



# NAVIGATING A CHANGE IN GRC TECHNOLOGY

## PRESENTERS

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# Discussion Participants



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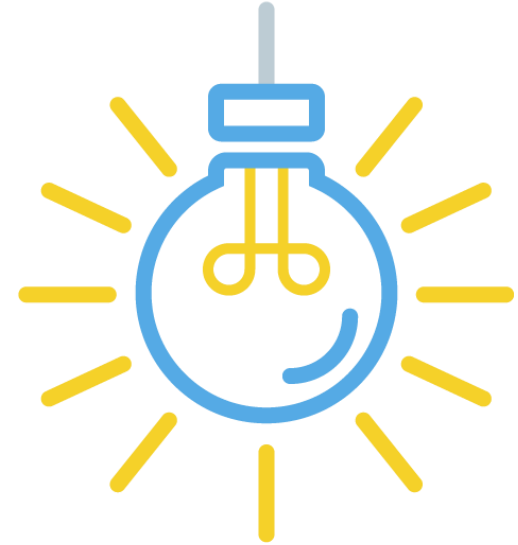
GRC Practice Manager,  
RSA,

# Housekeeping

- Download slides at <https://go.oceg.org/navigating-a-change-in-grc-technology>
- Answer all 3 polls
- Certificates of completion  
(only for OCEG All Access Pass holders)
- Evaluation survey at the close of the webinar
- Find the recording on the Resource tab of the OCEG site, under Archived Webinars

# Learning Objectives

- Outline the steps to take in preparing for technology change
- Define how to develop a schedule that addresses all needed actions
- Increase awareness of cultural issues affecting acceptance of change
- Identify the key barriers to change in your organization



