Orchestrating Pervasive GRC, GRC Technology and Process Implementation Considerations

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Pervasive GRC - Change Drivers

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Yesterday's World

Proliferation of GRC

Convergence of Business

Changing Regulatory Landscape

Creating a Single View

Management Oversight

Required

INTEGRATED GRC

- Single Source of truth
- Integrated Functions
- Breaking of Information Silos
- Collaborative Workflows

Today's World

Hyper-Connectivity

Social Media

Globalization

Mobility

Virtualization

Requires

PERVASIVE GRC

- Single source of truth but different visibility for different perspectives
- All encompassing processes involving all organizational functions
- Ability to achieve different objectives for different groups with a common framework
- Embedded non-intrusively in the daily workings of the organization

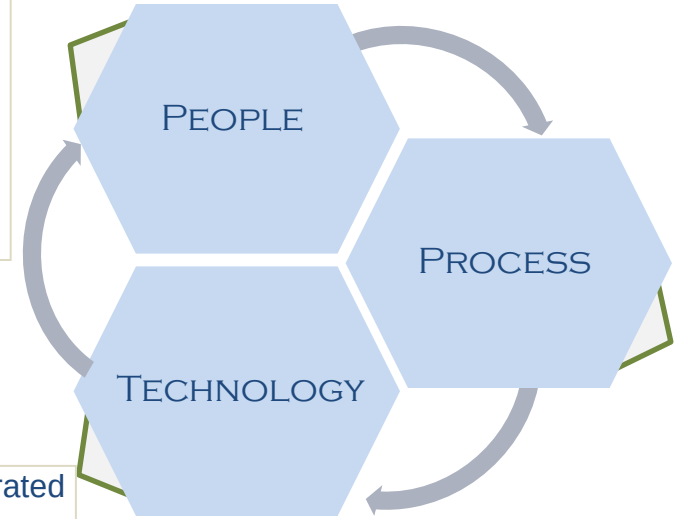
Third Generation

Fourth Generation

Pervasive GRC - Implications

- Enterprise Wide GRC Culture
- Involvement of All Function Lines
- Ease of Participation driving adoption
- Creating a Common Taxonomy

Pervasive GRC Achieves Different Objectives for Different Groups but with a Common Framework

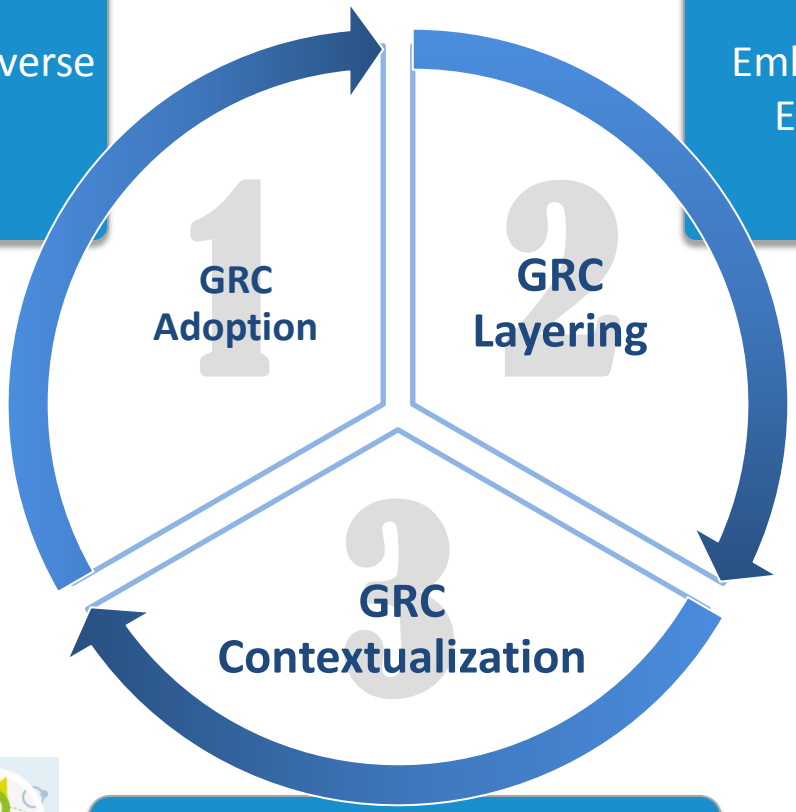


- Inclusive processes traversing multiple functions
- Processes beyond IT infrastructure boundaries
- Uniform process definitions across BUs
- Uniform process across geographic units

