

DXC Governance, Risk and Compliance for ServiceNow



DXC Governance, Risk and Compliance for ServiceNow provides automated risk audit and compliance management that, when coupled with DXC Operational Resilience Managed Services principles and products, helps you manage risk and incident response from a global perspective.

Business case

Increasing regulation and governmental oversight are occurring across virtually all national economies. There are more than 200 new local, state or federal regulations created every day. This has caused severe compliance challenges for organizations worldwide and is being exacerbated by internal funding challenges, creating a need to automate procedures and their adherence. Organizations need to collapse disconnected tools, systems, people and processes into an integrated response to managing all kinds of enterprise risk.

Organizations are challenged to demonstrate compliance digitally, while transforming and modernizing outdated Integrated Risk Management processes, simultaneously coping with enterprise risk. They must also address the legacy of organic development (silos, decentralized piecemeal responses, etc.) of their risk management approach, while dealing with skills gaps and budgetary pressures.

DXC Governance, Risk and Compliance for ServiceNow can help mitigate the following key business expenses and risk areas:

Staff costs

Staff costs include the direct costs of those involved in supporting the existing processes, systems or technologies. Some of these day-to-day activities may include:

- Enterprise Risk creation, assessment and maintenance
- Control testing / review / creation / analysis / report creation
- Task and issue handling
- Risk event / incident logging, triage, investigation, mitigation, root cause and remedy, report creation
- KPI creation / updating / analysis / report creation
- Audit planning, execution, distribution of recommendation actions and follow-up to completion
- Continuous Compliance and Risk Alignment



Key benefits

The benefits of having DXC deploy the ServiceNow Integrated Risk Management tool include:

- Strategic enhancement and better decision-making
- Standardized, improved communication and collaboration processes
- Truly Integrated Business and IT Risk Management
- Insightful and accurate analytics, data and reports
- Integrated Enterprise, IT and Operational Risk management at your fingertips
- Better-quality operational processes
- Efficient, automated Compliance with regulations and policies
- Improved control of Third Party Risk
- Updated IT infrastructure and compliance assurance

Risk-related IT costs

Risk related IT costs include the cost of subscriptions, software, hardware, implementation, maintenance and support (from both internal and external resources).

Inefficient processes and operational loss events

Corporate incidents are increasingly visible with the advent of social media tools. Key business challenges present not only a management challenge, but may also impact customer relations, profitability and brand, and potentially the existence of the organization. These events include:

- Key business / communication system downtime
- Supplier or partner liquidations
- Reputational damage (equating to market capitalization losses)
- Fraud
- Loss of key staff
- Regulatory fines

DXC Governance, Risk and Compliance for ServiceNow features

DXC Governance, Risk and Compliance for ServiceNow delivers any organization the prevention, mitigation, and improvement capabilities necessary to provide a structured and integrated response to both external and internal business threats and challenges.

1. Automated risk acceptance - Automatically trigger a task to risk owners to review and accept the risk once an assessment and the risk response are specified, thereby speeding response.
2. Deduplicated, DXC proprietary, digital content with managed content for low stress Compliance.
3. Issues management - A consistent process for automatically creating and responding to problems, issues management reduces remediation time from days to minutes.
4. Advanced reporting - Interactive dashboards use performance analytics for fine-grained filtering so you can drill down to the data you need.
5. Performance Analytics indicators - Indicators and thresholds provide another means to detect failing critical controls between assessments.

DXC Technology and ServiceNow partnership

DXC advisory team helps you develop and realize your service management strategy. We have more than 800 certified ServiceNow experts.

Consultancy transformation and Implementation Services

We are focused on transforming enterprise service capabilities with roadmap and review based phased value using the Now Platform® from ServiceNow and have successfully delivered more than 4,000 programs over the past 13 years.

Optimization and GRC/IRM Managed Services

We help enterprises on the Now Platform maximise the value of their investments. Run engagements from fully managed GRC/IRM platforms to individual regulation mapping/support to enhancements development.

License, Optimization and Procurement

Our approach begins by advising customers on how to start their GRC/IRM digital transformation, determine and provide the right license mix, and begin a phased implementation approach.

About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. With decades of driving innovation, the world's largest companies trust DXC to deploy our enterprise technology stack to deliver new levels of performance, competitiveness and customer experiences. Learn more about the DXC story and our focus on people, customers and operational execution at www.dxc.technology.



Why DXC?

DXC has successfully executed Integrated Risk Management/ Governance, Risk and Compliance (IRM/GRC) and security operations (SecOps) at the largest scales for many of the largest companies in the world — from consulting and design to implementation and managed services.

DXC has exclusive PreBuilt GRC/IRM content that can shave months off average deployment times.

DXC has worldwide delivery expertise and a dedicated GRC/IRM Managed Services, underpinned with proprietary content to support your needs.

Both industry and regulatory-aligned content are produced to help our customers across many industries.

Get started

Contact us and find out how GRC/IRM can drive your operational resilience:
www.dxc.technology/application_services