IBM OpenPages with Watson

Confidence you can achieve your business objectives in a world of dynamic risk
IBM OpenPages with Watson

**Highlights**

- Drive GRC adoption into all three lines of the business
- Reduce compliance costs and deliver business value from an integrated GRC platform
- Configure workflows to automate GRC processes in minutes
- Use REST APIs that integrate GRC processes to third-party connectors
- Embedded with Cognos Analytics to drive relevant, predictive insights
- Automate your GRC processes, speeding time to value
- Give expert knowledge to your users through Watson Assistant and Watson Natural Language Processing APIs
- Provide control suggestions or risk categorization suggestions
- Deploy anywhere: Infuse OpenPages anywhere, behind your firewall or on any cloud through IBM Cloud Pak for Data

**Market challenges**

In a business environment defined by sustained market volatility and ever-increasing regulations, companies need the ability to recognize and manage risk and regulatory compliance challenges. Firms are witnessing a dramatic increase in active first-line users — sometimes tens of thousands — scattered across the organization and using tools with inconsistent capabilities. These users require solutions that integrate the power of artificial intelligence (AI) with enhanced user experience to empower the first line: flexible in adapting to regulatory change, yet simple enough to use to deploy to large numbers of users without extensive training.

**Manage risk, regulatory challenges and regulatory change with ease**

IBM OpenPages® with Watson offers businesses the market’s only AI-driven integrated governance, risk and compliance (GRC) portfolio. It provides core services and functional components spanning operational risk, regulatory compliance, IT governance, business continuity, internal audit, third party risk, model risk, policy, data privacy and financial controls management. This next-generation GRC platform features the business intelligence capabilities of IBM Cognos® Analytics for self-service data exploration and insights. The graphical user interface was developed following the IBM Design Thinking approach that puts the user first.

OpenPages with Watson from IBM® is an AI-driven governance, risk and compliance (GRC) platform built to help organizations manage risk and regulatory compliance challenges. Using AI capabilities from IBM Watson®, the OpenPages platform consolidates disparate GRC systems and centralizes siloed risk management functions in one integrated solution. This helps reduce the cost of maintaining multiple solutions.

With OpenPages, clients can operationalize AI across the business, build and scale AI with trust and transparency, and create a business-ready analytics foundation. OpenPages drives GRC adoption with zero training into all three lines of the business.

OpenPages with Watson enables companies to manage risk and regulatory compliance challenges across the organization. The platform is designed for ease of use, scalability and flexibility.

OpenPages with Watson supports agile implementation for rapid time to value. Business administrators can configure workflows to automate GRC processes in minutes. Embedded guidance provides just-in-time information to the user. This enables businesses to meet deadlines and stay in front of fast-changing regulatory and business demands.

**Capabilities that address the new GRC landscape**

GRC systems should support a unified, cross process-view. This approach can improve governance practices by establishing a risk-aware culture throughout the business. It also helps drive out costs while maintaining agility.
The market today demands more participation from all lines within an organization, especially the first line. A more holistic view of risk and compliance is needed across the enterprise with data provided by employees from the first, second or third line within an organization and suppliers outside of the organization. Organizations are also demanding faster delivery of new use cases to address volatility within the business. IBM OpenPages with Watson addresses these challenges with the following features:

- **Dynamic dashboard capabilities support improved productivity and risk management.** Administrators and users can customize views, visualizations, widgets, task tabs and personalized landing page options based on duties and responsibilities.

- **Task views enable zero-training for all lines within an organization.** A task-focused user interface streamlines even complex processes and actions for users. Users can add favorites, heat maps, sibling relationships and more, while user guidance quickly and dynamically builds key fields.

- **The embedded GRC Workflow feature covers many out-of-the-box use cases that can run on a scheduled basis.** Drag-and-drop functionality enables administrators to modify or create new workflows through the user interface. Assignments can leverage multiple sources, and the assignee can be picked from one or more fields.

- **A common risk library and single data model creates consistent holistic views of risk and compliance.** A single view of risk across all domains for all users creates GRC transparency. Visual design using UI and embedded workflow drives agile collaboration between business and IT. Pre-built and configurable content adds speed and efficiency to GRC processes.

