



**SAI360**

Risk | Learning | EHS | Sustainability

# SAI360 GRC Risk

Solution Description



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# Introduction

This document outlines the solution design of the SAI360 for Risk solution and details how it supports the risk management process.

## WHY MANAGE RISK?

The 2020 pandemic showed the importance of being prepared for external risk. In addition, the business environment keeps changing. The growing technology dependence increases the impact of increasingly sophisticated digital threats, keeping cyberattacks and data breaches among the top concerns when it comes to risk. In addition, global markets and operations make threats to the global supply chain and third-party and geopolitical risks major concerns.

While managing risk among so many variables and exceptions that became the rule may be a challenge, it may also be a competitive advantage. For example, a survey showed that the average \$5 billion company incurs delays of roughly 5 weeks per year in new product launches due to missed risks, with a \$99 million opportunity cost<sup>1</sup>. This means that organizations with a well-established risk management program can explore much more opportunities than competitors with less comprehensive risk management programs.

## THE SOLUTION

SAI360 for Risk management allows you to implement a complete risk management program to improve decision making and maximize opportunities. The solution is flexible and allows you to use different approaches to manage different types of risk. You can identify, assess, monitor, and respond to risks according to your defined strategy. You can manage the entire risk management life cycle while drastically reducing the time required to execute your program.

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<sup>1</sup> Gartner, *Risk Management Survey*. 2020. Available [here](#).

# Key Benefits

## FULL COVERAGE OF THE RISK MANAGEMENT LIFE CYCLE

The solution uses an intuitive workflow that allows you to easily collect information from stakeholders with automatic notifications.



Figure 1: SAI360 GRC for Risk – Risk management life cycle

### RISK TAXONOMY

Register the risk categories that correspond to your risk management approach.

### ESTABLISH CONTEXT AND DEFINE SCOPE

Document the organizational structure and register processes, risks, and controls in a central repository that can be reused in different divisions.

### RISK IDENTIFICATION

Register risks that may threaten your processes. Use a central perspective or an incident-based approach to register risks.

### RISK ANALYSIS AND EVALUATION

Perform risk assessments to determine the residual risk rating. Evaluate if the results are aligned with your organization's objectives and define the risk response strategy or request additional assessments using a different approach.

### RISK TREATMENT

Create action items with treatment plans corresponding to the defined risk response strategy and determine any measures required to mitigate risk. An approval workflow with automated



notifications is available.

## REPORTING

Communicate the results of your program and get insights on your next steps with out-of-the box interactive dashboards.

## CENTRAL REPOSITORY

Manage your framework of processes, risks, controls, and documents from a central repository and build relationships between them.

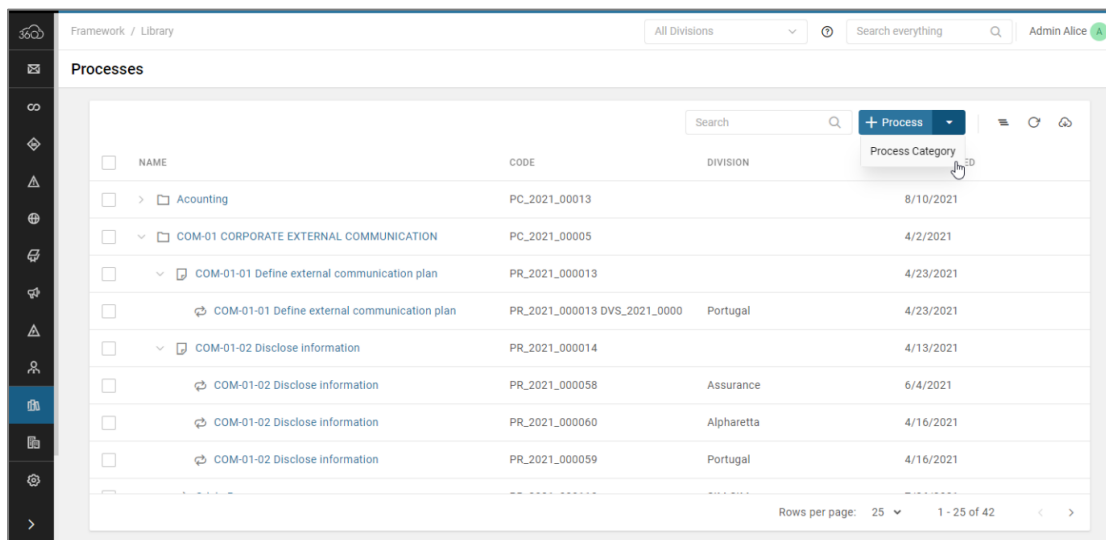


Figure 2: Framework. A central repository for the elements of your risk management program.

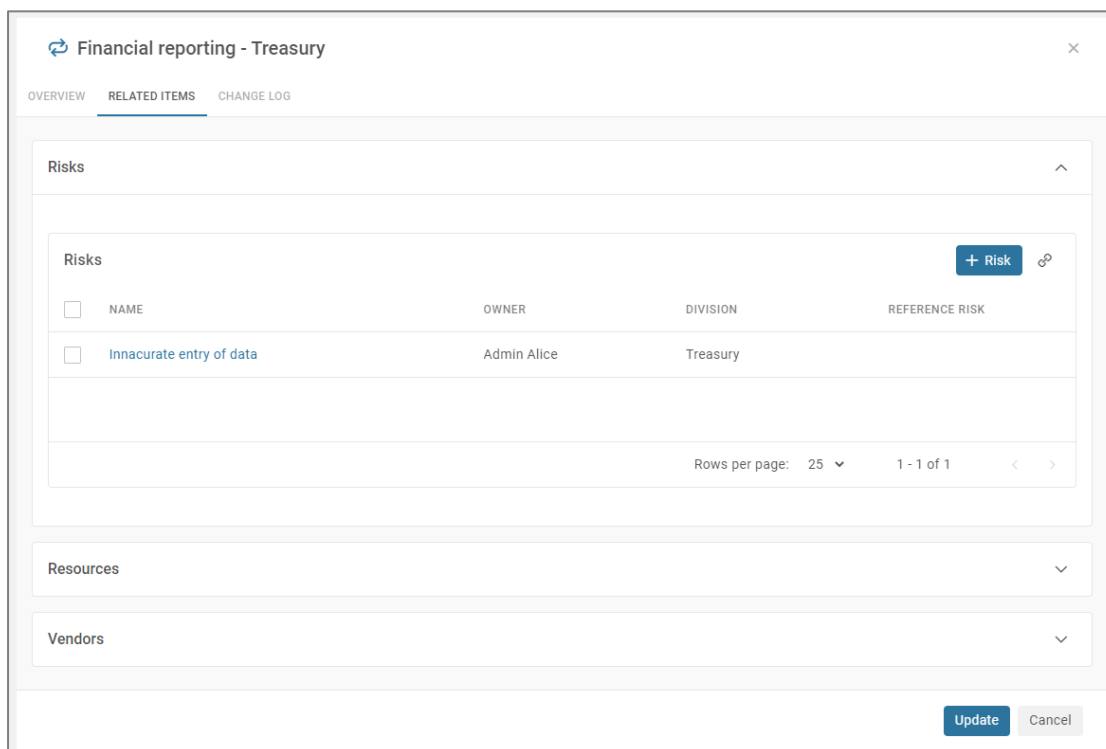


Figure 3: Related Items tab of a process – Associate risks, resources, and vendors with the process.



## AUTOMATED RISK ASSESSMENTS

Assess risks and controls with automatic task assignment and a personalized inbox for pending tasks.

