

PROCESS-ALIGNED RISK & COMPLIANCE AUTOMATION

CONTEXT

A large bank was reeling after a federal agency found compliance problems, resulting in fines. Learn how LSA Digital used a custom-tailored Software AG ARIS Process Governance engine, improved process standards and developed dashboard reporting to help provide process/risk/control alignment and audit assurance.

CLIENT CHALLENGE

The problem wasn't lack of processes and controls - there were plenty of those - but instead, how to ensure those processes are understood, trained, and followed by key roles and suppliers throughout the organization.

- Too many processes, controls and confusion over who was responsible for what
- Lack of accountability to ensure that key roles understood and followed the processes
- Lack of transparency for leadership and process owners to view progress - at the right of detail

Typical process, risk and compliance documentation can be a tangled web of hundreds of documents and references, that are difficult to follow and maintain. Even with investment in compliance-specific systems like RSA Archer, the processes are too frequently out of alignment (and out of context) with policy, risk and controls documentation, making compliance assurance difficult, if not impossible.

SNAPSHOT



Policies, process, risks, controls & compliance



Banking & Insurance



ARIS PROCESS GOVERNANCE
BY SOFTWARE AG

COMPLIANCE PAIN POINTS

- Too much content
- Lack of accountability
- Lack of transparency

RESULTS

- Key compliance roles have faster access to relevant, related GRC & process content
- People can easily review, reject or sign-off on the relevant content
- Leadership has live transparency to validate that broad compliance is assured

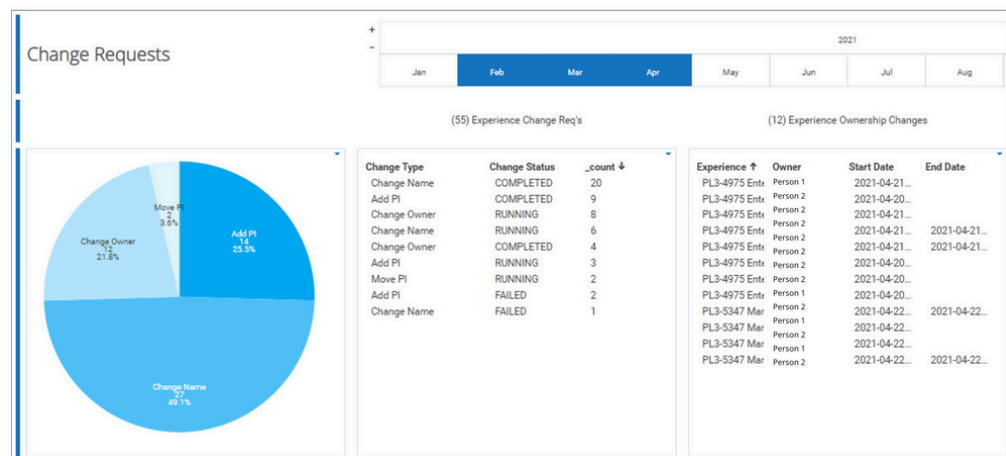
WHAT WE DID

- **Plan & Prioritize.** Highest-importance compliance outcomes first - e.g., determining which processes have the highest risk, to pilot and implement those areas first.
- **Implement system v1:** Configure and integrate system base workflows - e.g., creating templates for content types and relationships to guide implementation.
- **Start small - Pilot workflow & dashboards** - using the ARIS built-in workflow and metrics dashboarding features, pilot a small set of roles to validate outcomes across pain points.
- **Scale up:** Add more workflows, exceptions, conditions, and training for broad rollout & adoption

RESULTS / KEY QUESTIONS ANSWERED

Using the start-small scale-up approach, pilots provided rapid feedback to make template, workflow configuration, and role / responsibility adjustments to ensure that broad deployment would be successful - answering key questions:

- Do the people involved have fast access to the process & GRC content?
- Can they easily sign-off / approve the content?
- Can leadership validate aggregate compliance through transparent dashboarding?



Example compliance workflow reporting - status and ownership

WORDS OF ADVICE

A broad compliance assurance effort across multiple business units / lines of business is a complex endeavor, including changes to people, process and technology. Automation is key, but must include integration of high-quality "source of truth" content to be sustainable ("garbage-in, garbage-out"). Using a start-small, scale-up approach with fast feedback from all involved stakeholders will achieve a lower-risk, lower-cost compliance assurance outcome.