

Webinar: Implementing Agile GRC

In this disrupted world

Agenda

- ▶ Introductions
- ▶ Agile GRC from theory to reality
- ▶ Implementing Agile GRC
- ▶ Q&A



Darren Jacobs
Business Solutions @ ReadiNow



Michael Rasmussen
GRC Pundit & Analyst @ GRC 20/20



Renzo Huruiti
Technical Solutions Manager @ ReadiNow

Introducing

ReadiNow
INNOVATE

Housekeeping

- The webinar will go for approximately 45 minutes, with 10 minutes for questions at the end.
- To ask a question, simply write your question using the Q&A button and we'll answer at the end.
- Any questions we don't discuss during the webinar, we will respond via email within the next 24 hours.
- A recording of this webinar will be made available to all registered participants within 24 hours.

Agile GRC: from Theory to Reality

Delivering GRC in a Dynamic & Disrupted World

PRESENTATION

Governance, Risk Management & Compliance Insight



Navigating Chaos



”

The more we study the major problems of our time, the more we come to realise that they cannot be understood in isolation. They are systemic problems, which means that they are interconnected and interdependent.

- Physicist Fritjof Capra

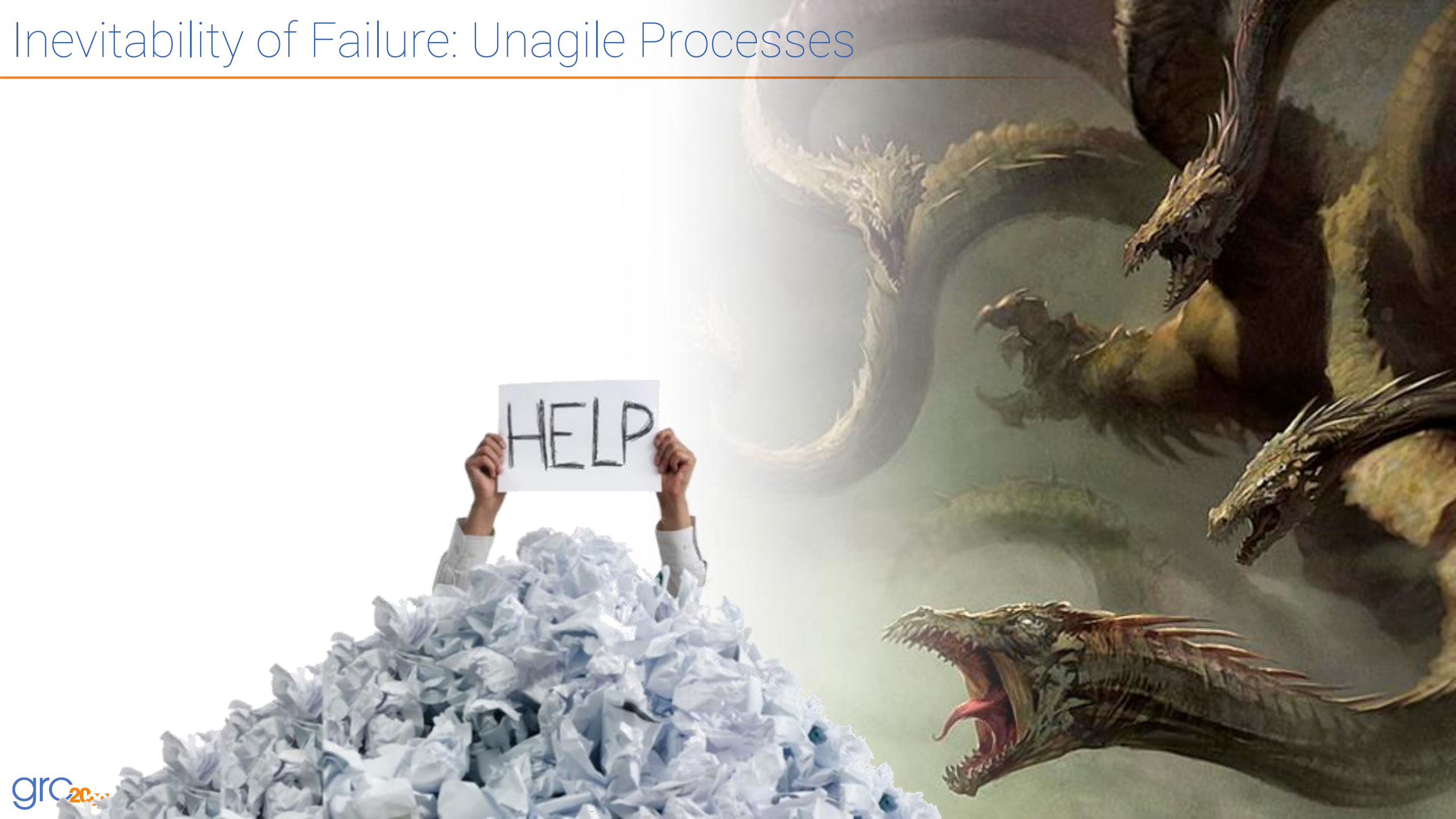


The Organization Has to be Able to See . . .

❑ **The Tree.** The individual risk

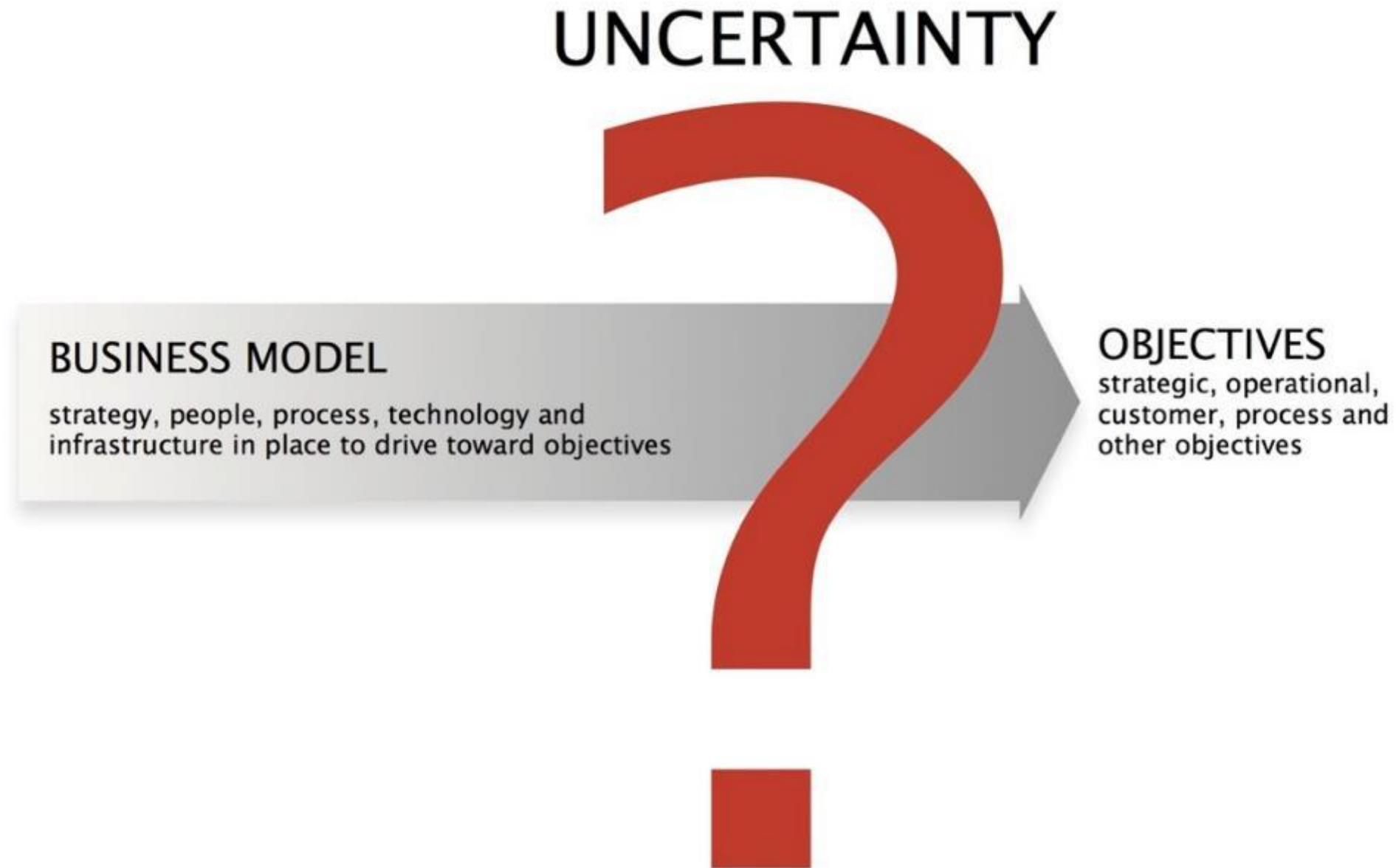
❑ **The Forest.** The interconnectedness of risks

Inevitability of Failure: Unagile Processes



GRC in Transition: From Old Ways to New Ways of Agility





The Official Definition of GRC . . .



GRC is a capability that enables an organization to:

- G)** reliably achieve objectives
- R)** address uncertainty, and
- C)** act with integrity.