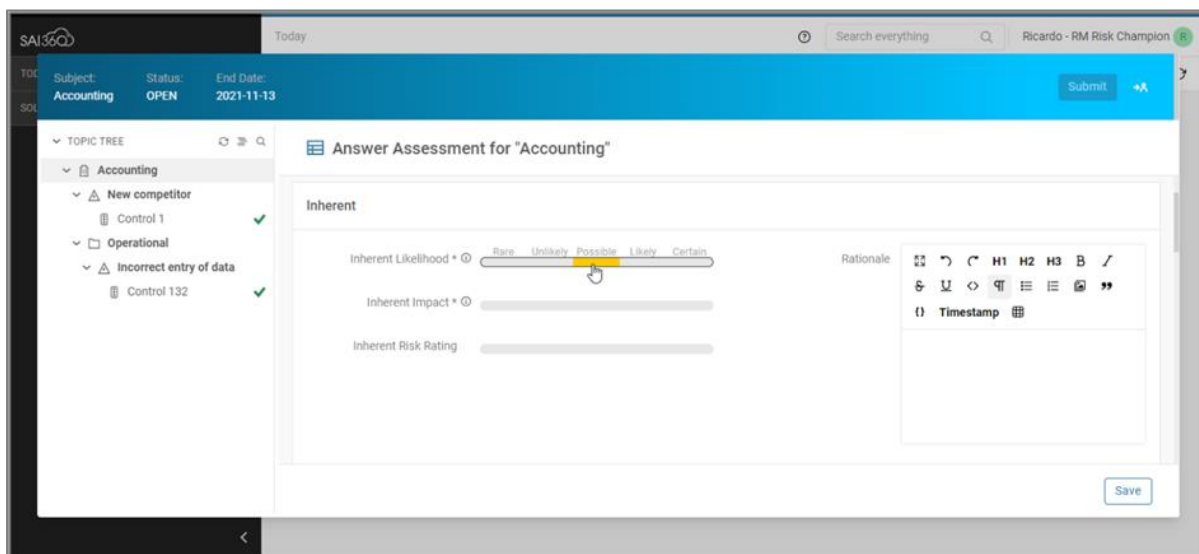


Figure 4: Risk assessment.

## INCIDENT MANAGEMENT

Register, analyze, and monitor incidents to detect potential risks that can be included in your program.

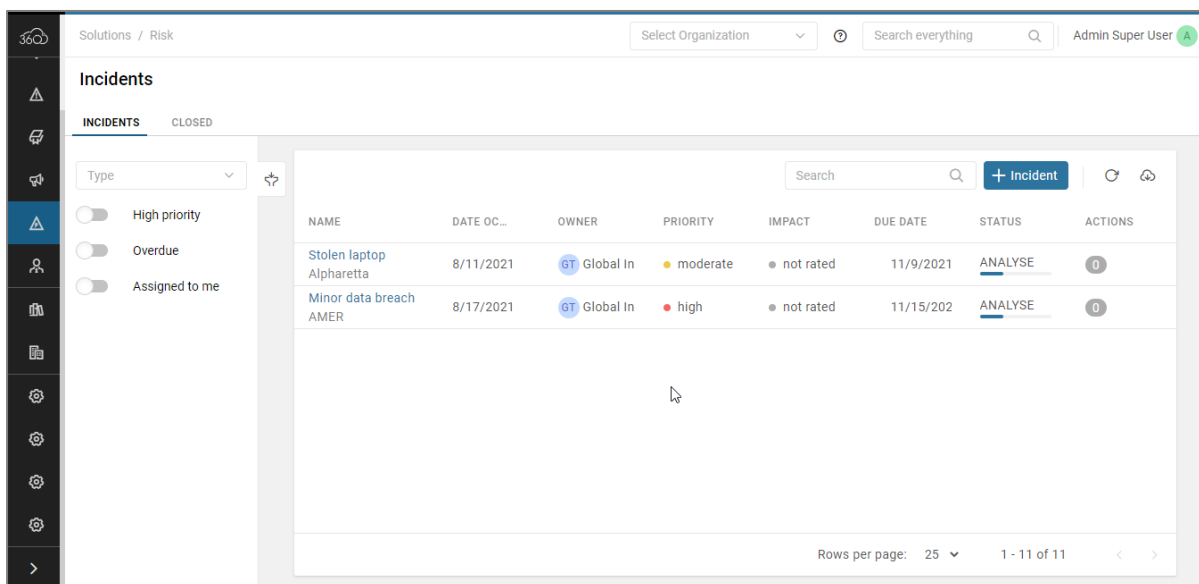


Figure 5: Incident management – List of incidents.



## ACTION MANAGEMENT

Report findings and use an automated workflow to validate, evaluate, remediate, and approve them and automatically notify those involved.

NAME	APPROVER	PRIORITY	DUE DATE	STATUS	FLAGGED
Update documentation ORG: Procurement	AL Admin Lukas	● moderate	2/1/2022	VALIDATE	
Send documents Finance	AL Admin Laimonas	● high	2/2/2022	VALIDATE	
Review control ORG: Procurement	RD Richard Smith	● low	2/1/2022	VALIDATE	
strategy Accounting (Boston)	RC Ricardo	● moderate	2/9/2022	REMEDiate	

Figure 6: Findings – Monitor action items.

**General Information**

Name \* Update documentation      Creation Date 8/25/2021

Approver \* Admin Alice      Due Date 2/21/2022

Division Accounting (Boston)

Priority \* High

Description  
Please update the documentation related to the process.

Flag

Update Cancel

Figure 7: Creating a finding.



# DASHBOARDS

Get improved insights and reporting with out-of-the-box real-time dashboards that allow drilling down to view related information.

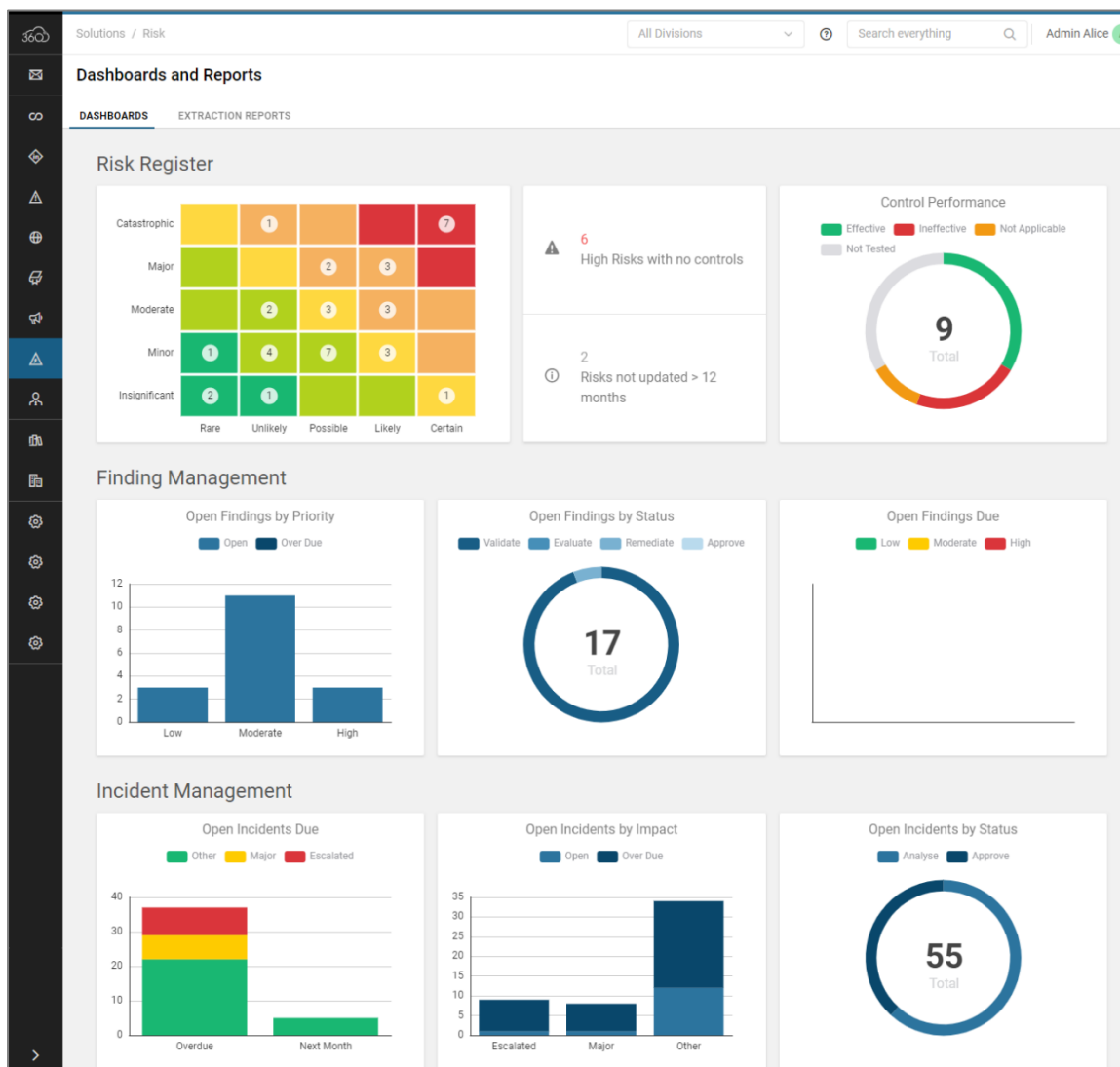


Figure 8: Dashboards.



