

# C1 SmartStart for Issue Management

## Standardized Issue Lifecycle & Remediation Governance

Rapid deployment of ServiceNow Issue Management centralizing intake, prioritization, routing, remediation, and closure with audit-ready traceability across all risk and compliance domains.

### THE IMPACT

**50-70%**

Faster Resolution

**60-80%**

Less Manual Work

**2-3x**

Audit Readiness

### ■ Core Capabilities

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

### ■ Primary Use Cases

- Replace spreadsheets with standardized issue governance
- Centralize intake with automated creation and normalization
- Enforce SLA-driven assignment and escalation workflows
- Produce audit-ready remediation documentation
- Track exposure with leadership dashboards



### Standardized Intake

Centralized forms with automated creation and normalization across departments for consistent issue capture.



### Smart Prioritization

Impact and severity scoring with regulatory models for risk-based routing to the right owners with SLA enforcement.



### Audit-Ready Traceability

Full lifecycle evidence capture with structured remediation planning and complete documentation trails.

### KEY USE CASES

- Centralizing issue intake across risk, audit, compliance, VRM, and SecOps domains
- SLA-driven assignment and escalation replacing ad hoc tracking and stalled issues
- Structured remediation planning with evidence attachments for audit readiness
- Leadership dashboards providing real-time exposure tracking across all domains

### Why C1Secure



### Cross-Domain Coverage

Issues from risk, audit, compliance, VRM, and SecOps all managed in one consistent lifecycle.



### SLA-Enforced Governance

Automated assignment, escalation, and approval processes ensure nothing stalls or goes overdue.



### Full Traceability

Complete evidence trails from intake through remediation to closure for defensible audit outcomes.

**Standardized issue governance with audit-ready traceability.**

*Pricing based on issue volume and complexity requirements.*

**Ready to accelerate?**

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