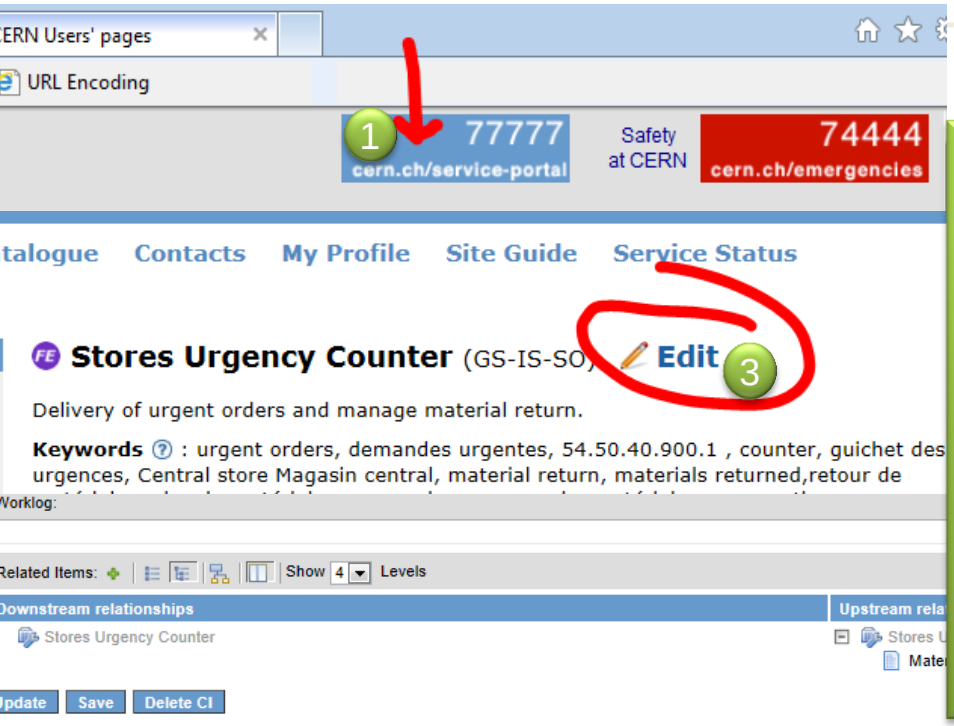
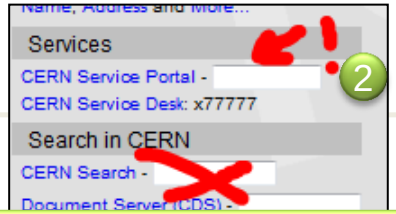
Risk and Criticality for Service Management in Service-Now

Risk = Threat * Vulnerability * Criticality

V 1.0 October 2012

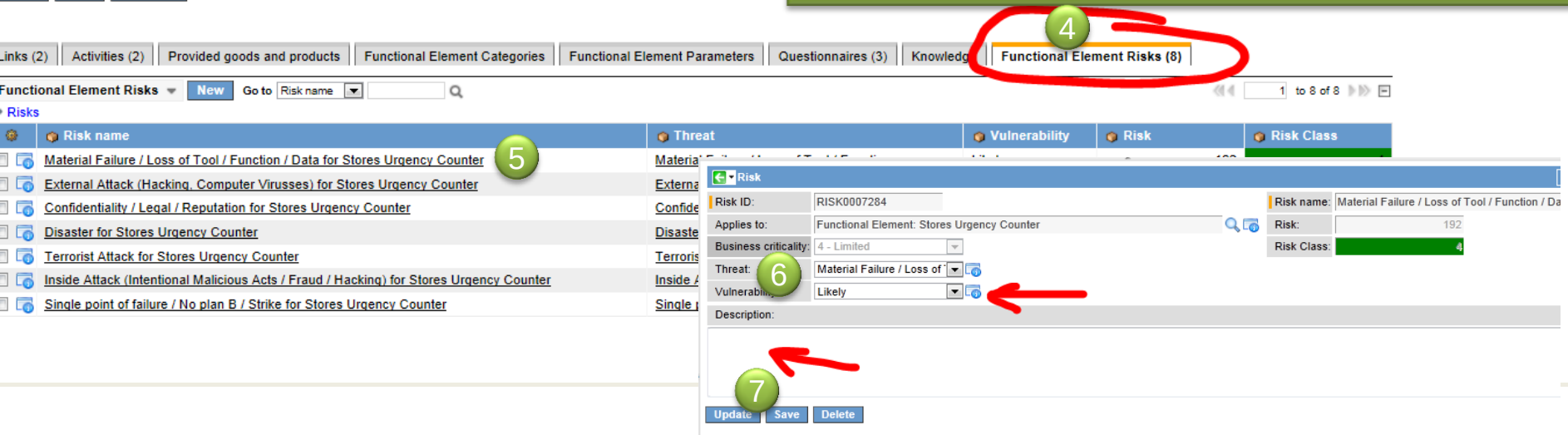
All lazy functional managers need to know





