IBM OpenPages with Watson

Stay in front of fast-changing regulatory compliance and business demands

**Highlights**

- Drive GRC adoption as business as usual into all three lines of defense
- Reduce compliance costs and deliver results and business value from GRC
- Get end-to-end prescriptive cognitive solutions, coupled with advisory
- Configure workflows to automate GRC processes in minutes
- Shift from historical to future view with relevant, predictive data
- Use industry-leading REST APIs that integrate GRC into your organization
- Explore advanced data with embedded Cognos Analytics to drive decisions
- Quickly and easily automate your GRC processes to shorten time to value
- Give expert knowledge to your people through integrated Watson cognitive

**Market challenges**

In a business environment defined by sustained market volatility and ever-increasing regulations, companies need the ability to integrate enterprise-wide risk management processes and multiple regulations. Firms are witnessing a dramatic increase in active first line of defense 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 of defense: 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 cognitive-driven integrated governance, risk and compliance (GRC) portfolio. It provides core services and functional components spanning operational risk, regulatory compliance, IT risk and security, internal audit, vendor risk, policy management, model risk management 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. OpenPages with Watson is integrated with IBM Watson natural language processing and machine learning capabilities, within a UI developed with IBM Enterprise Design Thinking for optimal user interaction.
OpenPages with Watson enables companies to manage risk, regulatory challenges and regulatory change across the organization, spanning multiple regulations. It can analyze large volumes of structured and unstructured data from emerging and pervasive sources, such as social media and security systems. This customer-validated solution is designed to be easy to use, adopt and deploy.

Designed to increase overall productivity and efficiency, OpenPages with Watson supports agile implementation for rapid time to value. Business administrators can configure workflows to automate GRC processes in minutes. And embedded guidance provides just-in-time information to the user. This enables businesses to meet deadlines and use solutions sooner to stay in front of fast-changing regulatory and business demands.
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, including:

- **Extensible solutions** that extend to sophisticated business processes across risk and compliance domains.
- **Overall regulatory compliance management** that uses IBM Watson to understand complex and overlapping regulatory requirements and map them to the internal GRC control environment.
- **Data integration and aggregation** with IBM’s comprehensive REST API, enabling customers to get a holistic view of risk and its impact.
- **IBM Watson cognitive 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. Interact for root cause analysis. Browser-based, drag-and-drop report design and self-service data exploration.
Figure 3: IBM OpenPages with Watson provides holistic data needed to perform a GRC task

Foundational GRC

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

- Operational risk management
- Regulatory compliance management
- Regulatory change management
- Policy management
IT risk and security
Internal audit management
Model risk governance
Business continuity management
Vendor risk management
Financial controls management

Functionality

Use Watson cognitive classifier on any of your GRC data, and configure the classifier for up to three category levels.

- Uses Watson Natural Language Classifier Service directly from the IBM Cloud platform
- Exports usage information to further train the classifier

Benefits

The solution saves time, because users can select from suggestions on the interface and no longer need to understand all available options.

- Improves data quality. The user can choose one or more relevant classifications based upon the knowledge of experts, rather than their own training.
- Reduces the knowledge gap. The expert can train the classifier so that users can benefit from a seamless approach

Multiple, targeted GRC solutions within a single, highly integrated platform and data model

OpenPages with Watson offers customers 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 — an always-current single source of data for virtually all solution areas. It helps prevent human error and data inconsistencies and is delivered with speed and capabilities that scale to support even the largest organizations. Forward-looking design and technology define OpenPages with Watson with extendable solutions, data integration and aggregation, and advanced analytics and cognitive capabilities.

IBM OpenPages Operational Risk Management (ORM) is 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 solution 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.** Create and monitor performance indicators for all key risks and controls. Track risk metrics and thresholds, with automated notification when thresholds are breached.

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

• **External loss events.** Integration with IBM FIRST external loss event database makes sure that you are not inwardly focused and consider what has happened to other organizations.

• **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 thru their entire life cycle. With the single source of truth, repository issues can be raised by any line of defense or risk and compliance function, and can optionally be visible and actionable by all.

**Benefits**

ORM mitigates risk through proactive management of key risks, helping to improve top-line and bottom-line corporate performance.

• 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.

**IBM OpenPages Regulatory Compliance Management** helps financial institutions reduce time and costs to understand their regulatory requirements. The solution helps reduce risks, such as sanctions and fines, associated with a lack of adherence to regulations. OpenPages Regulatory Compliance Management offers a diverse array of features and capabilities. The software can:

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

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

**Benefits**

IBM OpenPages Regulatory Compliance Management assists in reducing time and costs associated with understanding regulatory compliance requirements and their related controls.

