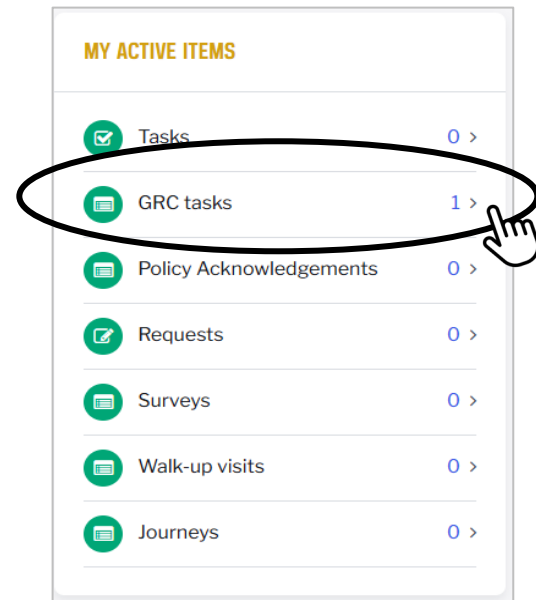


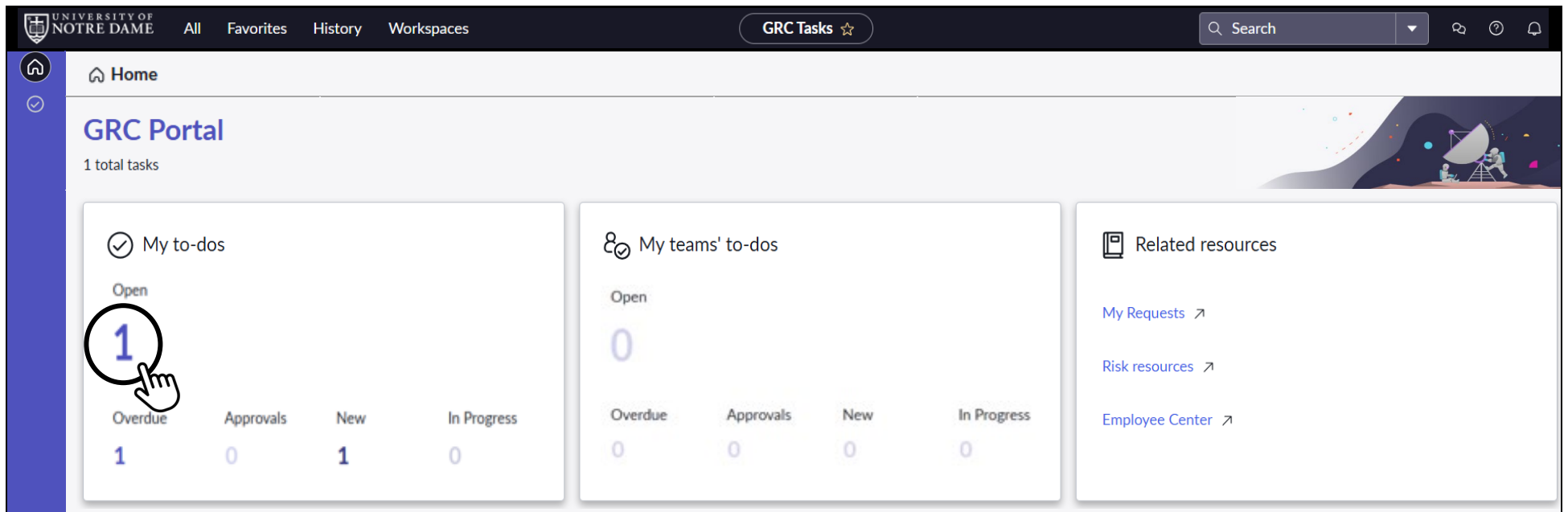
ServiceNow GRC Job Aid: Completing a Compliant Attestation

Accessing via Employee Service Center

1. Go to the Employee Service Center at <https://nd.service-now.com/esc/>.
2. In the right column, under My Active Items, click on GRC tasks.



