

The background of the entire image is a photograph of the Tower Bridge in London at night. The bridge's two towers are illuminated with warm yellow lights, and the suspension cables are visible against the dark blue twilight sky. The overall scene is atmospheric and serves as a backdrop for the event information.

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Experience the Power of Connection

A night-time photograph of the Tower Bridge in London, illuminated with warm lights. The bridge's two towers and suspension cables are visible against a dark blue twilight sky. In the foreground, a metal railing with a diamond-patterned mesh runs across the bottom of the frame.

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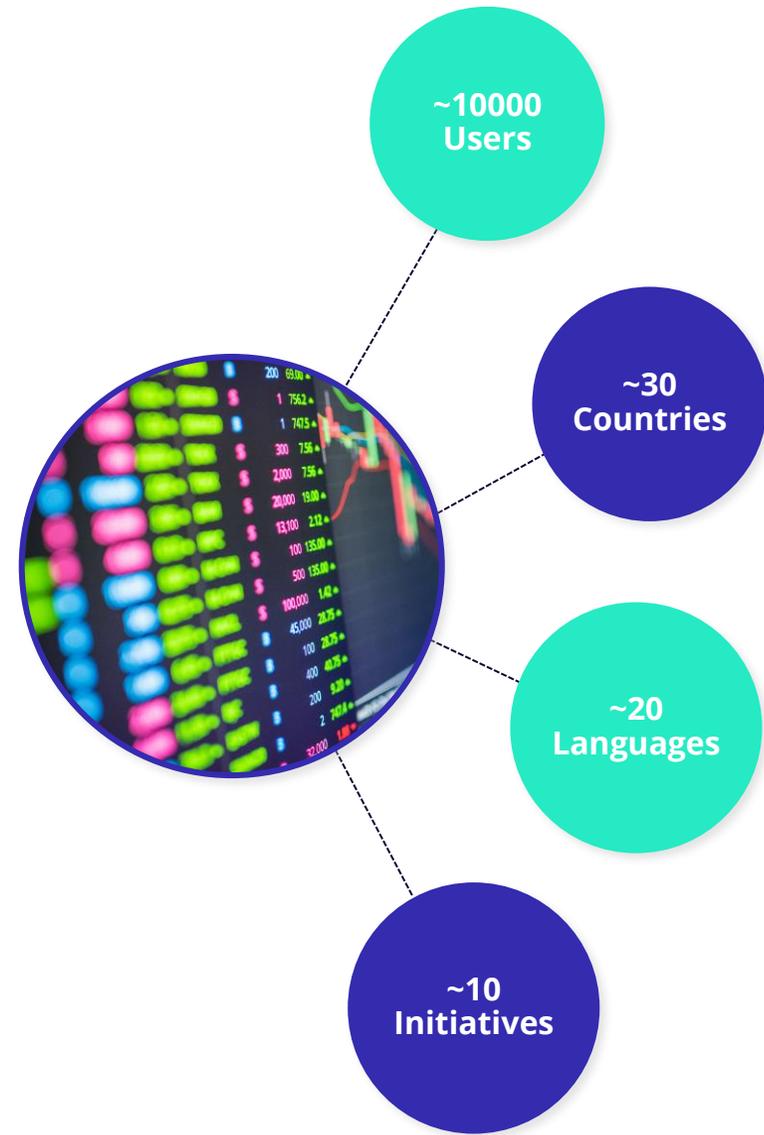
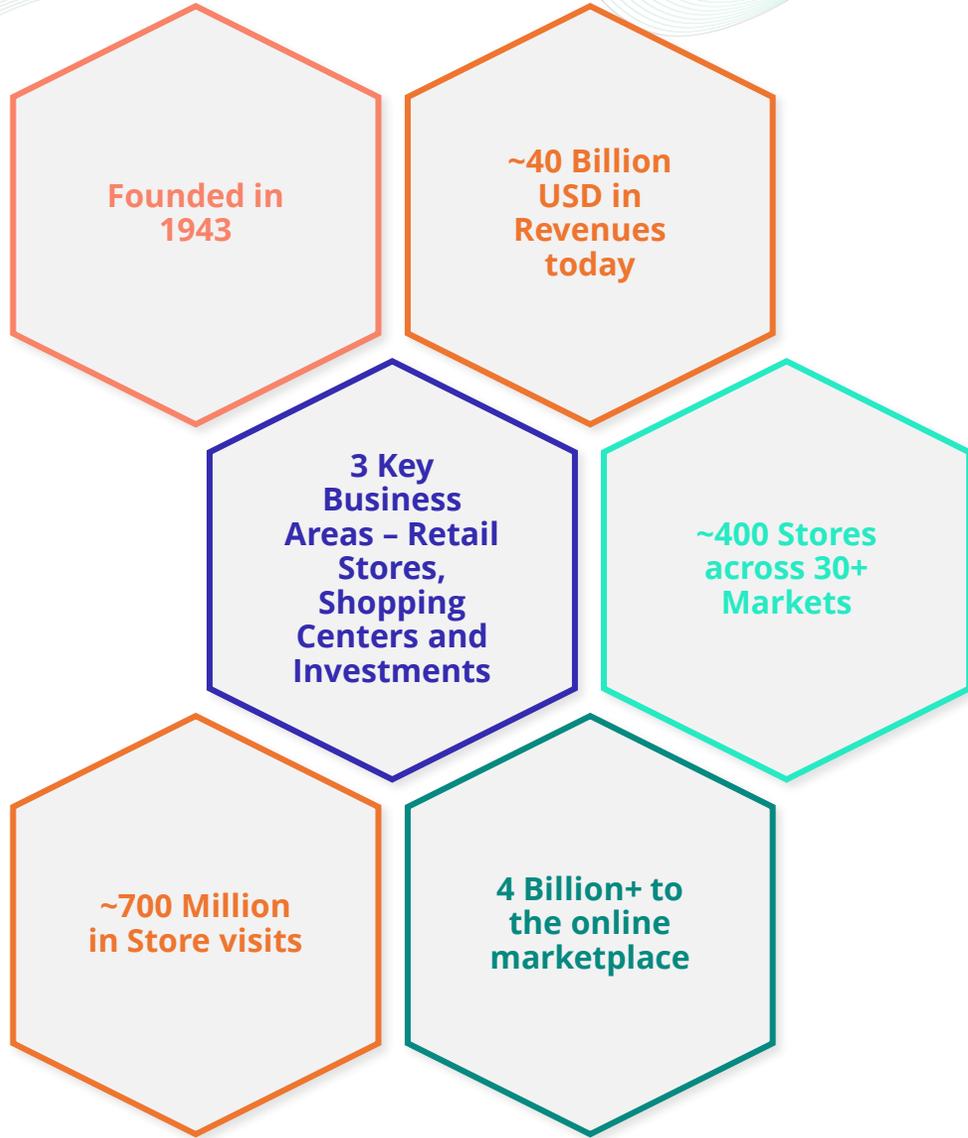
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Global Rollout of Enterprise Risk Assessments and Self-Assessments