- Developing an integrated data infrastructure
- Non intrusive tools and enablers
- Multiple access points and support for multiple interfaces

Orchestrating Pervasive GRC

Used by a modern and diverse user base



Embedded within a modern Enterprise Architecture

Adapted to the context of modern Enterprises

GRC Adoption – Objectives and Framework

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Vision

A system of engagement for Generation C users

Framework

- **Bidirectional Interaction -** Building a User Friendly Interface
- **Contextual Information -** Providing context to information
- **Ubiquitous Touch Points** - Multiple devices and form factors
- **Behavioural Construct** - Social networking related interactions
- **Immersive Experience –** Using Gamification

Key Objectives

- **Inclusive GRC Programs** involving Business, IT and GRC Functions
- **Non Intrusive GRC Programs** working seamlessly woven into the organizational fabric
- **Enablement of Business Functions** to achieve business objectives

GRC Contextualization – Objectives and Framework

Vision

Adapted to the dynamic context of a modern organization

Framework

- **Federated data models** building context to information
- **Apps for Contextual Requirements** to adapt and develop GRC applications for the organization's specific needs
- **Contextual Information** through GRC Intelligence for content and intelligence at context and within the platform
- **An App for each need** through **Zaplet** to create a marketplace for long-tail GRC applications

Key Objectives

- **Contextual Information** for each person, each unit and each region within the organization
- **Contextual Apps** for each requirement, each functionality, each feature and each content
- **Contextual Visibility** providing the right perspective to the relevant situation