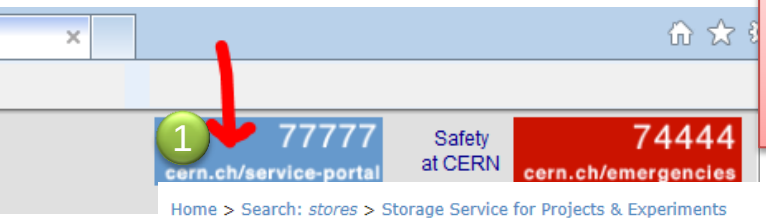
Find your function from the service portal..

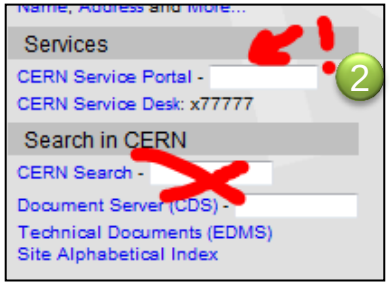
1. Click link on cern homepage and search for your function(s)
2. Option 2: Search portal from CERN homepage
3. Click Edit on your function's page in the portal
4. Scroll to the bottom of the page and select the Risks tab
5. Click a 'risk name' you want to edit
6. Change the vulnerability (optionally add Description)
7. Save or Update → That's ALL!!!!!! (thanks for your attention)

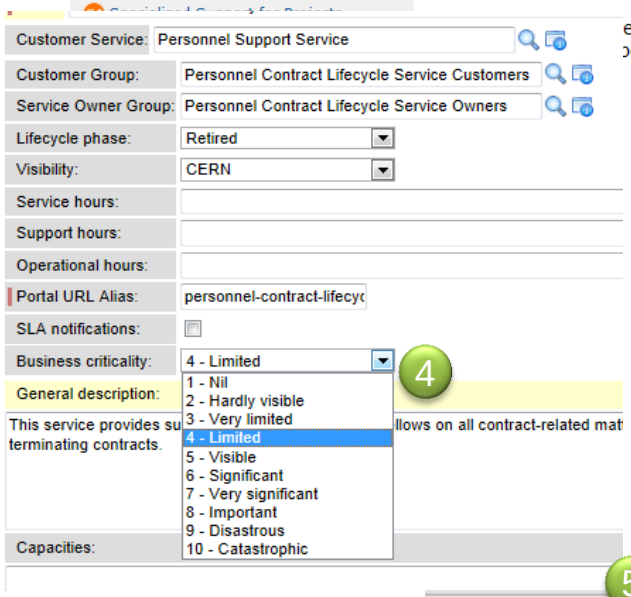


All lazy service-owners need to know

- Criticality determines the impact of a service outage for **THE BUSINESS** (CERN as a whole).
- The higher the criticality, the more effort is necessary to mitigate risks.







Find your service(s) from the service portal..