3. You will be taken to your GRC Portal dashboard.
4. Click on the blue number (hyperlink) under Open.



5. The Tasks page will appear
6. Click on the blue number (hyperlink) in the *Assessment instance* column.

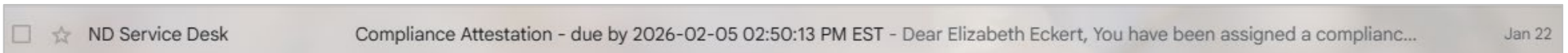
The screenshot shows the 'GRC Tasks' interface. At the top, there's a navigation bar with 'UNIVERSITY OF NOTRE DAME', 'All', 'Favorites', 'History', 'Workspaces', and 'GRC Tasks'. Below this is a search bar and notification icons. The main content area is titled 'Tasks' and shows 'My pending tasks (1)', 'My group's tasks (0)', 'My items (0)', and 'Watchlist (0)'. There are two tabs: 'All' (with a blue '1' badge) and 'New' (with a blue '1' badge). The 'All' tab is active, showing a list of 'Control attestations' (with a blue '1' badge). The list is titled 'All - Control attestations' and includes a refresh icon and an 'Export' button (with a blue '3' badge). Below the title, it says 'Last refreshed 10m ago. Check the refresh icon for updates.' The table has the following columns: 'Assessment instance', 'Control', 'Entity', 'State', 'Users', and 'Due date'. The first row in the table is: 'ASMT0001271' (circled in red with a hand cursor), 'Test the organizational incident response capability.', '(C) Office of General Counsel', 'Open', 'Jenna McIntosh', and '2026-01-29 02:05:25 PM'.

Assessment instance	Control	Entity	State	Users	Due date
ASMT0001271	Test the organizational incident response capability.	(C) Office of General Counsel	Open	Jenna McIntosh	2026-01-29 02:05:25 PM

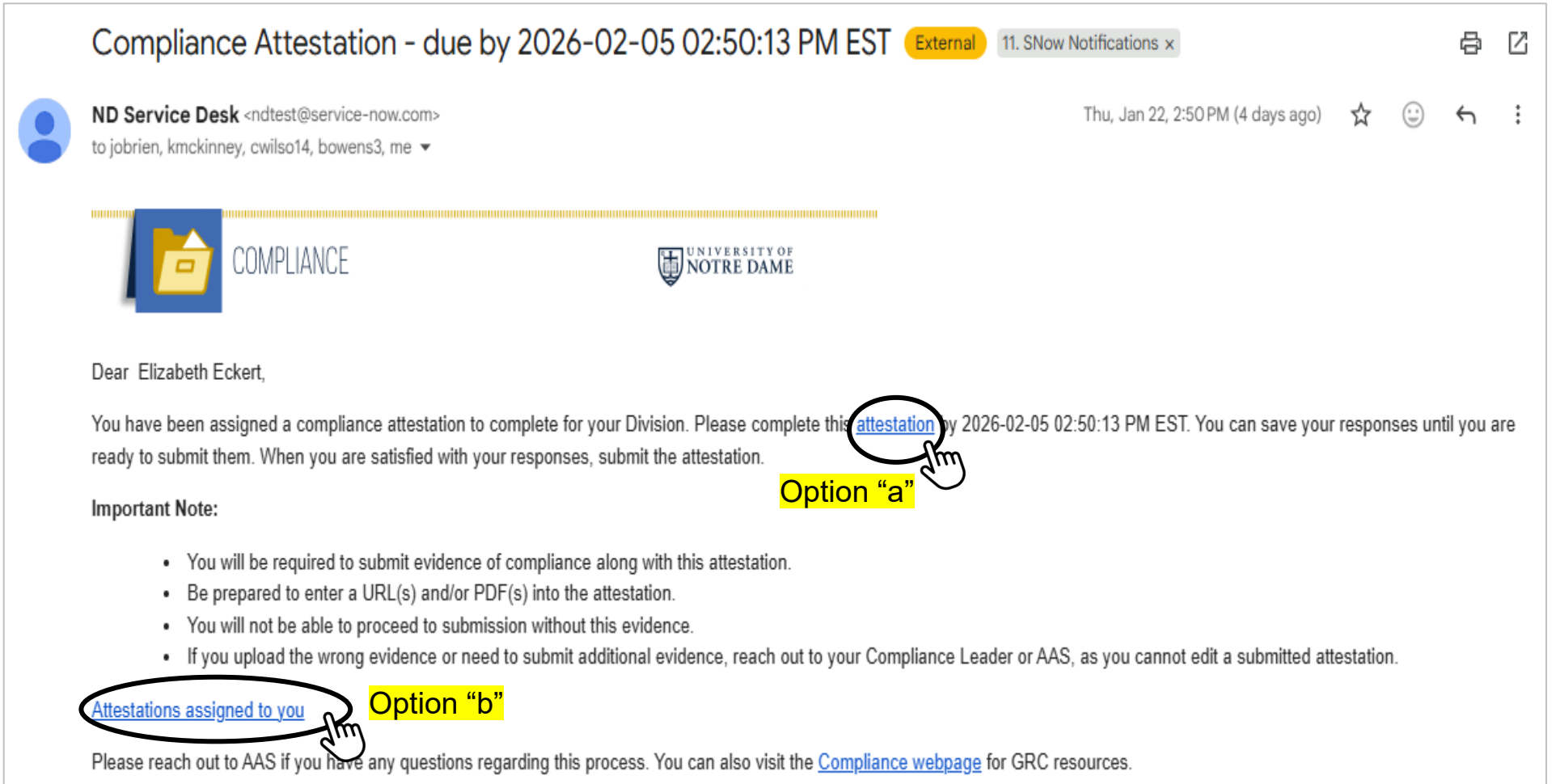
7. This will take you the Attestation form to be completed (see page 4).