GRC Layering – Objectives and Framework

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Vision

Part of the fabric of a modern Enterprise's landscape

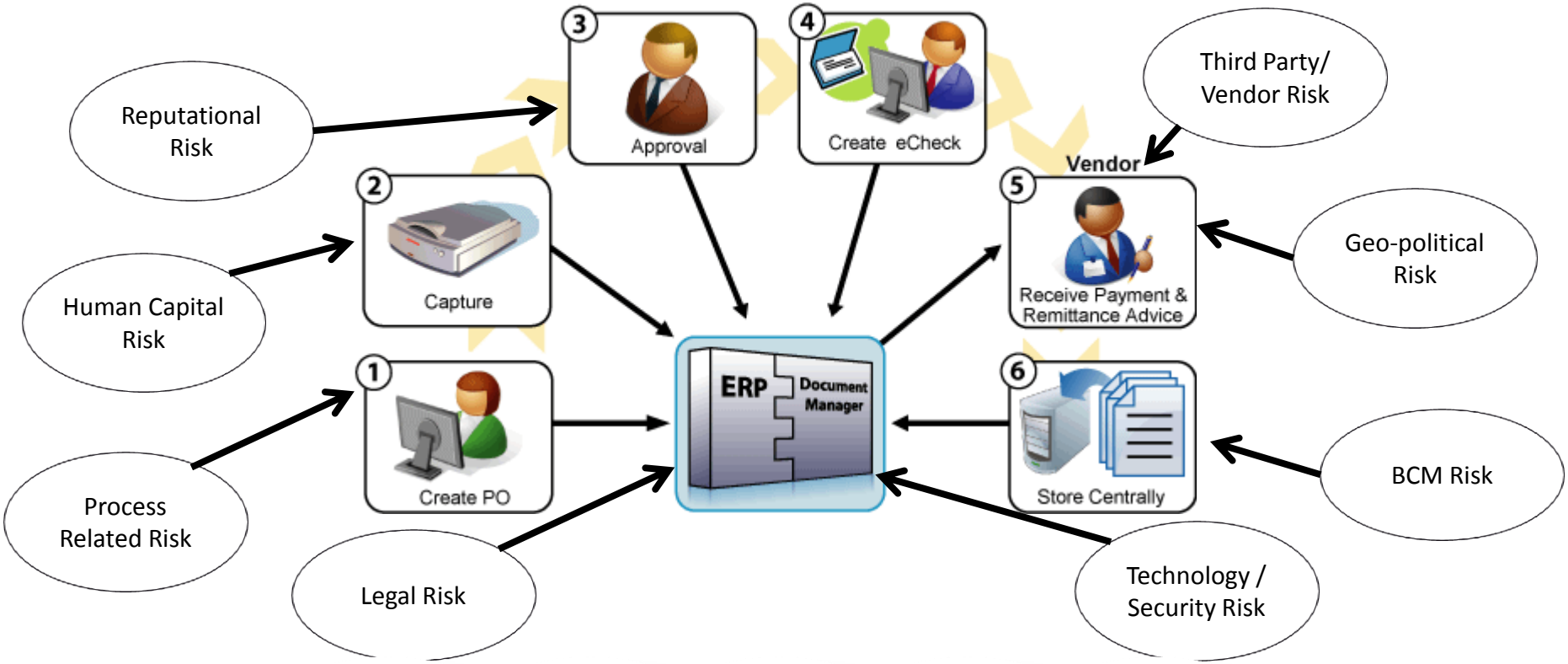
Framework

- **Predictive and Prescriptive Risk Analytics** through Reporting, and Diagnostic across multiple business, IT, security functions
- **Bidirectional linkage** with business process systems
- **Cloud Architectures to support** Open APIs for continual extension
- **Big data analytics** on next gen scale and complexity

Key Objectives

- **Single Source of Truth with multiple perspectives** built into the pervasive GRC program
- **One Framework but different objectives** for different groups interacting
- **Aggregation of relevant information** into a single system

