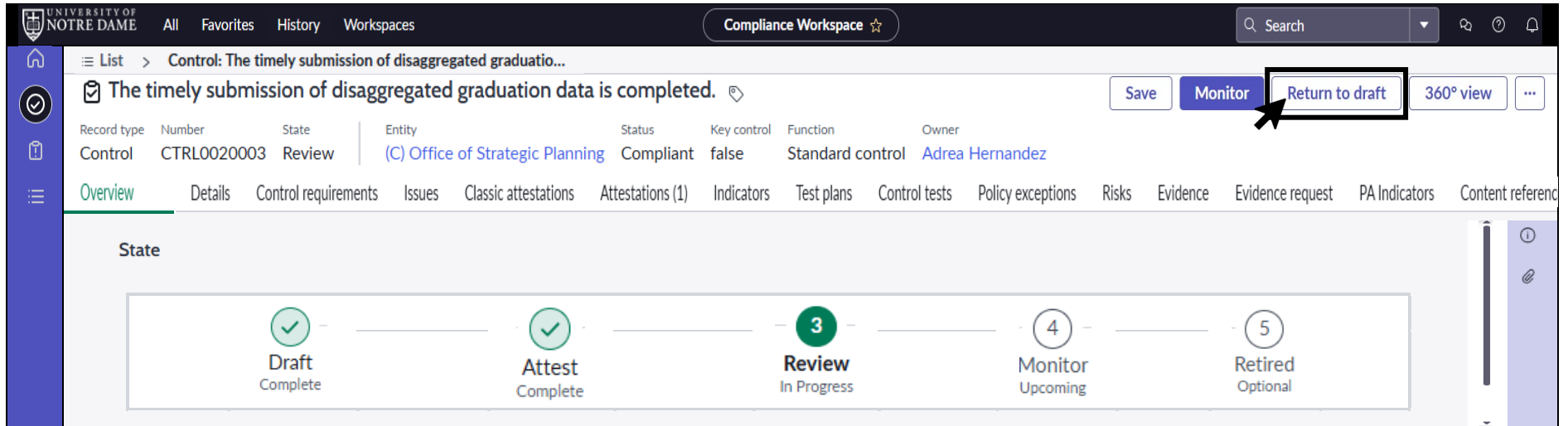


# ServiceNow GRC Job Aid: Returning an Attestation

Use this Job Aid in the event you feel a completed attestation needs to be returned to the respondent for reason such as inadequate / incorrect evidence, etc.

1. Click the **Return to draft** action button.



The screenshot shows the ServiceNow GRC interface for a control titled "The timely submission of disaggregated graduation data is completed." The control is currently in the "Review" state. The "Return to draft" button is highlighted with a red box and a red arrow. The "Monitor" button is also visible. The state bar shows a progress indicator with 3 steps completed (Draft, Attest) and 2 steps remaining (Review, Monitor, Retired).

Record type	Number	State	Entity	Status	Key control	Function	Owner
Control	CTRL0020003	Review	(C) Office of Strategic Planning	Compliant	false	Standard control	Adrea Hernandez

Overview Details Control requirements Issues Classic attestations Attestations (1) Indicators Test plans Control tests Policy exceptions Risks Evidence Evidence request PA Indicators Content references