SOURCE: OCEG GRC Capability Model

Collaboration on Strategy, Process & Technology



Integrated GRC: a Top Down Federated Approach



GRC Management Strategy



GRC Management Processes

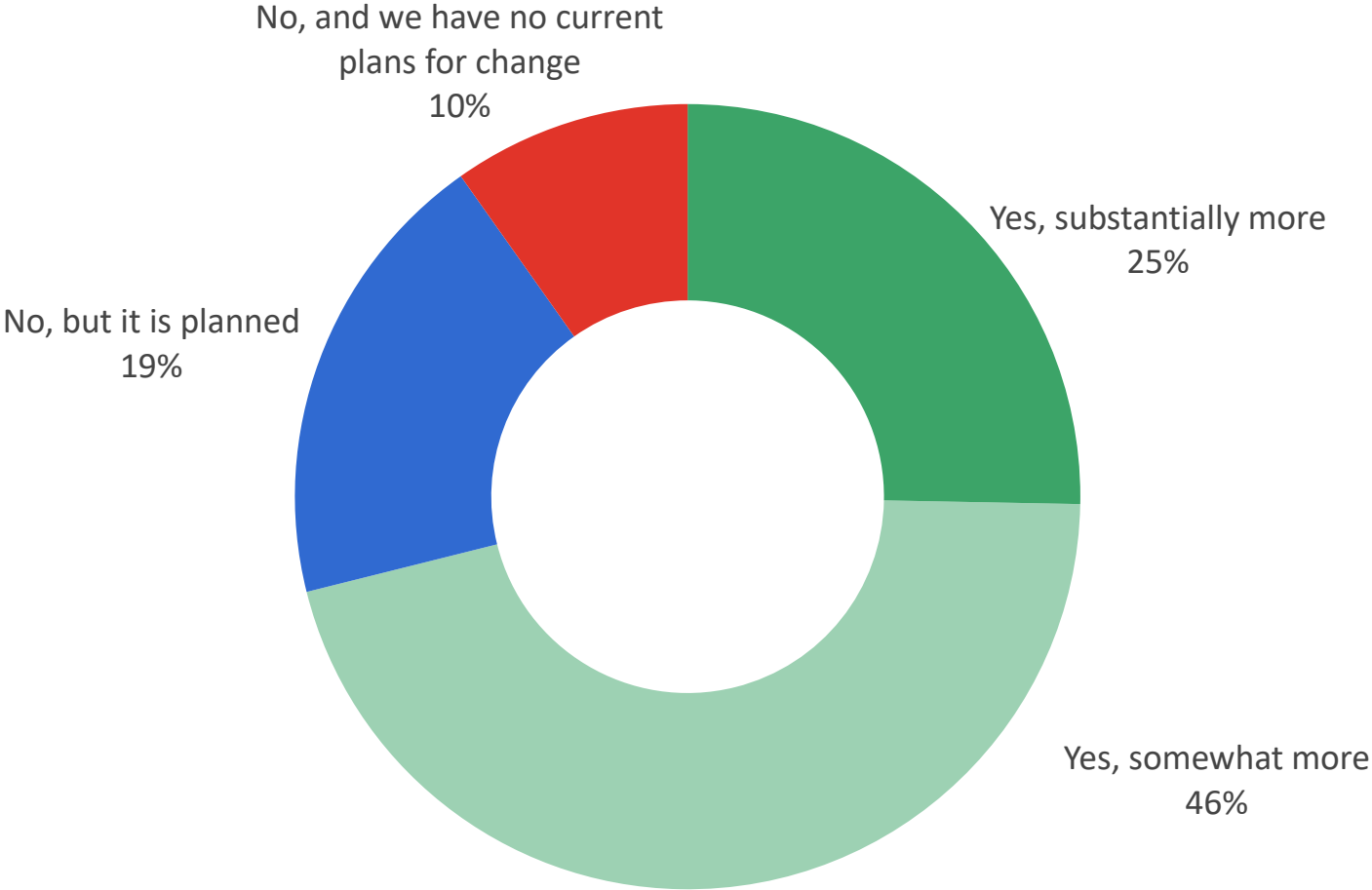


GRC Information



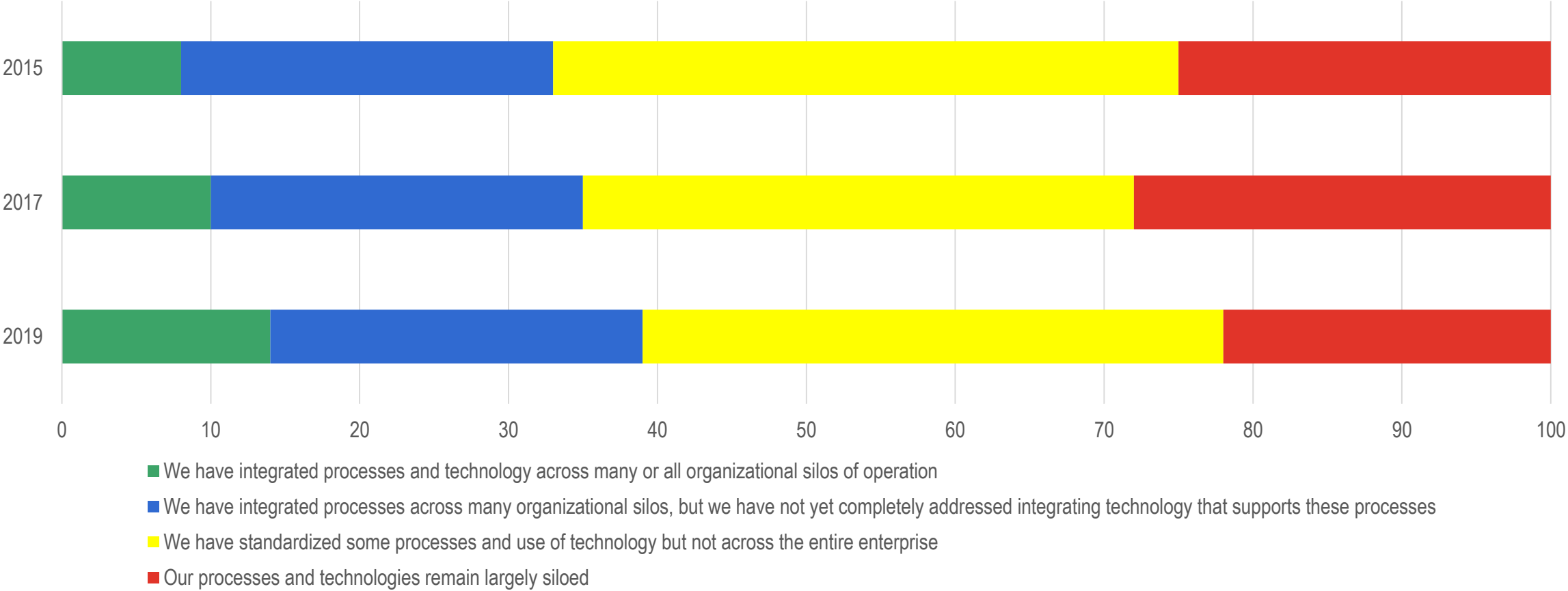
GRC Technology

Is there greater GRC integration in your organization today than three years ago?



Source: OCEG & GRC 20/20 GRC Maturity Survey

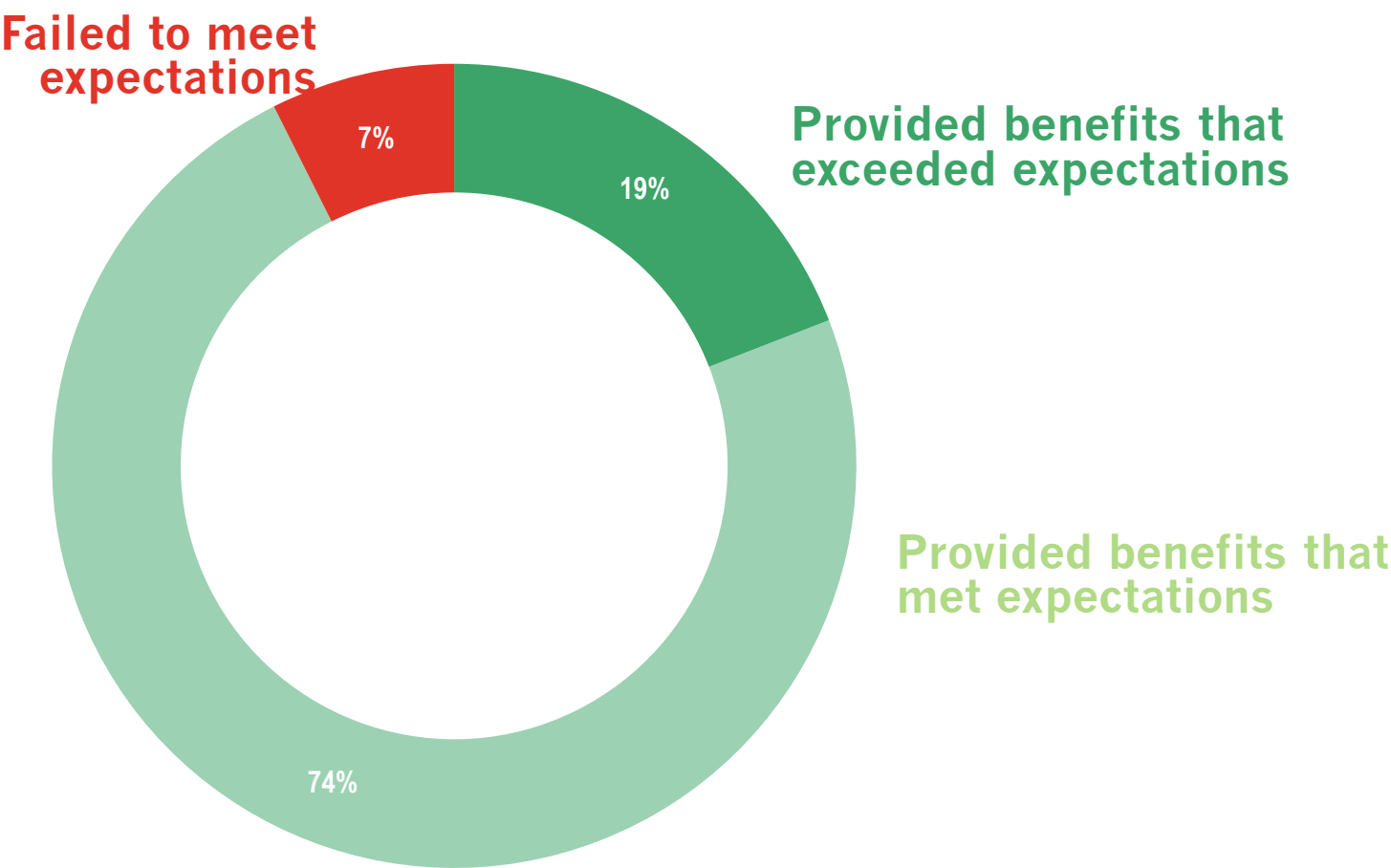
GRC Integration Over the Years



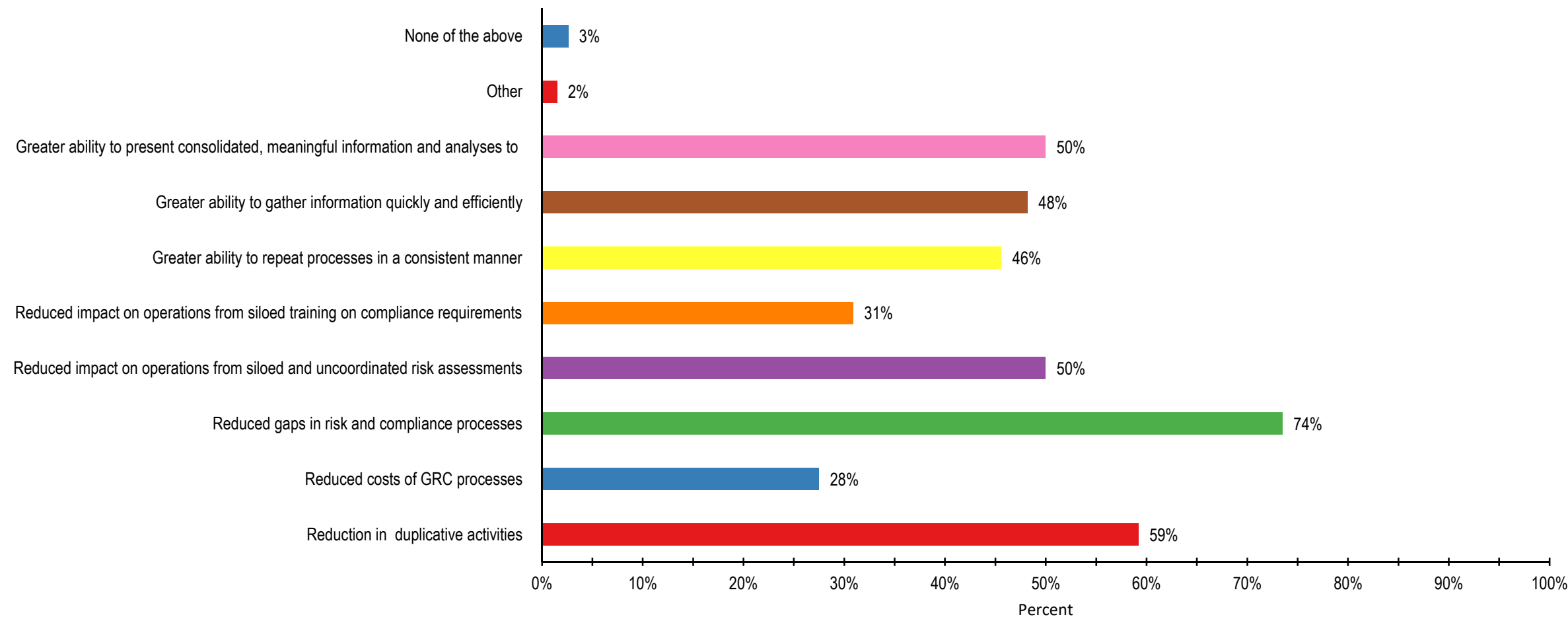
Source: OCEG & GRC 20/20 GRC Maturity Survey

Satisfaction of GRC Integration from those Who Integrated

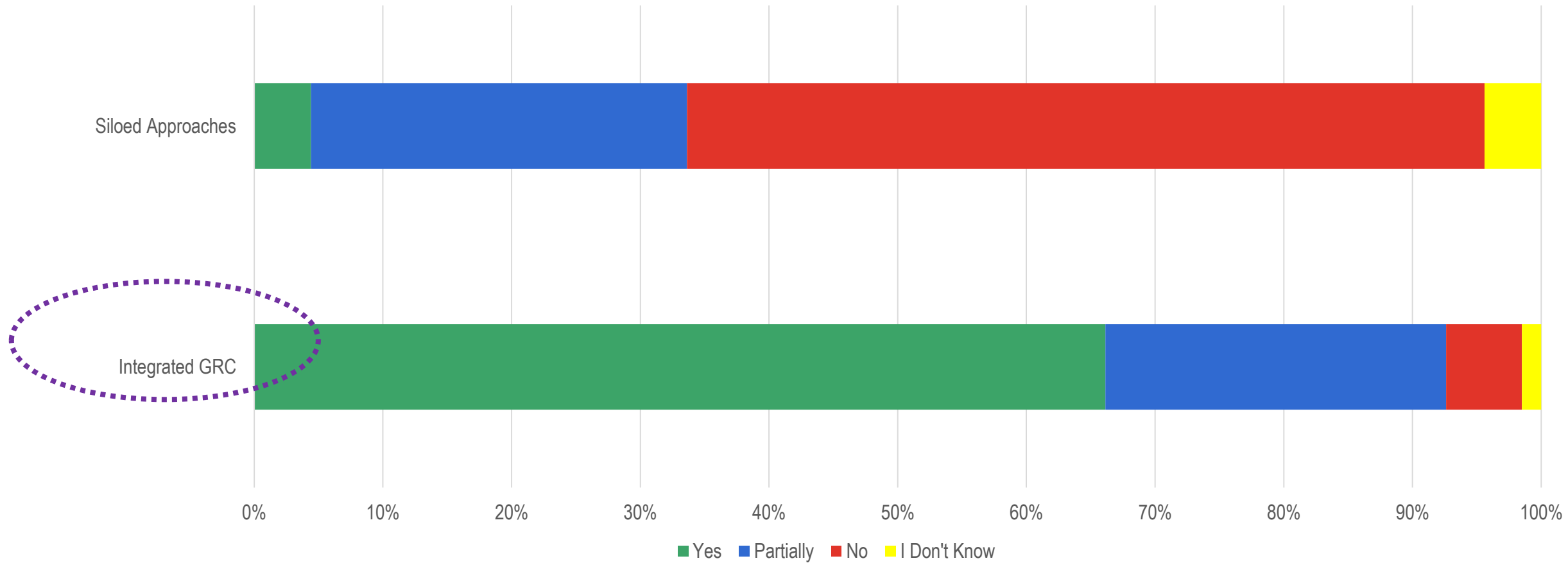
Where your organization has integrated processes for governance, assurance and/or management of performance, risk and compliance (GRC), the results have:



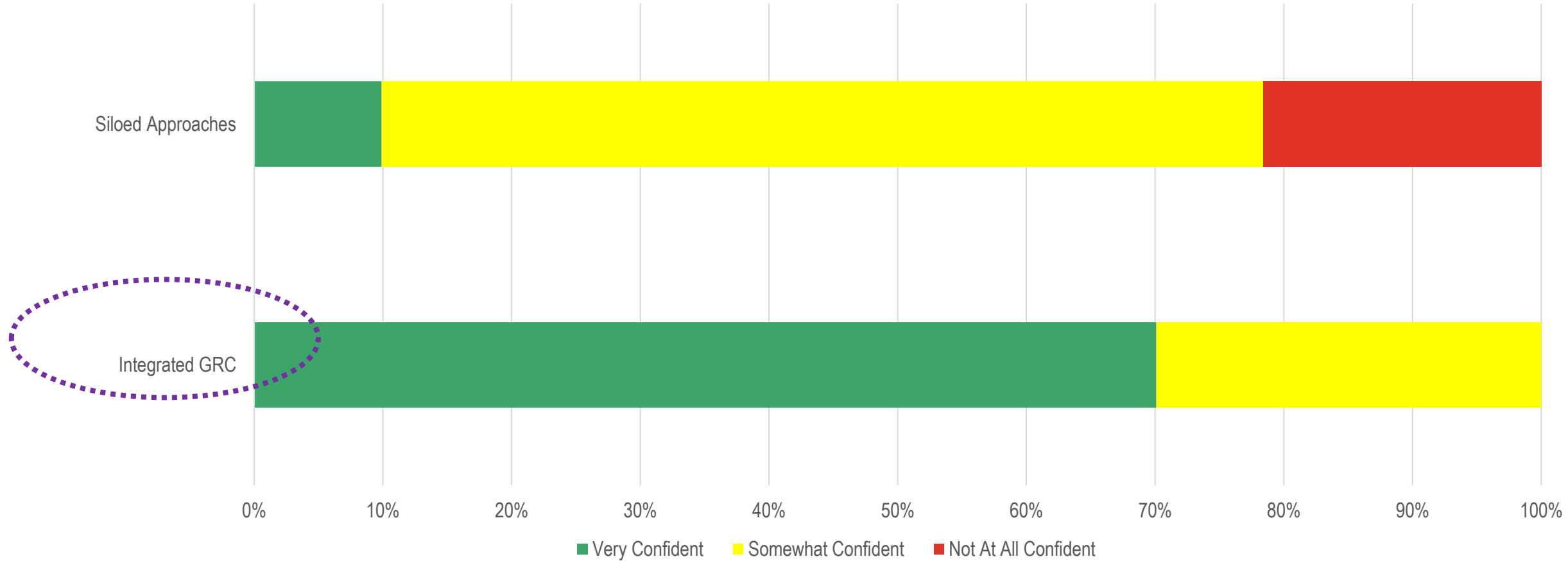
Beneficial outcomes of integrating GRC processes across silos in our organization have included (select all that apply):



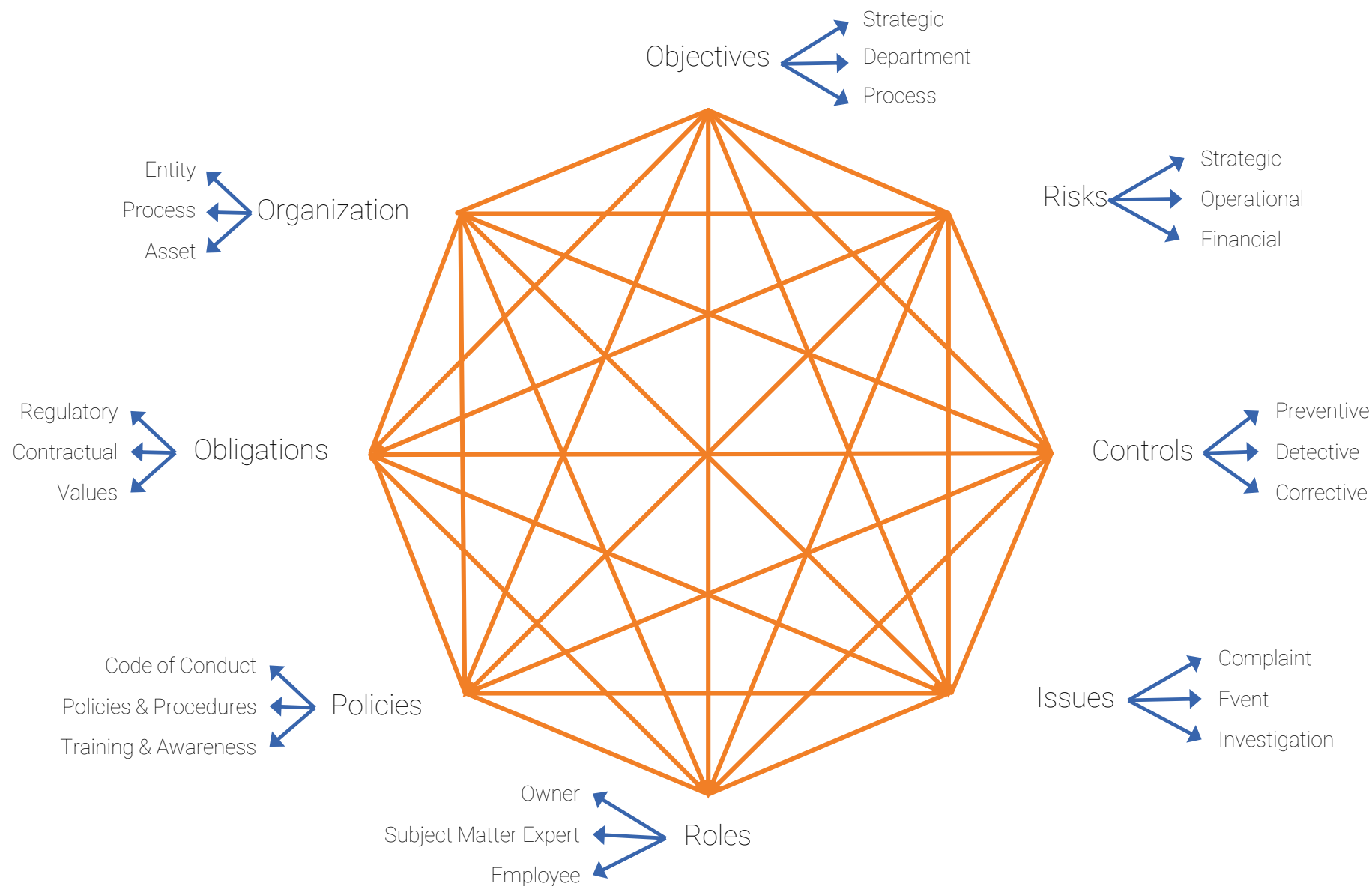
Do risk management activities in your organization provide a consistent approach and clear view of risk enterprise-wide?



How confident are you that your organization has selected and is effectively implementing the right management activities and controls to address your risks and requirements?



GRC Information Architecture Provides 360° Contextual Intelligence



higher quality information

Integrating GRC information allows management to make more intelligent decisions, more rapidly.



process optimization

All non-value-added activities are eliminated and value-added activities are streamlined to reduce lag time and undesirable variation.



better capital allocation

Identifying areas where there are redundancies or inefficiencies allows financial and human capital to be allocated more effectively.



improved effectiveness

Overall effectiveness is improved as gaps are closed, unnecessary redundancy is reduced, and GRC activities are allocated to the right individuals and departments.



protected reputation

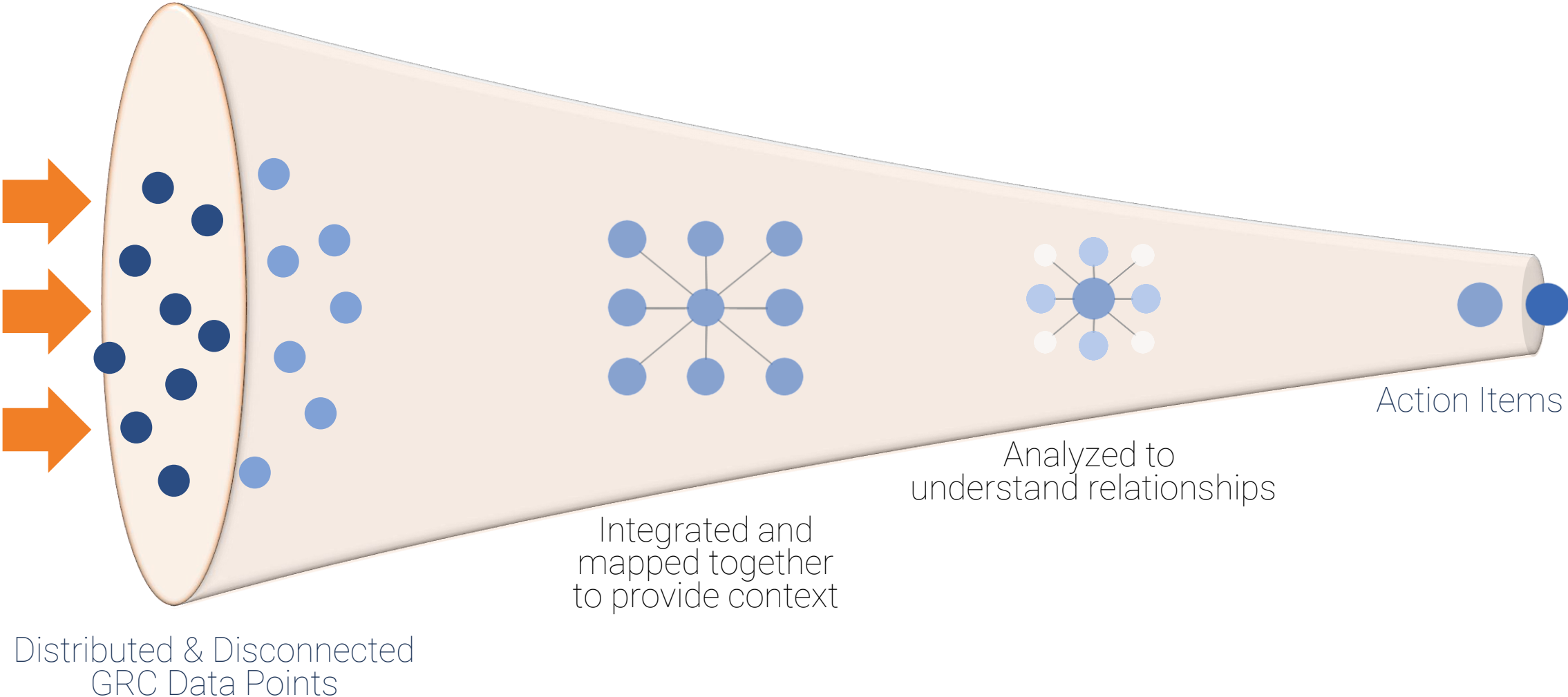
Reputation is protected and enhanced because risks are managed more effectively.



reduced costs

Reduced costs help to improve return on investments made in GRC activities.