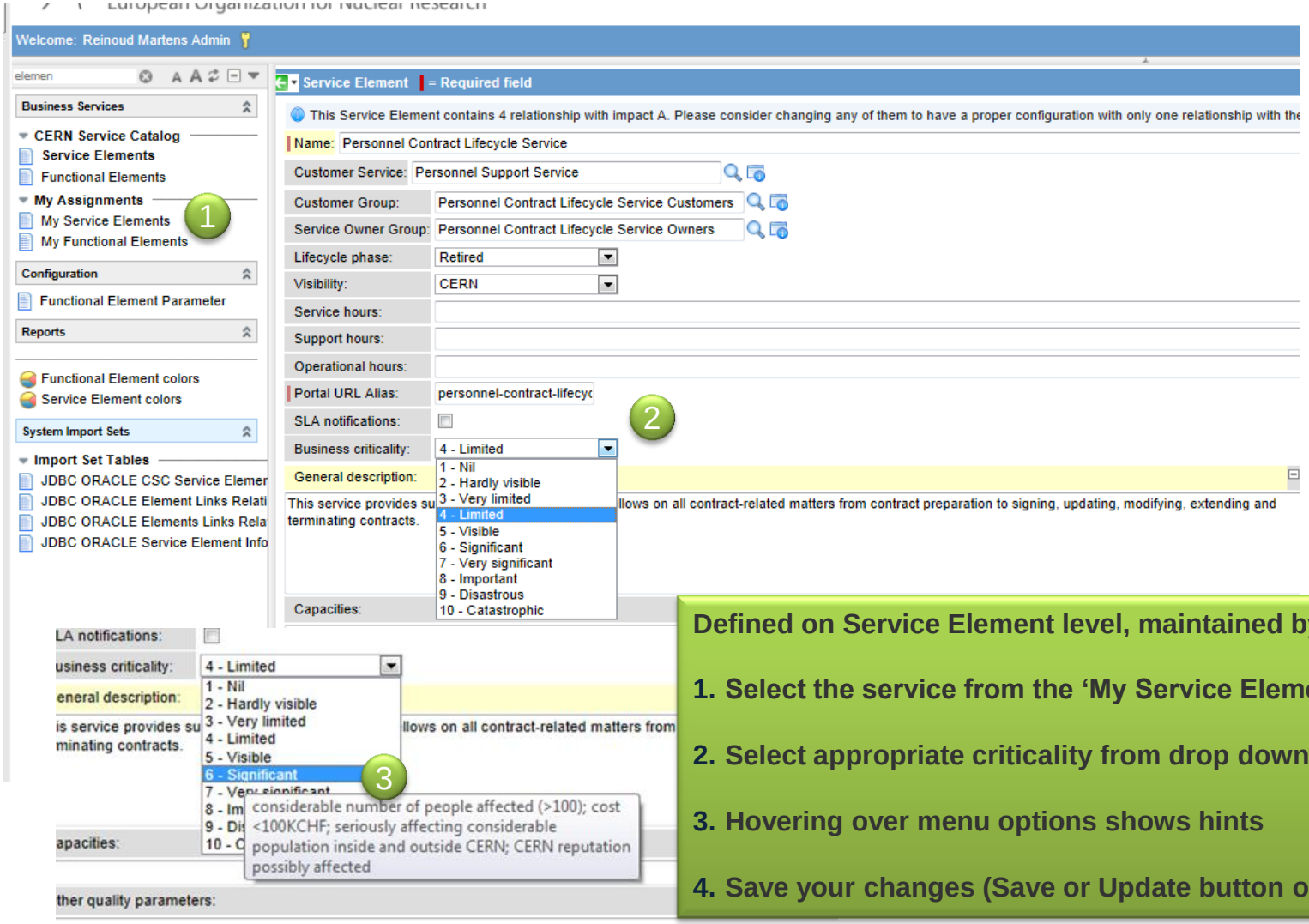
1. Click link on cern homepage and search for your service(s)
2. Option 2: Search portal from CERN homepage
3. Click Edit on your service's page in the portal
4. Select appropriate criticality in Business Criticality drop down
5. Save or Update → That's ALL!!!!!! (thanks for your attention)

For the ones that want to know more:

Risk = Threat * Vulnerability * Criticality

Criticality (impact if we 'loose' the service)					
		Factor	DG scale	Criteria to help in the classification of criticality	Safety Risk
Minor	Nil	1	1	very few people affected; people can work on 'other' activities; workaround exists; cost < 1KCHF; safety is not affected; only visible in small contained area; no reputation issue	Nil / Very Limited
	Hardly visible	2	1	several people affected; cost <5KCHF; safety is not affected; not visible outside CERN; no reputation issue	
	Very limited	3	1	small group of people affected; cost <10KCHF; safety is not affected; not visible outside CERN; no reputation issue	
Average	Limited	4	1	considerable number of people affected (>20); cost <20KCHF; possibly affecting people outside central services; no reputation issue	Limited
	Visible	5	1	considerable number of people affected (>50); cost <50KCHF; possibly affecting people outside CERN; CERN reputation possibly slightly affected	
	Significant	6	1	considerable number of people affected (>100); cost <100KCHF; seriously affecting considerable population inside and outside CERN; CERN reputation possibly affected	
Major	Very significant	7	2	considerable number of people affected (>500); cost <400KCHF; seriously affecting very significant population inside and outside CERN; CERN reputation most likely affected	Significant
	Important	8	2	large number of people affected (>1000); cost <1MCHF; very seriously affecting large population inside and outside CERN; significant risk to CERN reputation	
Critical	Disastrous	9	3	large number of people affected (>1000); cost <10MCHF; affecting very large population inside and outside CERN; putting survival of CERN at risk; possible serious injuries	Major
	Catastrophic	10	5	large number of people affected (>1000); cost >10MCHF; affecting large population inside and outside CERN; putting survival of CERN at big risk; possible loss of life	

