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ZServiceDesk

IT GRC (Governance, Risk & Compliance)

01.	Integrated Risk Management	03.	Policy Management	02.	Compliance Management
06.	Audit Management	05.	Vendor Risk Management	04.	Documents Repository

Governance, Risk & Compliances

Establish strategies & processes to secure your enterprise

In last few years, dependency on the information systems has been increased drastically and every organization is now having major dependency on the information systems to run the business in uninterrupted manner. Cyber Criminals are also now much focused and use advance tools and techniques to attack information system. Since information systems have become the crown jewels of the organizations, it is now important for any organization to ensure the protection to avoid any financial or reputational loss.

IT Governance, Risk & Compliance (IT-GRC) is a concept and strategy of having overall approach to identify & estimate Cyber Risk for Enterprise Risk Management and to manage Compliances & Regulatory Standards. It helps to bring the information out of various containers into one collaborative environment. An effective GRC framework enables organizations to establish defensible cyberspaces, coordinate risk & compliances with business processes and provide holistic view of organization's Risk & Compliance posture.

ZServiceDesk GRC provides the integrated approach and framework to deploy robust governance model within the organization using enterprise class Risk Assessment, which take the information from multiple sources belongs to Risks, Controls, Policies, Compliances, Audits, Vendors and provide intelligence and reporting for executives to direct the organization. With flexible deployment models, product is offered in both On-Premise and Cloud Based model and can be integrated with any third-party application which supports industry standard REST APIs.

Establish Defensible Cyberspaces, Identify Cyber Risks, Manage Regulatory Standards & Compliances

Integrated IT GRC Framework
Designed for Enterprises
Based on NIST and Other International Standards

Information Security Risks

Complex relationship amongst systems, information and business processes requires an integrated approach and organization wide view of managing risks from Information systems such as procedures, processes and structures that affects design, development, implementation, and ongoing operations of those systems.

Managing the risks is critical for the organizations in achieving the strategic goals and objectives. It ensures that leaders/executives recognize the importance of managing security risk and establish governance structure.

Integrated Risk Management Framework

ZServiceDesk GRC provides the integrated framework to ensure that Risk Management process is effectively conducted across organization, processes, and information systems.

Integrated approach allows to manage the entire lifecycle of Risk management and other relevant components to establish effective governance structure. Organizations can assign the stakeholders, create Defensible Cyberspaces, Create Assets, Assign Risk Levels, Identify Risks, Assess Impact, define mitigation strategies, Apply & Implement Controls, Create relevant Policies, do the vendor risk assessment, create and track audit activities, map with Compliances and Regulatory requirements such as ISO 27001, PCI-DSS, HIPPA etc.

It helps to ensure that within organization's Defensible Cyberspaces, Risks are Assessed, Monitored, Responded and Approved. Risk Reports & executive dashboards helps executive to take strategic decision on mitigating or reducing the information security risks to an acceptable level. With our integrated approach organizations can monitor whether appropriate controls are applied and tested.

Policy Management

We provide the centralized platform to create policies, procedures, standards, or guidelines. Based upon the actual business environment, organizations can create various categories, create policies, assign policy owner, publish to relevant user groups post appropriate approvals, track them for period reviews, send update notifications or track the changes.

Organizations can categorize and keep records of all information security related documents in centralized repository for quick access or periodic review.

Periodic security awareness emailers regarding relevant polices, guidelines, procedures etc. can be sent to relevant user groups.

Manage Audits & Compliance

ZServiceDesk GRC helps organization to ensure that they are complying against applicable Regulations & Compliances such as ISO 27001, PCI-DSS, HIPPA etc.

Organizations can monitor and track the completion of tasks relevant to compliances or create and manage internal or external audit related activities

Managing risk is a complex, multifaceted activity that requires the involvement of the entire organization—from senior leaders/ executives providing the strategic vision and top-level goals and objectives for the organization; to mid-level leaders planning, executing, and managing projects; to individuals on the front lines operating the information systems supporting the organization's missions/business functions

01	Web Based Modern User	02	On-Premise / Cloud Subscription	03	Annual and Perpetual Model
04	Quick Deployment	05	Cost Effective	06	Web APIs for Third-Party Integration

Integrated Risk Management

- Risk Framework with System, Entities & Assets
- Assets (Processes, data, people, physical asset) and risk mapping
- Risk Owner & Risk Assignment to various groups
- Risk assessment (Statement, Priority, Identification Methodology, Impact, Mitigation Steps etc…)
- Risk Scoring for Inherent & Residual Risks
- Risk Response
- Controls mapping with risk
- Task creation for specific risk
- Compliance mapping with risk
- Audit mapping with risk
- Risk Matrix & Dashboards

Controls Management

- Controls creation, categorization & Classification
- Implementation Guidelines
- Mapping with Risk, Audit & Compliance
- Task creation for specific control
- Common Controls Identification
- Control Test Definitions
- Controls Dashboard

Asset Risk Classification

- Create assets (Processes, data, people, physical assets etc.)
- Custom fields in CMDB
- Risk Rating
- Mapping with System Entities

Dashboards & Reports

- Risk Matrix (Inherent & Residual)
- Risk Reports
- Dashboards & Custom Reports
- Advance Filters
- Audit Logs

Policy Management

- Policy creation for various categories such as physical security, operational security etc.
- Standards, Procedures, SOP creation
- Policy categorization
- Track policy changes & validity
- Policy update communication to relevant users

Audit Management

- Create Audit Schedule
- Map Audit with required compliances, regulations, laws etc.
- Assign Audit owners and create associated tasks

Compliance Management

- ISO 27001, PCI-DSS, HIPPA etc.
- Compliance Score
- Compliance mapping with Risks & Audits

Tasks Management

- Create and Track Tasks
- Tasks mapping with risk, controls, audits

User Awareness

- Create HTML Mailers for security awareness and send to different user groups

Documents Repository

- Categorize and upload security related documents in central library

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