Moving from what's happened to what's coming
While historical data can inform future decisions, emerging threats must be weighed more heavily than they have in the past and put into the context of evolving risk postures.

There is also a growing need for increased connection to related data. Greater availability of data, facilitated by real-time integrations, makes it possible for compliance experts to monitor a wide variety of sources.

GRC is providing aggregate insights into systemic issues in controls, processes and compliance for dynamic areas such as cyber risk and data protection. This requires systems to have a connected library of risk and compliance items that can be viewed across different business dimensions. With OpenPages with Watson, IBM addresses these needs, helping clients move from a "what’s happened" mode to a "what’s coming" mode.
**Differentiators and business value**

The platform delivers several key business value differentiators that can help radically improve decision-making and accelerate customer time to value:

- **Extensible solutions** extend to sophisticated business processes across risk and compliance domains.
- **Overall regulatory compliance management** that enables the ingestion and routing of regulatory feeds to subject matter experts (SMEs) for analysis.
- **Data integration and aggregation** with IBM's comprehensive REST APIs, helps customers get a holistic view of risk and its impact to the organization.
- **GRC Calculations** feature enables users to automatically set values on fields when an object is created, calculation input fields are updated, or object associations are made.
- **Watson Language Translator integration** enables the detection and translation of over 50 languages into a user’s default language selected within OpenPages.
- **Available as a cartridge on IBM Cloud Pak for Data** that runs on any cloud with integrated capabilities from IBM and IBM partners to accelerate your journey to AI.
- **Watson Assistant** offers 24-hour support to common questions users have within OpenPages. This virtual assistant can provide interactive text answers, natural language search, and direct links to specific pages in OpenPages or ingested documents.
- **IBM Watson Natural Language Processing integration** understands text and recommends an object’s classification, categorization or mapping based on natural language processing and expert training. For example, it can suggest Basel II event type categories or suggest which control failed and which policies that affects.
- **Business intelligence and decision support** provides insight into the state of risk across an organization with dynamic dashboards, charts and dimensional reporting. Get underneath root cause analysis. Utilize IBM Cognos Analytics dashboards within OpenPages for browser-based, drag-and-drop report design and self-service data exploration.
IBM OpenPages with Watson

Foundational GRC

OpenPages with Watson offers businesses the capability to deploy solutions as needed with a forward-looking architecture that can grow as organizations grow. OpenPages is scalable to tens of thousands of users. This customizable platform provides a modular set of ten solutions for enterprise GRC that support:

- Operational risk management
- Regulatory compliance management
- Policy management
- IT governance
- Internal audit management
- Model risk governance
- Business continuity management
- Third-party risk management
- Financial controls management
- Data privacy management

Functionality

Use Watson Natural Language Processing capabilities on any of your GRC data and configure the classifier for up to three category levels.

Benefits

OpenPages saves time because users can select suggestions on the interface with the help of AI categorization and virtual assistants.

Improves data quality. AI relevant classifications help users reduce errors, mitigate risks and promote accuracy and efficiency in incident reporting and risk mitigation efforts.

Reduces the knowledge gap. Virtual assistants provide users with a smarter approach to compliance by giving real-time answers to users.

Ten targeted GRC solutions within a single, highly integrated platform

OpenPages with Watson offers customers ten targeted solutions to meet specific GRC challenges, with the option to buy only needed solutions within a unified, highly integrated platform. This single data repository provides businesses with a single source of truth. It helps prevent human error and data inconsistencies and is delivered with speed and capabilities that scale to support even the largest organizations. OpenPages has forward-looking design and technology, ten extensible solutions, with the option to expand to new use cases, data integration and aggregation, and advanced analytics and AI capabilities.
IBM OpenPages with Watson

IBM OpenPages Operational Risk Management (ORM)

A software solution that automates the process of identifying, measuring, monitoring, analyzing and managing operational risk.

The solution enables businesses to integrate risk data within a single environment. Examples of risk data include risk and control assessments, internal and external loss events, key risk indicators, and issue and action plan management. Key features include:

- **Risk and control self-assessments (RCSA).** Automate end-to-end process for identifying, analyzing, mitigating, managing and monitoring operational risk.