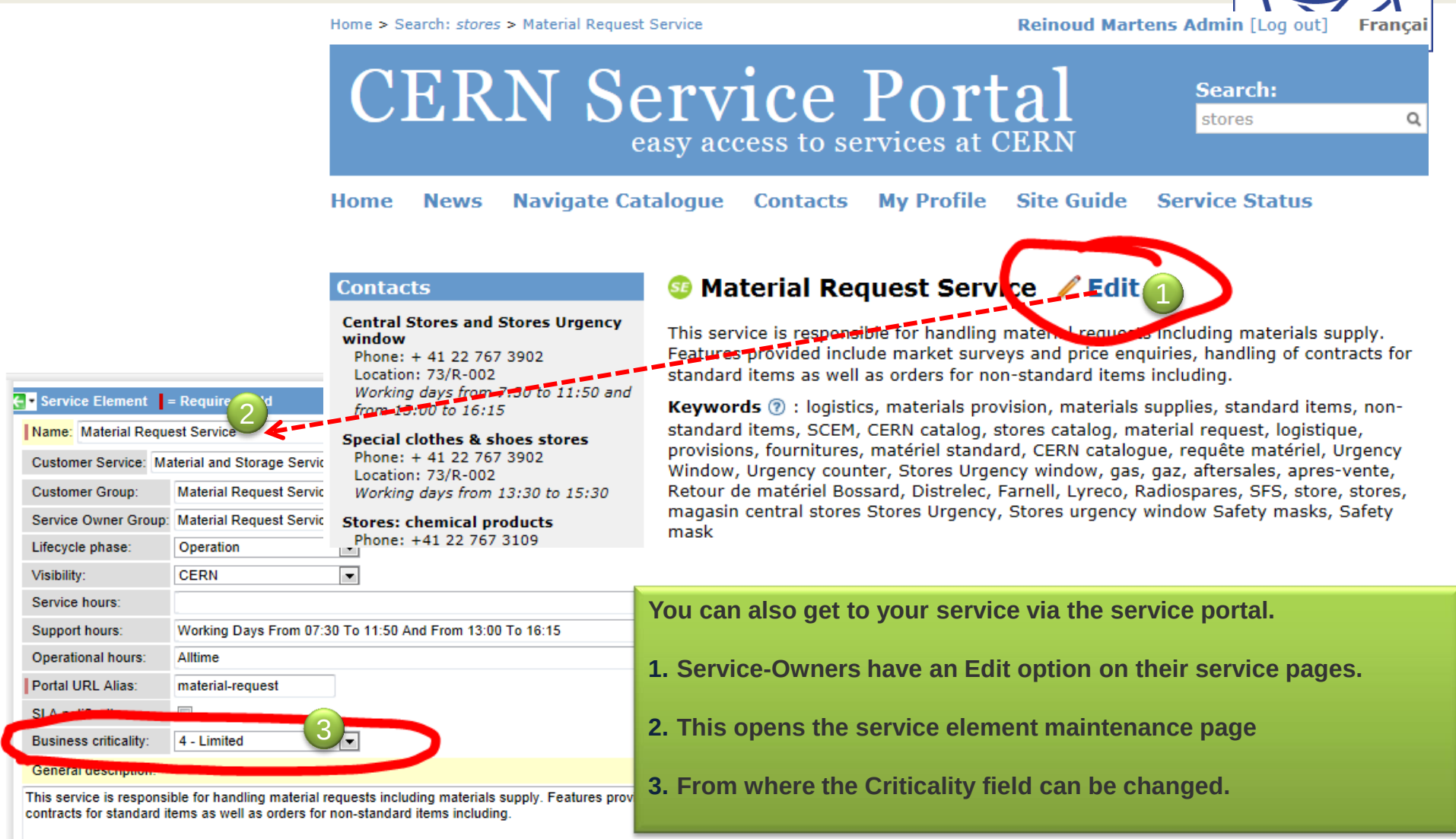
Criticality in Service-Now (Service Element)



Defined on Service Element level, maintained by service-owner

1. **Select the service from the ‘My Service Elements’**
2. **Select appropriate criticality from drop down menu**
3. **Hovering over menu options shows hints**
4. **Save your changes (Save or Update button on bottom of screen).**