Orchestrate the People



Executive Management

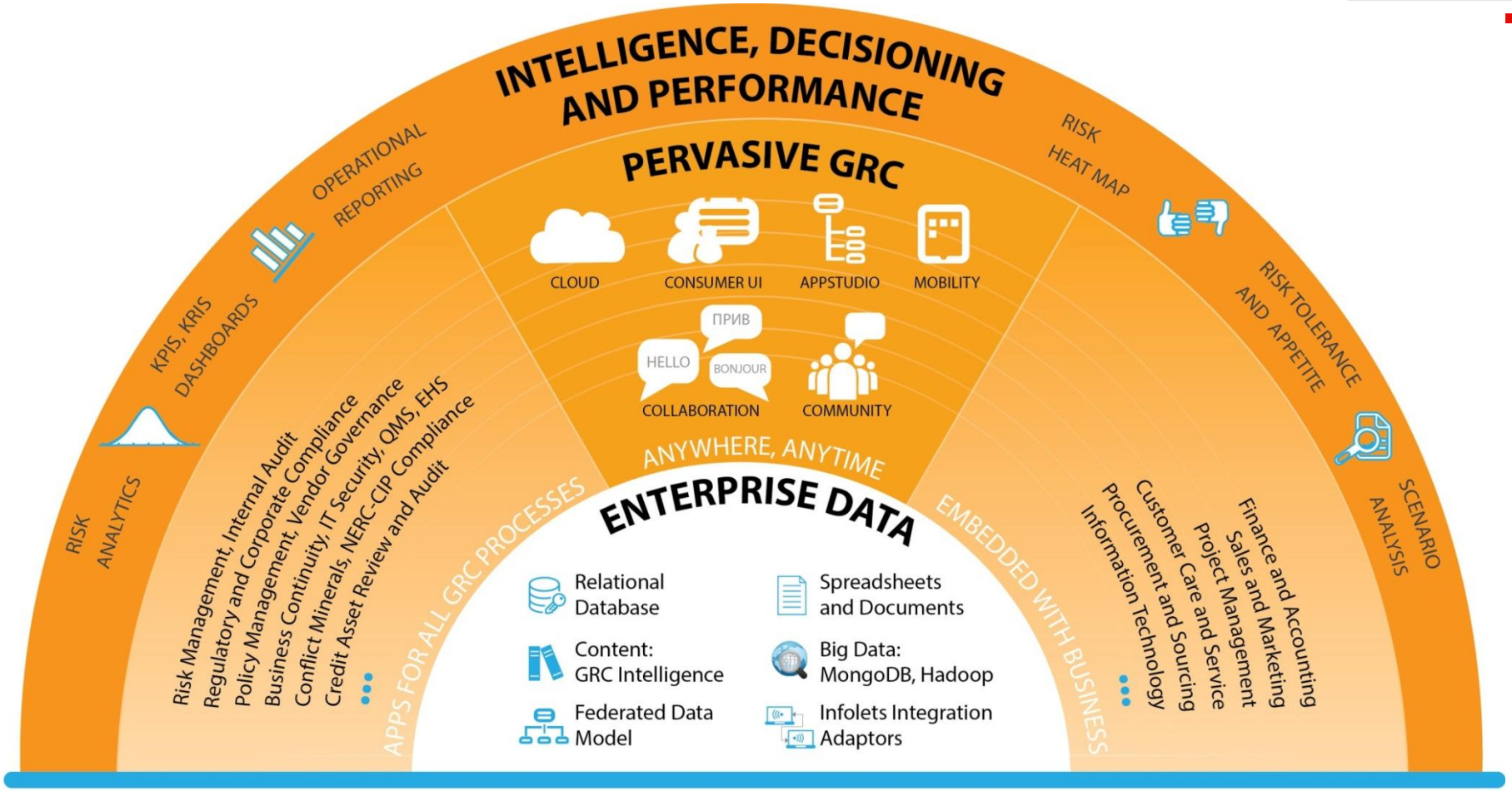
CEO | CFO | CCO | CRO | CAE

Departments

Finance | Risk | Compliance | Audit | External Audit

- Develop a collaborative relationship between all stake holders
- Develop strong executive management support for a best in class risk & control framework

