office of Strategic Planning	Standard control	Review	false	Adrea Hernandez	
<input type="checkbox"/>	Required financial value transparency and gainful employment data and information is publicly available.	CTRL0020002	(C) Office of Strategic Planning	Standard control	Review	false	Adrea Hernandez	

14. Repeat steps 3 through 9 shown above.

## How to Review Multiple Controls at Once

1. Go to <https://nd.service-now.com/now/risk/compliance/home>.
2. Click on the *three lines icon* in the left banner.



3. Click on *Lists* followed by *My Controls*.

A screenshot of the University of Notre Dame Compliance Workspace. The top navigation bar includes the university logo, 'All Favorites History Workspaces', and a 'Compliance Workspace' button with a star. A search bar is on the right. The left sidebar shows a navigation menu with 'Lists' and 'My Lists' sections. 'My controls' is highlighted in green, and a hand cursor is pointing to it. The main content area displays a table of controls under the heading 'Compliance library - My controls'. The table has columns for Name, Number, Entity, Function, State, Exempt, Owner, and Description. Four control entries are visible, each with a checkbox in the Name column.

UNIVERSITY OF NOTRE DAME All Favorites History Workspaces Compliance Workspace ☆ Search

Control: The timely submission of disaggregated graduatio...

Lists My Lists

Compliance library

Authority docume... Citations Control objectives Control objective ... All policies All control require... My policies My controls My Group's con My Group's Issues Scoping My Group's entities

Compliance library - My controls 9

Last refreshed just now. Check the refresh icon for updates.

<input type="checkbox"/>	Name	Number ▲	Entity	Function	State ▼	Exempt	Owner ▼	Description
<input type="checkbox"/>	All required IPEDS surveys were completed and submitted.	CTRL0020001	(C) Office of Strategic Planning	Standard control	Review	false	Adrea Hernandez	
<input type="checkbox"/>	Required financial value transparency and gainful employment data and information is publicly available.	CTRL0020002	(C) Office of Strategic Planning	Standard control	Review	false	Adrea Hernandez	
<input type="checkbox"/>	The timely submission of disaggregated graduation data is completed.	CTRL0020003	(C) Office of Strategic Planning	Standard control	Monitor	false	Adrea Hernandez	
<input type="checkbox"/>	The completion or graduation rate is published to the University website.	CTRL0020004	(C) Office of Strategic Planning	Standard control	Draft	false	Adrea Hernandez	Communication and coordin

4. Find a control that is in the *Review* state and hover over (see above). Click on the *three dot icon* that appears, then select *Show Matching* from the dropdown list that appears.

Compliance library - My controls 9

Last refreshed just now. Check the refresh icon for updates.

<input type="checkbox"/> Name	Number ▲	Entity	Function	State ▼	Exempt	Owner ▼	Description
<input type="checkbox"/> All required IPEDS surveys were completed and submitted.	CTRL0020001	(C) Office of Strategic Planning	Standard control	Review	false	Adrea Hernandez	
<input type="checkbox"/> Required financial value transparency and gainful employment data and information is publicly available.	CTRL0020002	(C) Office of Strategic Planning	Standard control	Review	false	Adrea Hernandez	
<input type="checkbox"/> The timely submission of disaggregated graduation data is completed.	CTRL0020003	(C) Office of Strategic Planning	Standard control	Monitor	false	Adrea Hernandez	
<input type="checkbox"/> The completion or graduation rate is published to the University website.	CTRL0020004	(C) Office of Strategic Planning	Standard control	Draft	false	Adrea Hernandez	Communication and coordin



5. Click the *check box to the left of Name* to select all controls that are in the *Review* state.

Compliance library - My controls 3

Last refreshed just now. Check the refresh icon for updates.

<input checked="" type="checkbox"/> Name	Number ▲	Entity	Function
<input checked="" type="checkbox"/> All required IPEDS surveys were completed and submitted.	CTRL0020001	(C) Office of Strategic Planning	Standard control
<input checked="" type="checkbox"/> Required financial value transparency and gainful employment data and information is publicly available.	CTRL0020002	(C) Office of Strategic Planning	Standard control

6. Click the *down arrow* (▼) to the right of the *Attest* action button, then select *Move to Monitor* from the dropdown list that appears.



7. All selected controls are now in the *Monitor* state.

The screenshot shows the main content area of the 'Compliance library - My controls' page. The table below has a 'State' column highlighted in yellow. All three controls listed are in the 'Monitor' state.

<input type="checkbox"/>	Name	Number ▲ ▼	Entity	State ▼	Function
<input type="checkbox"/>	All required IPEDS surveys were completed and submitted.	CTRL0020001	(C) Office of Strategic Planning	Monitor	Standard control
<input type="checkbox"/>	Required financial value transparency and gainful employment data and information is publicly available.	CTRL0020002	(C) Office of Strategic Planning	Monitor	Standard control
<input type="checkbox"/>	The student body diversity data is submitted and published to the University website.	CTRL0020006	(C) Office of Strategic Planning	Monitor	Standard control

**NOTE:** You cannot move a control that is marked *Non-Compliant* using this method.