Criticality: alternative route to your Service Element



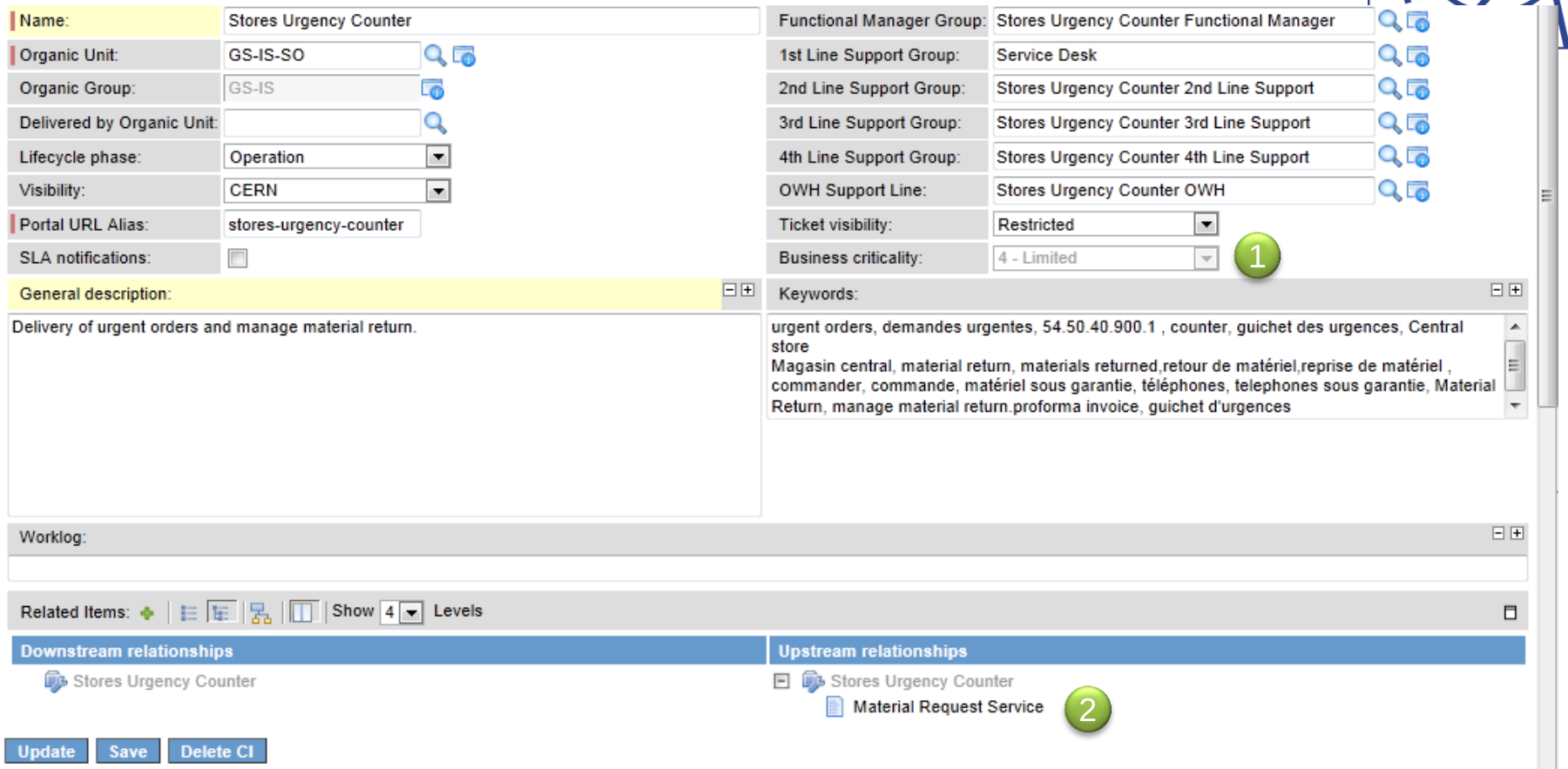
You can also get to your service via the service portal.

1. Service-Owners have an Edit option on their service pages.

2. This opens the service element maintenance page

3. From where the Criticality field can be changed.

Criticality in Service-Now (Functional Element)