## INBOX NOTIFICATIONS

Manage pending tasks assigned to you directly from automatic inbox notifications.

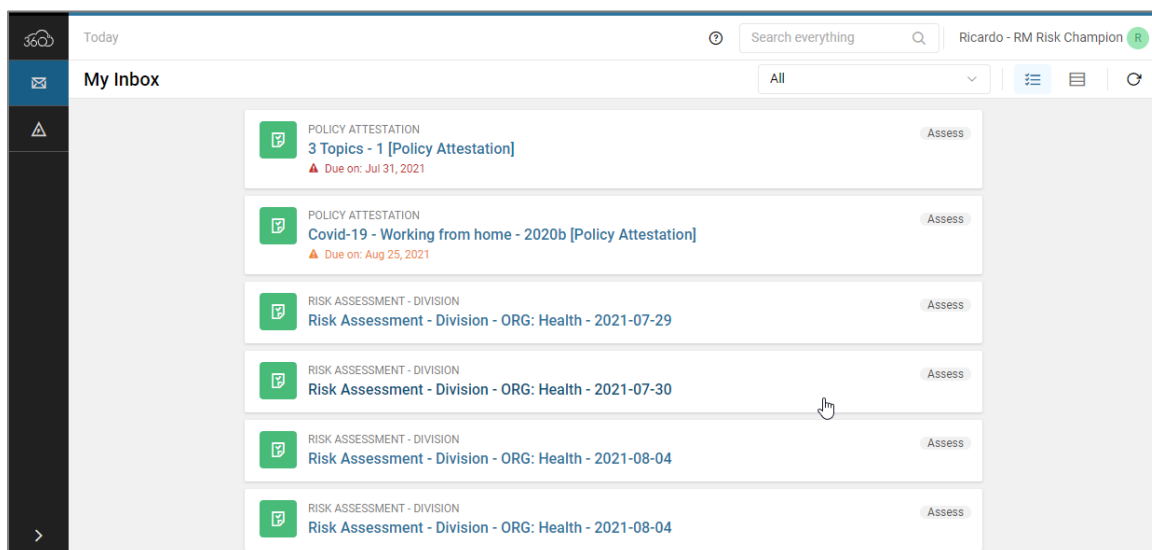


Figure 9: Inbox notifications.

## CHANGE LOG

Keep a record of changes made to processes, risks, controls, divisions, and documents for an easy audit trail. You can view a chronological record of the events that occurred and what caused them.

DATE	PERSON	PROPERTY	NEW VALUE
2/25/2021	Admin	name	Local Process: Legal - Dallas: Name: Legal
2/25/2021	Admin	division	Local Process: Legal - Dallas: Division = Dallas
4/23/2021	Admin Bart	category	Local Process: Legal - Dallas: Category = 1RootProcesses
6/14/2021	Admin Lukas	owner	Local Process: Legal - Dallas: Owner = Admin Lukas

Figure 10: Change Log of a process.



## GLOBAL SEARCH

Enjoy expanded search capabilities that include attachment content.

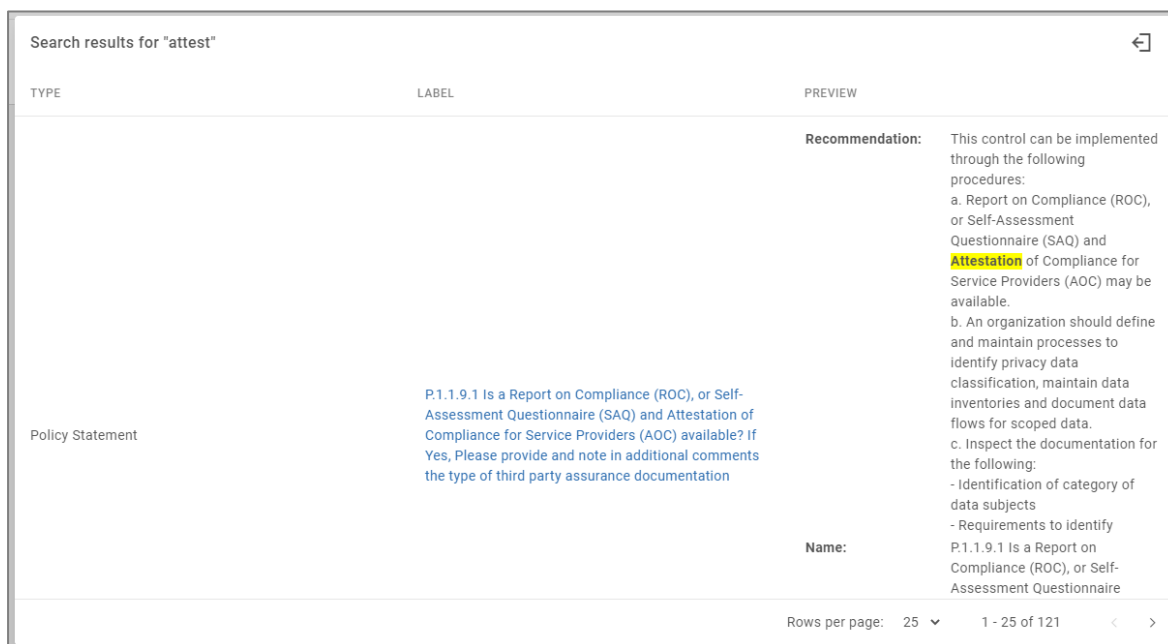


Figure 11: Global search.

## IN-PRODUCT HELP

Access help and training resources from within the solution. Articles, videos, and interactive walk-throughs are available. Walk-throughs guide users through all the steps required to complete the main tasks associated with building and maintaining your risk management program.

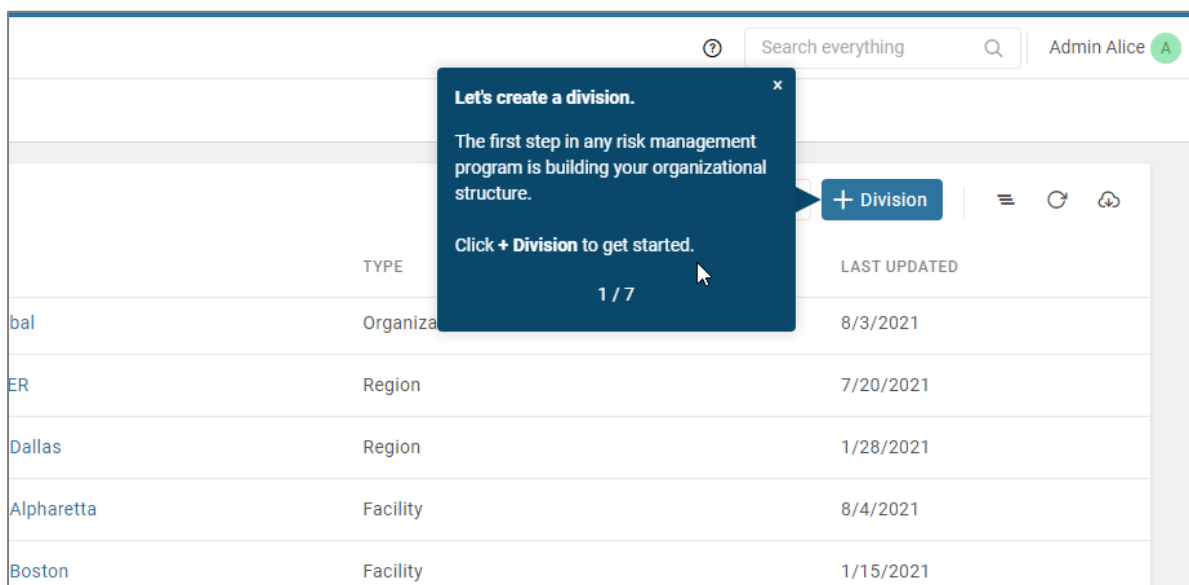


Figure 12: Interactive walk-through.



# Overview of Features

## CENTRAL REPOSITORY

In the central Framework section, you can create your framework of processes, risks, and controls and register documents. This section works as a central repository for items that can be reused. You can build relationships between framework elements and divide them into categories.