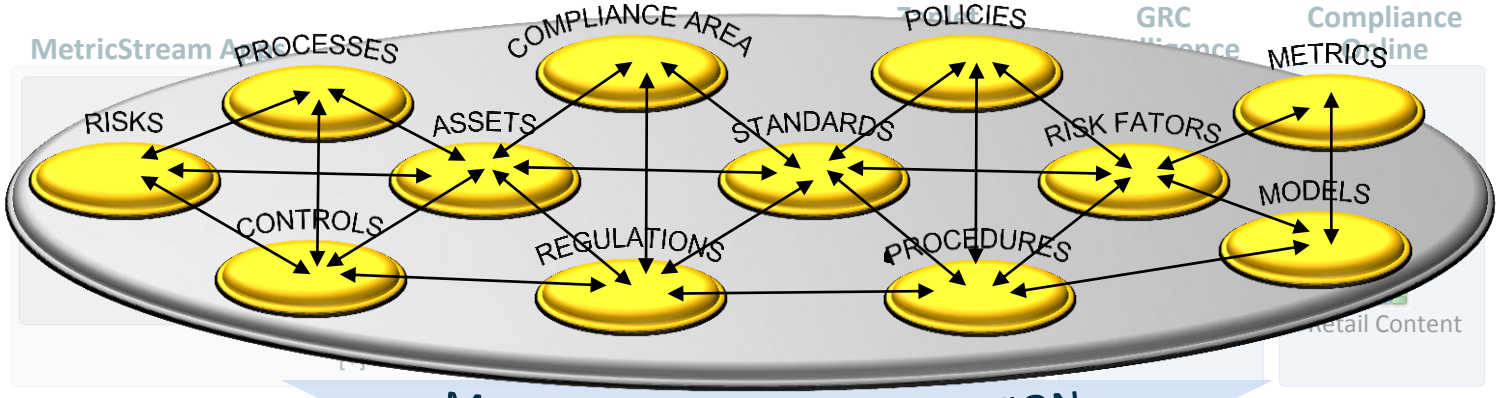
Orchestrate the Data



From Data to Insight

Orchestrate the Common Taxonomy

- Many to Many Relationships between multiple GRC Data Objects
- GRC data objects stored in structured libraries with ease of access
- Reduced redundancy and improved accountability due to defined relationships



