



*Training Course:
Governance, Risk Management & Compliance
(GRC)*

*21 September - 2 October 2026
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Governance, Risk Management & Compliance (GRC)

Training Course code: MA234812 From: 21 September - 2 October 2026 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 9700 € Euro

Introduction

In today's dynamic and highly regulated business environment, organizations face increasing pressure to manage risks effectively, ensure regulatory compliance, and maintain strong governance structures. The **Governance, Risk Management & Compliance GRC** program is designed to provide participants with a comprehensive understanding of how to integrate these three critical functions into a unified framework that supports organizational performance and sustainability.

As businesses encounter complex internal and external challenges, stakeholders demand greater transparency, accountability, and assurance regarding how risks and compliance obligations are managed. An integrated GRC approach enables organizations to identify risks systematically, enhance decision-making processes, and provide clear visibility to senior management and audit committees.

Course Objectives

By the end of this program, participants will be able to:

- Understand the concepts and importance of governance, risk management, and compliance
- Analyze internal and external drivers influencing GRC implementation
- Understand the architecture and key components of ServiceNow GRC
- Navigate GRC applications and understand user roles and responsibilities
- Manage policy lifecycle including creation, approval, and publication
- Define and manage entities, risks, and control ownership
- Develop risk frameworks and perform qualitative and quantitative risk assessments
- Apply ISO-based risk management principles and internal audit standards
- Design and implement controls and continuous monitoring mechanisms
- Manage issues, exceptions, and compliance workflows
- Develop and execute risk response plans
- Understand audit management processes and engagements
- Utilize dashboards and reporting tools for decision-making

Target Audience

This program is designed for:

- GRC Professionals
- Risk Managers and Compliance Officers
- Internal Auditors
- ServiceNow System Administrators and Implementers

- Governance and Control Specialists
- IT Professionals involved in GRC systems

Outline

Day 1 - Introduction to GRC and ServiceNow Architecture

- Introduction to Governance, Risk, and Compliance GRC
- Drivers and importance of GRC in organizations
- Overview of **ServiceNow GRC architecture
- Users, groups, and roles within GRC systems

Day 2 - Policy and Compliance Management

- Authority documents and regulatory citations
- Policy frameworks and control objectives
- Policy lifecycle management creation, review, approval, publication
- Control lifecycle and compliance alignment

Day 3 - Entity Scoping and Control Structure

- Entity definition and organizational structuring
- Assigning ownership of risks and controls
- Using entities to establish governance and accountability
- Building control frameworks within the organization

Day 4 - Risk Management Frameworks and Standards

- Risk architecture and frameworks
- Risk management processes and lifecycle
- Principles aligned with **ISO 31000**
- Overview of internal audit standards IIA framework
- Creating risks and defining relationships
- Risk scoring methodologies and advanced risk functionalities

Day 5 - Monitoring, Automation, and Issue Management

- Continuous monitoring through indicators and metrics
- Automating control monitoring processes
- Issue identification and management workflows
- Policy exception management and approvals

Day 6 - Risk Response Planning

- Risk response planning processes and methodologies
- Risk response strategies for threats and opportunities
- Tools and techniques for response planning
- Contingency and management reserves
- Developing comprehensive risk response plans

Day 7 - Risk Response Control and Execution

- Executing the risk management plan
- Tools for monitoring and controlling risk responses
- Evaluating effectiveness of response strategies
- Risk documentation and reporting

Day 8 - Audit Management

- Audit management processes and frameworks
- Managing audit engagements and planning
- Audit testing and evaluation
- Integration between audit, risk, and compliance functions

Day 9 - Corporate Governance and Strategic Oversight

- Fundamentals of corporate governance
- Governance structures and models
- Roles of boards, committees, and independent directors
- Shareholder vs. stakeholder perspectives
- Emerging trends in corporate governance
- Principal-agent theory and governance practices

Day 10 - Integrated GRC Review and Strategic Application

- Integration of governance, risk, and compliance functions
- Aligning GRC with organizational strategy
- Reviewing key concepts across all modules
- Leveraging dashboards and reporting for decision-making
- Building a sustainable and effective GRC framework

Registration form on the Training Course: Governance, Risk Management & Compliance (GRC)

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