Accessing via Email Notification

8. Open the email notification.



9. There are two options to access the attestation.



- a. By clicking the blue *attestation* hyperlink, you will be taken directly to the individual attestation form (see page 4).
- b. By clicking the blue *Attestations assigned to you* hyperlink, you will be taken to your GRC Portal dashboard – refer to #4 - #6 above.

UNIVERSITY OF NOTRE DAME | All | Favorites | History | Workspaces | GRC Tasks ☆ | Search

Tasks > smart-asmt

Notre Dame Basic Control Attestation Saved

Control Test the organizational incident response capabili... | View Details

Complete 0% | Questions complete 0/1

GRC Attestation * 1

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

[View guidance](#)

Details

Scope
Control
Test the organizational incident response capability.

Control
Test the organizational incident r...

Number
CTRL0020962

NOTE: Guidance for question #1:

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

10. Click the arrow to populate dropdown, then select Yes.

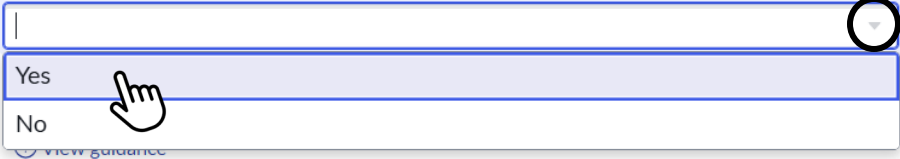
GRC Attestation

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

Yes

No

[view guidance](#)



11. Click the arrow to populate dropdown, then select the appropriate answer.


2 What type of evidence do you have? * Required

URL

Attachment

Both

3




12. If you selected *URL* or *Both*, enter all applicable URLs.

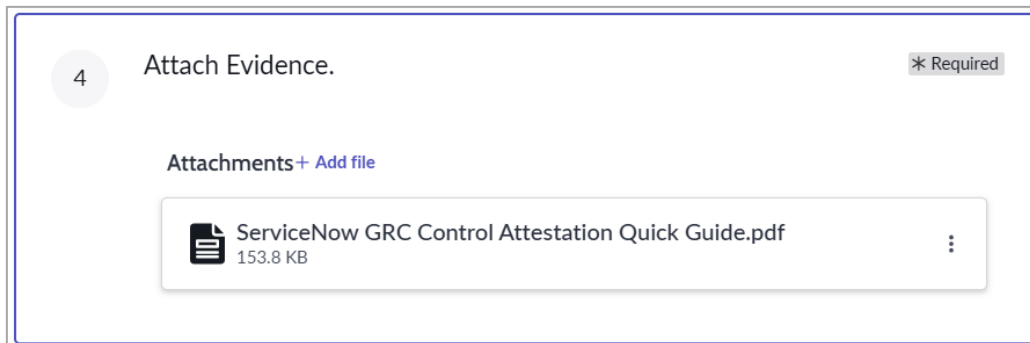
3 Evidence URL(s). * Required

https://www.nd.edu/

Characters left: 981



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



*** *After uploading, repeat as many times as needed.*

NOTE: Question #5 will read Skipped and will be grayed out when the control is compliant.