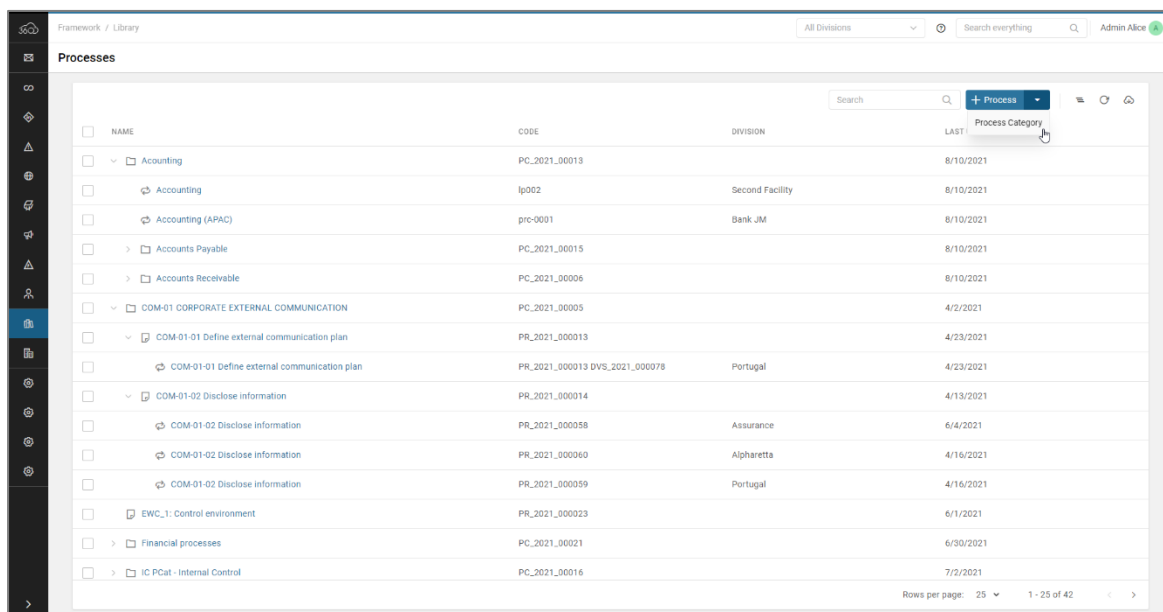


Figure 13: Central Framework section.

You can extend your centrally defined framework of processes, risks, and controls by replicating them in divisions. Local owners can create and manage corresponding local elements from the Divisions section.



## DIVISIONS

Your organizational structure is represented as a hierarchical tree of divisions, which have configurable types. The list of divisions can be filtered by owner and type.

NAME	TYPE	LAST UPDATED
SAI Global	Organization	8/3/2021
AMER	Region	7/20/2021
Dallas	Region	1/28/2021
Alpharetta	Facility	8/4/2021
Information Technology	Department	7/20/2021
Risk (AMER)	Line Of Business	5/15/2021
Boston	Facility	1/15/2021
Chicago	Facility	8/2/2021

Figure 14: Divisions section – List of divisions.

Lists in the system can be easily filtered by division for quick access to relevant items.

DIVISION	LAST UPDATED
	8/10/2021
Second Facility	8/10/2021
Bank JM	8/10/2021
	8/10/2021
	8/10/2021

Figure 15: Division selector.

Division owners are responsible for managing and keeping divisions up to date. From divisions, you can also assign people to different roles in the division Risk Team, who can then manage related risks, controls, and assessments in the Assessments section.

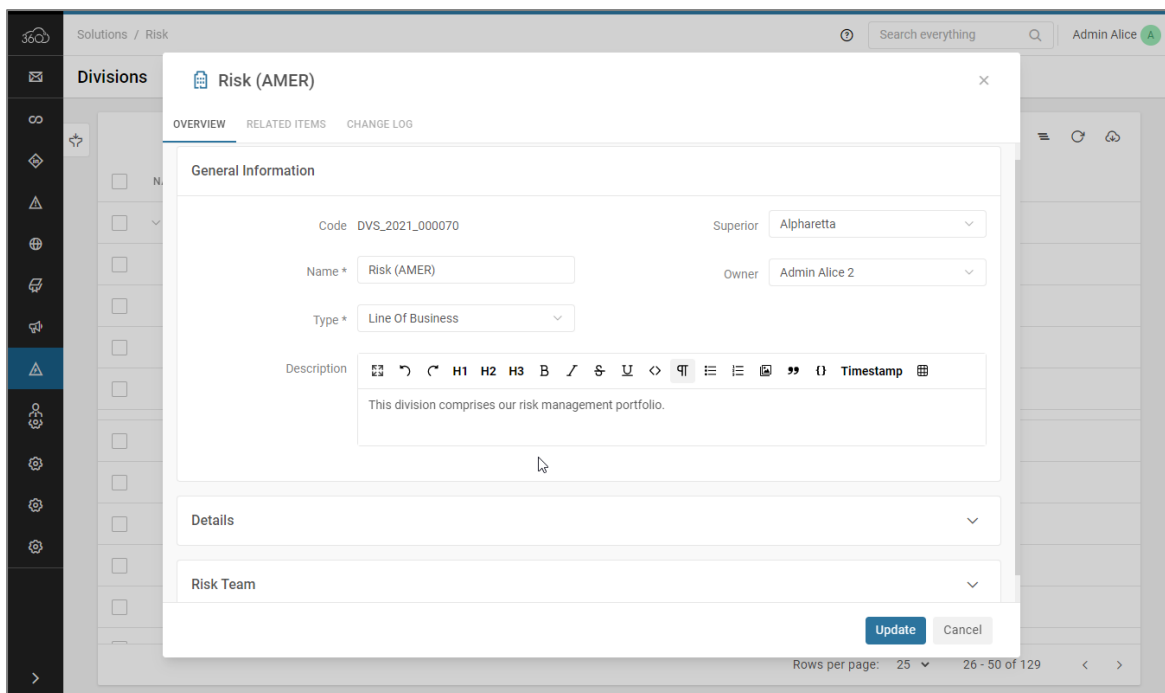


Figure 16: Managing a division.

From divisions, you can create associated processes, risks, and documents.

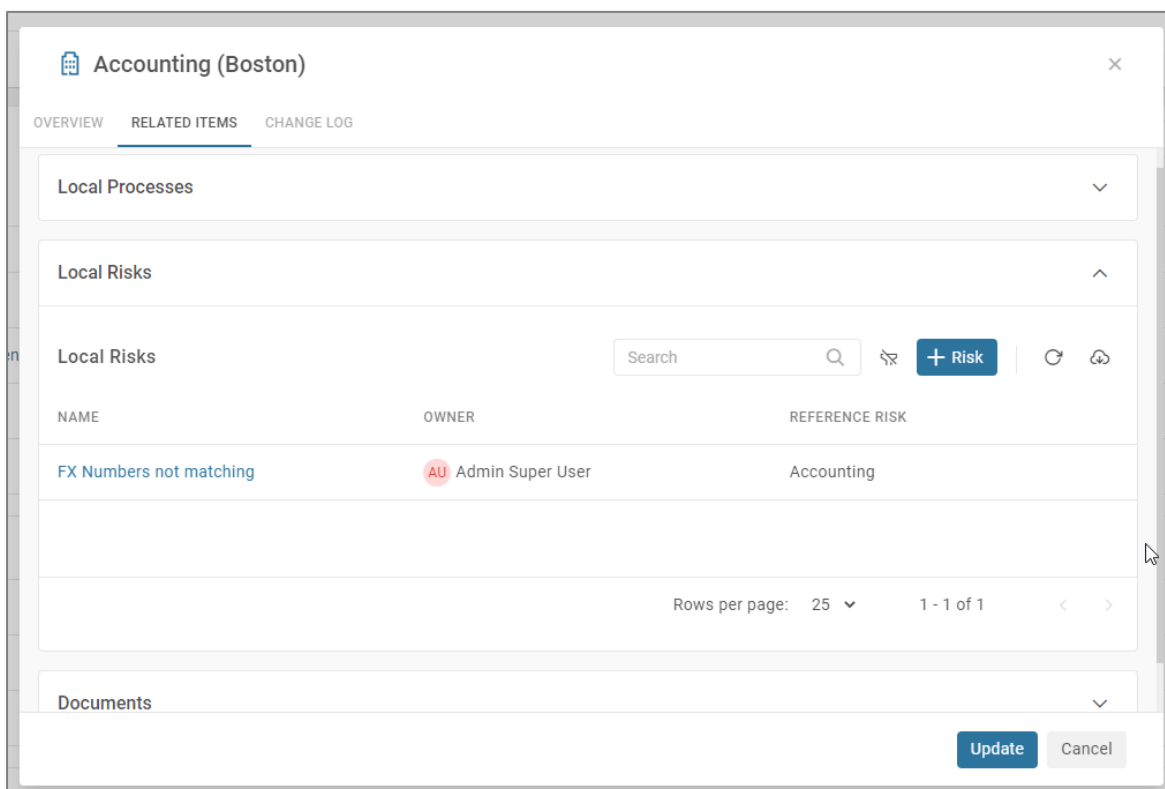


Figure 17: Related items tab of a division.