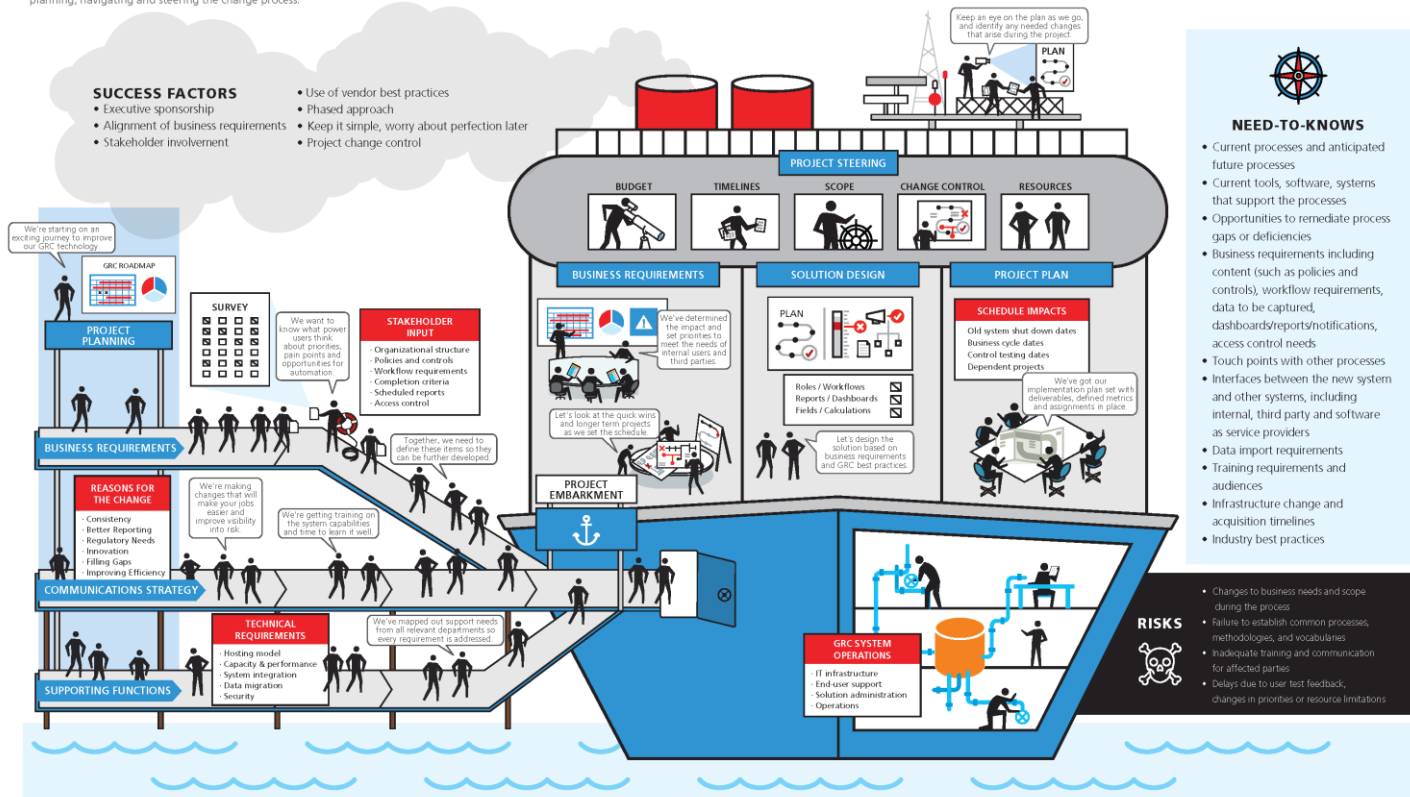
# Poll 1

**Do you have an OCEG All Access Pass (a paid membership) and would you like to receive CPE credit for this event?**

- a. Yes, I have an All Access Pass and I would like to receive a Certificate of Completion for this event
- b. Yes, I have an All Access Pass, but I do not need CPE credit for this event
- c. No, I do not have an All Access Pass but I would like to get one and receive CPE credit for this and future webcasts I attend
- d. No, I do not have an All Access Pass and I don't want to buy one at this time (so I won't get CPE credit for this event)

# Navigating a Change in GRC Technology

Implementing new GRC technology comes with many challenges and expected resistance. Maintaining strong project governance, establishing detailed plans and ensuring ongoing communication is key. This illustration outlines the critical steps in planning, navigating and steering the change process.



# Discussion Question

- What are some of the key reasons organizations make changes in their GRC technology?
- Are you seeing different reasons for change now than say 5 years ago?

# Discussion Question

- What are some of the challenges in changing GRC technologies, that you might not have if you were just starting out implementing new technology for the first time?



# Poll 2

**Is your organization getting new technology to manage GRC in the next 24 months?**

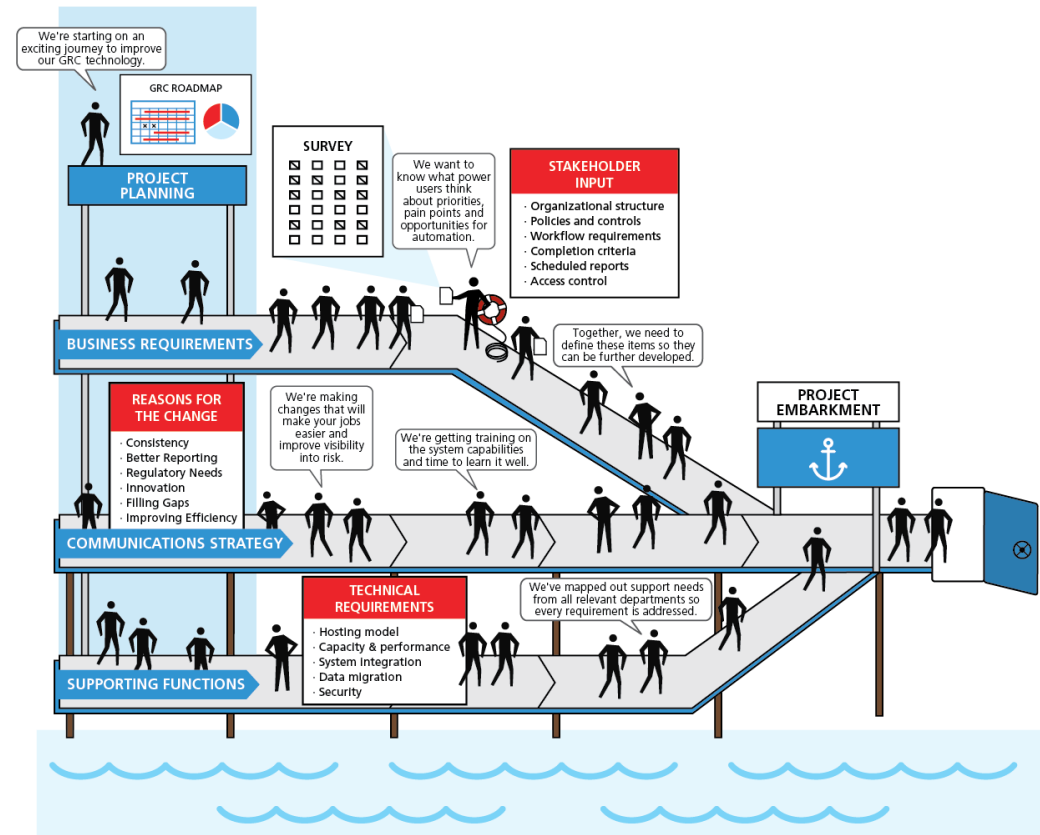
- a. Yes, we've already selected new technology
- b. Yes, we are currently considering which one to get
- c. No, we've got what we need now
- d. No, we might later down the road
- e. I don't know

# Discussion Question

- What steps should you take to begin the project, in the planning phase?
- What methods should you use to gather the information that you need?