- **Key risk and performance indicator tracking (KRI/KPI).** Create and monitor performance indicators for all key risks and controls. Track risk metrics and thresholds with an automated notification when thresholds are breached.

- **Loss Event management.** Enables risk managers to track internal loss incidents and near misses, record amounts, and determine root causes and ownership. Statistical and trend analysis capabilities allow users to track remedies and action plans.

- **External Loss Events.** Integration with IBM FIRST Risk Case Studies external loss event database makes sure that you are not inwardly focused and can incorporate tail events and other losses that happen to peer institutions. External Loss Events can be incorporated into scenario analyses, assessments and risks.

- **Scenario analysis.** Use all of the relevant data in the system to inform scenario workshops and determine scenarios that require additional risk treatment.

- **Issue management and remediation.** Create and track issues with automation through their entire lifecycle. With a single source of truth, repository issues can be raised by any line or risk and compliance function. Additionally, issues can be made visible or actionable by any user or a selected group of users.

**Benefits**

IBM OpenPages Operational Risk Management mitigates risk through proactive management of key risks. It creates an understanding of your risk profile while helping improve top-line and bottom-line corporate performance. The solution:

- Enables identification and treatment of high risk and emerging risk areas.
- Delivers on-demand, actionable reporting on the current state of operational risk across an entire organization.
- Helps manage risk, improve risk measurement and minimize losses.
The solution helps reduce risks, such as sanctions and fines, associated with a lack of adherence to regulations. It supports organizations in breaking down regulations into a catalog of requirements, evaluating its impact to the business, and creating actionable tasks. OpenPages Regulatory Compliance Management offers a diverse array of features and capabilities. The software is designed to:

Consolidate regulatory requirements in a central repository. A single repository can disaggregate and classify complex regulations, enabling stakeholders across the enterprise to process large volumes of regulatory data more rapidly and efficiently.

Map regulatory requirements to internal taxonomies and business structures. The tool provides the ability to map regulatory requirements to internal GRC data - connecting regulatory data to key risks, controls and policies, and linking that data to an overall business strategy. Complex regulations are now organized, visible and measurable in firm-specific terminology.

Ingest regulatory feeds from our data provider partners. Pre-integrated data feeds are available from our data partners including: Thomson Reuters Regulatory Intelligence, Wolters Kluwer, Ascent RegTech, and Reg-Room. Use out-of-the-box workflows to direct regulatory feed information to the proper experts within your organization to analyze and respond to regulatory change.

Distribute regulatory data to relevant stakeholders and owners. Regulatory requirements can be organized into logical groupings and assigned to owners across the organization.

Manage Regulator Interactions. Out-of-the-box workflows help users document and manage an organized response to regulator interactions, such as inquiries, meeting requests, and examinations.

Get a complete end-to-end view of regulatory change management. Prioritize regulatory alerts for review and ongoing action, allowing organizations to focus on analysis instead of monitoring.

Benefits
IBM OpenPages Regulatory Compliance Management helps reduce time and costs associated with understanding regulatory compliance requirements and their related controls. The solution:

- Helps reduce risks related to non-compliance with regulations.
- Allows understanding and management of changes to regulations and management of interactions with regulators.
- Enables the complex web of regulatory obligations to be organized, transparent, measurable and actionable.
- Improves efficiency by eliminating duplicative or overlapping controls.
IBM OpenPages Policy Management (PM)

A policy management solution that reduces the complexity and cumbersome nature of policy lifecycle management and compliance with numerous industry and regulatory requirements.

Using a core, shared services, and open architecture, OpenPages Policy Management automates the ongoing management of the policy lifecycle process while aiding in the identification of similarities between regulations to reduce inconsistencies, assist in identifying gaps and provide greater understanding of requirements impacting the GRC process. Key features include:

**Full lifecycle management.** Simplifies and oversees creation, review, approval, publication, attestation and exception management.

**Regulatory library management.** Maintains a centralized library of laws, regulations and best practices. Tracks and monitors external changes to regulations and uses robust version control and audit trails to evolve libraries over time.

**Policies mapped to regulatory obligations.** Uses Watson AI suggestions to map regulatory requirements to impacted policies and procedures to help confirm that regulatory changes have been implemented and have confidence that policies and procedures remain current.