A change log keeps track of changes made to divisions.



## RISK IDENTIFICATION

View a hierarchical structure of risks organized into categories. Alternatively, change to the process view to see the list organized by process categories. You can see processes and any associated risks, which provides the context for which you can create controls, which are also displayed on the tree. This list can be filtered by division and additional filters are available on the side panel.

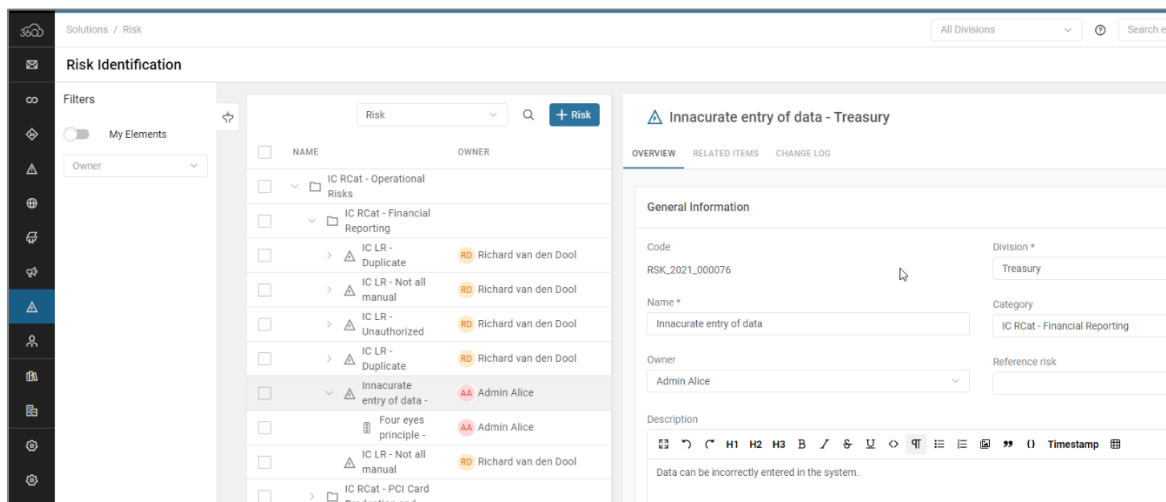


Figure 18: Risk Identification section .

## RISK ASSESSMENTS

### STARTING

Once your structure of processes, risks, and controls is ready, you can start risk assessments from the Assessments section. The entries in the list can be filtered by owner and assessment step.

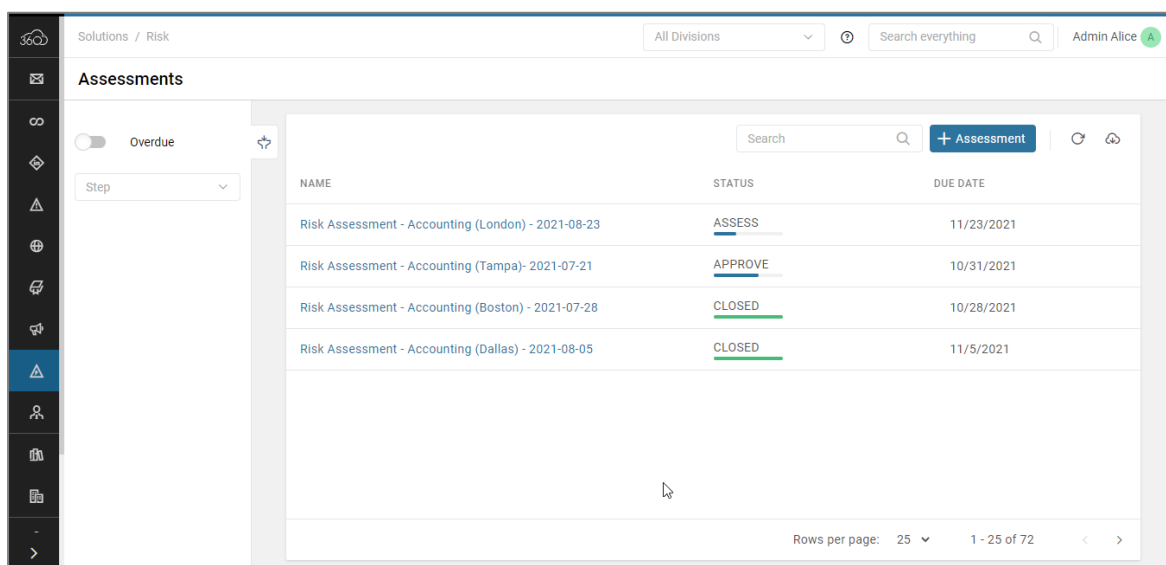


Figure 19: Assessments section.

Once you start an assessment, the people assigned as risk champions of the divisions



selected get an inbox notification.

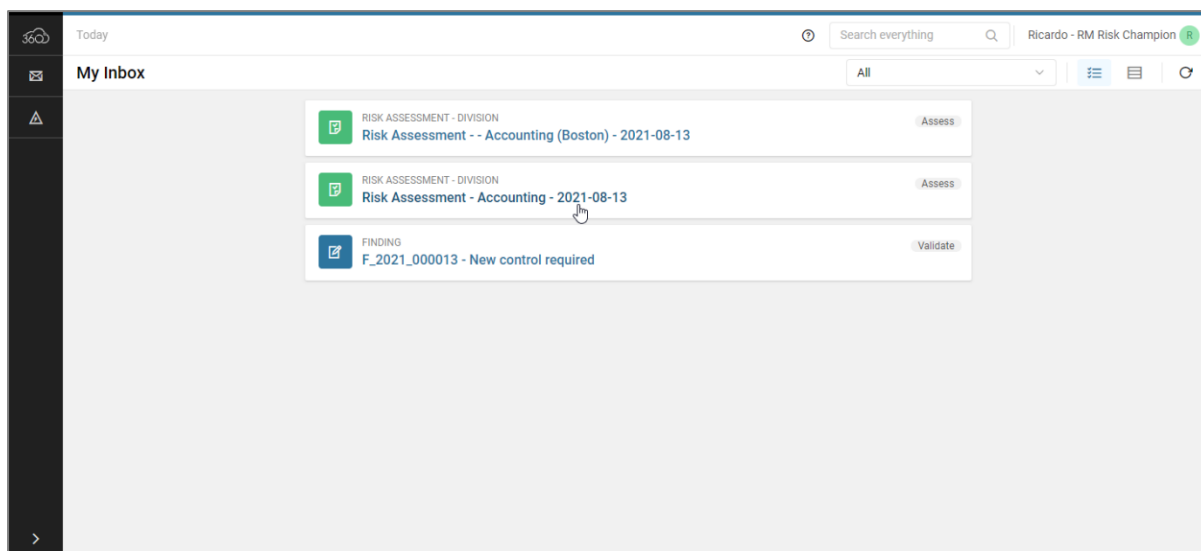


Figure 20: Inbox notification – Assessment.

## ASSESSING

When completing the assessment, you must evaluate the risks included in the assessment. For each risk, you must assess the inherent likelihood of occurrence and resulting impact in case the risk materializes; the effectiveness of any controls associated with each risk; and the residual impact and likelihood assuming controls are implemented.

