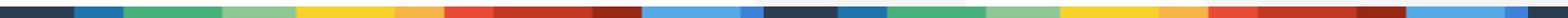




REPORT ON THE OCEG GRC CRISIS READINESS SURVEY

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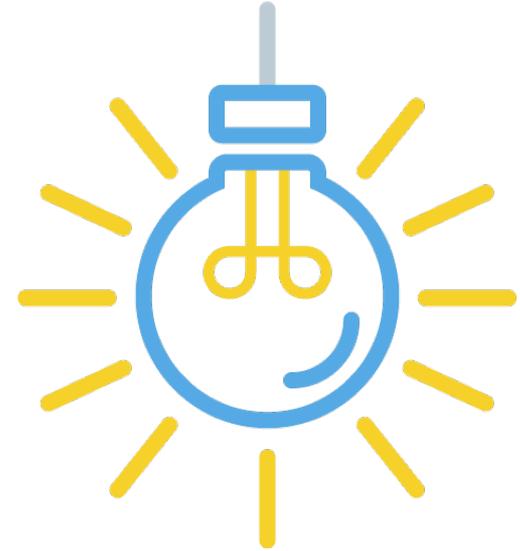


Housekeeping

- Download slides at <https://go.oceg.org/report-on-the-oceg-grc-crisis-readiness-survey>
- 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 OCEG site at <https://go.oceg.org/webinar-recordings>

Learning Objectives

- Determine the level of maturity in crisis readiness planning
- Identify the core steps that must be taken in advance and items to consider
- Outline how advanced GRC technologies can be used in both planning and response



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 a Certificate of Completion
- 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)

Crisis Readiness Planning Survey Participants

- 828 participants
 - 549 completed responses
 - 279 partial responses
- 420 respondents are involved in planning
 - 314 completed responses
 - 106 partial responses

Overview –Preparedness Planning

1. **57.4%** identified critical business objectives that must be addressed with crisis specific controls and measures in the case of a global crisis
2. **63.2%** outlined the various crisis risks that might impact each objective
3. **72.7%** identified crisis controls for each objective
4. **73.9%** identified roles responsible for each added control
5. **68.4%** prepared communications plans for each type of identified crisis

Overview –Preparedness Planning

6. **62.4%** identified likely resource needs and pathways to gain resources
7. **61.7%** mapped objectives, crisis controls, ownership and information
8. **51.6%** planned for audit and testing of the plan designs for effectiveness
9. **48.6%** tested to demonstrate effective implementation of plans
10. **50.7%** conducted drills, tabletop exercises or simulations to stress test

Overview – Documented Preparedness Plans

Crisis team has documented plans for:

- 86.6% Remote work and other workforce options
- 53.0% Financing and insurance options
- 48.7% Alternatives in supply chain
- 39.8% Surge capacity for product/service demand
- 31.9% Surge capacity for call centers

State of GRC Integration

Describe your organization's level of integration of processes and technology for governance, risk management and compliance

- Well integrated across the entity 28.5%
- Somewhat integrated in some departments or geographies 26.6%
- Standardized processes without integrated GRC technology 25.4%
- Mostly siloed 19.5%

Integrated vs Siloed

1. Identified critical business objectives to address with controls in a global crisis
Well Integrated **71%** Siloed **36%**
2. Outlined objective-related crisis risks
Well Integrated **78%** Siloed **32%**
3. Identified crisis controls for each critical business objective
Well Integrated **83%** Siloed **53%**
4. Identified roles for implementing and overseeing each control
Well Integrated **87%** Siloed **47%**
5. Prepared communications plans for each type of identified crisis
Well Integrated **76%** Siloed **51%**

Integrated vs Siloed

6. Identified likely resource needs and pathways to gain resources
Well Integrated **73%** Siloed **38%**
7. Mapped objectives, crisis controls, ownership of each, and information flow
Well Integrated **83.8%** Siloed **33.3%**
8. Planned audit and testing of crisis plan design effectiveness
Well Integrated **69%** Siloed **28%**
9. Tested to demonstrate effective implementation of plans
Well Integrated **66%** Siloed **19%**
10. Conducted drills, tabletop exercises or simulations to stress test plans
Well Integrated **65%** Siloed **23%**

Poll 2

Has the current pandemic led to any plans to improve technology resources for predicting and/or managing a crisis in your organization?