360° GRC Contextual Analytics & Automation Capabilities



From GRC 1.0 to GRC 5.0: A History of Technology for GRC



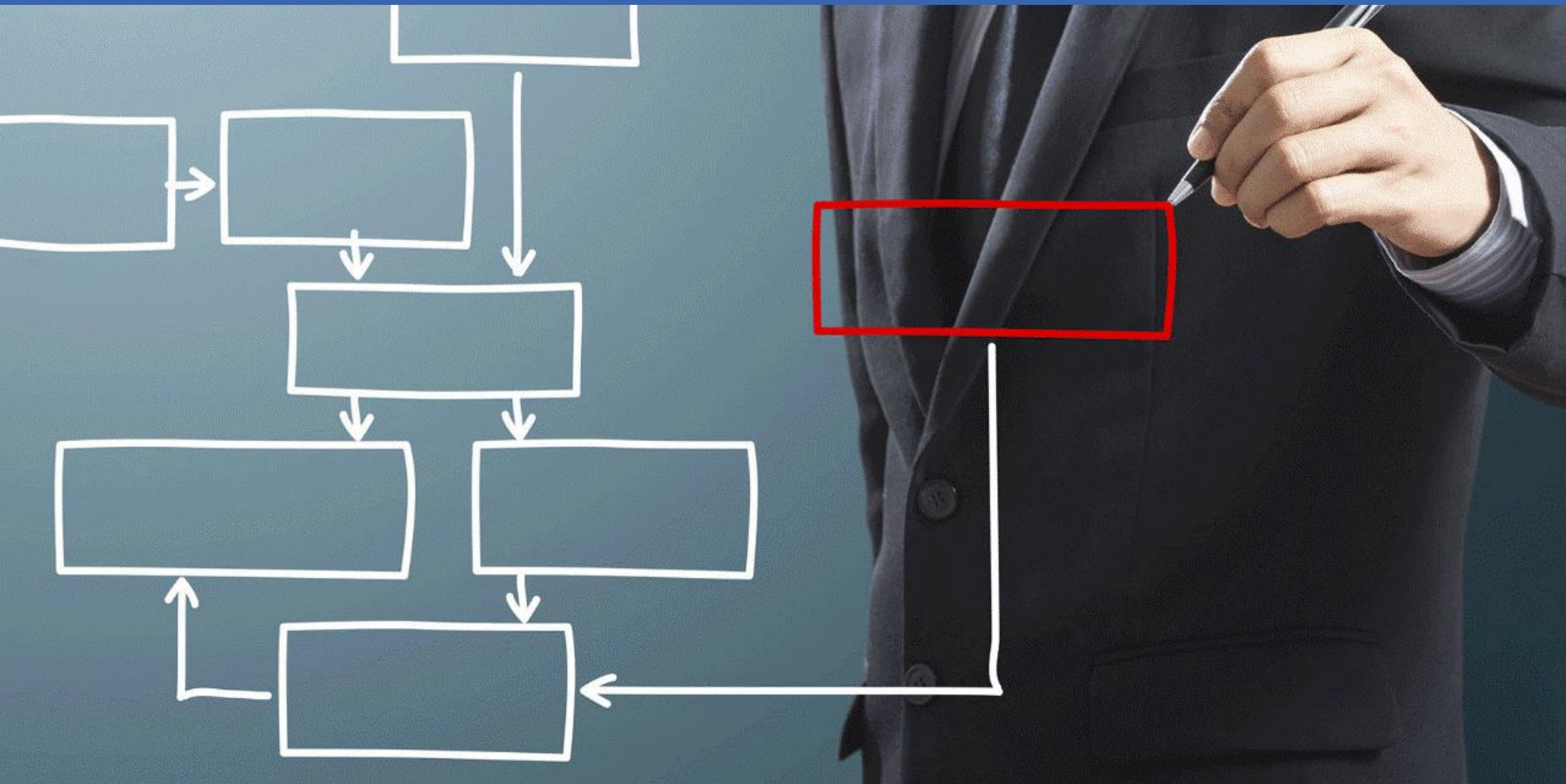


Engagement: Bringing GRC to the Front Lines

Collaboration: GRC Collaboration & Citizen Development



Operationalization: Automation & Process Automation of GRC

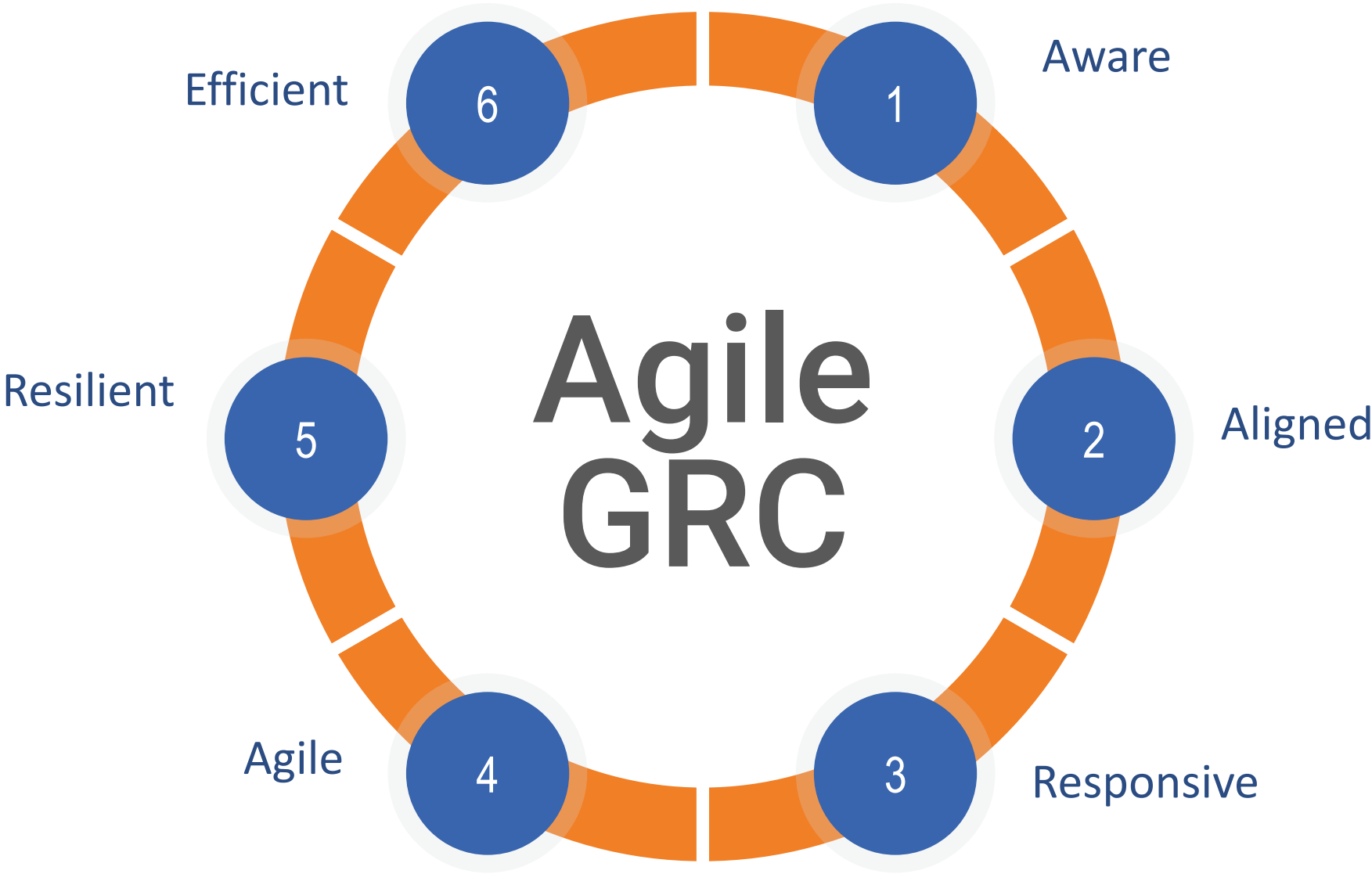




Innovation: Leveraging Agile GRC Technology & Information

Mobility & Access: GRC Interaction Anytime and Anywhere





Components of Agile GRC Technology




Usability




Cost of Ownership



Configurability



Scalability




Adaptability



Integration



Analytics



A.I.
Robotic Process
Automation



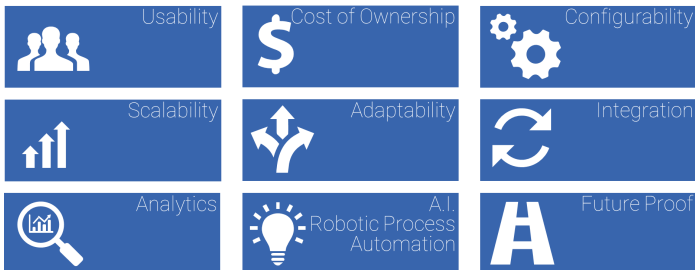
Future Proof



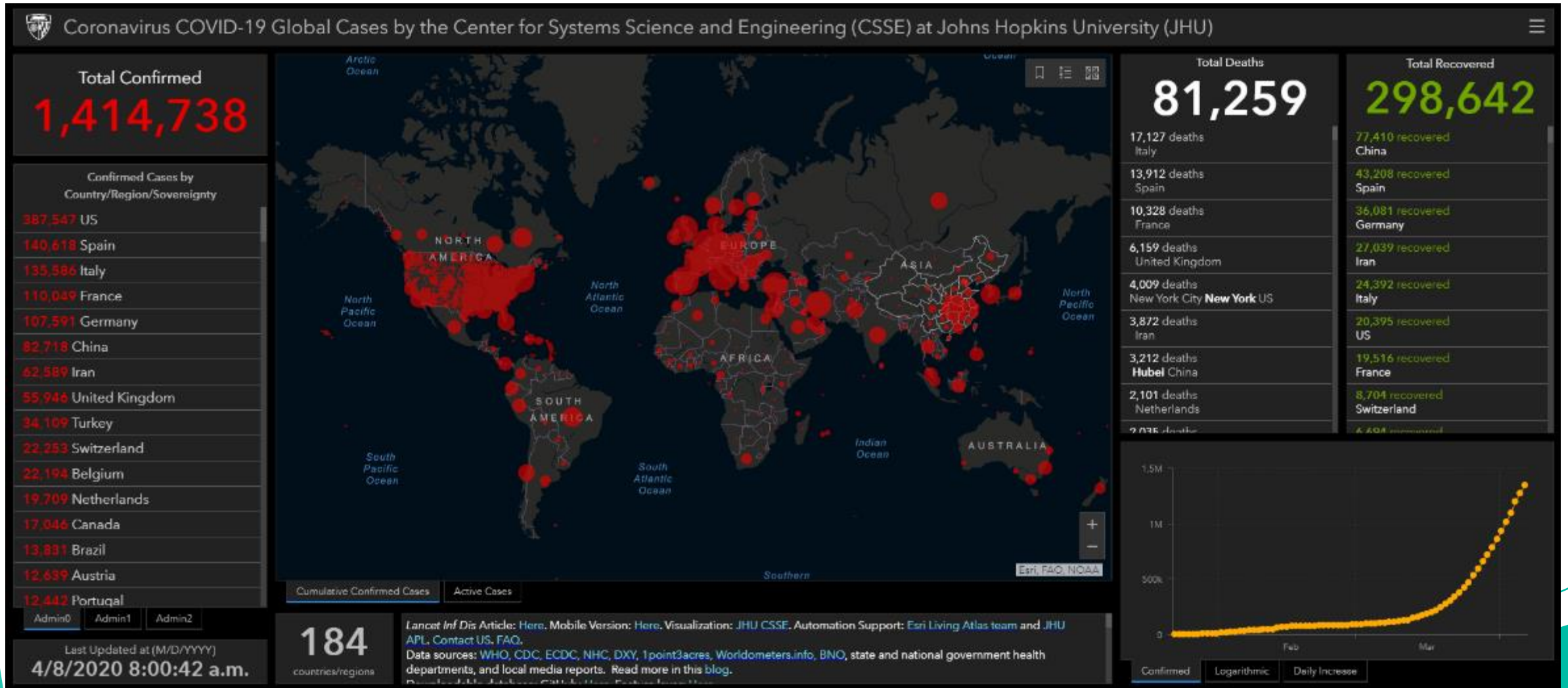
Feature/Functionality



What does Agile GRC look like?



A disrupted world



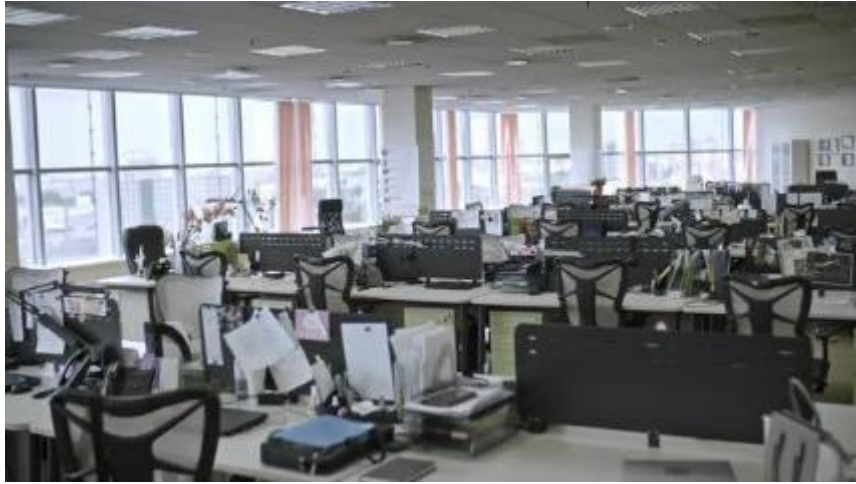
Achieve Objectives = Get things done today

