

C1 SmartAI Issue Triage

AI-driven issue creation and remediation guidance that transforms the issue lifecycle inside ServiceNow. Automatically generates clear descriptions, remediation plans, and validation when controls fail attestation—removing ambiguity and accelerating resolution.



AI-Generated Issues

Automatically creates complete issue descriptions tied to failed controls with structured action plans.



Remediation Validation

AI scores and validates remediation plans before submission, ensuring quality and completeness.



Native Integration

Seamlessly injects AI analysis into ServiceNow Issue Management, aligned with SmartDACM and SmartCompliance Suite.

Key Outcomes

- Faster remediation with fewer clarification cycles
- Audit-ready issue documentation
- Reduced compliance cycle time
- Stronger governance and fewer audit findings

Ideal For

- Compliance teams managing attestations at scale
- Control and remediation owners
- GRC leaders seeking operational efficiency
- Organizations reducing backlog friction



Pricing: SmartAI Issue Triage is an add-on within the SmartCompliance Suite. Pricing varies by volume and integration depth.