MetricStream GRC FOUNDATION

AppStudio	Forms	Data	Workflow	Data Import	Templates		
GRC Foundation	Objectives	Risks	Controls	Processes	Assets	Organizations	Regulations
Infrastructure	Web Portal	Mobile API	Reports	Analytics	Infolets	Security	Alerts	Offline Briefcase

Unstructured Data **Relational DB** **Big Data**

Architected for Pervasive GRC

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Solutions

Horizontal Solutions
(VRM, ORM, Internal Audits, IT GRC, QMS, etc.)

Vertical Solutions
(Financial, Healthcare, Energy & Utilities, etc)

Applications

MetricStream Apps

Risk Mgmt	Compliance Mgmt	Audits Mgmt	Survey Mgmt
Loss Mgmt	Threats & Vulns.	Supplier Onboarding	Issue Mgmt

[+] other Apps

Zaplet AppStore
- 3rd-Party Apps
- Community

GRC Intelligence
- Content
- Alerts & Feeds

Compliance Online
- Training
- Retail Content

GRC Platform

AppStudio: Forms, Data, Workflow, Data Import, Templates

GRC Foundation: Objectives, Risks, Controls, Processes, Assets, Organizations, Regulations

Infrastructure: Web Portal, Mobile API, Reports, Analytics, Infolets, Security, Alerts, Offline Briefcase

Unstructured Data | **Relational DB** | **Big Data**

GRC Journey – Time to Value

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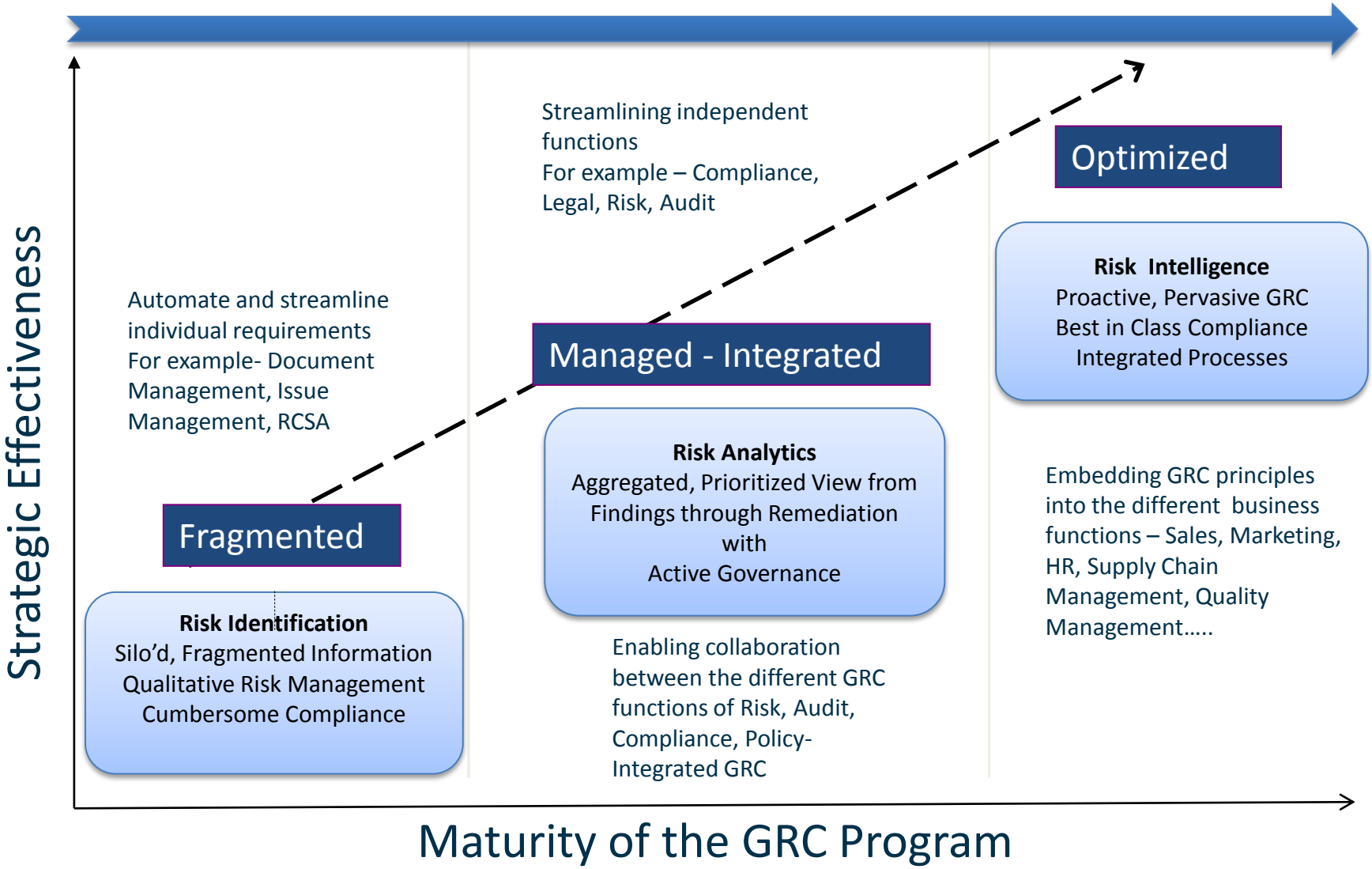
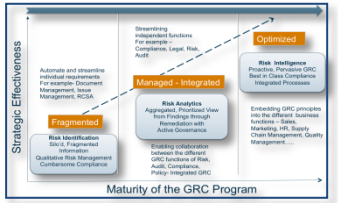


