

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?

info@c1secure.com | (404) 446-4496 | c1secure.com