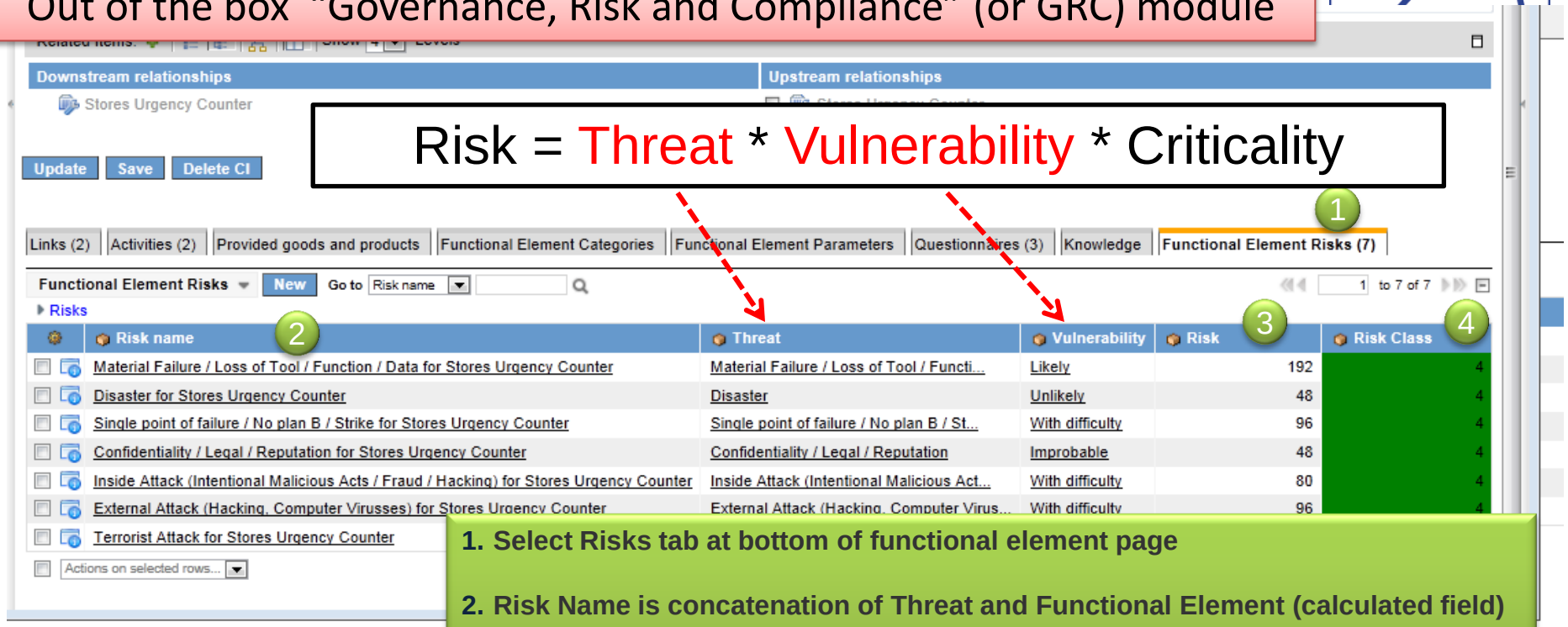
1. **Calculated from Service-Element criticality**

   Read only, can not be changed.

2. **Depends on relationships**

Threats, Vulnerabilities and Risks in Service-Now

Out of the box "Governance, Risk and Compliance" (or GRC) module

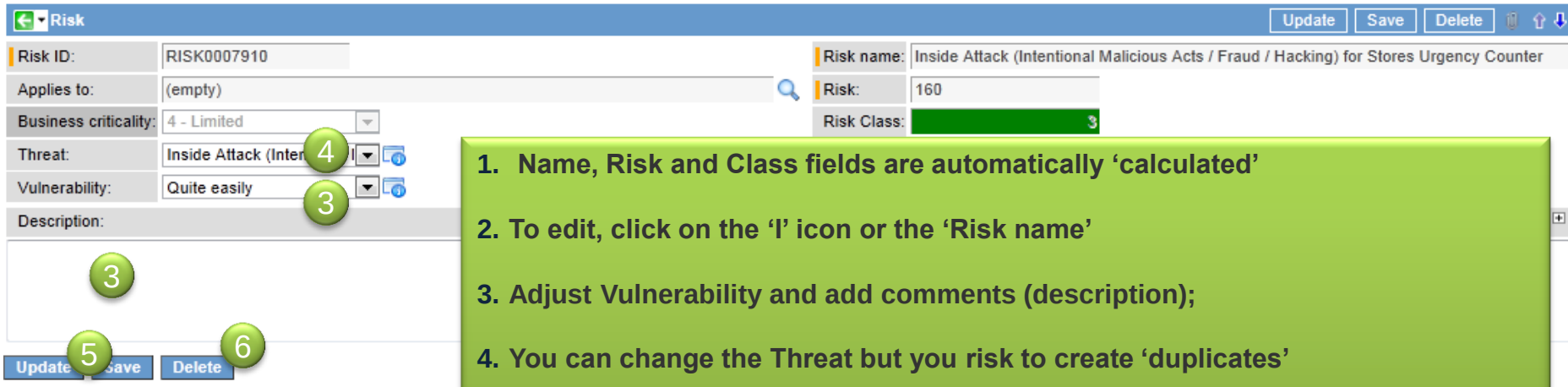


1. **Select Risks tab at bottom of functional element page**
2. **Risk Name is concatenation of Threat and Functional Element (calculated field)**
3. **Risk = Threat * Vulnerability * Criticality (calculated field)**
4. **4 Risk Classes depending on Risk Level (calculated field)**