Address Uncertainty = Manage risk

Act with Integrity = Do the right thing

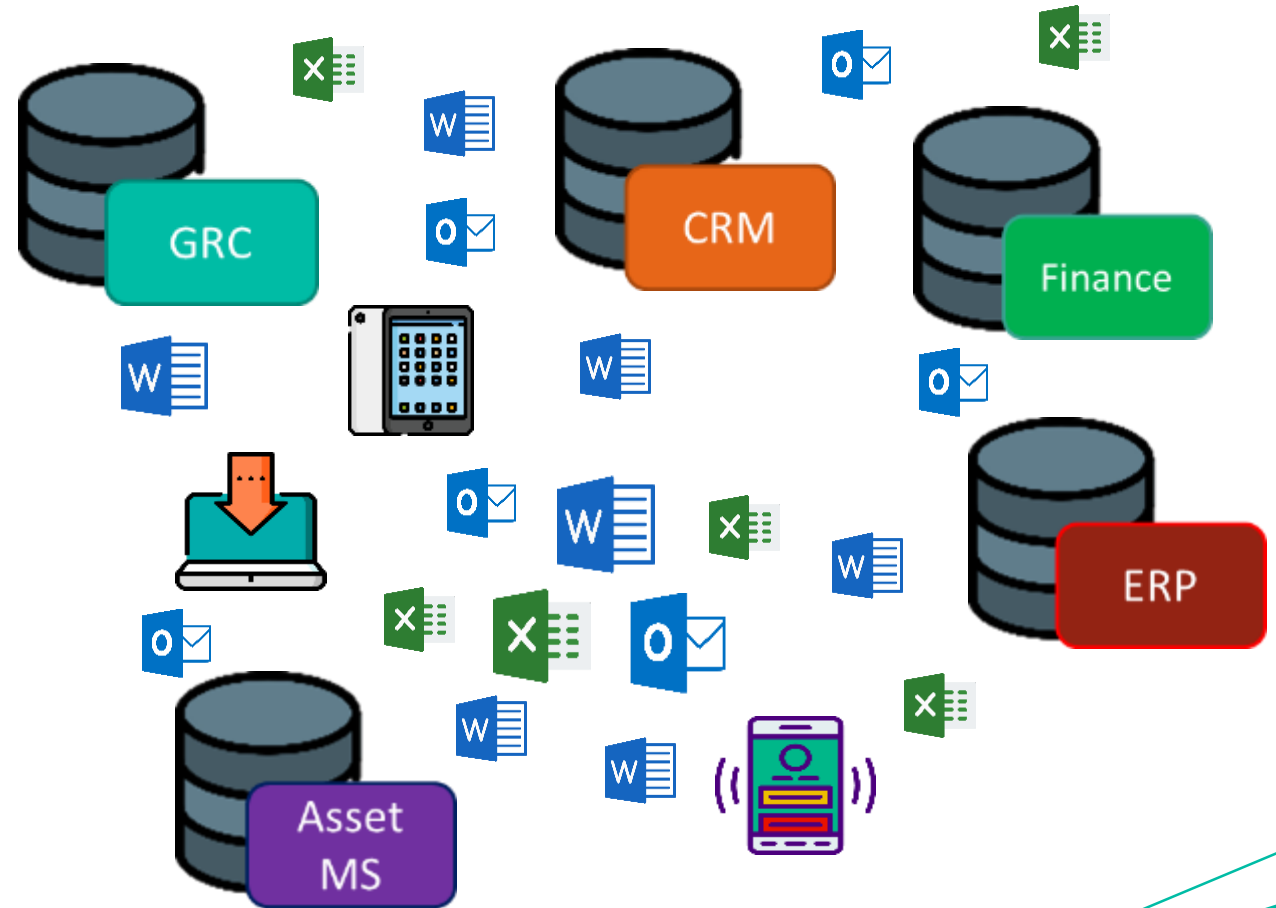
**How does technology
enable GRC?**

The 'forced' digital revolution



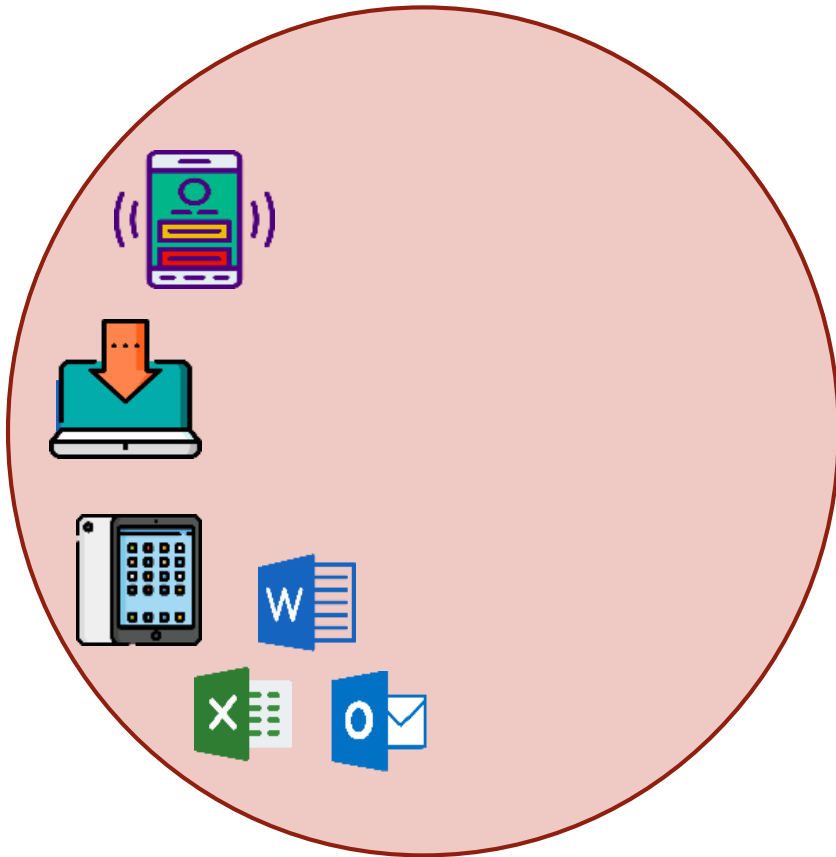
Where you are today

We're generating a lot of data.



Where you are today

Products

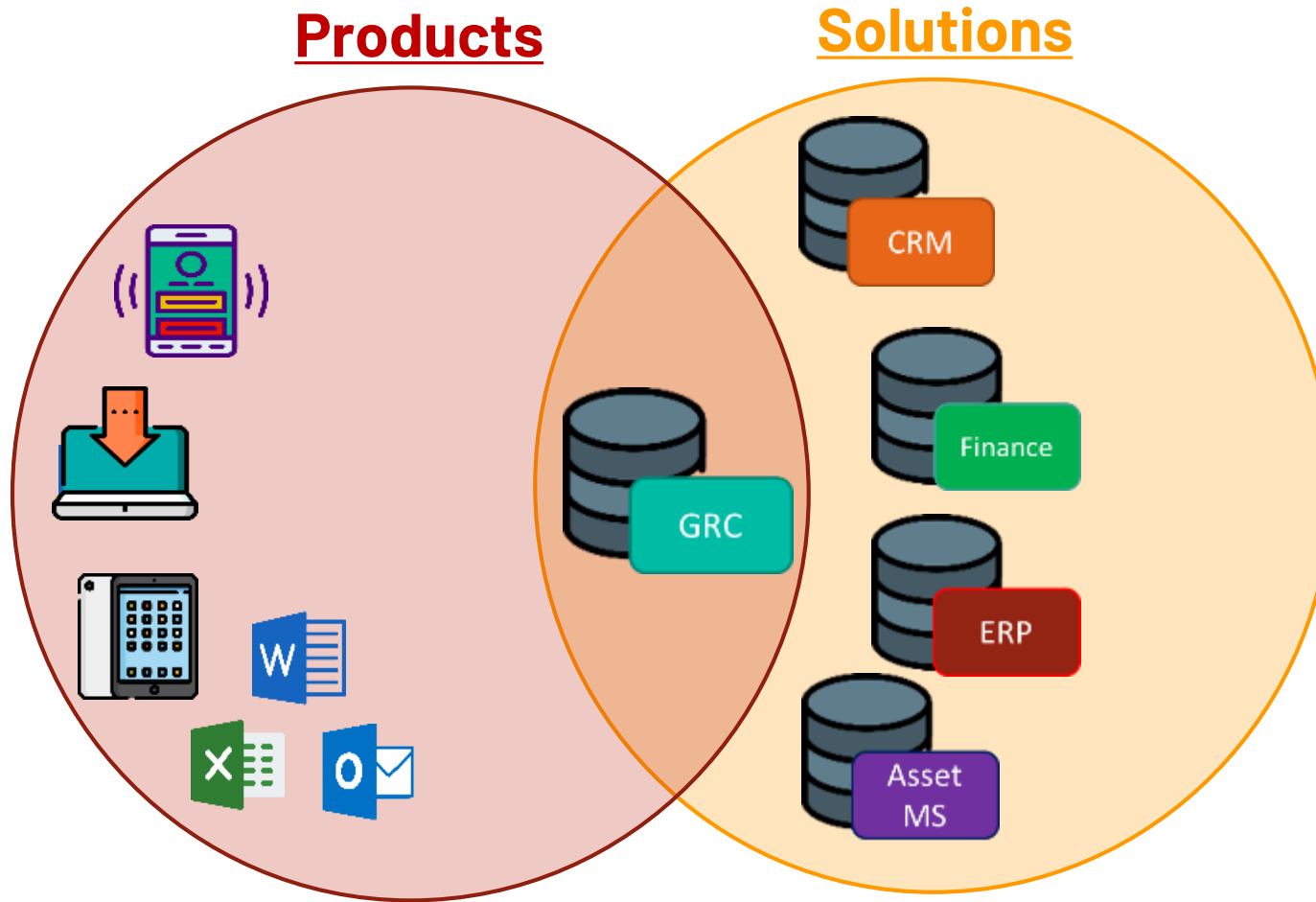


Products generally address specific needs (e.g. Word Processing).

Usually produce disconnected records (e.g. files)

**What you see is
what you get**

Where you are today



**What you see is
what you get**

'Customisable'

Customisable = Vendor codes the software to your requirements.

BUT

How much configuration the customer can do is limited.

You're **still dependent on the Vendor** to make 'complex' changes = **Cost**

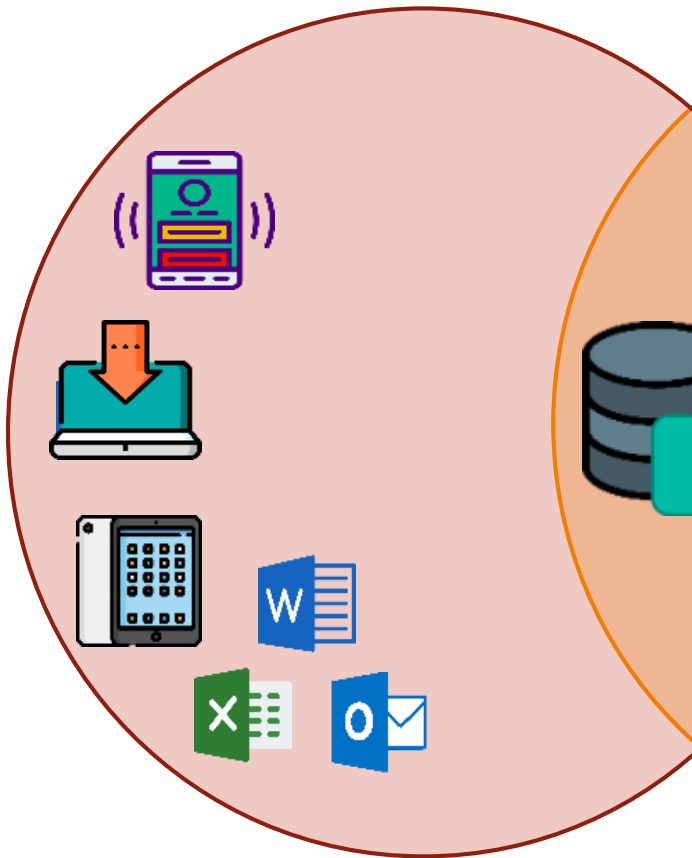
Takes Time = Not Agile

Where companies need to be now

No Code
Platform

Products

Solutions



**What you see is
what you get**

'Customisable'

Where companies need to be now

No Code
Platform



**What is 'No Code' and
how does it achieve Agile GRC?**



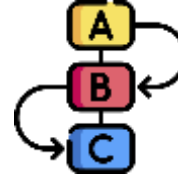
Traditional GRC Software VS No Code GRC

Traditional GRC Software

- ▶ **Traditional GRC Software is built to address specific issues.**
- ▶ **Some out-of-the-box solutions:**
 - ▶ Risk Management
 - ▶ Compliance and Obligations Management
 - ▶ Incident Management
 - ▶ ...and more



Dashboards



Workflows

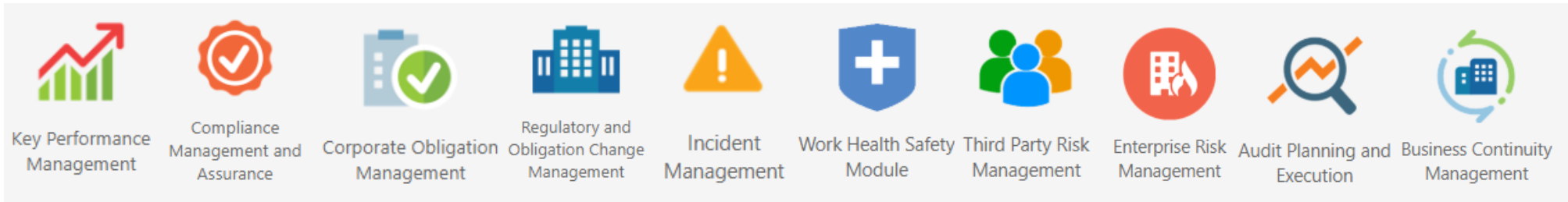


Forms



**Out of the Box
Solutions**

'Traditional GRC Software' vs. 'No Code GRC Platform'



Traditional GRC Software – were first built with a specific problem in mind (e.g. Risk Management).

Tools to allow flexibility, adaptability, etc. are not the main priority.

The problem is that companies tend to 'outgrow' them, e.g. fit-for-purpose two years ago, no longer fits today.

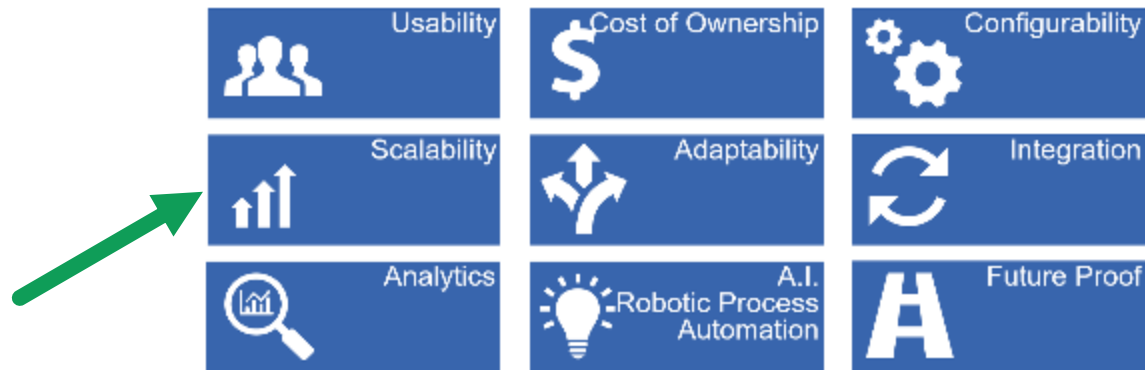
'Traditional GRC Software' vs. 'No Code GRC Platform'



**The No Code GRC Platform
was built with this in mind.**

**To not only address GRC
specific needs,
but also deliver a platform
that enables Agile GRC:**

No Code GRC Platform



'Traditional GRC Software' vs. 'No Code GRC Platform'



All Applications are Built Using the No Code GRC Platform



**Form
Engine**



**Analytics
Engine**



**Reports
Engine**



**Workflow
Engine**



**Survey
Engine**



Mobile Engine



**Integration
Engine**



**Document
Engine**



**Security &
Permissions**



**Alerts &
Notifications**



**Calculation
Engine**

'Traditional GRC Software' vs. 'No Code GRC Platform'

Out of the box modules

Focus only on addressing specific GRC issues (e.g. risk, compliance)

Capability to make the tool 'your own' is superficial (e.g. form builder, workflows)

Still dependent on Vendor for changes, not agile

Out of the box modules

Focus on addressing specific GRC issues and providing platform capabilities

You have the tools to tailor the solution and build company specific digital processes.

Free to make any changes without the vendor, agile

'Traditional GRC Software' vs. 'No Code GRC Platform'

The No Code GRC Platform represents the next phase in business applications.

And it can be used for processes / needs outside of GRC too.