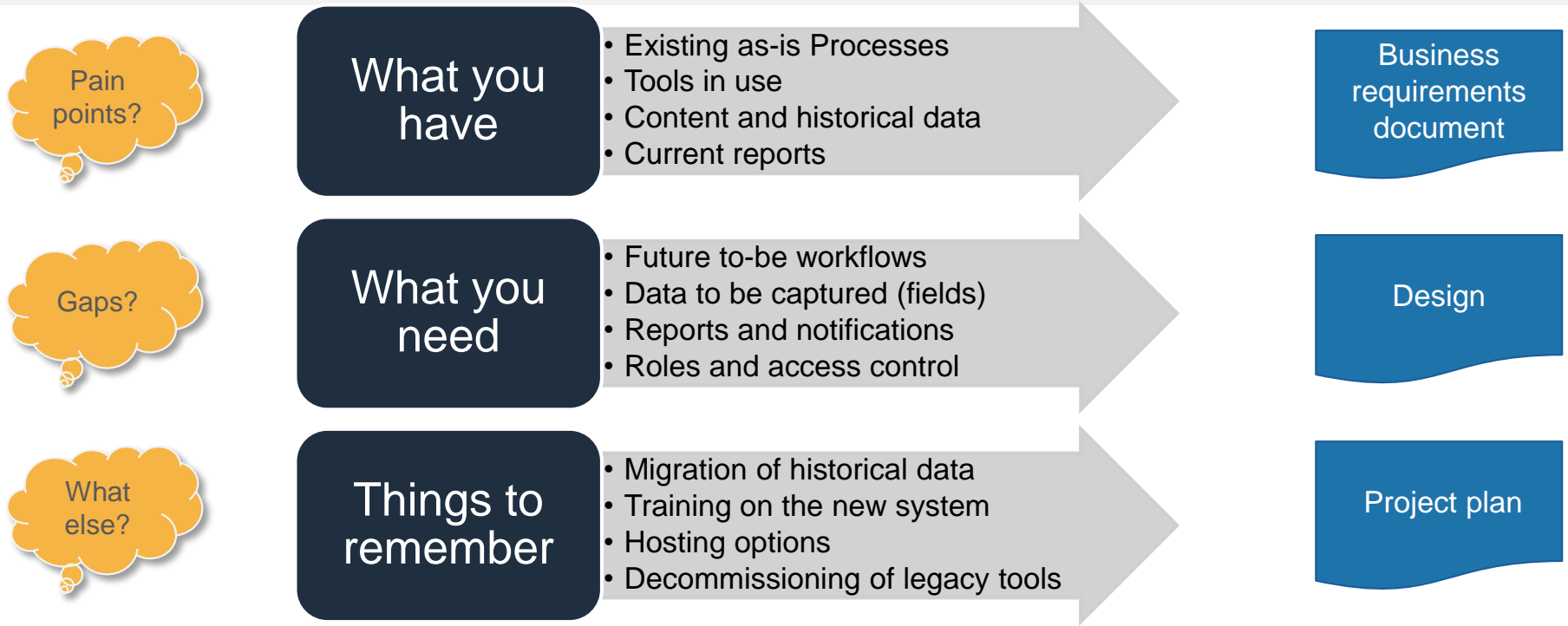
# Project Planning Phase

- Stakeholder input
- Business requirements
- Communications strategy
- Supporting roles



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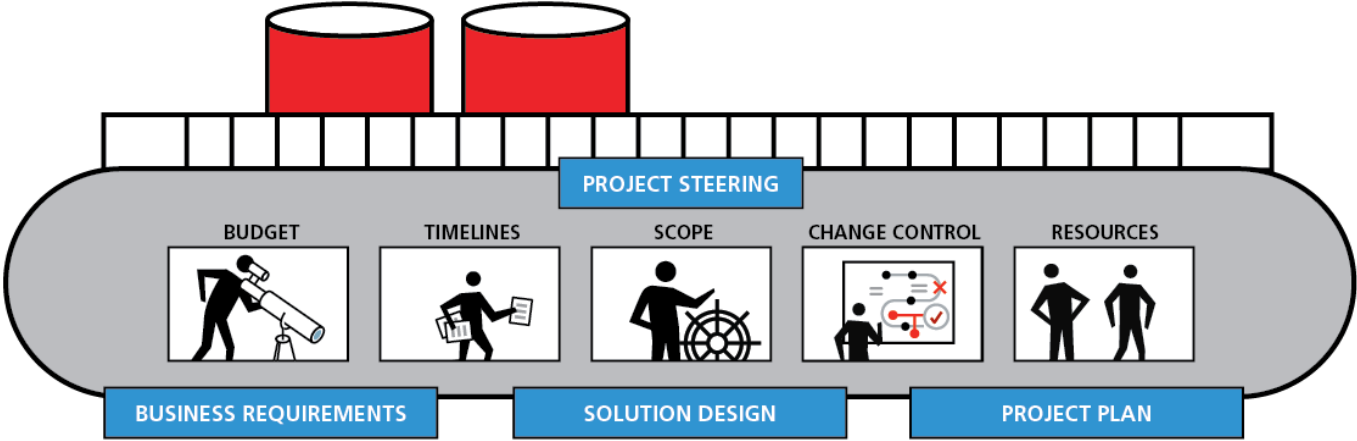
# Things you need to know as you plan