Ritesh Kini & Kumar Gautam

About the Customer & Project

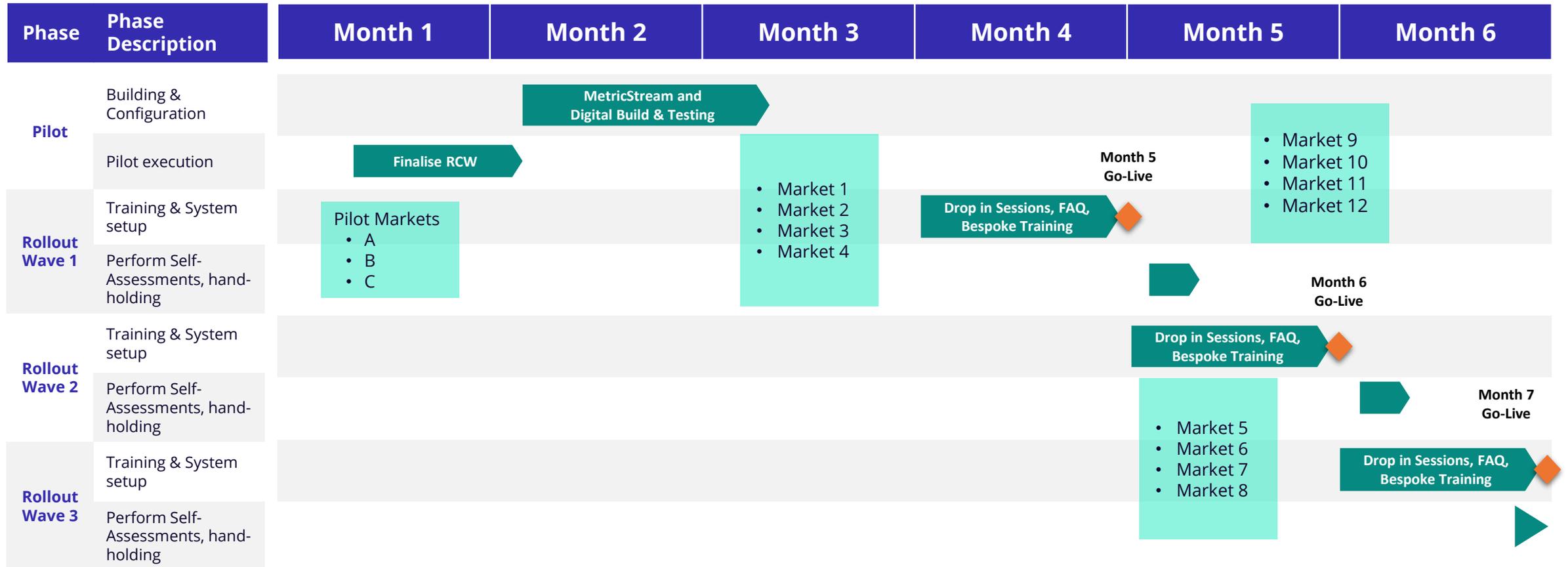




Implementation & Rollout Plan

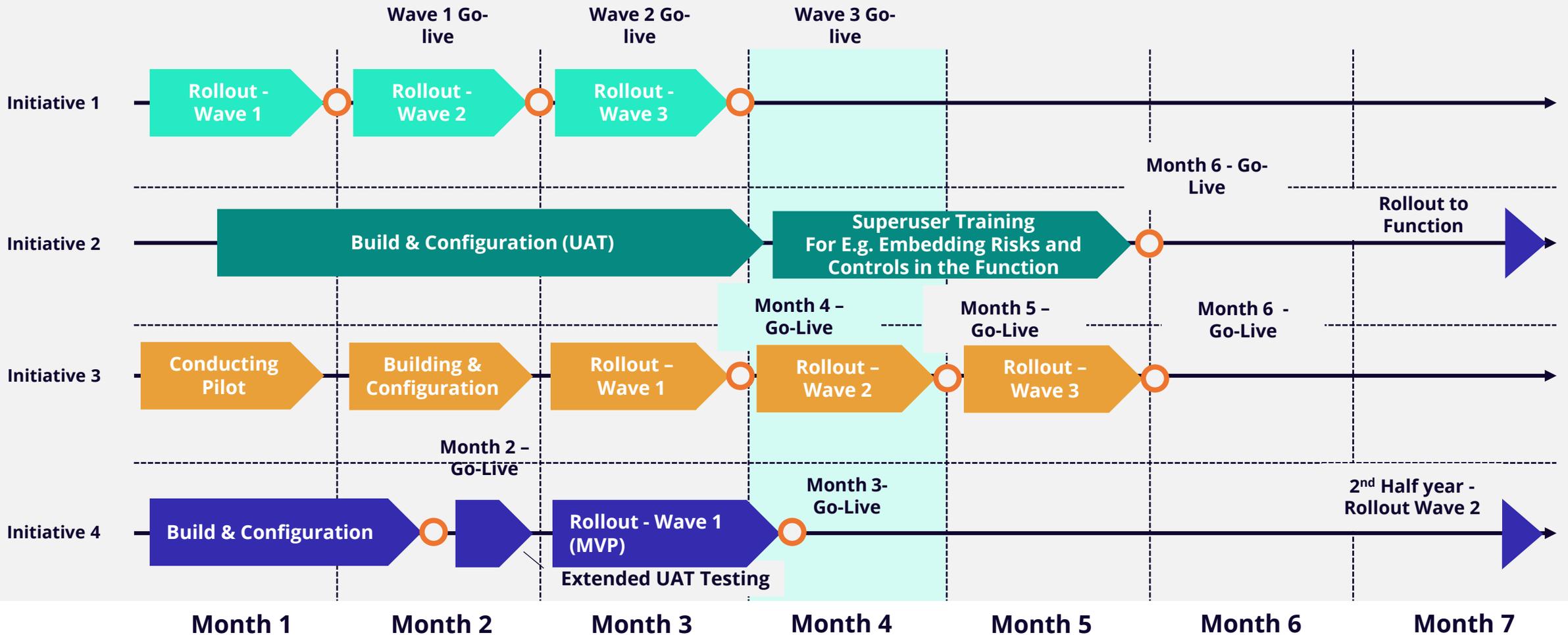


Individual Initiative (Self-Assessments/Risk Assessments for xxx Controls/Risks) Rollout



