

### RACE – 360 degree of Risk in 360 days

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Group Risk Management

INTERNAL USE ONLY



### Background





## **OpenPages – GRC\* packaged solution**





Governance Risk Compliance

INTERNAL USE ONLY





#### Designing, Developing & Deploying...

Zurich Project Management Framework	Initiation	Analysis and design	Development	Testing	Implementation	Post mp.
<text><text><text></text></text></text>	Identification and commitment of IBM Solution Architect (SA) and PM Very good project kick-off providing clarity on delivery model Willingness to commit to a cost baseline	SA understood what Zurich wanted to achieve and could quickly turn requirements into specifications The activity drove the Zurich organizations much closer together Zurich provided a toolkit to design the data model and User Interface Clear hardware requirements provided by IBM THE TOWN TOWNS TO THE STREET	seamless hand-over from SA to IBM Lead Developer (LD) Collaborative, transparent & understandable capture of technical specifications Development in IBM environment IBM retained short term flexibility on needs & changes Ensured on time delivery	Component and unit testing done by IBM Difference in environments (IBM DEV & Zurich UAT) provided unforeseen impacts Aggressive time line challenged the quality & quantity of testing IBM very quick to resolve defects Room for imp		IBM will continue to enhance the product through regular releases Zurich will continue to develop improvements using IBM development capabilities Work continues on COGNOS utilization (focus on dashboards & management reporting)
>	Critic	al success factor – allowed i	Zurich early access to t	the OpenPages app	lication	

\* Request for Information \*\* Request for Proposal

# How IBM made a difference...



- The people IBM identified and committed the right people to Zurich, this includes their aptitude, attitude & agility
- The product an important principle of the project was to stay as simple as possible, meaning, no fancy workflow, no major automation, a clean user interface – OpenPages provides this OOTB
- The reporting available integration of COGNOS will turn the data into information, both in terms of aiding analysis as well as being a pleasure to look at
- Issue resolution rapid response and turnaround times when escalated

#### What could make more of a difference...

- Re-use IBM OpenPages done a number of implementations, it would be a great service to the community to have access to re-usable triggers and helpers (automation)
- Integration of OpenPages into IBM make COGNOS expertise more accessible
- Easing the challenges after development phase Expertise from previous projects would add value closer to implementation & deployment

### **Benefits for Zurich**



- We have all our qualitative risk & control data in 1 spot, driving consistency and quality
- The data is accessible we can turn it into information and insights
- Easy to use this helps with the adoption of the solution as well as reduction of training effort very positive feedin from user network
- Expansion to other GRC areas possible we already have interest from other internal organizations
- Little customization required ensures upgrade path and maintains scalability

