KPMG

Build trust with ServiceNow GRC

ServiceNow Governance, Risk & Compliance
KPMG Powered Enterprise | Risk | Controls

Businesses are constantly striving to keep pace with an array of complex and often unprecedented challenges

- Rapid digital transformation
- Growing digital risk
- Rising cost of global compliance
- Greater reliance on 3rd/4th parties
- More pandemics & extreme weather
- Disengaged employees
- Increasing reputational risk
- Disconnected tools, systems, & processes

Our vision of a sound risk organization is built on three lines of defense

Risk management should be a predominant focus **across the enterprise** that includes expectations for the board of directors, senior management, the business lines, independent risk management, and the internal audit function.

3rd Line of Defense: Internal audit, model validation, credit review
Performs independent review and objective assessments of adherence to policies, procedures, and internal controls.

2nd Line of Defense: Risk management functions
Oversees the firm's risk-taking activities and assess risks independent of the CEO and the business lines.

1st Line of Defense: Business lines, IT infrastructure, support functions, and associates
Owns the risks associated with their activities through assessing and managing risk.

Board of Directors, firmwide Risk (Sub-) Committees & Working Groups

The use of various tools and communication poses a real challenge for the efficient collaboration between the three lines of defense. **ServiceNow GRC** overcomes these challenges by providing a clear and structured way of working.

Compliance Activities
- Issues
- Exceptions
- Assessments
- Tasks

Email, Spreadsheets, Forms, Messages, Calls

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Business Departments
- IT Department
- Finance
- Risk Organization
- Security

Tomorrow's risk function. Today.

Powered Risk enabled by ServiceNow can help advance today's risk and compliance functions, so that an organization can confidently direct its primary focus onto core business and reduce its time worrying about risks. It can offer transformative capabilities, including:

Better insight for business decisions:

— Agile, real-time risk reporting for board, risk committee and business unit leaders.

— Adaptive risk management aligned to the business model.

Mitigated exposures:

— Strong leadership and risk culture embedded in our ways of working.

— Potential for reduced exposure to fines and remediation costs.

What's in the box?

Powered Risk enabled by ServiceNow provides a combination of leading practices and processes, tested technology solutions and a next-generation delivery framework.

Functional Process

Compliance & Security

People

Target operating model

Service Delivery Model

Performance Insights & Data

Technology

For each layer of the Target Operating Model (TOM), our toolbox contains predefined deliverable assets that are tailored specifically to ServiceNow GRC:
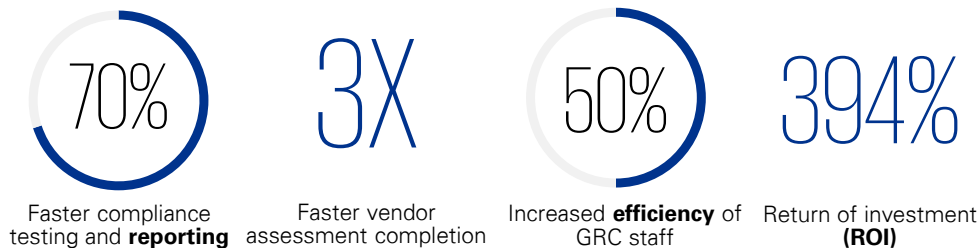
— Business process taxonomies
— Functional process flows
— Industry insights
— People, roles and responsibilities
— Risk and control catalogues
— Service model and organizational design
— Test scripts and protocols
— User training content and schedules
— KPI and reporting libraries
— …
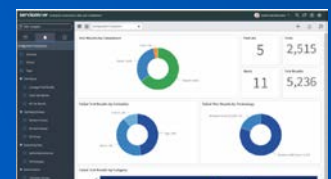
ServiceNow can improve your risk and compliance posture

By controlling your risk exposure and carving out more time through automation for proactive activities and higher value tasks, you can improve your risk and compliance posture, which can be effectively communicated across your organization. Lowering the bar for first-line adoption of GRC regulatory practices by focusing on user-friendliness, approachability and automatability of the solution in comparison to manual alternatives.

How a representative organization managed risk 60% more efficiently according to a 2019 Forrester study:

70%
Faster compliance testing and **reporting**

3X
Faster vendor assessment completion

50%
Increased **efficiency** of GRC staff

394%
Return of investment **(ROI)**

Control Automation & Lower Cost of Control

— Central management of control objectives, controls and related issues. Including automatic linkage between these elements.