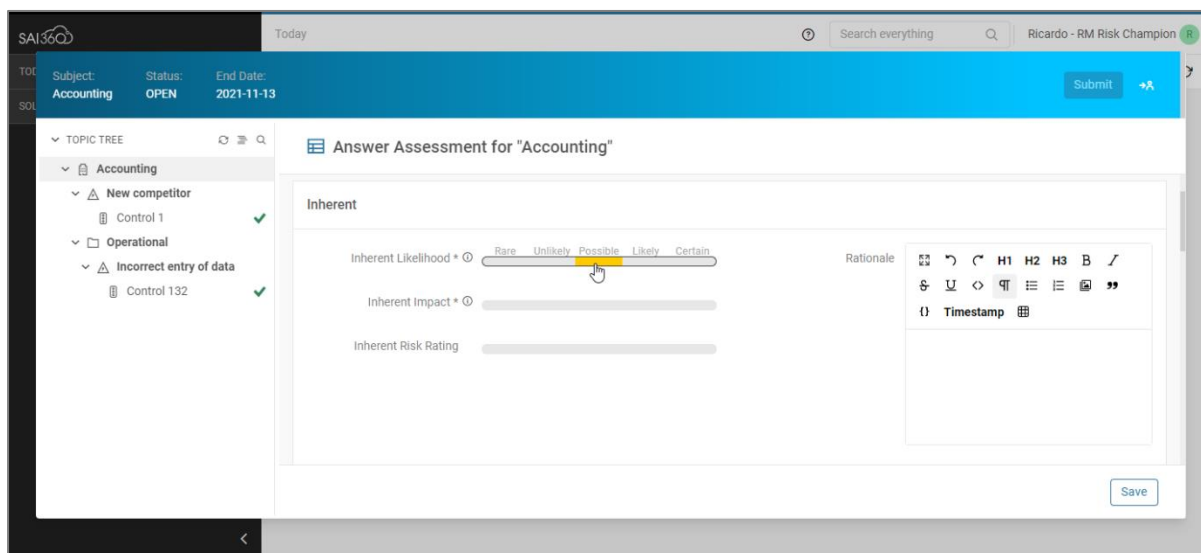


Figure 21: Risk Assessment.

Finally, you must define the response strategy to address each risk: avoid, mitigate, accept, or transfer. The options can be configured in the solution settings. Findings can be created to track the actions required to execute the defined strategy.

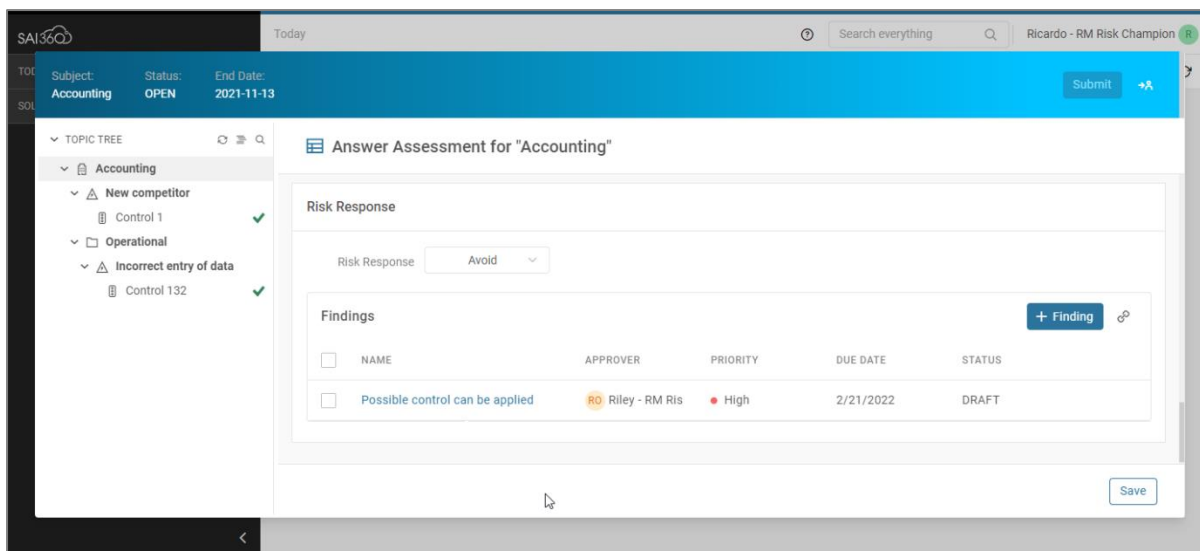


Figure 22: Defining the risk response strategy.

Once the assessment is submitted, the system calculates the inherent risk rating and the residual risk rating and sends the assessment to the people defined as risk officers in each division so they can approve the assessment.

## APPROVING

During the approval step, approvers must review all the information provided and either approve or reject the assessment. Rejected assessments go back to risk champions so they can address any issues found by approvers.

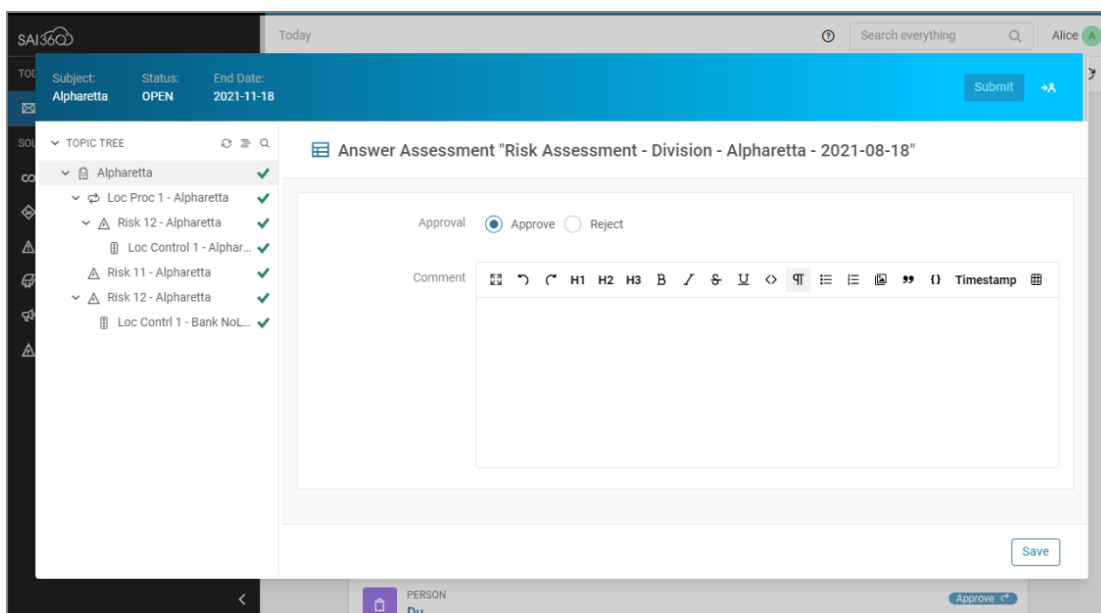


Figure 23: Assessment approval.



## INCIDENT MANAGEMENT

In the Incidents section, you can quickly register incidents such as security violations or potential fraud by providing a name, a description, and a priority. Evidence can be provided if needed.

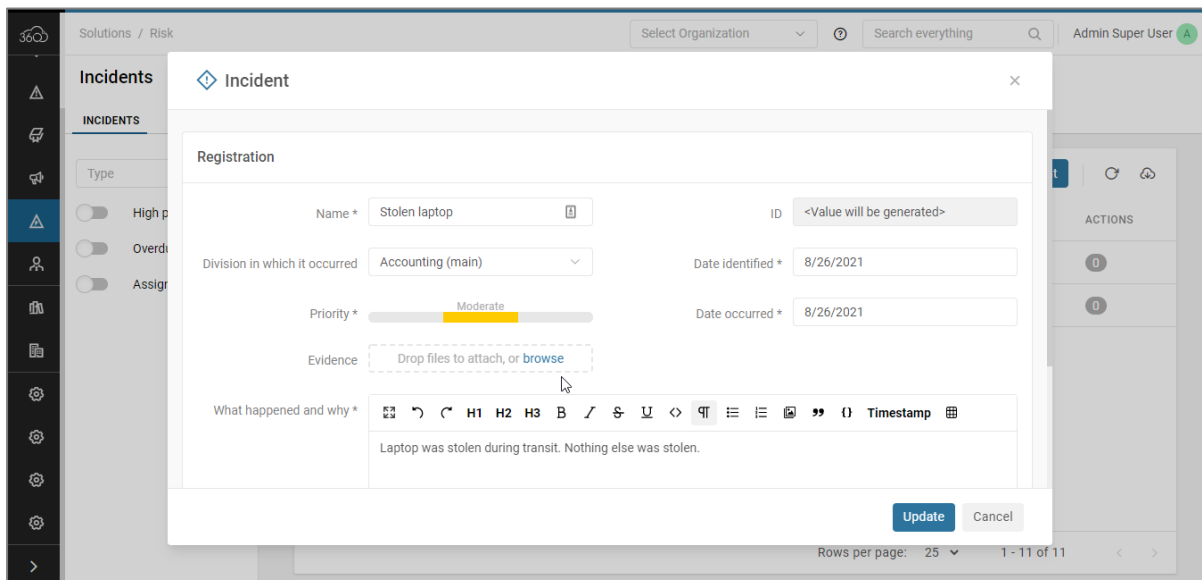


Figure 24: Registering an incident.