14. Click *Submit* to complete the attestation.

The screenshot displays the 'GRC Attestation' interface for the University of Notre Dame. The top navigation bar includes the university logo, 'All', 'Favorites', 'History', 'Workspaces', and a 'GRC Tasks' button. A search bar and notification icons are on the right. The main content area shows a progress bar at 100% completion and a list of four questions, all marked as 'Answered'. A red circle highlights the 'Submit' button in the top right corner. The 'Details' sidebar on the right provides information about the control, scope, and requester.

Notre Dame Basic Control Attestation Saved

Control Test the organizational incident response capability. | [View Details](#)

Complete 100% Questions complete 4/4

GRC Attestation

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

2 What type of evidence do you have? * Required
Both
✓ Answered

3 Evidence URL(s). * Required
https://www.nd.edu/
✓ Answered

4 Attach Evidence. * Required

Attachments

Attestation Screenshot.png
19.1 KB
✓ Answered

5 Skipped

Details

Scope
Control
Test the organizational incident response capability.

Control
Test the organizational incident r...

Number
CTRL0020962

Entity
(C) Office of General Counsel

Name
Test the organizational incident response capability.

Description
Determine if the incident response capability is tested.

Additional Information
(empty)

Owner
Alisa Murphy

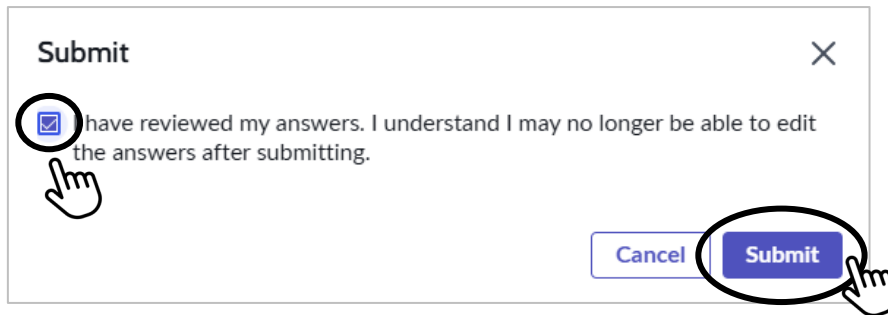
Entity > Class
Division

As of today

People
Requestor
Jenna McIntosh
jmcinto3@nd.edu
Assigned to
Jenna McIntosh
jmcinto3@nd.edu

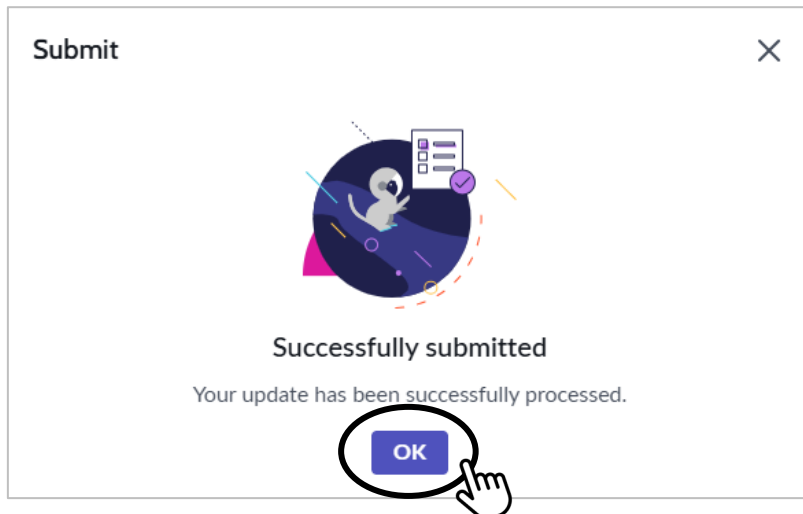
Dates
Requested
2026-01-15
Due
2026-01-29

15. Click the checkbox, then click *Submit*.



NOTE: You will not be able to go back to change any answers or add any additional evidence once you complete this step.

16. Click *OK*.



★ If you do not have any more attestations to complete, you can close out of ServiceNow.

★ If you have additional attestations to complete, click on the check icon in the left-sided banner. This will take you to your Task page – *refer to #5 above*.

