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RiskLens Integration

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The ServiceNow® GRC RiskLens API Integration application incorporates quantitative analysis results from RiskLens, based on the Factor Analysis of Information Risk (FAIR). Risk managers are provided more accurate and timely risk exposure awareness in monetary terms. Risk owners have an in-depth view of the risks affecting their enterprise with the tools to manage and mitigate them more effectively.

Install the RiskLens Integration

The RiskLens Integration application is used within the Risk Management application.

Before you begin

Complete the following setup checklist prior to installation. These setup tasks are required for a smooth installation.

Setup task	Description
Verify that you have the required roles.	The System Admin (admin) installs the app and assigns the following roles: • Risk reader (sn.risk.reader) • Risk User (sn.risk.reader) • Risk Manager (sn.risk.manager) • Risk Admin (sn.risk.admin)

Setup task	Description
Verify that the Risk Management application has been installed.	To verify that this application is activated, navigate to **Subscription Management** > **Subscriptions** in your instance. The list displays the subscriptions your organization has purchased. For more information about the setup and activation of the GRCRisk Management plugin, navigate to **Governance, Risk, and Compliance** > **Risk Management** on the Product Documentation website: https://docs.servicenow.com/

Procedure

1. Log in to the instance you want to install the application on.
2. Navigate to **System Applications** > **Applications**.
3. Click the **Downloads** tab.

   A list of apps available for installation is displayed.
4. Locate the app, select it, and click **Install**.

   Close the installation window when complete.

Verify the RiskLens Integration in Risk Management

The RiskLens Integration appears as a menu within the Risk Management application. Risk roles have different visibility to the RiskLens Integration module.

Before you begin

Role required: System Admin (admin)

Procedure

1. Log in as the Risk Reader, navigate to **Risk Management**, and verify that the RiskLens Integration module is not visible in the navigation menu.

2. Log in as the Risk User, navigate to **Risk Management**, and verify that the RiskLens Integration module is not visible in the navigation menu.
3. Log in as the Risk Manager and perform the following actions:
   - Navigate to **Risk Management** > **Risk Integration**, and verify that **Analysis Request** and **Analysis** is visible.
   - Navigate to **Risk Management** > **Risk Integration** > **Analysis Request** and verify that the **New** button is not visible.
   - Navigate to **Risk Management** > **Risk Integration** > **Analysis** and verify that the **New** button is not visible.
4. Log in as the Risk Admin, and perform the following actions:
   - Navigate to **Risk Management** > **Risk Integration** and verify that **Analysis Request**, **Analysis**, **Token Management**, and **Manage Collections** is visible.
   - Navigate to **Risk Management** > **Risk Integration** > **Analysis Request** and verify that the **New** button is not visible.
   - Navigate to **Risk Management** > **Risk Integration** > **Analysis** and verify that the **New** button is not visible.

- Navigate to **Risk Management** > **Risk Integration** > **Token Configuration** and verify that the record cannot be submitted.
- Navigate to **Risk Management** > **Risk Integration** > **Manage Collections** and verify that the record cannot be submitted.

Configure the RiskLens Integration

RiskLens integrates with your ServiceNow® instance through an authentication process which validates your RiskLens registration. There are two forms for the configuration: Token Configuration and Manage Collections.

Before you begin

Role required: Risk Admin
Register with RiskLens to receive your Client Id and Client Token.

Procedure

1. Navigate to **Risk Management** > **Risk Integration** > **Token Configuration**.
2. Click **New**.

   Note: After successful token configuration, no additional tokens can be added.

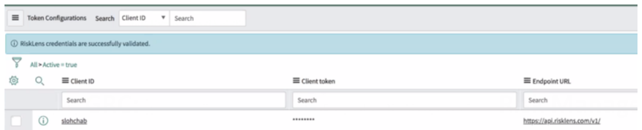
3. Fill in the fields on the form, as appropriate.

   Token Configuration

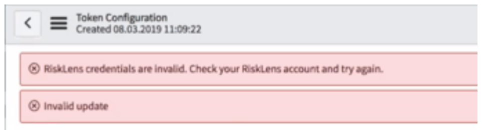
Field	Description
Client ID	RiskLens account user name
Client Token	RiskLens third-party token value
Endpoint URL	Populated by default

4. Click **Submit**.

   The call is made to RiskLens and an information message appears indicating the success of the validation.

   Note: If the validation is not successful, an error message appears.

5. Navigate to **Risk Management** > **Risk Integration** > **Manage Collections**.
6. Click **New**.

Note: After successful collection integration, no additional collections can be added.

7. Fill in the fields on the form, as appropriate.

   Manage Collections

Field	Description
Collection name	RiskLens Analysis Group Collection Name
Integration token	RiskLens GRC Integration Token

8. Verify the field entries match your RiskLens registration, as there are no automated messages indicating success or failure.
9. Click **Submit**.

   Risk Users can now request RiskLens Analysis for any risk.

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