

Our favourite IRM enhancements from the ServiceNow Xanadu release

AI-powered recommendations for Regulatory Alerts



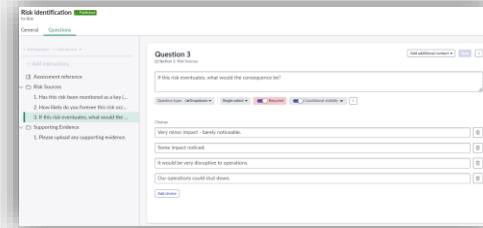
How you can benefit

Using native AI and Machine-Learning solutions, you will be able to respond to regulatory alerts with recommended citations.

How to get the most out of this

Ensure your Regulatory Change application already has existing records with complete and accurate data (e.g., Description field) and linkages to citations for the ML solution to 'learn'.

Smart Assessment Engine for a better attestation experience



How you can benefit

Surveys used across the platform to attest to controls or risk assessments (among others) can now directly reference record data, have in-built procedural guidance, sequenced intuitively and triggered according to workflows. Respondents can also choose to combine surveys into one to reduce clicks and view progress of completion, enhancing the user experience.

How to get the most out of this

Stock take the surveys you are using, migrate them using the introduced migration tool, and test and enhance them, paying attention to what would make a better user experience (reference data, sequence and ability to combine surveys logically).

Integration with Microsoft for Audit and Policy Management



How you can benefit

Audit teams can complete and manage workpapers within ServiceNow and Policy data and workflows come directly from source folders.


How to get the most out of this


Ensure your organisation is prepared to or has developed a mature document management system on the Microsoft suite, where access to create, modify and archive files is clearly defined.

Amstelveen's Risk Systems Specialists are Risk Professionals who are also Solution Architects, Project Managers, Business and Test Analysts and Change Managers delivering Risk Transformation and GRC implementation initiatives. We partner with industry-leading solutions such as ServiceNow and have led and supported client implementations of the ServiceNow Integrated Risk Management (IRM) product. We bring both risk expertise and technical understanding to advise on better and industry-aligned practice. Speak to us for personalised advice on your IRM health, roadmap and implementation. The Xanadu release was made generally available from September 10, 2024. This document is up to date as of October 2024.


Key IRM highlights from the Xanadu release


Advanced Risk

 Enhancements to risk workflows now include raising issues on risk assessment tasks, configuring approval flows, rejecting tasks without closing records and reopening risk event records.


 Defining currency conversion dates to now be based on event entry date, first/last loss, first/last recovery or other custom dates.


Audit Management

 Link and reference engagement and audit task records with connected Microsoft OneDrive documents for greater accessibility and collaboration.

 New Audit approver and Audit reader roles have been introduced to better govern audits across the module.


Business Continuity Management

 Form enhancements on BCP, BIA and Events records to better capture dependencies with assets and recovery objectives.


 PDF template export of BIAs, BCPs and Events (incl. exercises) now captures more information based on inputted information.


Compliance Case Management

 Capture regulators and agencies in the new Regulatory Agency Library plug-in and manage your entity's relationship (geographic jurisdiction and notifications).


 Set up an auto-calculated rule on the Compliance Case Due Date based on agency, regulation or jurisdiction timelines.


Policy and Compliance Management

 Author, collaborate, review and approve policies in draft using policy text directly from a connected Microsoft SharePoint document.


 Introduction of the GRC Employee Operator role to perform basic tasks through the Employee Center.


Privacy Management

 Enhancements to the Privacy module include the Personal Data Rights application to fulfil privacy-related requests and ability to establish lineage of consumed and shared data in processes.


 Changes to GRC (Privacy Management) licenses to include new roles and Lite operator entitlements.


Regulatory Change Management

 Auto-assignment of regulatory alerts to specific users to address compliance issues within their respective areas (e.g., domain experts, entity owners or risk scopes).


 Link a citation using AI-powered recommendations in response to a regulatory alert using the Predictive Intelligence application.


Smart Assessment Engine

 New feature to create, deploy and respond to questionnaires that can be better customised at creation and deployment and combined for unified submission.


 Legacy assessment designs can be migrated into the new Smart Assessment Engine module and reviewed before publishing.


Third-party Risk Management

 Collect and review addition of third-parties, associate them to engagements and score them according to chosen classifications.

 Request risk intelligence reports from external content providers to perform due diligence on third parties based on geographical jurisdiction and industry trends.

Common GRC features

 Manage your issues as a group, nominating parent-child records and inheritance of confidentiality rules based on selected management method.

 Changes to GRC (Common) licenses to include new roles, Lite operator entitlements and new GRC licensing summary dashboards.



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