Once an incident is registered, you can analyze why it happened and its potential resulting impact, including any financial loss, gain, or recovery. You can specify the currency of the financial impact.

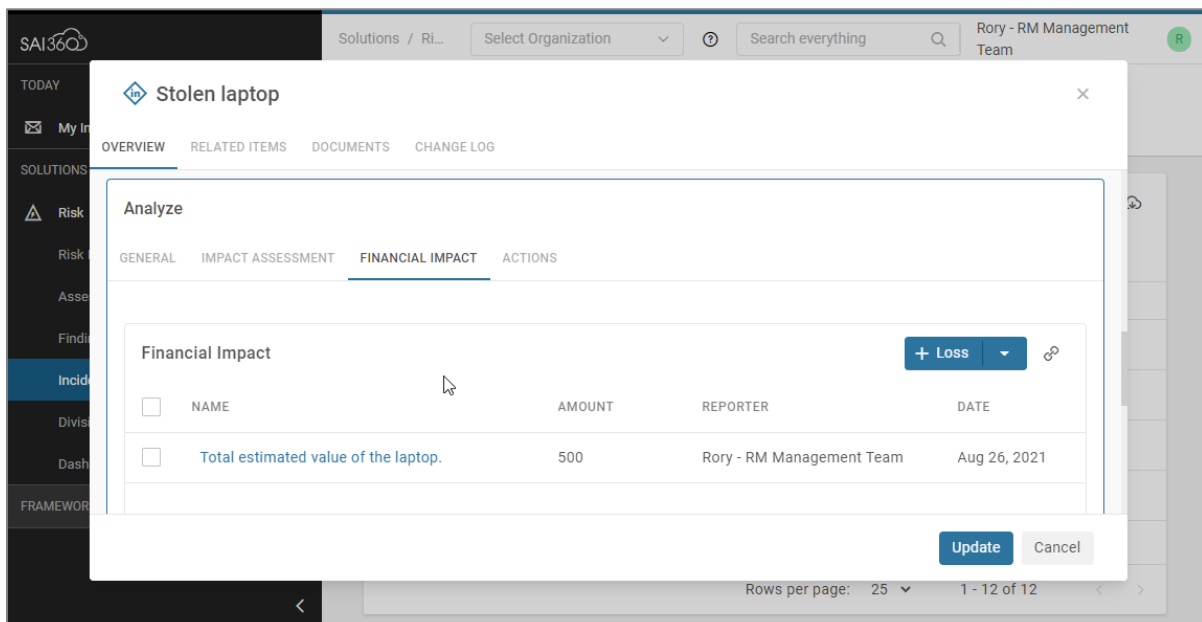


Figure 25: Registering loss resulting from an incident.

While analyzing incidents, you can easily create risks, processes, controls, and assets from



the Related Items tab. Documents can also be associated and a change log is available as well.

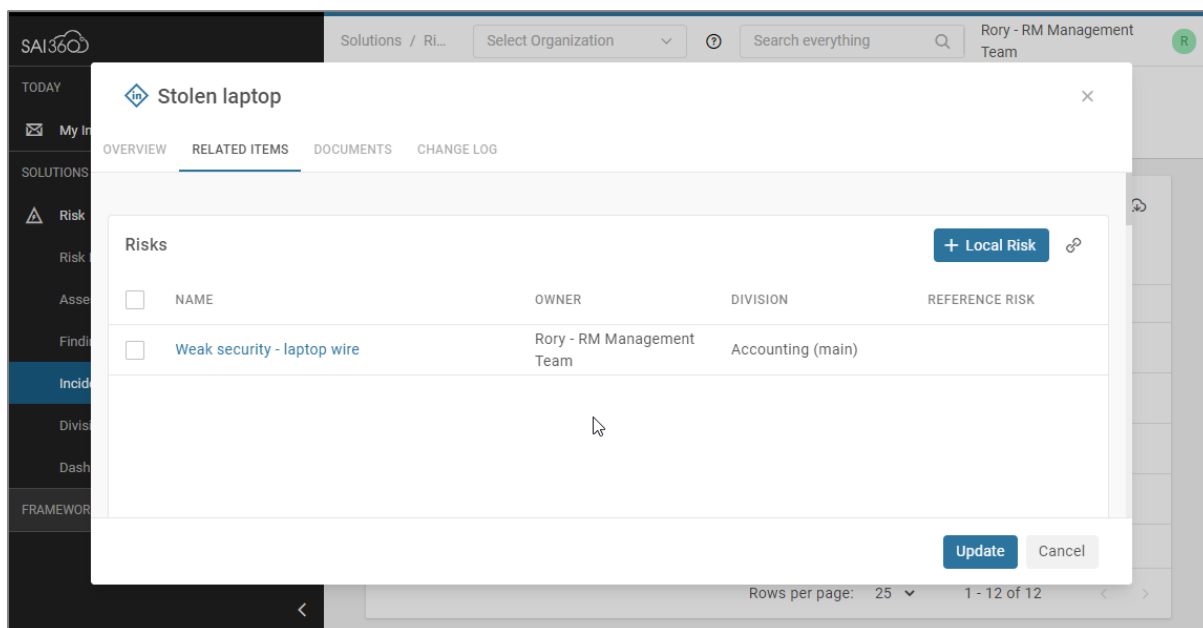


Figure 26: Creating a risk from an incident.

## ACTION MANAGEMENT

Findings can be created from within assessments or directly from the Findings section to address any item that requires attention. A validation workflow is available with the following steps: Validate, Evaluate, Remediate, and Approve.

The validation step confirms the finding as a valid one or dismisses it. Valid findings move then to the evaluation step, in which they are either accepted or sent for remediation. In the remediation step, once issues have been addressed, the person responsible must send the finding to the approval step. Once approved, findings are closed. Rejected findings are sent back to the previous step, allowing easy communication and resolution of issues.



**Finding**

OVERVIEW

**General Information**

Name \*  Creation Date 8/25/2021

Approver \*  Due Date

Division

Priority \*

Description

Flag

Figure 27: Creating a finding.

The main list of findings allows you to monitor open findings. This list can be filtered by division, high priority findings, or findings assigned to you. A separate tab displays closed findings, or those whose approval workflow was completed.

Solutions / Risk

Select Organization Search everything Rory - RM Management Team

**Findings**

OPEN CLOSED

Select Approver

High priority Assigned to me

NAME	APPROVER	PRIORITY	DUE DATE	STATUS	ESCALATE
Update documentation	RT Rory - RM Management	low	2/9/2022	VALIDATE	
Send documents	RT Rory - RM Management	high	2/9/2022	APPROVE	
Review risks associated with the Account Alpharetta	RT Rory - RM Management	high	2/21/2022	VALIDATE	Escalate
New controls required Accounting (London)	RO Riley - RM Risk Officer	high	2/9/2022	REMEDIATE	
Evaluate risk framework Alpharetta	AU Admin Super User	moderate	2/8/2022	VALIDATE	

Rows per page: 25 1 - 12 of 12

Figure 28: Monitoring findings in the Findings section.



## DASHBOARDS AND REPORTS

Out-of-the-box real-time dashboards allow you to report the results of your program and get insights to address any gaps.