**Multiple views of state of compliance.** Provides users with a cross-departmental view into governance, risk and compliance and integrates with other IBM OpenPages solutions for deeper insights across the organization.

**Benefits**

IBM OpenPages Policy Management drives a consistent approach to policy management while reducing the cost and complexity of compliance with multiple regulatory requirements and corporate policies. The solution:

- Delivers on-demand, actionable reporting so that compliance risks are understood and issues are remediated quickly.
- Harmonizes compliance programs between departments to promote a standardized and efficient compliance approach.
- Provides confidence so you can quickly and accurately respond to regulator inquiries.
- Keeps your policies and procedures up-to-date with your internal and external obligations.
- Allows appropriate employees to easily find, understand and attest to your policies and procedures.
IBM OpenPages IT Governance (ITG)

Reduces the complexity of IT risk management by aligning IT operations management with corporate business initiatives, strategy and regulatory requirements.

Using a core, shared services, and open architecture, OpenPages IT Governance enables organizations to sustain compliance across multiple best-practice frameworks, such as the Committee of Sponsoring Organizations (COSO), the IT Infrastructure Library (ITIL), and the International Standards Organization (ISO). During this process, OpenPages IT Governance manages internal IT control and risk according to supported business processes. It also integrates multiple silos of IT governance to improve transparency, decision support, business performance and valuation. Key features include:

**Comprehensive workflow.** Automatically notifies and routes IT-related activities. Tracks and documents all relevant IT incidents and facilitates root cause analysis. Initiates investigative workflows driven by top-down planning and business risk.

**Interoperability.** Provides interoperability with third-party technologies and enterprise infrastructure management applications including: network, systems and security management tools; continuous controls monitoring systems; and configuration management databases.

**Integration with Network Frontiers’ Unified Compliance Framework (UCF).** Maps IT controls across international regulatory and compliance requirements to gain access to the industry’s most comprehensive set of IT policies and controls.

**Benefits**

IBM OpenPages IT Governance delivers on-demand, actionable reporting that can be utilized to monitor IT risks and identify what issues, incidents and vulnerabilities are impacting your business. The solution:

- Leads to effective enforcement of corporate IT governance policies.
- Supports best practices frameworks (COSO, COBIT, ITIL and ISO) and regulations.
- Leverages comprehensive, consistent REST APIs to integrate with third-party solutions.
The solution affords the chance to supplement and coexist with broader risk and compliance management activities. Using a core, shared services, and open architecture, OpenPages Internal Audit Management automates auditing procedures and adds new efficiencies and standardization to the independent assessment of risk and compliance performance.

OpenPages Internal Audit Management provides internal auditors with a cross-departmental view into governance, risk and compliance and integrates with other IBM OpenPages solutions for deeper insights across the organization.

Annual planning. Supports top-down and bottom-up approaches to creation and risk assessment of the audit universe and creation of multiyear audit plans.

Engagement planning. Facilitates creating and maintaining the audit scope and objectives and creating the workpapers to be executed.

Workpaper execution. Maintains a centralized library of electronic workpapers and provides the capability to automate workpaper review and approval.

Reporting. Provides an easily retrievable audit report, pulling all of the appropriate data from the central repository.

Audit and resource management. Provides the ability to monitor and manage the execution of the audit and the assignment and tracking of resources.

Benefits

IBM OpenPages Internal Audit Management provides transparency and assurance of audit coverage. The solution:

- Facilitates collaborative work within the business.
- Streamlines review and approval processes to help drive down costs, increase efficiency and allow auditors to focus on the audit content.
- Facilitates collaborative workpaper authoring and management, resulting in higher quality and consistency.
- Provides information which feeds into audit continuous improvement plan.
IBM OpenPages with Watson

**IBM OpenPages Model Risk Governance (MRG)**

Allows organizations to meet the challenges of managing model risk.

The solution brings together all key stakeholders, who often work independently on siloed and duplicate data. From the model developer, owner, validator, and business unit executive, OpenPages Model Risk Governance combines a flexible data model with overall document management, powerful workflow capabilities, and business intelligence. It supports a greater level of engagement and transparency in model risk management processes.

