

Overview

Our customer faced challenges meeting IT General Controls (ITGCs) around tracking development-to-production changes with sufficient detail. To address this, they implemented a tailored solution using Nintex K2 integrated with ServiceNow, enabling precise identification of developers, detailed change records, and linkage to incident or request tickets. This integration strengthened governance by providing logging, user and access controls, versioning, and full historical visibility. As a result, the customer significantly enhanced auditability and data integrity, establishing a solid foundation for effective auditing and governance across their environment.