GRC Journey – 5 Key Challenges & How MetricStream Helps



- ***GRC Maturity and Time to Value – Focusing on the right priorities to achieve Better Performance, Better Decisions***
  - **Maturity Model of GRC processes** - quick wins and building the foundation

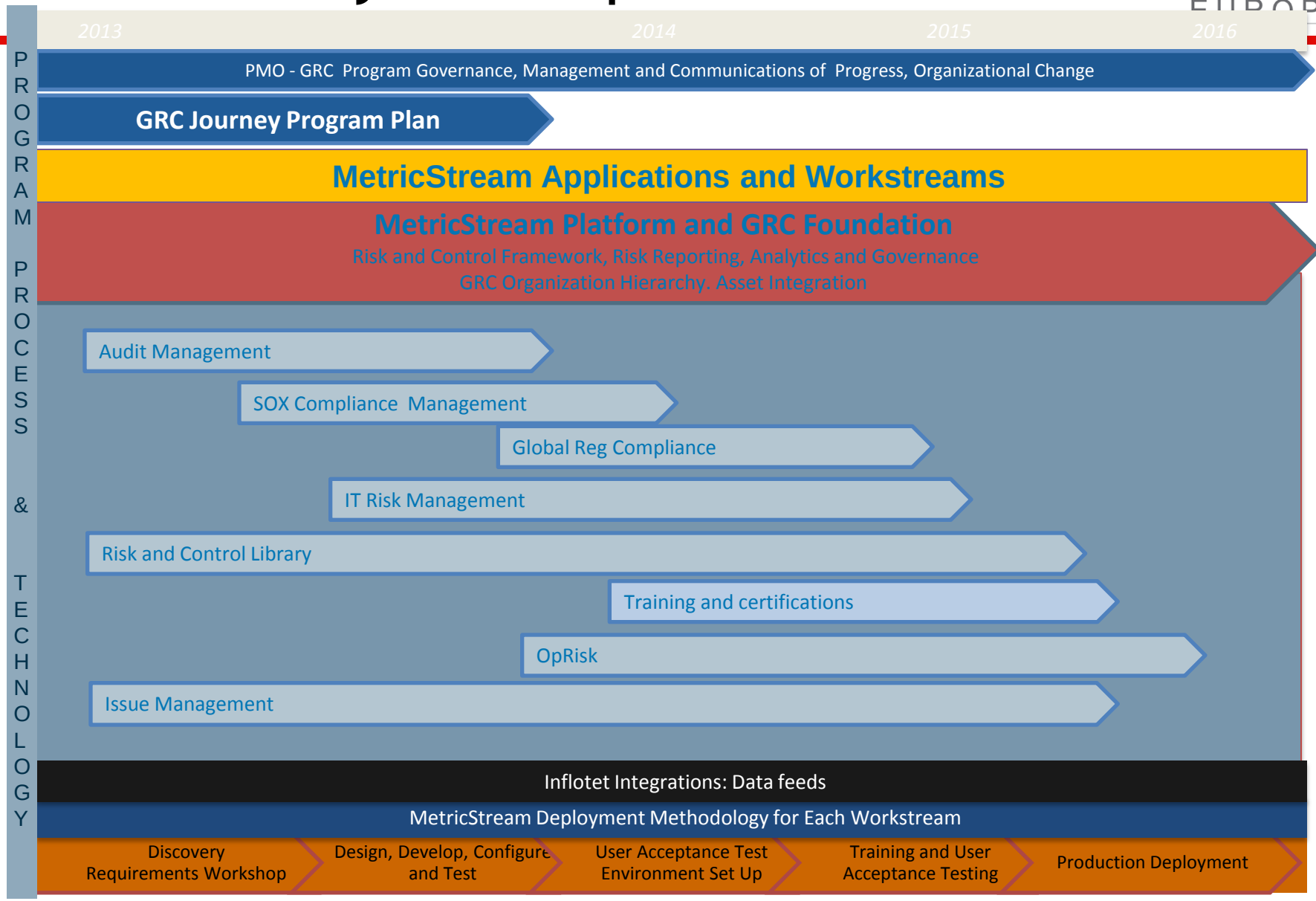
- ***GRC Journey Planning – Building a clear program with key stakeholders***
  - **GRC Journey Guidebook for Champions -** Vision and Governance model, Stakeholder Mapping, GRC Program Strategy, Design and Implementation blueprint

- ***GRC Platform, Data Model for Federation – Building Federated taxonomies across different business units***
  - **GRC Foundation -** core content on example org models, risks, controls and access control models, with taxonomies supporting distinct units

- ***GRC Applications with Accelerated Deployments – streamline and automate for high value***
  - **MetricStream Application Configuration Workbooks -** streamlined process, best practice, accelerated time to value with base application

- ***Continuous Improvement – Community for Innovation and Change***
  - **MetricStream GRC Journey Special Interest Groups -** community of peers sharing what works, GRC program plans/artifacts and successes!

GRC Journey – Example



GRC Journey – Key Benefits

- **MAKE BETTER DECISIONS, LOWER RISKS**: Manage its most urgent business risks across the silos of finance, legal, compliance, operations and IT/Security

  Key Benefit: Reduce Risk by gaining visibility and context

- **IMPROVE PERFORMANCE AND GAIN EFFICIENCIES**: Collaborate, through a federated governance model, with other major programs in place or being implementing – bringing all the key stakeholders together through a common risk and control framework

  Key Benefit: Gain efficiencies and lower costs by streamlining processes and and leveraging a consistent risk and control framework, collaboration and and overall methodology

- **OPTIMIZE REPORTING and GOVERNANCE**: Report the right information to the right people, at the right time

  Key Benefit: Clear understanding of the information and analytics required for the Board, Regulators, Leadership, External and Internal stakeholders

Overcome the Barriers

Barrier	How to Overcome
Data Quality	Agree the golden source for each type of data and add workflow approval steps
Taxonomy	Allow tiers in the data models to allow aggregation while local language can be used by businesses and functions
Too Complex	Start small, and execute towards a common vision
Culture	Collaborative leadership to overcome the information and organizational silos

Navigating Your GRC Journey

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