



The Service Management Company



Audit, Risk, Compliance and Policy

Simplifies compliance, improves IT performance

Performance based controls

Single set of controls to reduce risk, lower costs and drive technology enhancement.

Execute with uniform information

Single source of record for compliance initiatives and data.

Proactively manage complex regulatory frameworks

With process controls aligned to organisational risks and corporate policies.

Automatic evidence and data collection

Automatically collect information across all service management processes in ServiceNow® as evidence of compliance.

Trust your data rather than ignore it

Closed loop remediation of failed controlled tests.

Enterprise-wide impact

Integrated audit, risk and compliance brings control consolidation, business process integration and risk transparency across the enterprise.

TESM is a Gold Services Partner of





Manage the risk landscape

Audit, risk and compliance touches every executive, every employee, every department, as well as vendors and service providers. It is the one business function where automation can positively impact the entire organisation.

Running service management, and risk and compliance separately, in functional silos, creates unnecessary competition for resources as well as redundant processes and gaps in visibility.

Disparate data sources, testing evidence and control requirements make it difficult to consolidate results into a format that can be easily reported on and reviewed for audits.

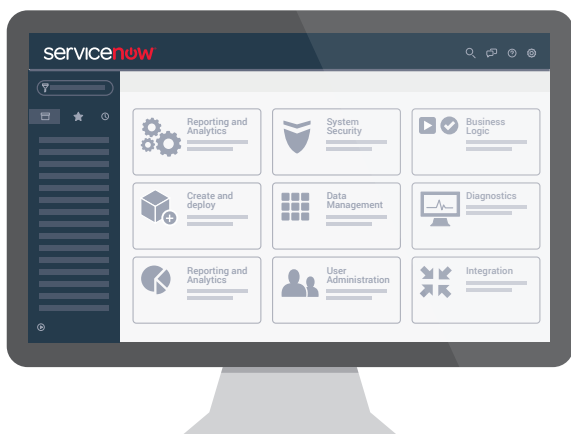
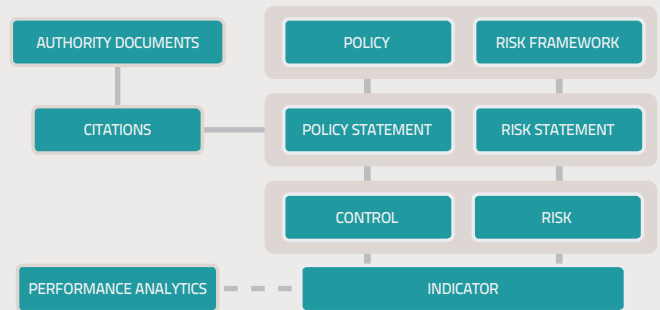
The logical answer is to integrate audit, risk and compliance directly into your business processes.

360° visibility

The application covers every stage of the audit, risk and compliance process:

1. Identify and evaluate risks and document policies specific to the organisation
2. Define controls to mitigate risks and enforce policies
3. Schedule reoccurring or on-demand control tests to collect compliance evidence and identify failures which need remediation
4. Automatically extract evidence from existing service management processes for control tests and audit activities
5. Using ServiceNow® Performance Analytics, our experts build dashboards allowing transparent, easy to manage compliance. Our deep industry experience ensures that you know you are compliant, and where you next risk may emerge

This enables simplified reporting to audit committees and reduces compliance reporting costs.



Single source of truth

Shared platform process controls aligned to organisational risks and corporate policies provide visibility and accountability across the organisation:

- Drill easily into source data for real-time reporting for fully informed risk-based decision-making
- Automatically collect information across all service management processes in ServiceNow® (and outside via secure integrations) as evidence of compliance
- Replace manual attestation processes with automated survey-based assessments – audit instances with the corresponding results and findings are automatically updated and retained, creating a distinct audit trail
- Achieve the ideal state of continuous controls monitoring with a comprehensive control management structure for early identification and mitigation of risk



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