- Helps reduce risks associated with 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 and Compliance Management** is a policy and compliance management solution that reduces the complexity and cumbersome nature of complying with numerous industry, ethics, privacy and government regulatory mandates. Using core, shared services and open architecture, OpenPages Policy and Compliance Management automates the ongoing test, review, attestation and remediation process. It also helps identify similarities between regulations to reduce redundancy and duplication of effort. Key solution features include:

- **Manages the full lifecycle of policies and procedures.** Simplifies and manages creation, review, approval, attestation and exception management. Maps the policies to the regulatory library.
- **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.
- **Map policies to regulatory obligations.** Uses Watson cognitive suggestions to map. Understand required changes to policies and procedures as regulations and obligations change.
- **Multiple views of state of compliance.** Users and administrators can gain a quick summary of regulatory compliance from multiple angles, including functional areas, business units, regions or individual mandates.
- **Manage regulator interactions.** Manage and monitor regulatory inquiries and your responses.

**Benefits**
IBM OpenPages Policy and Compliance Management reduces the complexity of complying with numerous industry, ethics, privacy and government regulations.

- Delivers on-demand, actionable reporting that can be used to ensure compliance risks are understood and guarantee that 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
- Ensures your policies and procedures are 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 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. Examples include the Committee of Sponsoring Organizations (COSO), the IT Infrastructure Library (ITIL) and the International Standards Organization (ISO), and regulations. 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 solution features include:

- **Comprehensive workflow.** Automatic notification and routing of 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.
- **Integrates 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.

- Helps ensure that issues are remediated quickly.
Identifies and remediates problems quickly and leads to effective enforcement of corporate IT governance policies
Supports best practices frameworks (COSO, COBIT, ITIL and ISO) and regulations.

**IBM OpenPages Internal Audit Management** provides internal auditors with a uniquely configured, cross-departmental view into organizational GRC. The solution affords the chance to supplement and coexist with broader risk and compliance management activities. Using 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 is completely integrated with all of the other risk domains such as financial controls management, IT governance, policy and compliance, vendor and model risk, and operational risk management programs. The tool gives auditors a holistic view of enterprise-wide compliance across disparate policies and procedures. Key solution features include:

- **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 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 Internal Audit Management provides transparency and assurance of audit coverage.

- Facilitates collaborative work with 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

**IBM OpenPages Model Risk Governance** solution allows organizations to meet the challenges of management of model risk. The solution brings together all key stakeholders that can often
be working 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 helps ensure a greater level of engagement and transparency in model risk management processes. Key solution features include:

- **Comprehensive model inventory.** Creates and maintains a comprehensive model inventory throughout the organization.
- **Model metrics.** Documents and track issues and metrics associated with models.
- **Workflow management.** Enables workflow management of the model and validation life cycles.
- **Assign roles and responsibilities.** Improves model risk management efficiency by assigning appropriate roles and responsibilities for model ownership.
- **Executive transparency.** Provides executive management with transparency into the state of model risk across the enterprise with rich, interactive dashboards and dynamic reports.

**Benefits**

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

- 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

**IBM OpenPages Vendor Risk Management** assists in efficiently managing third-party relationships and engagements to improve business performance. It helps reduce disruption and possible negative impacts to the organization’s compliance, brand and/or operations stemming from a vendor’s inability to deliver. IBM OpenPages Vendor 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 Vendor Risk Management helps you understand the risks and improve the results of doing business with each of your vendors.

• Relates each vendor to the importance of the work they do for you
• Manages and monitor the mitigation of identified risks

**IBM OpenPages Financial Controls Management** is a financial controls management solution that reduces the costs and complexity of complying with the Sarbanes-Oxley Act and similar global financial reporting regulations. With a core, shared services and open architecture, OpenPages Financial Controls Management automates the ongoing test, review, attestation and remediation process, while helping to ensure that organizations are meeting their financial compliance obligations. OpenPages Financial Controls Management combines overall document management, powerful workflow capabilities, and business intelligence and decision support tools – in the form of 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 solution 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
• **Executive transparency.** Provides executive management with transparency into the state of compliance with rich, interactive dashboards and dynamic reports
Why IBM?

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, regulatory compliance, IT governance, internal audit and financial controls management, IBM OpenPages with Watson delivers a holistic view of risk and regulatory responsibilities across the enterprise. It delivers on the clear and present need in the marketplace 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 [ibm.com/us-en/marketplace/governance-risk-and-compliance](ibm.com/us-en/marketplace/governance-risk-and-compliance)

About IBM Watson Financial Services

IBM is working with organizations across the financial services industry to use IBM Cloud, cognitive, big data, RegTech and blockchain technology to address their business challenges. Watson Financial Services merges the cognitive capabilities of Watson and the expertise of Promontory Financial Group to help risk and compliance professionals make better informed decisions to manage risk and compliance processes. These processes range from regulatory change management to specific compliance processes, such as anti-money laundering, know your customer, conduct surveillance and stress testing.

For more information

To learn more about IBM solutions for regulatory compliance, visit: [ibm.com/RegTech](ibm.com/RegTech)
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