Out of the box modules

Focus on addressing specific GRC issues and providing platform capabilities

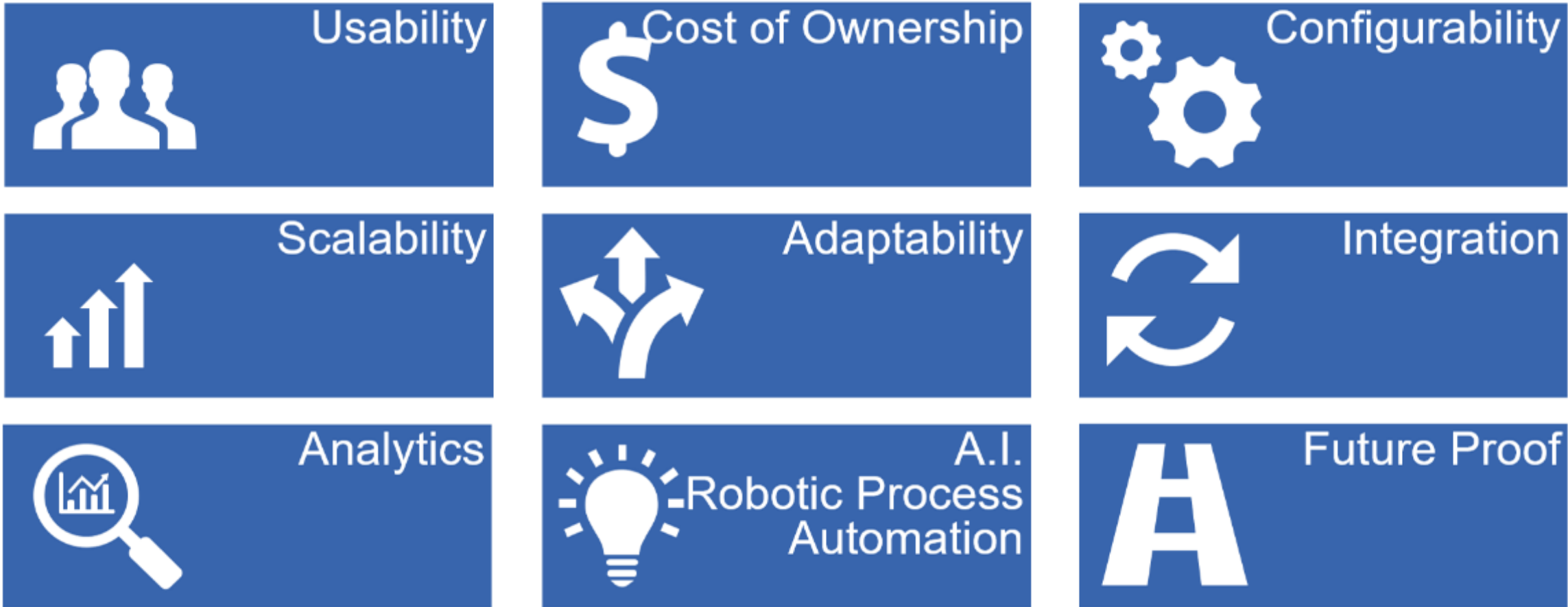
You have the tools to change and build solutions to make them your own.

Free to make any changes without the vendor, agile



A Closer Look into Agile GRC

What does Agile GRC look like?



What does Agile GRC look like?



- **What is Usability?**
 - Users can do what they need to do
 - without wasting time

What does Agile GRC look like?



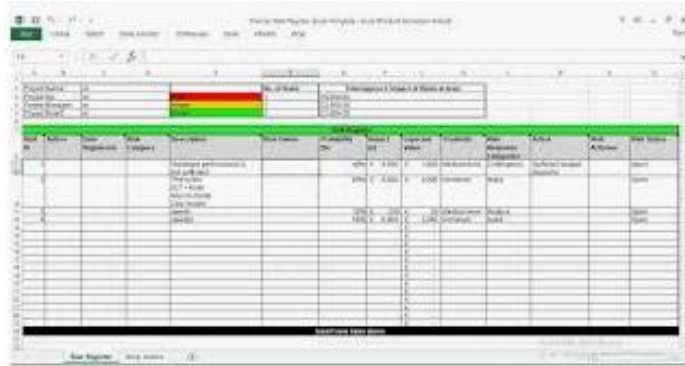
- Usually we think about user interfaces
- But in GRC there is also an important element that gets missed out

What does Agile GRC look like?



- The delivery of data in a way that adds value,
- easy to use
- and helps staff do their job better and make better decisions

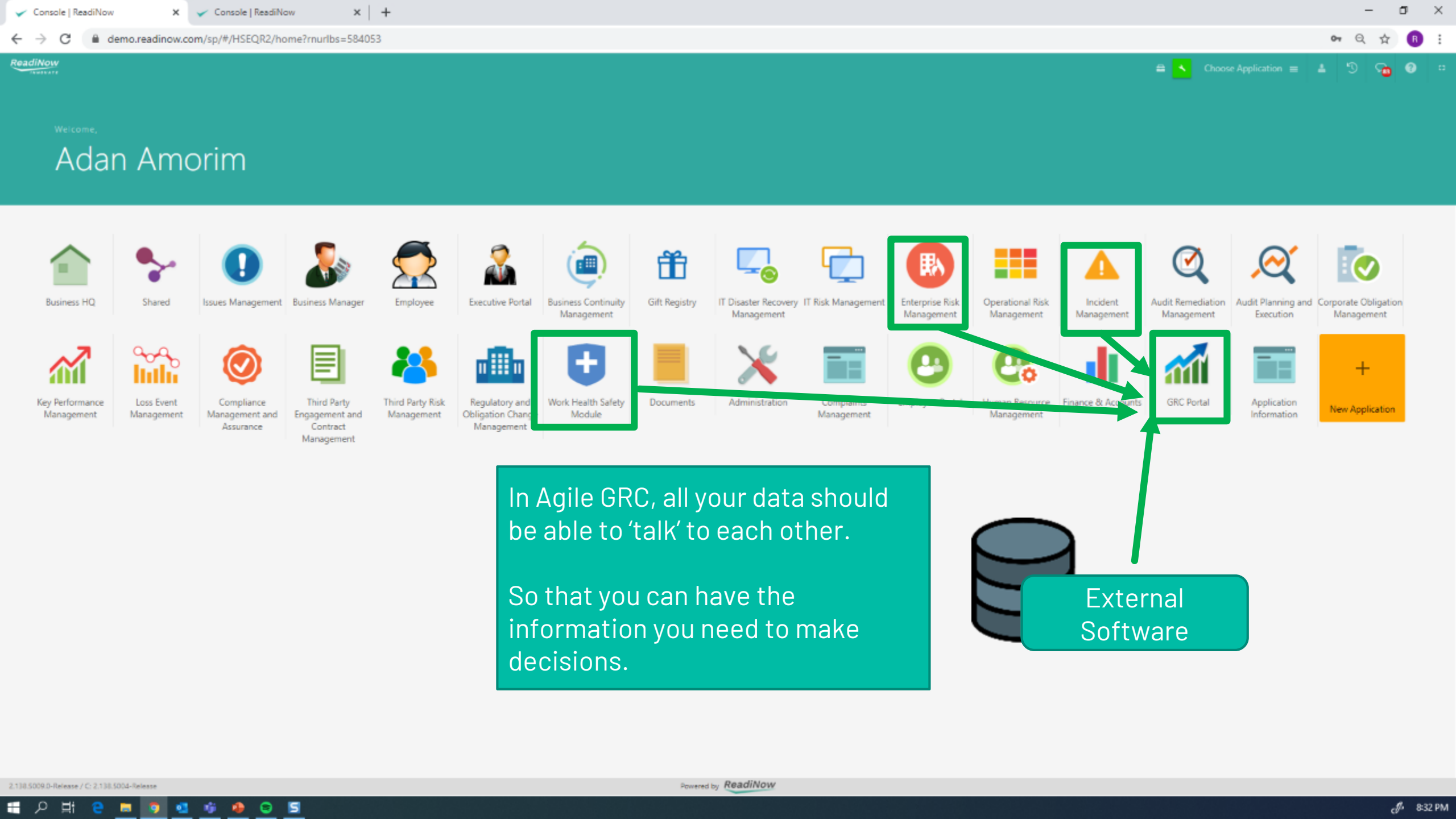
What does Agile GRC look like?



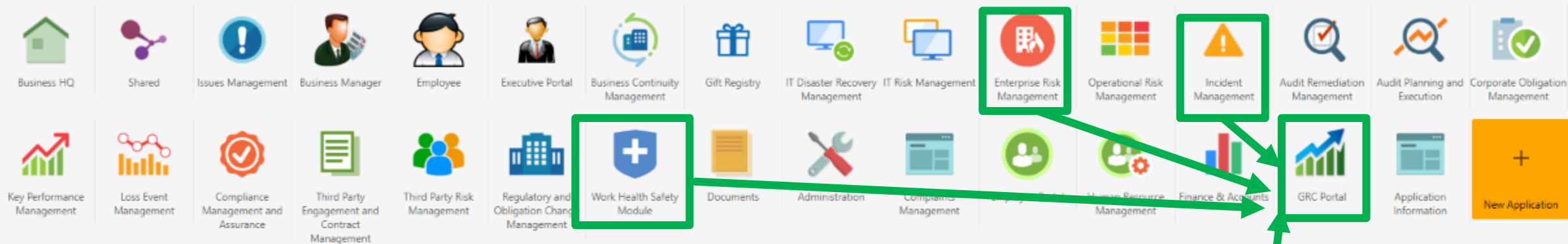
Are the risk evaluations/conclusions you're making the same as when you were using a spreadsheet?

Does the software help you arrive at different outcomes?





Welcome,
Adan Amorim



In Agile GRC, all your data should be able to 'talk' to each other.

So that you can have the information you need to make decisions.