State

Draft Complete

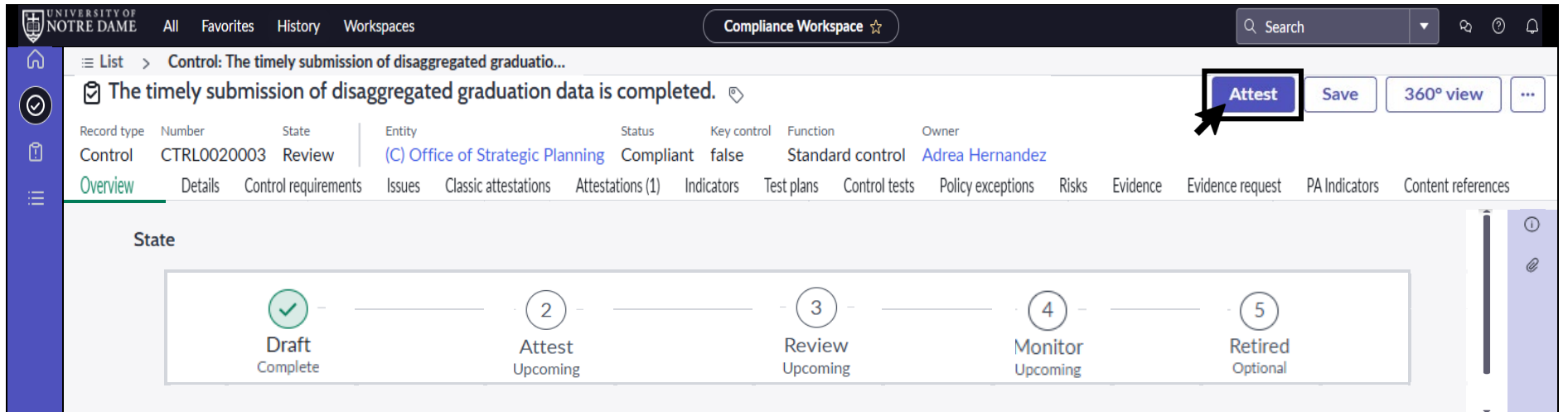
Attest Complete

3 Review In Progress

4 Monitor Upcoming

5 Retired Optional

2. Click the **Attest** action button.



The screenshot shows the ServiceNow GRC interface for the same control. The "Attest" button is highlighted with a red box and a red arrow. The state bar shows a progress indicator with 2 steps completed (Draft, Attest) and 3 steps remaining (Review, Monitor, Retired).

Record type	Number	State	Entity	Status	Key control	Function	Owner
Control	CTRL0020003	Review	(C) Office of Strategic Planning	Compliant	false	Standard control	Adrea Hernandez

Overview Details Control requirements Issues Classic attestations Attestations (1) Indicators Test plans Control tests Policy exceptions Risks Evidence Evidence request PA Indicators Content references