OpenPages Model Risk Governance provides a configurable and customizable solution with key features that include:

**Comprehensive model inventory.** Creates and maintains a comprehensive model inventory. Organizes, documents, and maintains an enterprise-wide record of models and their usages.

**Model metrics.** Documents and tracks issues and metrics associated with models.

**Workflow management.** Enables workflow management of the model and validation life cycles.

**Model risk assessments.** Conducts periodic model attestations and model risk assessments.

**Engagement planning.** Facilitates creating and maintaining the audit scope and objectives and creating the workpapers to be executed.

**Workpaper execution.** Maintains a centralized library of electronic workpapers and provides the capability to automate workpaper review and approval.

**Reporting.** Provides a one-click audit report pulling all of the appropriate data from the central repository.

**Audit and resource management.** Provides the ability to monitor and manage the execution of the audit and the assignment and tracking of resources.

**Benefits**

IBM OpenPages Model Risk Governance is configurable to support varied methodologies across multiple organization structures, model types and risk tiers. The solution:

- Promotes the standardization of model taxonomy and documentation across the enterprise.
- Streamlines review and approval processes to help drive down costs and increase efficiency.
- Facilitates collaborative transition of activities between the multiple stakeholders engaged in model management and validation, resulting in higher quality and consistency.
- Provides greater visibility of model interdependency and model-related performance metrics.
- Built-in integration with IBM Watson OpenScale enables clients to monitor and measure outcomes from AI models across their lifecycle and document the results in OpenPages.
IBM OpenPages with Watson

IBM OpenPages Third Party Risk Management (TPRM)

Assists in efficiently managing third-party relationships and engagements to improve business performance.

The solution helps reduce disruption and possible negative impacts on the organization’s compliance, brand and operations stemming from a vendor’s inability to deliver. IBM OpenPages Third Party Risk Management enables an organization to protect private information shared with vendors and prevent misuse of direct access to network resources. Key features include:

**Reduces complexity.** Offers a range of capabilities that support third-party risk management and helps cut the complexity in vendor-client relationships.

**Mitigates vendor-related risk.** Helps address the risks associated with vendors and the delivery of their products and services.

**Measures mitigation effectiveness.** Enables organizations to monitor and measure the effectiveness of vendor risk mitigation and controls.

**Streamlines assessments.** Provides vendor risk assessment surveys, management reporting and dynamic workflow for review and approval of assessments.

**Benefits**

IBM OpenPages Third Party Risk Management helps you mitigate risks and improve business results with each of your vendors. The solution:

– Relates each vendor to the importance of the work they do for you
– Manages and monitors the mitigation of identified risks
IBM OpenPages Financial Controls Management (FCM)

A financial controls management solution that reduces the costs and complexity of complying with the Sarbanes-Oxley Act and similar global financial reporting regulations.

Using a core, shared services, and open architecture, OpenPages Financial Controls Management automates the ongoing test, review, attestation and remediation process while helping organizations meet their financial compliance obligations. OpenPages Financial Controls Management combines overall document management, powerful workflow capabilities, business intelligence, and decision support tools in interactive dashboards and dimensional reporting.

The solution helps make compliance procedures more effective and efficient, providing key decision makers with transparency into the state of financial controls. It also helps assure that financial compliance demands are addressed. Key features include:

- **Simplifies regulatory compliance.** Helps reduce the costs and complexity of complying with global financial reporting regulations.
- **Automates compliance process.** Automates the ongoing test, review, attestation and remediation process to help organizations meet their financial compliance obligations.
- **Automates workflow.** Routes tasks to key stakeholders throughout the enterprise with workflow automation.
- **Provides executive transparency.** Gives executive management transparency into the state of compliance with rich, interactive dashboards and dynamic reports.

**Benefits**

IBM OpenPages Financial Controls Management helps to reduce the time, costs and complexity associated with complying with financial controls reporting requirements. The solution:

- Streamlines the financial controls sub-certification process.
- Creates an automated, consistent and repeatable framework that reduces complexity while increasing productivity associated with financial reporting.
- Provides oversight functions with greater visibility into the health of the organization’s internal control and process framework.
- Identifies risks sooner through on-demand, actionable reports.
IBM OpenPages with Watson

IBM OpenPages Business Continuity Management (BCM)

Prepares enterprises to continue operations and protect employees in the face of disruptive events.