— Reduction of the cost of control with a systematic and consistent approach to manage the lifecycle of all controls and policies.

— Reduce repetitive tasks by more than 50% by automating repeatable processes, cross-functional activities and control execution by the system with minimal to no requirement for manual effort/intervention by business users.

— Speed up remediation time from weeks to minutes, through automated response activities.

ServiceNow enables you to efficiently demonstrate the compliance level of your organization:
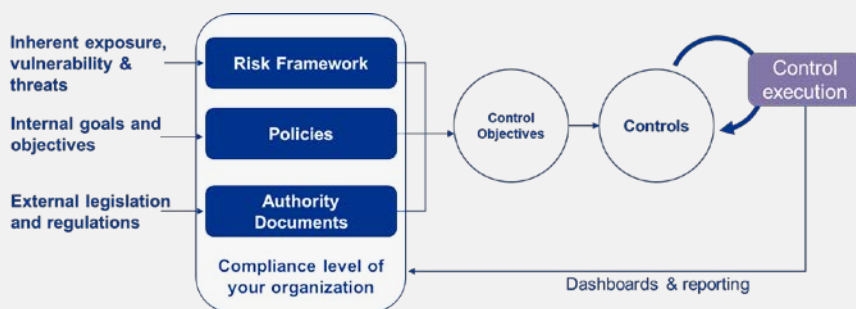
Real-time insight in compliance status

— ServiceNow GRC automatically generates (customized) reports where the linkage between authority documents and control performance is crystal clear.

— Harmonized controls across regulations centralized in one automatically linked and common framework, will reduce the number of controls and will save time making compliance testing and maintenance easier.

— Improvement of compliance and risk remediation and minimal disruption of business operations, by facilitating and tracking corrective actions in a timely manner.

— The native integration between these modules ensures efficient collaboration between the three lines of defense, departments outside of the risk organization and consistent reporting towards all stakeholders.
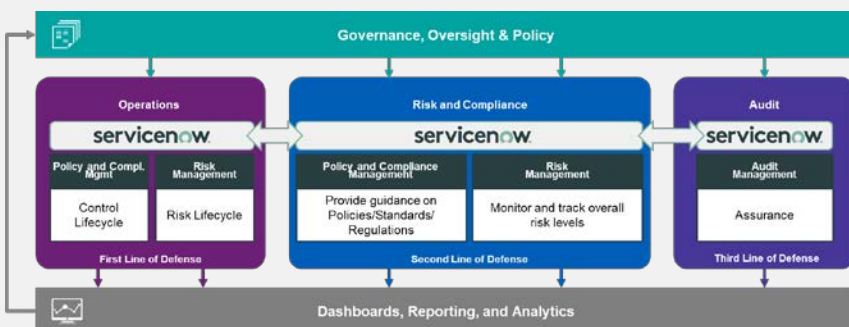
> **ServiceNow "masterfully executed against an aggressive product roadmap" - Top scores for strategy and end-user experience.**
>
> — Forrester March 2020

Accelerate your ServiceNow Business Transformation

Thanks to its pre-built operating model and its ready to be used solution, the KPMG Powered methodology guarantees a reduced time to implementation of your GRC Program.

Ensure your organization an increased certainty of outcomes and a reduced risk with our end-to-end approach. Get immediate access to industry insights, practices and process to support your decision making. As a result you can shift your focus to high value business decisions.

Standard

| Start-up | Design | Build | Test | Transition |

Powered

| Vision | Validate | Construct | Deploy | Time savings |

KPMG and ServiceNow: Better together

"This strategic alliance will drive digital transformation for our customers, increasing their efficiency and lowering costs" says Anthony Van de Ven, Partner and Global Alliances lead KPMG Belgium.

After being recognized as the 2020 ServiceNow Accelerated Growth Partner of the Year within the EMEA region, KPMG is further strengthening the global alliance by announcing a strategic alliance with ServiceNow in Belgium. Together the two companies will accelerate digital business for Belgian enterprises and government customers.

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Named 2020 ServiceNow Accelerated Growth Partner of the Year

To find out more about ServiceNow GRC and Powered Enterprise | Risk | Controls and the impact they can have on your business, please contact us:

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