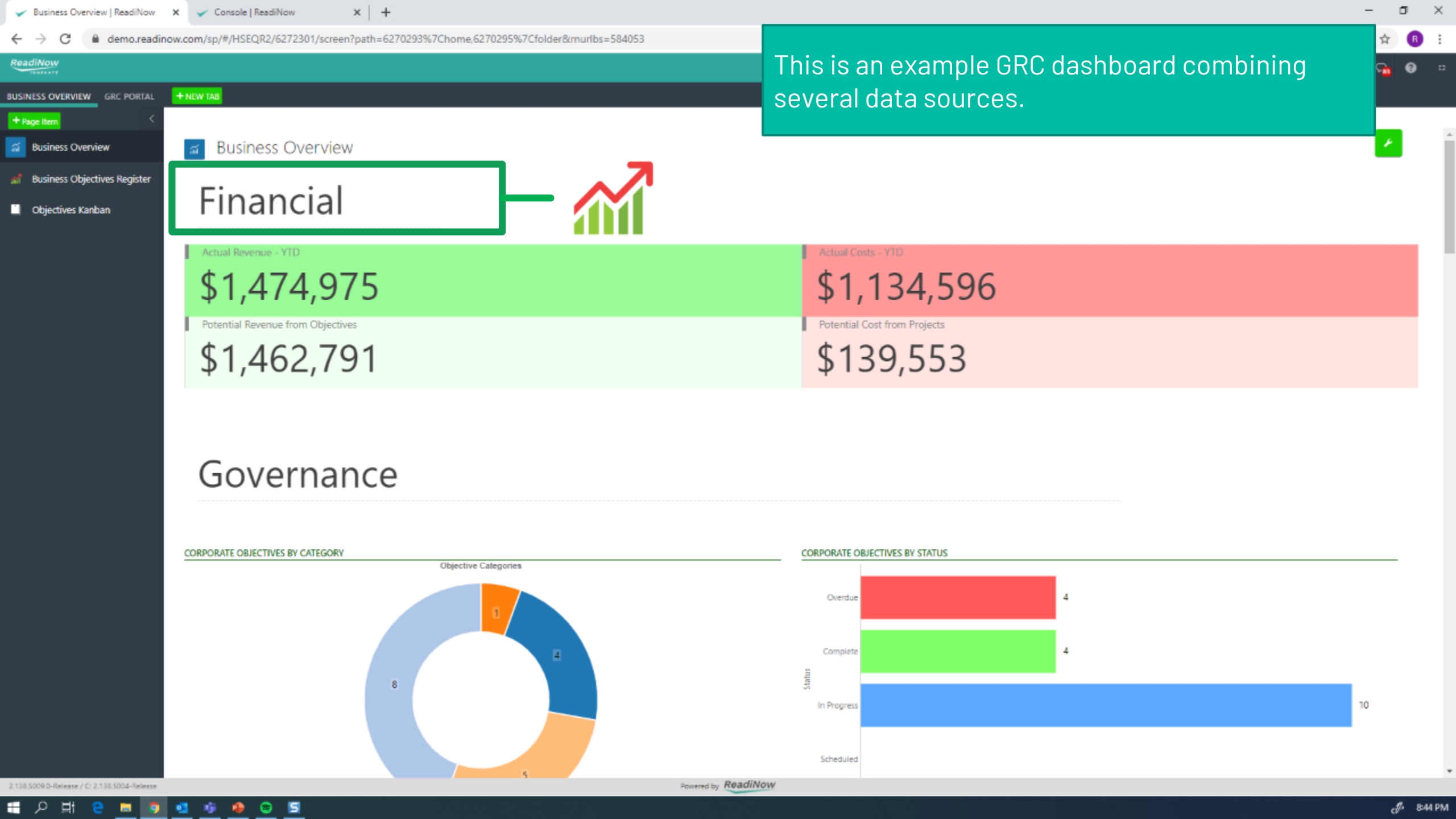


External Software



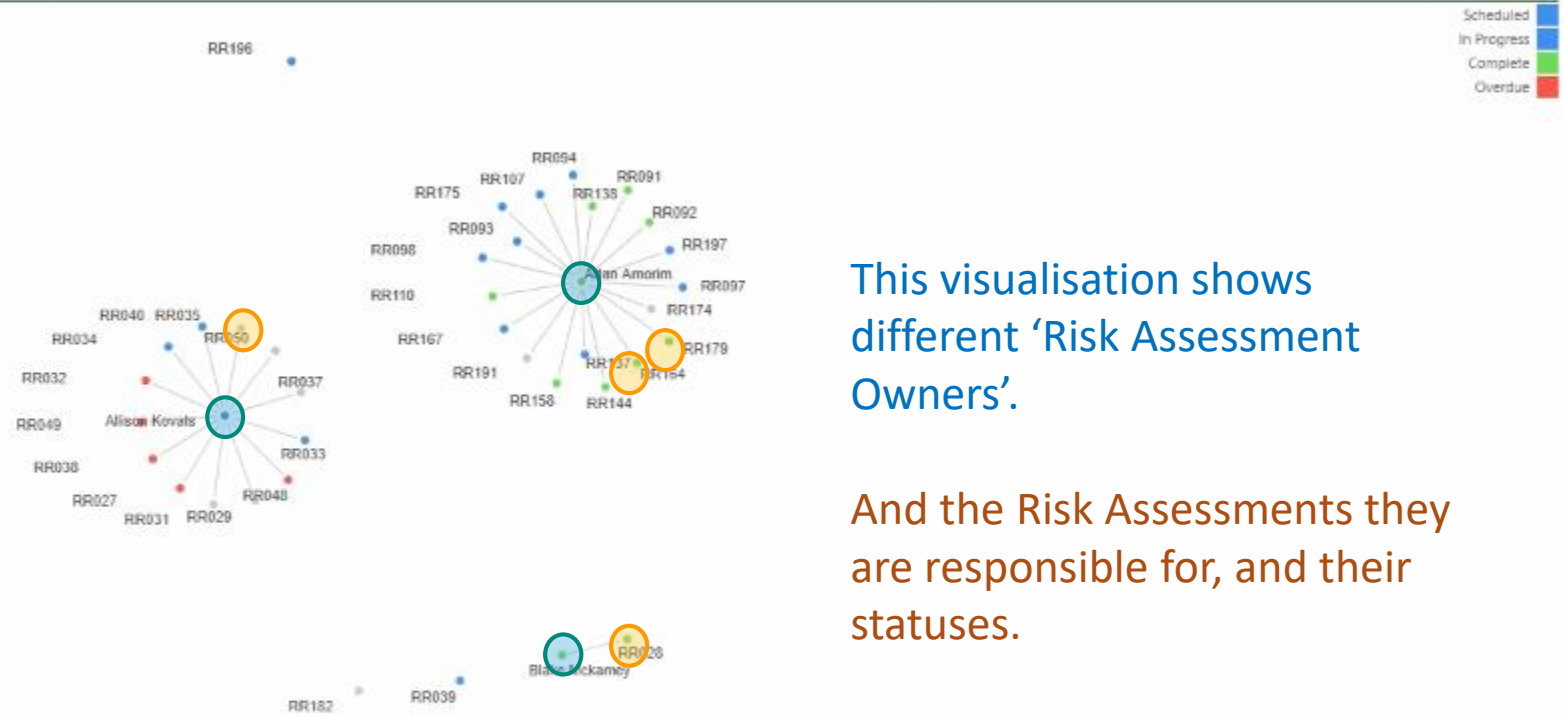
- All data is open to reporting and analysis
- Data is interactive (e.g. it can trigger workflows)
- You have the tools to analyse and create visualisations
- What you see is governed by security rules

This is an example GRC dashboard combining several data sources.



This is an example GRC dashboard combining several data sources.

RISK ASSESSMENTS PER RISK OWNER



This visualisation shows different 'Risk Assessment Owners'.

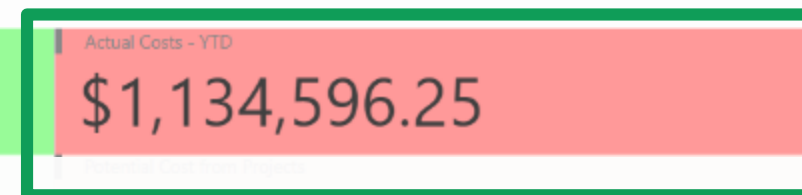
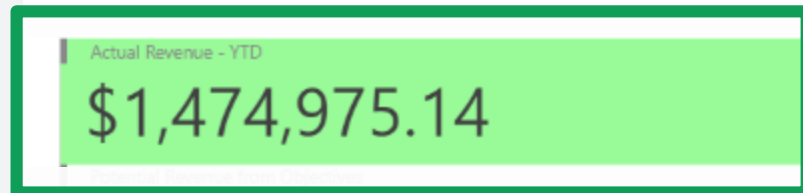
And the Risk Assessments they are responsible for, and their statuses.

Compliance

COMPLIANCE REQUIREMENT BY COMPLIANCE



- Software 'can talk' to other software (easily)
 - E.g. send data, receive data
- Modules inside the software are not siloed



- No need for 'middleware'
- API ready (feature that allows one software to transfer information to another)
- Configure the API once, use it in multiple ways

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External
Software

The next slide is an example of
a feed of information relevant
to a risk

Third Party Risk | ReadiNow

demo.readinow.com/sp/#/HSEQR2/6153470/viewForm?path=6270293%7CChome,6270295%7Cfolder,6272301%7Cscreen,5715657%7Creport&urlbs=584053

ReadiNow

Business HQ

Business Overview

Business Overview

Business Objectives Register

Objectives Kanban

Third Party Risk

STATUS

Due Status: In Progress

Approval status: Not Started

Digital Maturity: Experienced

Risk Information - Analysis

SUMMARY

Controls: 1

Weakest Control Effectiv...

INCIDENTS

Higher Rating: 1

Same Rating: 0

Lower Rating: 2

High Severity Near Misses: 0

COMPLIANCE

Requirements: 3

CONNECTED PROCESSES

Connected Processes: 1

Open Findings: 0

CONNECTED KRIS

KRIS: 1

CONTROLS

ACTION

+ NEW

EDIT INLINE

Control ID	Control Effectiveness	Key Cont...	Due Status	Approval status	Control Title	Control Category	Control Cost	Owner
CTRL038	Not Effective	No		Approved	Third Party KPI Management	Preventive		Adan Amorim

Integration

Integration means that information stored in other 'modules' can talk to each other

It must add value

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Integrations in Practice:

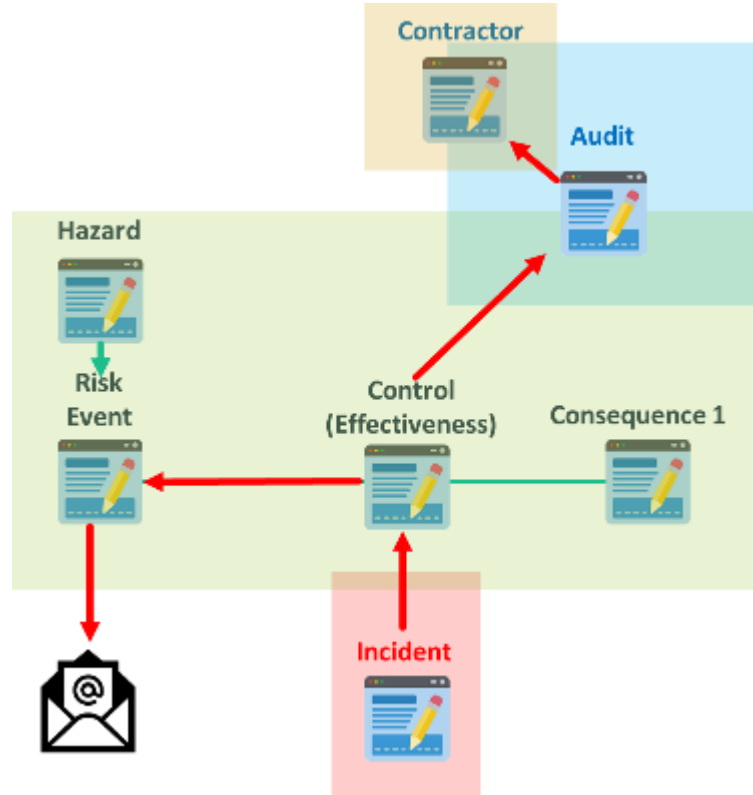
Security Event related to 'Terrorism Risk'



From: a minor security breach event



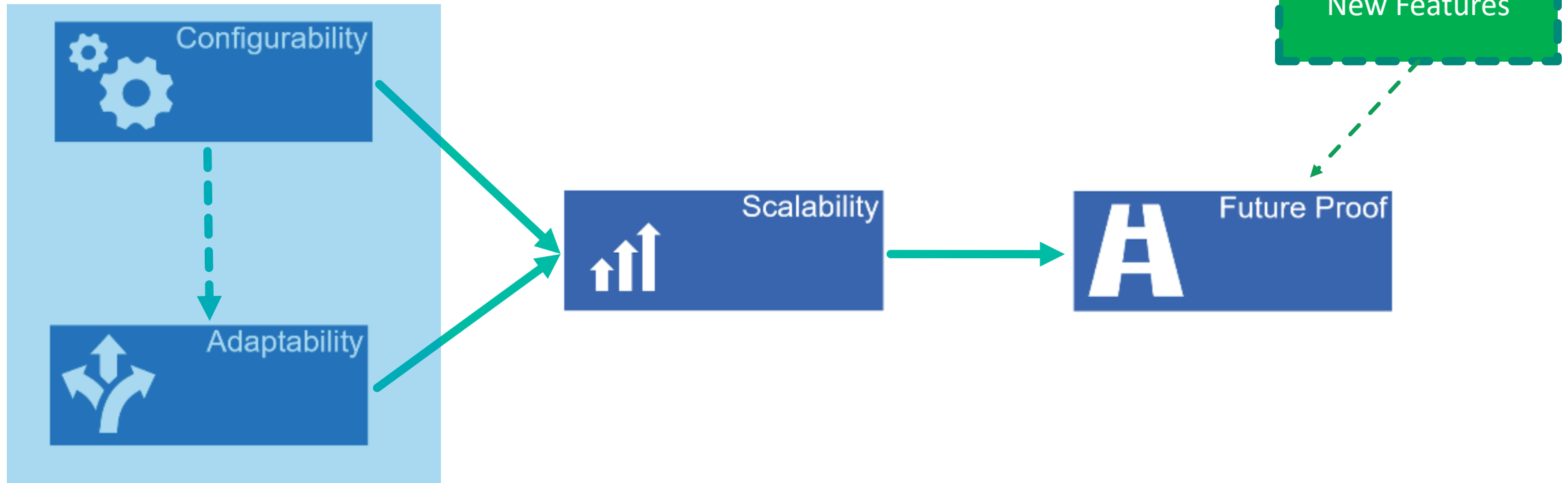
To: a re-evaluation of risk



"Connecting Incidents to Risk for Better Decision Making"

If you are interested in this type of integration, have a look at our webinar:
<https://www.readinow.com/incident-risk-webinar>

What about configuration in Agile GRC?



In Agile GRC:
if you can describe **what you want** to happen,
then it **can** happen.

If you can describe **what you want** to happen, then it **can** happen.



Example:

An incident is reported,
if a Third Party was responsible,
and that Third Party is responsible for a Key Control,
send an email to the Risk Manager and Risk Owner.

New Workflow | ReadiNow

demo.readinow.com/sp/#/HSEQR2/5769552/workflow/new?path=5778849%7Chome,5777886%7Cfolder,5777885%7Cfolder,5714448%7Creport&nrurlbs=584053

Administration

RunDeletePropertiesSaveSave AsClose

Workflow

Data Activities

CreateUpdateDeleteCloneChange TypeGet RecordsFor EachGatewayUser ActivitiesUser ActionUser InputSend EmailUser MessageSurvey ActivitiesLaunch Person CampaignLaunch Target CampaignReview SurveySystem ActivitiesAssign to VariableRun Workflow

Third Party Example Workflow*

start

Submit New Incident

Exit

Is a Third Party Involved?

Yes

Otherwise

Is a Key Control dependent on 3rd Party?

Yes

Otherwise

Email Risk Manager and Risk Owner

Send Succeeded

Send Failed

end

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webinar-239743514.ics

Show all

4:29 PM

```
graph LR; start((start)) --> Submit[Submit New Incident]; Submit -- Exit --> IsThirdParty{Is a Third Party Involved?}; IsThirdParty -- Yes --> IsKeyControl{Is a Key Control dependent on 3rd Party?}; IsThirdParty -- Otherwise --> end((end)); IsKeyControl -- Yes --> Email[Email Risk Manager and Risk Owner]; IsKeyControl -- Otherwise --> end; Email -- "Send Succeeded" --> end; Email -- "Send Failed" --> end;
```

If you can describe **what you want** to happen, then it **can** happen.



Example:

If an incident is reported.

And a Third Party was responsible.

And that Third Party is responsible for a Key Control

Send an email to the Risk Manager and Risk Owner

Check if they had any incidents in the past 30 days,
if they did, send them a Due Diligence Survey,
also, populate Risk Summary Report (Word), and
send everything to the Control Owner.

Schedule a 2nd Party Audit on the Contractor,
due date 14 days from the incident. Assign responsibility
to Control Owner.

Third Party Example W...