The solution enables organizations to centralize data related to business continuity management in one location and implement a standardized approach across the enterprise.

Users can visualize data relationships to identify dependencies and gain quick access to information. Administrators can modify out-of-the-box views and workflows through the user interface to improve consistency across business units. Key features include:

Provides transparent access to data. Gives users visibility into the most current data affecting all critical business processes, people and assets to assist them in creating, updating and testing business continuity plans in one centralized location. Role-based permissions enable defined users to have access to selected objects based on their need for the data.

Identifies critical business processes using GRC Calculations. Standardizes the setting of the maximum acceptable outage of processes using a configurable out-of-the-box calculation that scores values provided on fields within the solution.

Automates business plan development. Identifies and routes automated tasks within scheduled workflows to owners and approvers for business impact analyses, business plan development, and testing.

Enables continual testing and iterative improvement to plans. Automates testing on a scheduled basis and enables tracking lessons learned from test results to continually improve business continuity plan implementation.

Benefits

IBM OpenPages Business Continuity Management provides access to key data points in one centralized location. The solution:

- Standardizes business continuity management throughout the enterprise.
- Empowers users to discover, explore, and visualize data relationships affecting business continuity.
- Integrates business continuity management with other OpenPages solutions.
IBM OpenPages Data Privacy Management (DPM)

Brings a compliance focus to data governance, helping enterprises take a proactive approach to risk and privacy by embedding GRC management across all teams.

The solution enables organizations to automate private data reporting to improve accuracy, reduce audit time, and accelerate initiatives across the organization.

As per regulations (GDPR, CCPA, etc.) C-level executives and other privacy stakeholders need to have a holistic view of sensitive data across their organization; to understand who, what, where, when, and why whenever private data is being used; and to be able to demonstrate compliance to regulators. Trust is crucially important to customers, and any privacy lapses can damage a firm’s reputation. This is difficult to recover from and can therefore be extremely costly.

OpenPages Data Privacy Management provides a configurable and customizable solution with key features that include:

**Real-time view of private data.** Create and maintain a complete inventory of sensitive or private data across your organization. Integrates with Watson Knowledge Catalog’s asset repository to maintain an up-to-date view of data assets using private data.

**Privacy assessments.** Use the Questionnaire Assessment feature to build and deploy privacy assessments for all of the relevant jurisdictions where private data resides in your organization.

**Workflow management.** Conduct automated workflow management of the privacy assessment process for data assets and applications using private data.

**Demonstrable compliance.** Maintain a record of completed privacy assessments performed on data assets that can be used to demonstrate compliance to auditors.

**Issue management.** Any issues discovered based on privacy assessment results can be created, assigned to the appropriate stakeholder and linked to appropriate risks and controls.

**Benefits**

IBM OpenPages Data Privacy Management is configurable to support a variety of data privacy regulations across multiple jurisdictions. The solution:

- Enables businesses to use data privacy compliance as a competitive advantage
- Helps to maintain customer trust with demonstrable privacy compliance
- Facilitates collaboration between IT and compliance teams for complete data privacy and governance
- Manages private data to build AI models without sacrificing privacy compliance
- Allows organizations to stay up to date on ever-changing data privacy regulations
Why IBM OpenPages with Watson?

IBM OpenPages with Watson transforms the way risk and compliance professionals work.

By providing core services and functional components on a scalable platform that spans operational risk, model risk, third party risk, regulatory compliance, IT governance, business continuity, internal audit, policy, financial controls and data privacy management, IBM OpenPages with Watson delivers a holistic view of risk and regulatory responsibilities across the enterprise.

OpenPages with Watson merges Watson’s AI capabilities and the expertise of our extensive partner network to help risk and compliance professionals make more informed decisions to manage risk and compliance processes. It delivers on the marketplace demand for an integrated end-to-end solution that enables organizations to connect internal GRC policies and practices to the external regulatory environment. To learn more, visit our product page at: https://www.ibm.com/openpages

For more information

To learn more about IBM solutions for regulatory compliance, visit: ibm.com/openpages