Legend:  Milestone

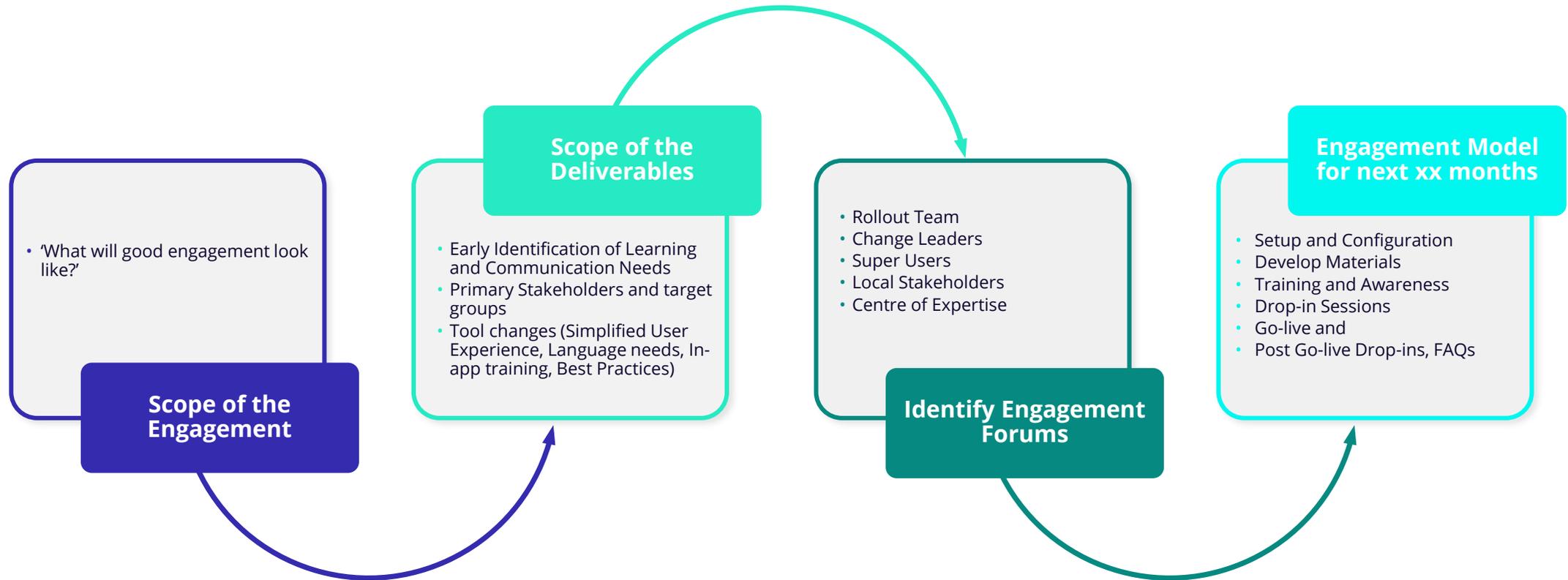
Multiple Initiative Implementation Approach



Engagement Journey



Outline the Engagement Journey



What will good engagement look like?

Assessments performed on time

Users using the system as 'expected'

Storage of evidence accurately to support the assessment

Continuous improvement in Compliance

Ownership and Responsibility

Two-way dialogue. End-users report back to CoE and vice versa

Evolution to Automated Controls/Ongoing Risk Assessments

Knowledge and best practice sharing between countries

Accurate Reporting

Ask the CEO/CRO to address employees in a video to highlight why this is important

Clear Support Model for end-users

Celebrate & Share Success

Communication Channels – Newsletters, Intranet 'User of the week', User videos 'typical day in the life of.'

Create a Super User network

What can we do to encourage users to engage?

Leaderboard – Timeline Compliance, Completeness, etc

Showcase Insights – What was identified from the assessments and what \$ value it saved

Feedback loop/Forums for users to provide feedback (RCW And Tool)

Highlight what's in it for them – Ambitions, Digital Strengths, MBOs/Incentives

Training Approach & Ongoing Engagement

A night-time photograph of the Tower Bridge in London, illuminated with warm lights. The bridge's two towers and suspension cables are visible against a dark blue twilight sky. In the foreground, a dark metal railing with a diamond-patterned mesh is visible, suggesting the photo was taken from a walkway or viewing platform. The overall scene is atmospheric and serves as a background for the text.

Training Approach -

A Typical Training Deck



Vision – End Goal



Risks – Why Risk Management is necessary?



Controls – What do they help achieve?



Linkage to company Objectives



Tool Training – Demo, FAQs, Try-out Breakout Rooms



Pilot and Next Waves - Timelines

Ongoing Engagement

Training

Embedment
– Best Practices

Upskilling
– New Features

Success Stories

Share Success Stories

Milestones achieved,
Reflections,
Celebrations

Feedback Loop

Passive Insight
Metrics – # of Users,
Reporting Insights

Active Insights –
Feedback workshops,
updates

Support Model Setup

Content Queries –

How to assess, where to store evidence, what does this mean?

