C1 SmartStart for Issue Management

Rapid deployment of ServiceNow Issue Management

SmartStart implements ServiceNow Issue Management quickly—centralizing issue intake, prioritization, routing, remediation, and closure. Organizations gain a consistent, auditable, policy-driven lifecycle that replaces spreadsheets and reduces stalled or overdue issues.

Standardized Intake
Centralized forms with automated creation and normalization across departments

Smart Prioritization
Impact/severity scoring with regulatory models for risk-based routing

Automated Workflows
SLA-driven assignment, escalations, and approval processes

Audit-Ready Traceability
Full lifecycle evidence capture with structured remediation planning

Core Capabilities

- Categorization across risk, audit, compliance, VRM, SecOps
- Owner assignment with SLAs and escalations
- Remediation planning + evidence attachments
- Leadership dashboards for exposure tracking
- Integration with IRM, Audit, Risk, VRM, SecOps

Business Impact

50-70%
Faster Resolution

60-80%
Less Manual Work

2-3×
Audit Readiness

Positioning: SmartStart delivers a fast, standardized, ServiceNow-aligned issue lifecycle—enforcing governance, improving remediation speed, and providing audit-ready traceability across all risk and compliance domains. Typical pricing: $XX,XXX–$YY,YYY based on volume and complexity.