State

Draft Complete

2 Attest Upcoming

3 Review Upcoming

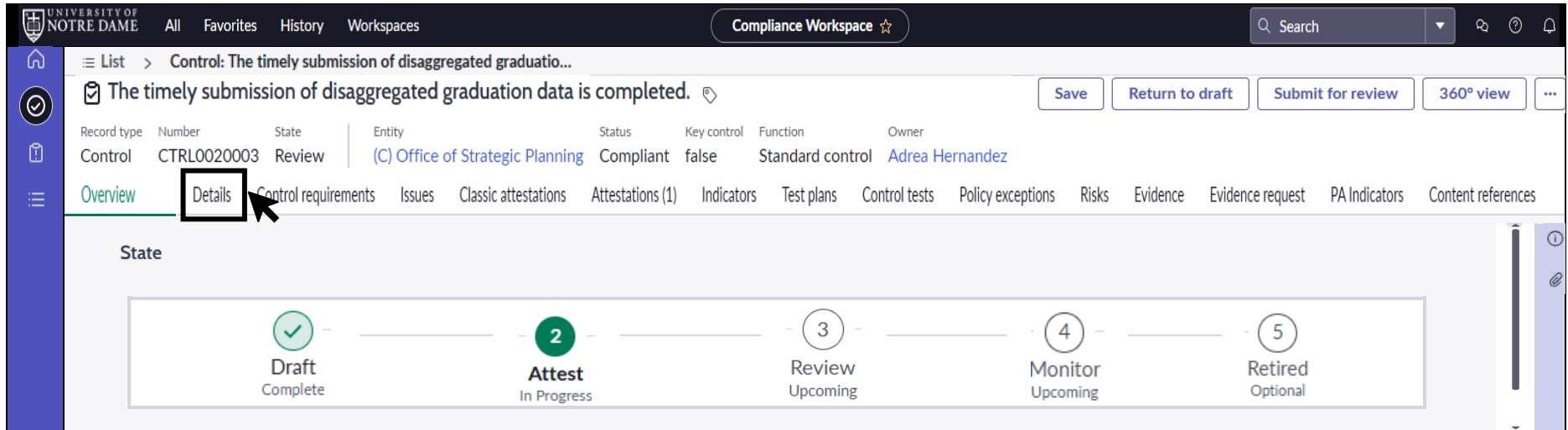
4 Monitor Upcoming

5 Retired Optional

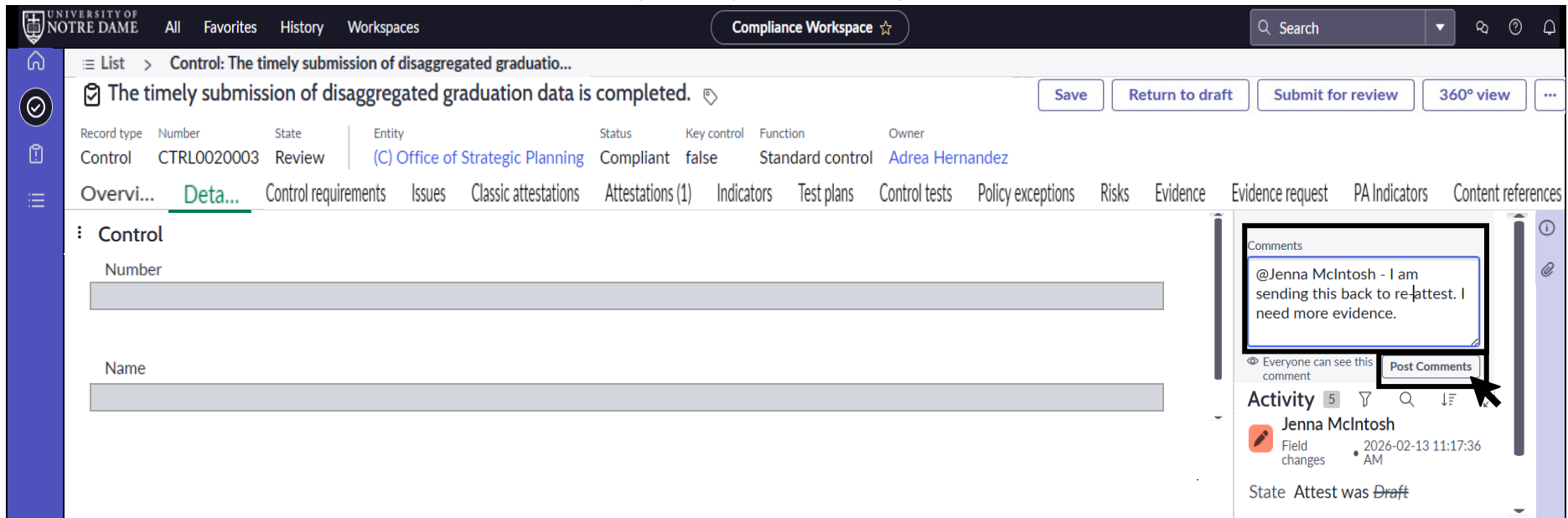
3. There are two (2) options to communicate this to the respondent:

- Send an email outside of ServiceNow
- Add a comment to the control within ServiceNow.

4. Click on the **Details** tab.



5. In the right panel, enter the **@symbol** into the comment box and begin typing the respondent's name. When it appears, select their name and type in your message. When done, click Post Comments.



## 6. The comment will appear in the *Activity* column.

The screenshot shows a web application interface for a compliance workspace. At the top, there is a navigation bar with the University of Notre Dame logo, user menu, and search bar. The main header displays the control title: "Control: The timely submission of disaggregated graduatio...". Below this, a summary card shows the control name "The timely submission of disaggregated graduation data is completed." with buttons for "Save", "Return to draft", "Submit for review", and "360° view". A table below the summary card 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 below the table includes options like "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 "Details" tab is active. On the right side, there is a "Comments" section with a text input field and a "Post Comments" button. Below the comments section is an "Activity" stream. The first activity item is a comment by Jenna McIntosh on 2026-02-13 at 11:44:31 AM, stating "@Jenna McIntosh - I am sending this back to re-attest. I need more evidence." The second activity item is a field change by Jenna McIntosh on 2026-02-13 at 11:17:36 AM, where the state was changed from "Attest" to "Draft".

## 7. The respondent will receive an email notification that they were mentioned in a comment.

The screenshot shows an email notification from "ND Service Desk" (ndtest@service-now.com) sent at 11:45 AM (2 minutes ago). The subject is "You have been mentioned in How to Return an Attestation". The email content features the University of Notre Dame logo and "INFORMATION TECHNOLOGY" branding. The main message states: "You have been mentioned by Jenna McIntosh in [How to Return an Attestation](#)". Below this, it provides details about the comment: "Comments: 2026-02-13 11:44:31 AM EST - Jenna McIntosh (Additional comments) @Jenna McIntosh - I am sending this back to re-attest. I need more evidence." At the bottom, there is a link to manage notification preferences: "If you would like to stop receiving these emails you can disable 'Activity Stream @Mention Email' in your [Notification Preferences](#) or [Unsubscribe](#)."