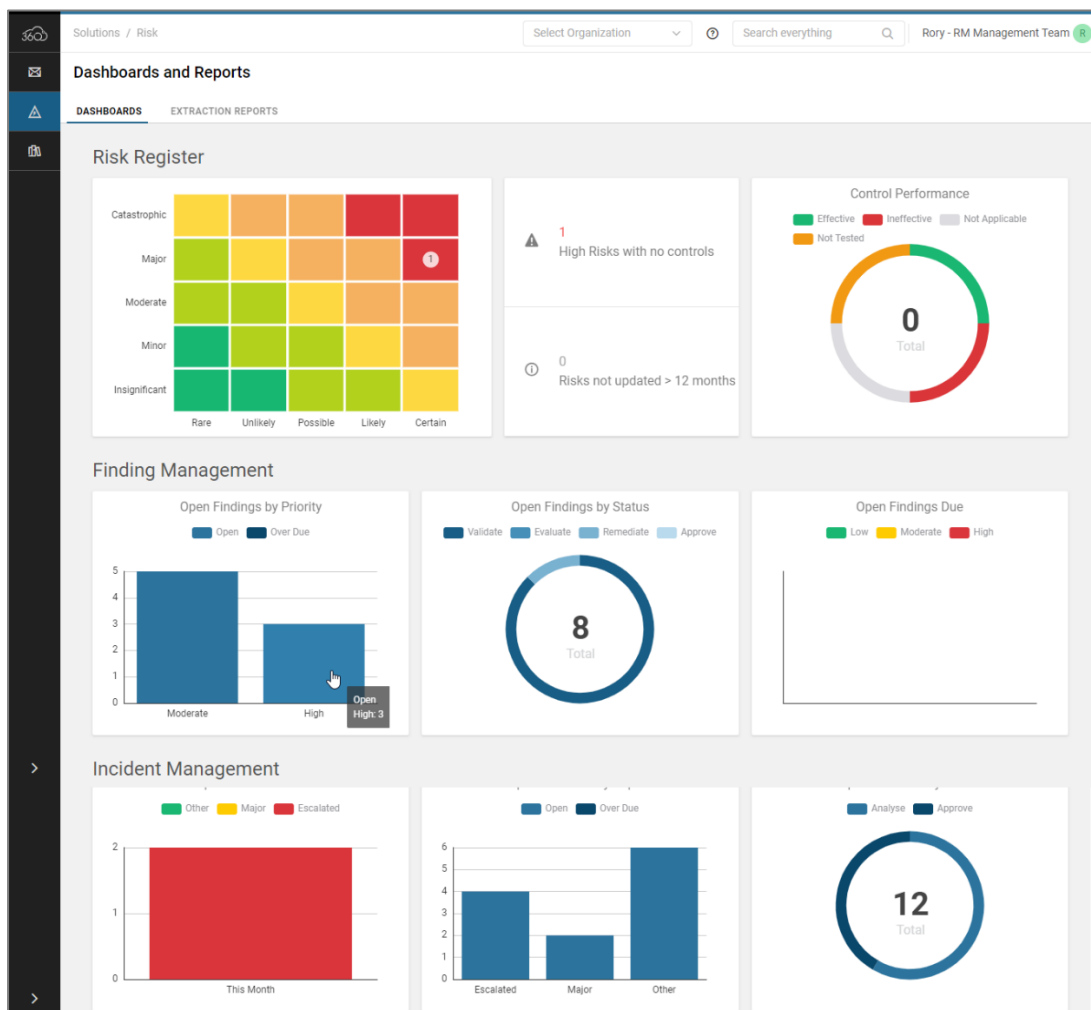


Figure 29: Interactive dashboards.

Dashboards are interactive and allow drilling down to view related information in detail and taking required measures. For example, by clicking open findings on the graph, you can view the findings list and execute the validation step.

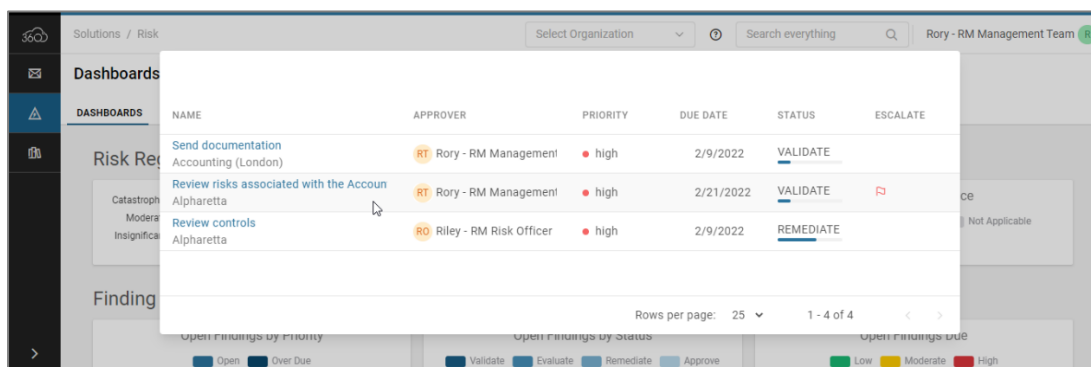


Figure 30: List of findings in the validation step.



The following visualizations are available: risk matrix, high risks with no controls, risks not updated in the last 12 months, and control performance; open findings by priority, status, and due date; and open incidents due, by impact, and status.

Extraction reports allow you to export system information as XLS files.

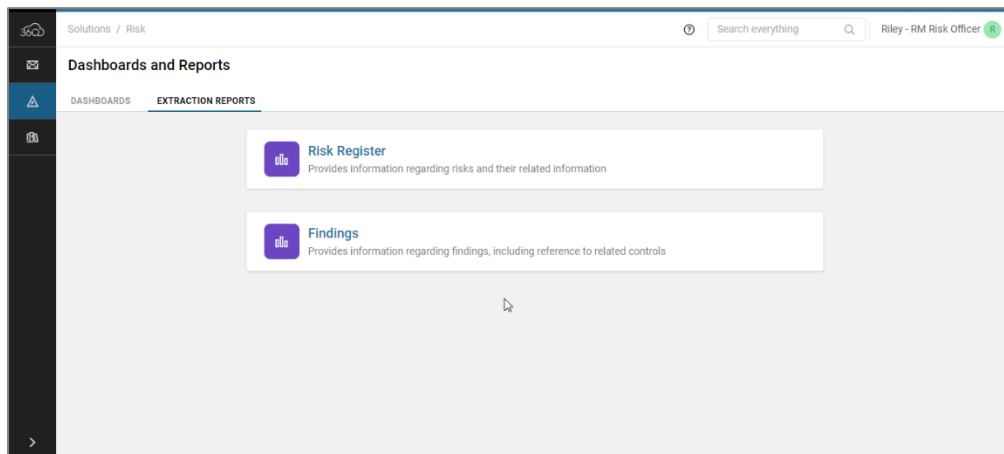


Figure 31: Extraction reports.



# Roles and Responsibilities

Role-based access control allows you to grant users permission to perform specific tasks by assigning users to system roles with predefined sets of permissions. All roles have permission to perform tasks from inbox notifications. The following system roles are available by default:

ROLE	PERMISSIONS
RM Risk Viewer	Perform assigned tasks from inbox notifications.
RM Risk Champion	<ul style="list-style-type: none"><li>• Perform risk assessments for divisions</li><li>• View risks</li><li>• View assessments</li><li>• Manage findings</li></ul>
RM Risk Officer	<ul style="list-style-type: none"><li>• Approve risk assessments for divisions</li><li>• Manage risks</li><li>• Manage assessments</li><li>• Manage findings</li><li>• View incidents</li><li>• View divisions</li><li>• View dashboards and reports</li></ul>
RM Risk Management Team	Access all features of the Risk solution, including: <ul style="list-style-type: none"><li>• Manage reference and local processes, risks, and controls – in the Framework and in local divisions</li><li>• Manage assessments</li><li>• Manage findings</li><li>• Manage incidents</li><li>• Manage divisions</li><li>• View dashboards and reports</li></ul>



# Glossary

This glossary contains the definitions for the main terms used in the solution.

<b>TERM</b>	<b>DEFINITION</b>
Control	Procedure that aims at preventing or mitigating risks to your organization.
Division	Section of an organization that performs a unique set of business activities and has a manager and a dedicated team.
Evidence	Information used to evaluate the effectiveness of a control.
Framework	Basic structure underlying your risk management program.
Inherent likelihood and impact	Likelihood of a risk materializing and resulting impact in case no controls are in place.
Process	Set of business activities performed to achieve organizational goals. For example, processes from the accounting department include accounts payable, accounts receivable, and general ledger posting.
Residual likelihood and impact	Likelihood of a risk materializing and resulting impact considering the effects of any implemented controls.
Risk	Threat to your organization that may prevent you from achieving your organizational goals.



# Contact Us

We'd love to learn about your business needs.

Contact us and request a demo at <https://www.saiglobal.com/risk/request-demo>.

Experts are available to talk through your compliance risk and learning issues and provide a custom demonstration of our solutions.