Console | ReadiNow

1. Advisor 3909 did not

Form Builder | ReadiNo

Third Party Risk Assess

Third Party Example W

Crisis by Status | Readil

Third Party Catalogue

Third Party Risk | Read

demo.readinow.com/sp/#/HSEQR2/6276354/workflow?path=5778849%7Chome,5777886%7Cfolder,5777885%7Cfolder,5714448%7Creport&rmurlbs=584053

ReadiNow

Administration

Run

Delete

Properties

Save

Save As

Close

Workflow

Data Activities

Create

Update

Delete

Clone

Change Type

Get Records

For Each

Gateway

User Activities

User Action

User Input

Send Email

User Message

Survey Activities

Launch Person Campaign

Launch Target Campaign

System Activities

Assign to Variable

Run Workflow

Create Link

Log

Other Activities

API Callout

Generate Document

Undo

Redo

100%

Third Party Example Workflow v2 *

start

Submit New Incident

Exit

Is a Third Party Involved?

Yes

Is a Key Control dependent on 3rd Party?

Yes

Email Risk Manager and Risk Owner

Send Succeeded

Send Failed

Analyse Incidents from last 30 Days

Exit

Was 3rd Party Involved?

Yes

Send Due Diligence Survey

Exit

Generate Document Risk Summary Report

Exit

Send Email to Control Owner

Send Succeeded

Schedule 2nd Party Audit

Exit

end

Otherwise

Exit

Time out

Exit

Send Failed

Exit

Otherwise

Exit

A.I.

Robotic Process Automation

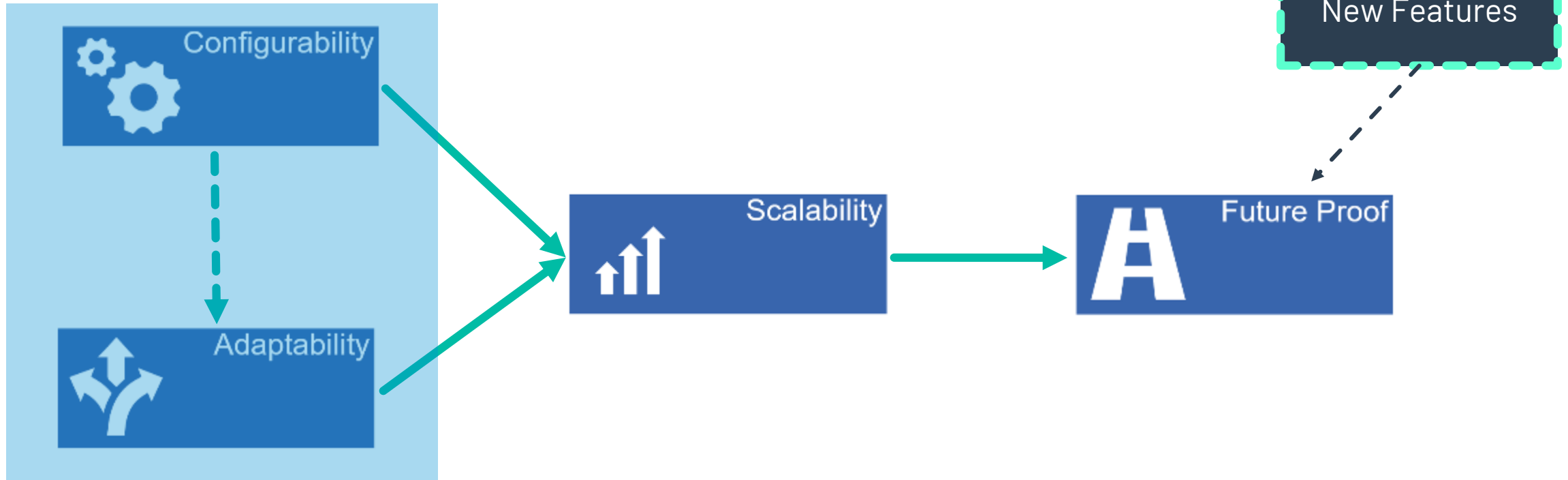
If you would like to learn more about A.I. in Agile GRC, please subscribe to be notified of our A.I. webinar.

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What about configuration in Agile GRC?

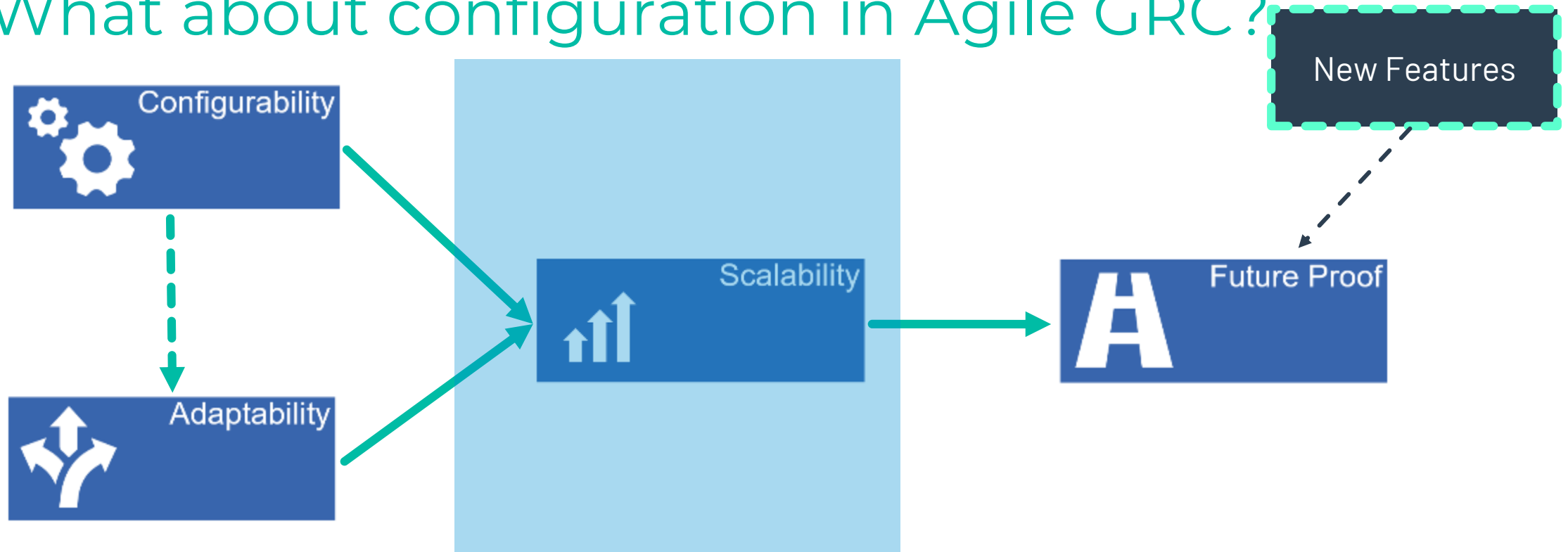


If you can describe **what you want** to happen,
then it **can** happen.

**You have the tools and capability
to get things done.**

**Important! This applies to forms, dashboards,
even the colours, icons, popups, etc.**

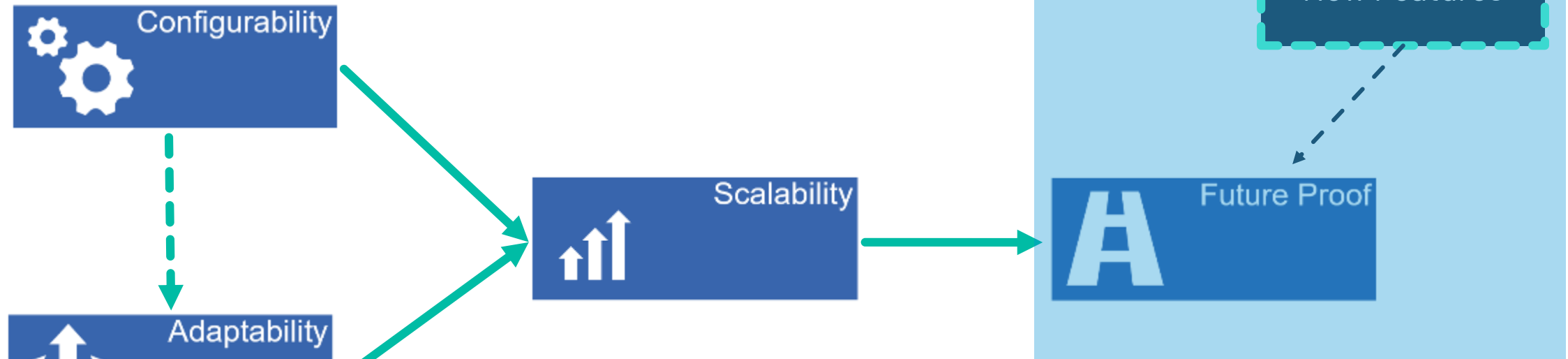
What about configuration in Agile GRC?



In a 'No Code' GRC platform,
you can easily synchronise
additions/changes with business needs.

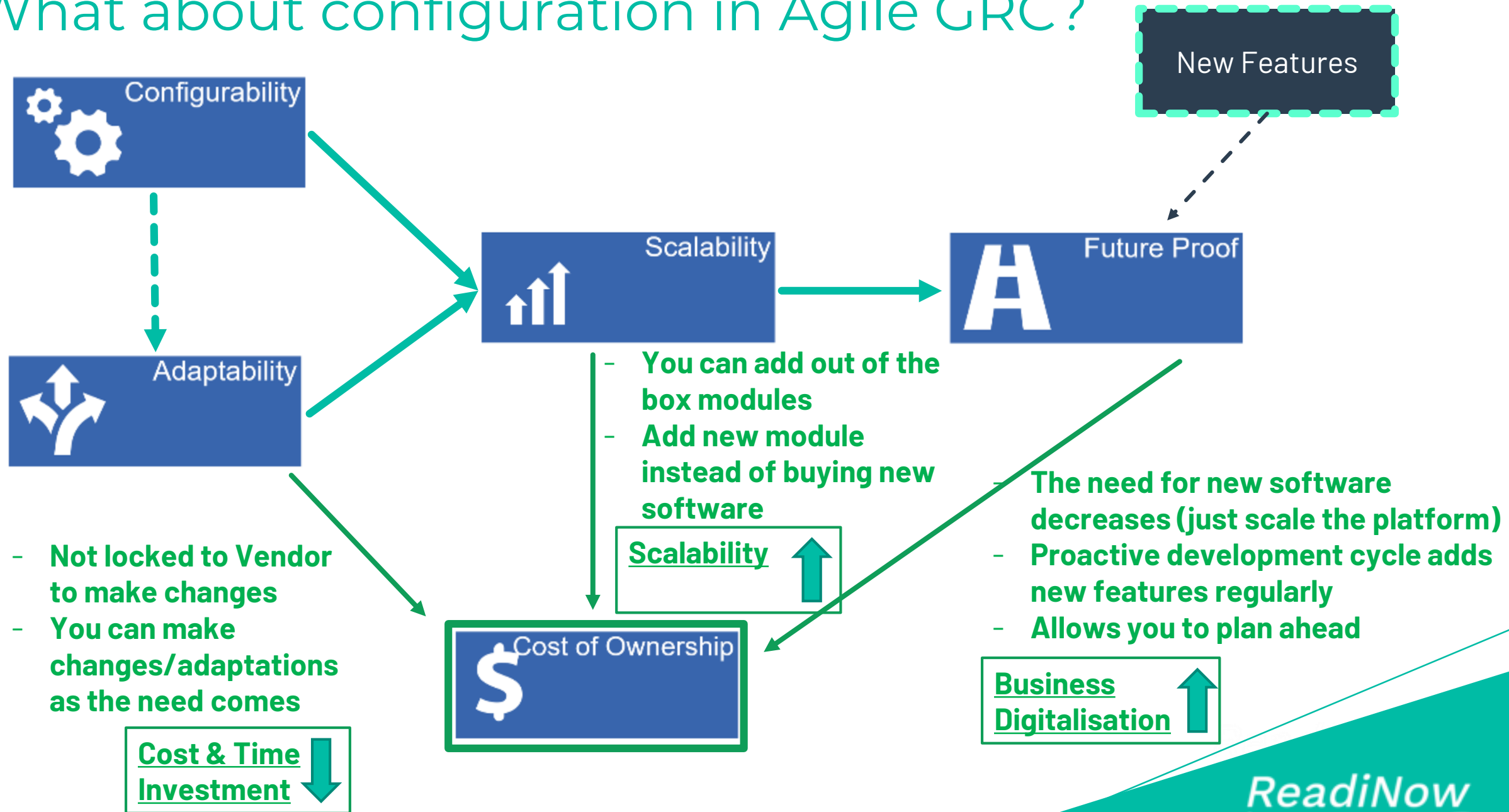
You have all the tools to get things done.

What about configuration in Agile GRC?



- The software **can change** as the business changes
- There is a **proactive development cycle**, releasing **new features and upgrades every month**
- **Customer input can be turned around quickly** in the development cycle

What about configuration in Agile GRC?

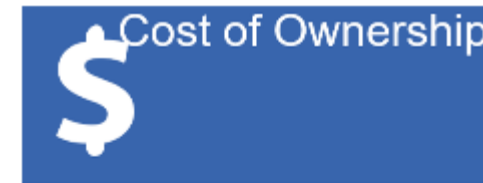


Summary

Where you need to be now

No Code GRC Platform

Agile GRC



Where you need to be **now**

No Code GRC Platform

Agile GRC



- If you're using Traditional GRC Software and would like to know what Agile GRC looks like in your organisation,
- I welcome you to reach out and we can show you.

Questions?



Challenge Us!

We've never met a business process that we can't automate.

Send us your painful manual process and we'll automate it.

Apply today <https://www.readinow.com/app-gap-challenge>



Renzo Huruiti

Technical Solutions Manager @ ReadNow

Renzo.Huruiti@readinow.com



Michael Rasmussen

GRC Pundit & Analyst @ GRC 20/20

mkras@grc2020.com

+1.888.365.4560



Darren Jacobs

Business Solutions @ ReadNow

Darren.Jacobs@readinow.com

Contacts