- a. Yes in the near term
- b. Yes in the longer term (at least 18 months out)
- c. No
- d. I don't know

Technology Upgrade Plans

- Has the current pandemic revealed a need for improving technology resources for predicting and managing a crisis?
 - Yes 65%
 - No 20%
 - I don't know 15%
- Is your organization planning to acquire new technology to better plan for and manage crises that may arise in the future?
 - Yes within 6 months 9.6%
 - Yes within 6-18 months 19.9% (combined yes answers = 29.5%)
 - No, we have GRC technology 8.8%
 - No 25.1%
 - I don't know 36.7%

Use of GRC Technology for Crisis Readiness

- Identified critical business objectives to address with crisis controls
 - GRC Technology **76%** Manual **24%**
- Outlined objective-related crisis risks and organized by type
 - GRC Technology **78%** Manual **22%**
- Identified crisis controls for each critical business objective
 - GRC Technology **83%** Manual **17%**
- Prepared communications plans for each type of identified crisis
 - GRC Technology **85%** Manual **15%**

Use of GRC Technology for Crisis Readiness

- Identified likely resource needs and pathways to gain such resources for each type of crisis
 - GRC Technology 76% Manual 24%
- Planned audit and testing of crisis plan design effectiveness
 - GRC Technology 78% Manual 22%
- Planned audit and testing to demonstrate that the crisis plans are effectively implemented
 - GRC Technology 75% Manual 25%
- Conducted drills, tabletop exercises or simulations to stress test plans
 - GRC Technology 69% Manual 31%

Difference in Access Control for Crisis Readiness Plans

Are different roles or individuals enabled to access the plans and other documentation related to crisis readiness with specific access controls in place on a need to know basis?

- Yes, access is on a defined need basis for each person
 - GRC Technology **82.4%** Manual **37.4%**
- No, anyone can access everything
 - GRC Technology **5.5%** Manual **12.3%**
- No, only a few designated people can access, and they can get everything
 - GRC Technology **7.7%** Manual **47.2%**

Poll 3

Do you have a role in decisions about acquiring or re-purposing technology to support crisis readiness planning and/or response management?

- a. Yes, I am a primary decision-maker
- b. Yes, I am part of a committee making decisions
- c. Yes, I provide input to the decision-makers
- d. No

Use of GRC Technology for Crisis Readiness

- Use of GRC technology enhances workforce visibility of crisis planning
 - Using GRC Technology – More have seen evidence of each step (69% - 91% range)
 - Using Manual Methods – Fewer have seen evidence of each step (19% - 51% range)
- Manual methods reduce confidence in crisis readiness planning
 - GRC Technology – 57% very confident 37% somewhat confident 6% not at all confident
 - Manual Methods – 14% very confident 63% somewhat confident 23% not at all confident

Confidence in Facing Future Crises

How confident are you that your organization has the resources in place to manage another global crisis if it were to arise within the next 24 months?

- Very **36.0%**
- Somewhat **52.4%**
- Not at all **11.6%**

But.....

Integrated GRC Increases Confidence

How confident are you that your organization has the resources in place to manage another global crisis if it were to arise within the next 24 months?

- | | | |
|--------------|-------------------------|---------------------|
| ■ Very | Integrated 64.3% | Siloed 6% |
| ■ Somewhat | Integrated 32.5% | Siloed 67.5% |
| ■ Not at all | Integrated 3.2% | Siloed 26.5% |

Questions?