L1 – User Champions

- *Group Risk and Compliance Leads*
- *Local Managers/ Heads of Risk/Compliance*

Something does not work as expected, Technical tool training queries

L2 – Digital Tool SMEs/Helpdesk

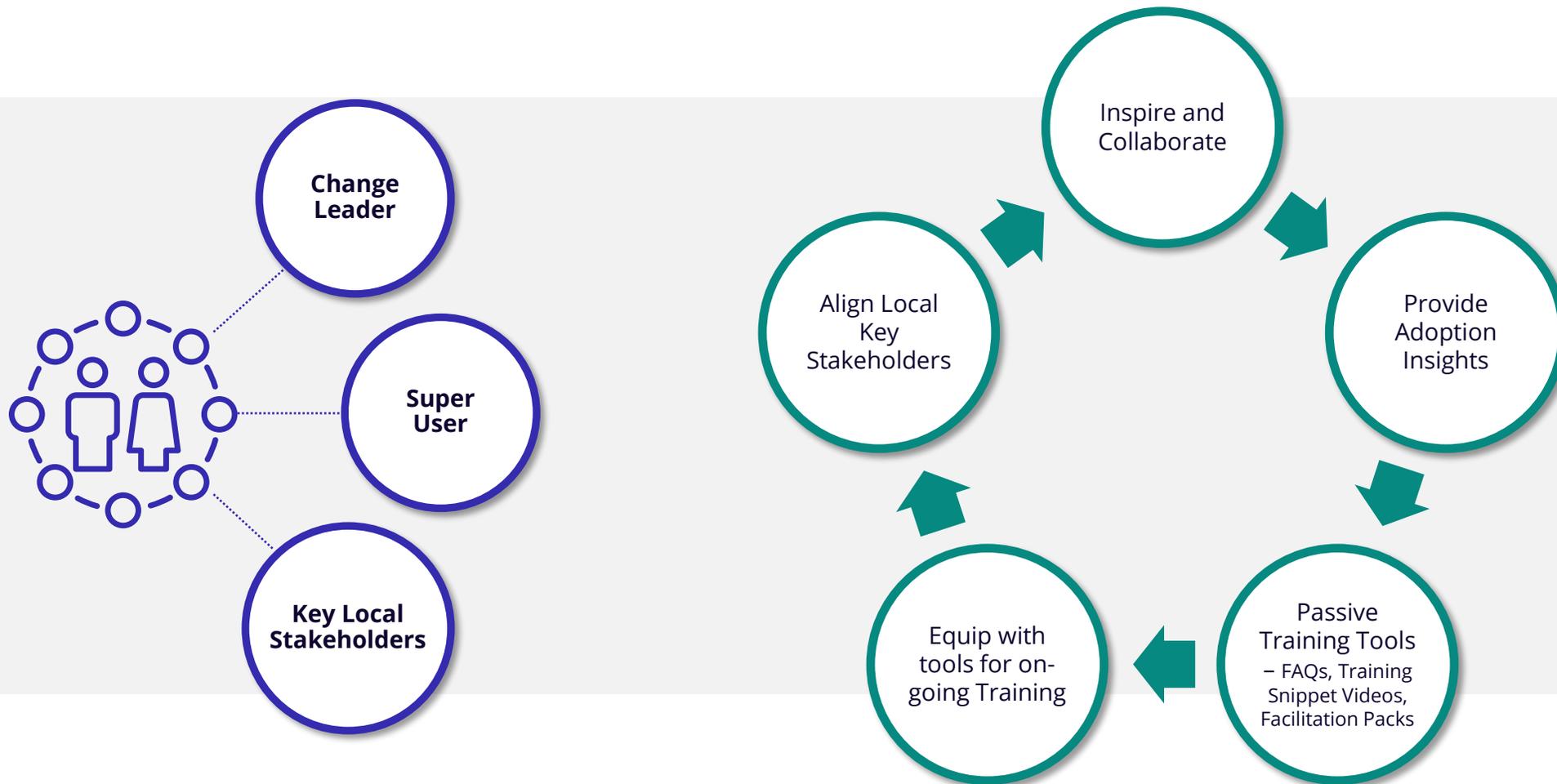
- *(MS Contracted/Third Party)*
- *Center of Expertise*

Technical issues, feedback for enhancements, adoption & usage insights

L3 – MetricStream Support Team

- *JIRA/Support Portal with dedicated/global support*

User Champions - 'Train the Trainer'



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Questions?

 **metricstream**
thrive on risk™