

Customer Success Story

Energy Provider Automates Governance, Risk, and Compliance for OT Assets

The Customer's Challenge

A leading energy provider faced significant challenges in managing its Governance, Risk, and Compliance (GRC) processes for operational technology (OT) assets. The organization relied heavily on manual processes to manage assets, map controls, and perform risk assessments. Additionally, the lack of integration between IT and OT systems created blind spots, making it difficult to maintain a complete view of the infrastructure. To address these gaps, the organization sought to implement a more robust GRC framework within ServiceNow to streamline certification, automate control updates, and strengthen risk management capabilities.

Windward Solution

Windward partnered with the customer to migrate OT-focused GRC processes into ServiceNow, creating a more automated, integrated, and risk-informed environment. The engagement began with discovery sessions to understand workflows and pain points, followed by mapping existing controls to authority documents and policies for compliance alignment. The team then automated entity creation and management to reduce manual effort, implemented a risk-informed certification schedule to prioritize high-risk areas, and integrated IT and OT asset management for a unified view of infrastructure. Finally, policy exception handling and remediation planning were enhanced to provide greater transparency and governance.

Results Achieved



Automated Asset Management: Streamlined entity creation and linked OT assets to the CMDB, reducing manual work.



Improved Control Mapping: Increased accuracy and efficiency in mapping controls to authority documents.



Risk-Informed Certification: Enabled more effective resource allocation through a structured certification schedule.



Integrated IT & OT Oversight: Delivered a comprehensive view of the infrastructure by unifying IT and OT asset management.



Better Compliance Tracking: Improved monitoring of control objective updates and their downstream impact on attestations.