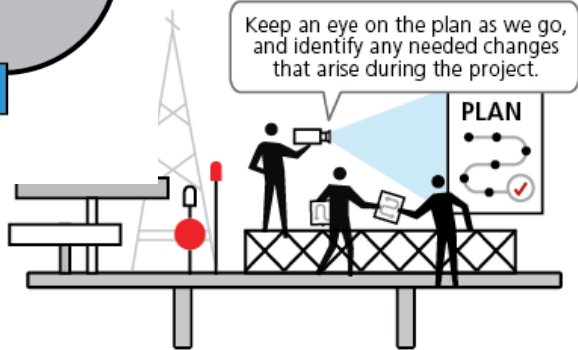
# Discussion Question

- Who should be responsible for managing and for overseeing the change project?
- What aspects of the project and things that might affect the project should be monitored?
- How do you address cultural resistance to change?

# Project Oversight



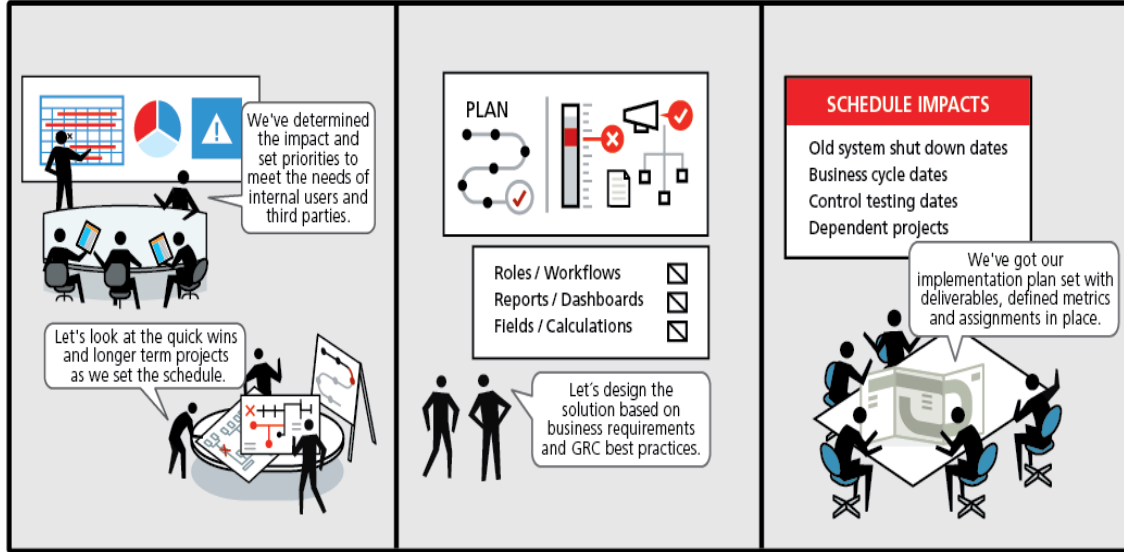
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# Discussion Question

- How do you determine the order of things in the project and set priorities in the schedule?
- How should you track and address primary, secondary and further degrees of impact from the change as the project progresses?

# Design Phase



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- Prioritize Business Requirements
- Design Solution
- Define Project Plan



# Keep in Mind....

## **SUCCESS FACTORS**

- Executive sponsorship
- Alignment of business requirements
- Stakeholder involvement
- Use of vendor best practices
- Phased approach
- Keep it simple, worry about perfection later
- Project change control

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# Discussion Question

- What can go wrong?
- What can cause you to change plans?
- What are some typical big mistakes?

# Ongoing Risk Consideration

## **RISKS**



- Changes to business needs and scope during the process
- Failure to establish common processes, methodologies, and vocabularies
- Inadequate training and communication for affected parties
- Delays due to user test feedback, changes in priorities or resource limitations

# Poll 3

**Do you have a role in selecting or implementing new GRC technology?**

- a. Yes, in selecting technology
- b. Yes, in implementing the technology
- c. Yes, in both directly or by overseeing tasks
- d. No, but I will be impacted by technology change as a user
- e. No, and I won't be directly affected

# Questions?