Risk Class	Threshold	
I	300	Intolerable risk
II	200	Undesirable risk, and tolerable only if risk reduction is impracticable or if the costs are grossly disproportionate to the improvement gained
III	100	Tolerable risk if the cost of risk reduction would exceed the improvement gained
IV		Negligible risk

Editing a Risk

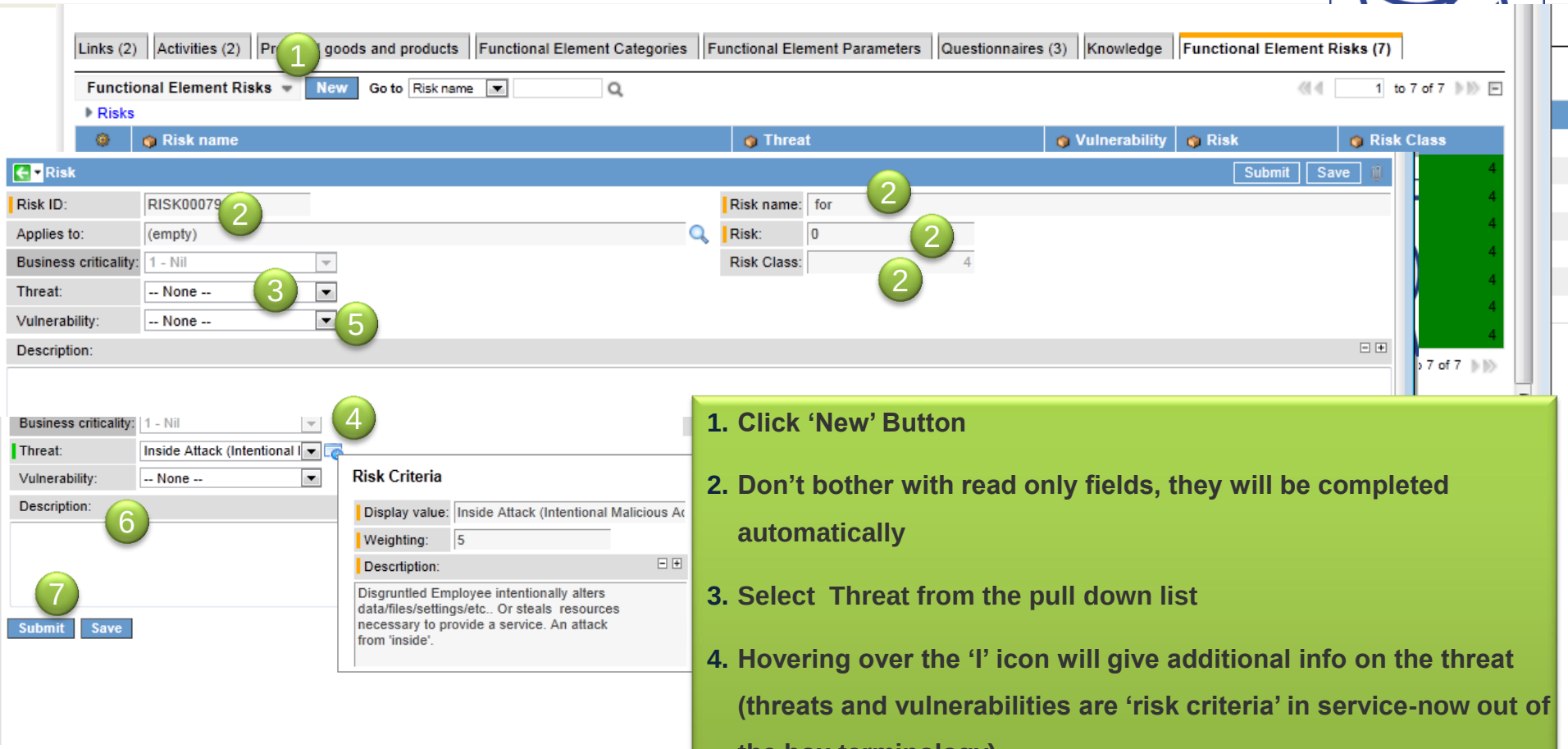
A risk record will be pre created for all combinations of function and threat (for existing functions);
Functional managers can correct or delete these records (if irrelevant), and also add risk records when appropriate.



