

# ZServiceDesk IT GRC (Governance, Risk & Compliance)



Integrated Risk Management



Audit Management 05

02

Vendor Risk Management

Management

Policy



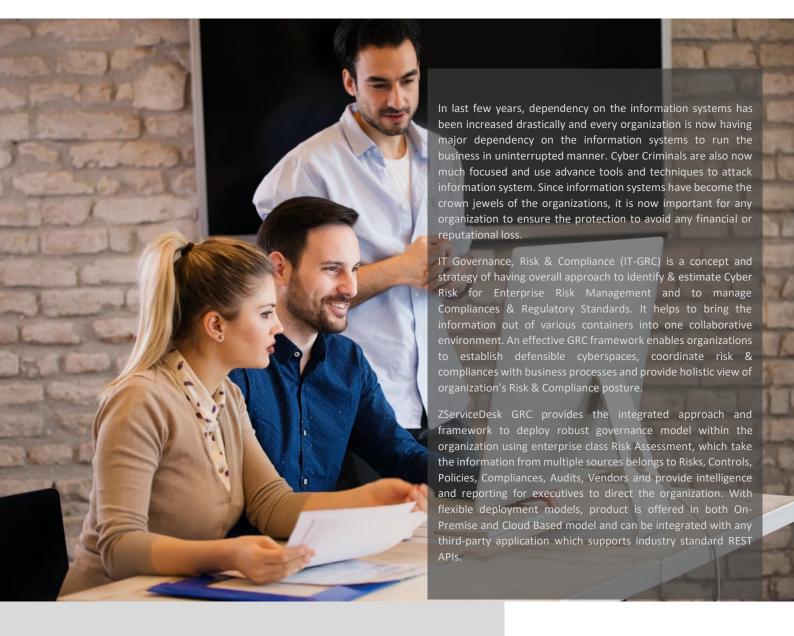
Compliance Management

06

Documents Repository

## Governance, Risk & Compliances

Establish strategies & processes to secure your enterprise



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

## Web Based 01 Modern User





On-Premise / Cloud Subscription

## 05

**Cost Effective** 

## 03

Annual and Perpetual Model

Web APIs for Third-06 Party Integration

#### **Integrated Risk Management**

- Assets (Processes, data, people, physical asset) and risk mapping
- Risk Owner & Risk Assignment to various groups
- Steps etc...)
- Risk Scoring for Inherent & Residual Risks
- 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 &

- Task creation for specific control
- Control Test Definitions

#### **Asset Risk Classification**

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

#### **Dashboards & Reports**

#### **Policy Management**

- Standards, Procedures, SOP creation
- Policy categorization
- Policy update communication to

#### Audit Management

- Assign Audit owners and create associated tasks

#### **Compliance Management**

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

#### **Tasks Management**

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

#### **User Awareness**

groups

#### **Documents Repository**

Categorize and upload security related





ZService Desk