1: First Digital

Make your Process Practice
work flow with Process Practice

PRODUCT: . . Nintex Process Automation

INDUSTRY:... Petrochemical REGION: Global

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.



Planning & Analysis

Development (Design & Implementation)

Testing & Deployment (with Maintenance)





Inadequate audit controls required improvement

Comprehensive

solution for full

traceability

The customer needed to strengthen their Information Technology General Controls (ITGCs) to achieve precise auditability across the full software lifecycle. Existing K2 audit options fell short, as they lacked the ability to track developer activities, capture detailed change information, and align deployments with incident or request tickets. Auditors required greater transparency and accountability, driving the need for a tailored solution that could provide an end-to-end audit trail.

The project set out to build a comprehensive solution for governance and compliance, leveraging an agile SDLC approach to ensure flexibility and rapid iteration. The

corresponding ticket references, while enhancing visibility into role-based access, permissions, and version control. The outcome aimed to empower auditors with full traceability of changes from development to production.

focus was on capturing critical data points such as

developer identities, specific changes made, and













Aaile K2 -> ServiceNow integration delivered

Using Nintex K2 integrated with ServiceNow, the team designed and implemented a robust system featuring detailed logging, trace logs for user role and permission changes, enhanced version control, and activity history. Agile methodology ensured iterative development and continuous collaboration, enabling the solution to evolve with customer needs. This delivered a transparent environment with rigorous governance, providing auditors

with the tools to track every change confidently and



First Technology delivers expert IT solutions with deep industry experience, empowering businesses through advanced infrastructure, cloud, security, and managed services tailored to the evolving digital landscape.