1. **Name, Risk and Class fields are automatically 'calculated'**
2. **To edit, click on the 'I' icon or the 'Risk name'**
3. **Adjust Vulnerability and add comments (description);**
4. **You can change the Threat but you risk to create 'duplicates'**

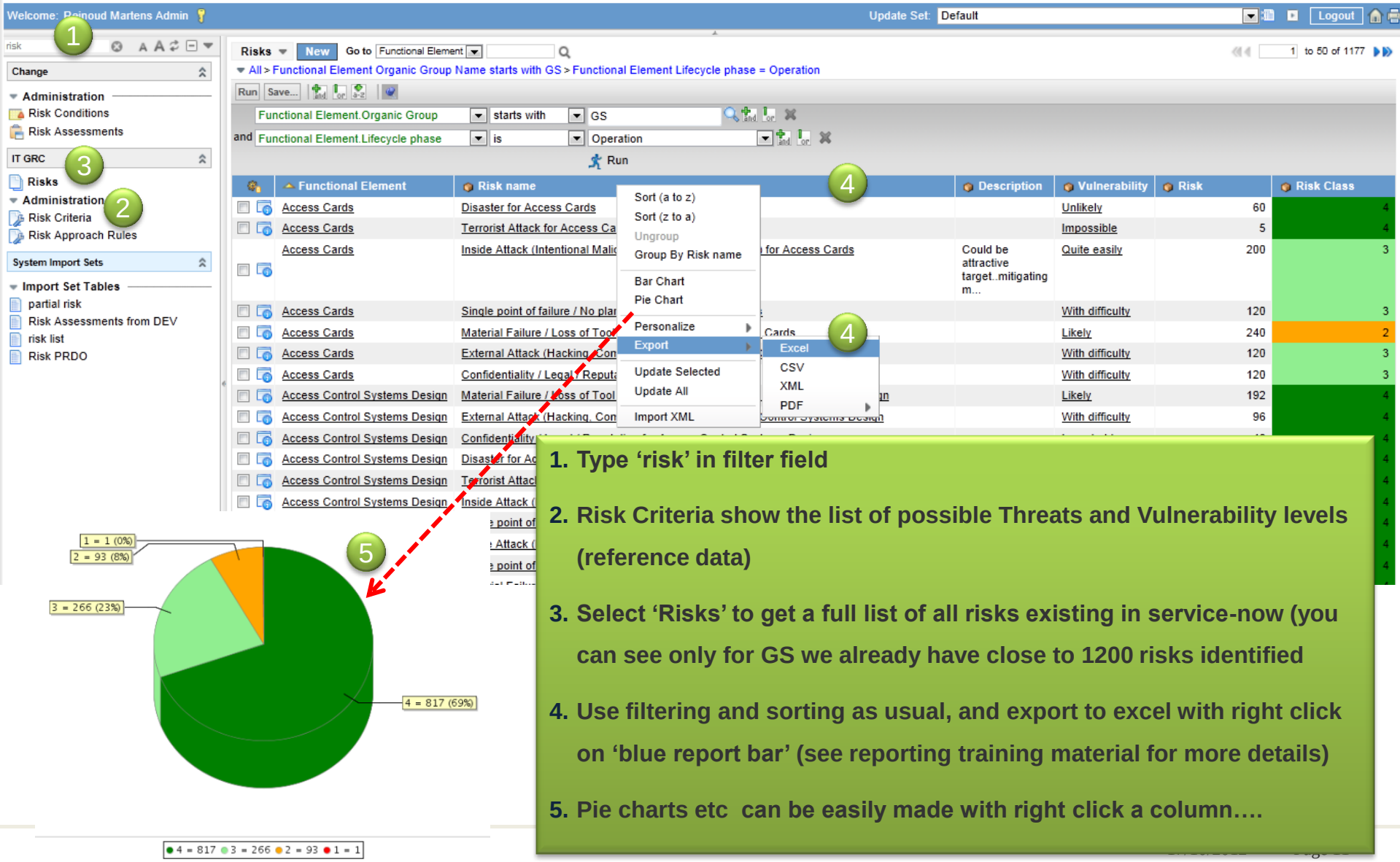
   (another risk record with the same threat will likely exist already).
5. **Hit Update or Save (depending where you want to go)**
6. **To Delete a risk, click the Delete button.**

Entering a new Risk



1. Click ‘New’ Button
2. Don’t bother with read only fields, they will be completed automatically
3. Select Threat from the pull down list
4. Hovering over the ‘I’ icon will give additional info on the threat (threats and vulnerabilities are ‘risk criteria’ in service-now out of the box terminology)
5. Select a Vulnerability level level from the menu
6. Document in description ‘optionally’
7. Click Save (or Submit to return to Functional Element Screen)

Reporting and reference data



1. Type ‘risk’ in filter field
2. Risk Criteria show the list of possible Threats and Vulnerability levels (reference data)
3. Select ‘Risks’ to get a full list of all risks existing in service-now (you can see only for GS we already have close to 1200 risks identified
4. Use filtering and sorting as usual, and export to excel with right click on ‘blue report bar’ (see reporting training material for more details)
5. Pie charts etc can be easily made with right click a column….

COURAGE ☺