

Communicating Relevancy to Company Executives

Understanding what and how to report

April 19, 2012

Simplifying complexity

Message one:

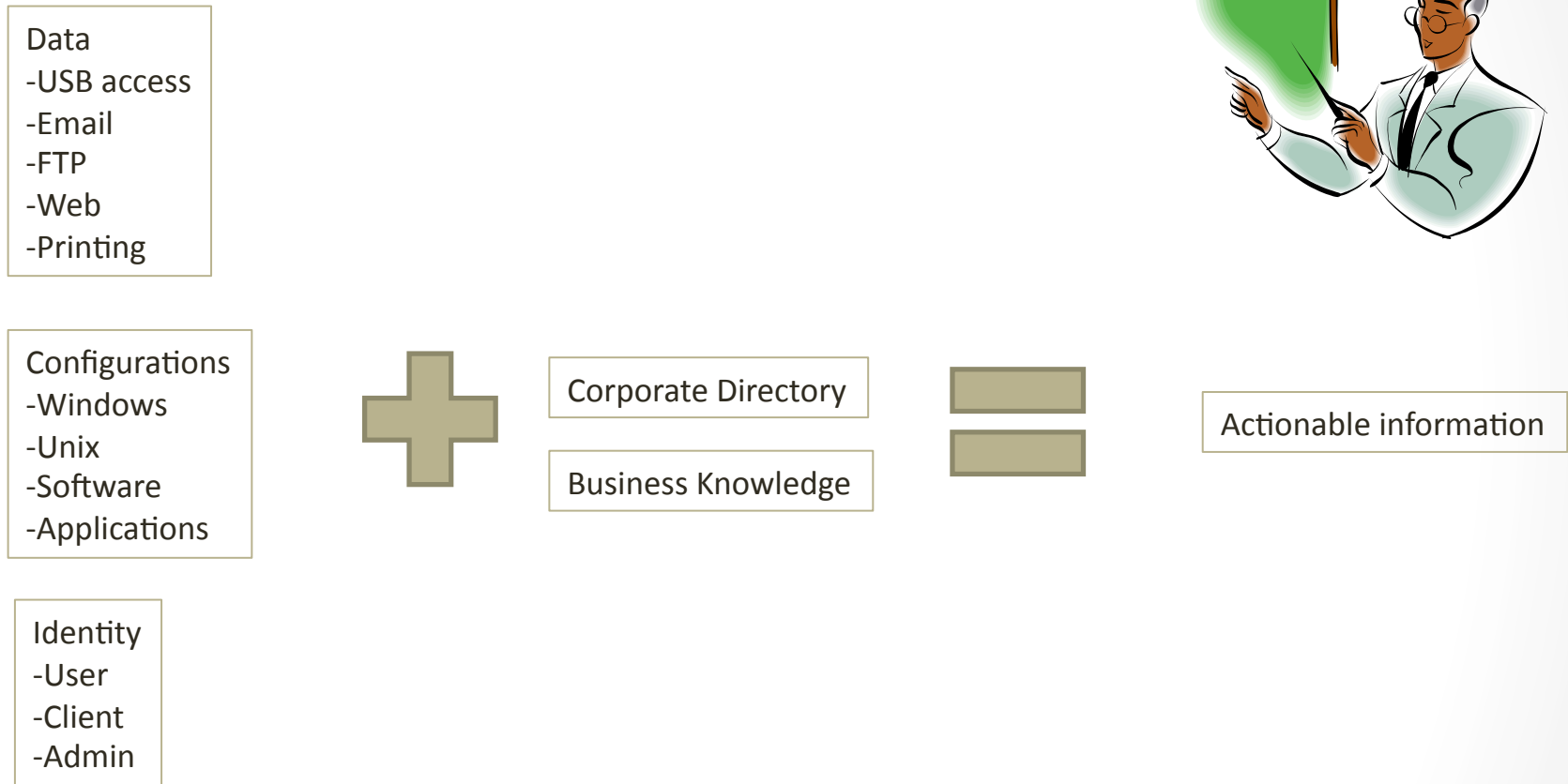
Sir, I've just completed my standard methodology for evaluating risk in the environment. I found 15 gallons of non-potable water leaked from the primary cold water feed in the upstairs master bedroom bathroom (a 5x5 foot space with tile flooring and two sinks). After 15 minutes of troubleshooting, I determined that the leak was located under the sink. Upon further inspection, I removed the copper 5/8" tube from the ball valve and discovered that the washer and tubing did not meet town building ordinance standard 1543.7y. I replaced the improper parts with 5/8" flexi copper tubing from Millstone and applied 2.5 ounces of connection cement to the ingress and Egress connection. A new stainless moly ball valve was installed in accordance with manufacturers specification. Labor was \$14 (plus tax), materials were \$19. Clean up could be done if you want too. Oh by the way there is a rebate available For the tubing.

Message two:

I found the problem and fixed your leaky faucet. The cost is \$25 and you'll receive an invoice from the office in 3 days. If you need anything else, let me know.

Which would you prefer to hear?

Make the invisible visible



Paint a picture of the business for the business

First, second and third order information: Keep turning the crank

Make use of every attribute you have

Always add business context

80/20 and Top 10

See what's left

Trial and error

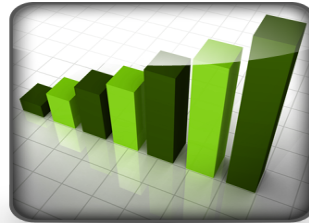
Shoe leather



Examples

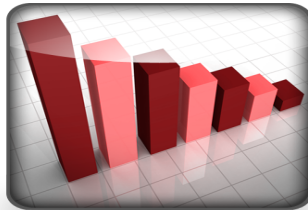
Metrics & Reporting

- Monitoring, Tracking and Reporting Issues
- Measuring Success and Failure
- Remediating found Risks & Reducing Exposure



Do we take a Credit and Market Risk Approach?

- What are the limits?
- Should the Business decide how much risk they want to accept?



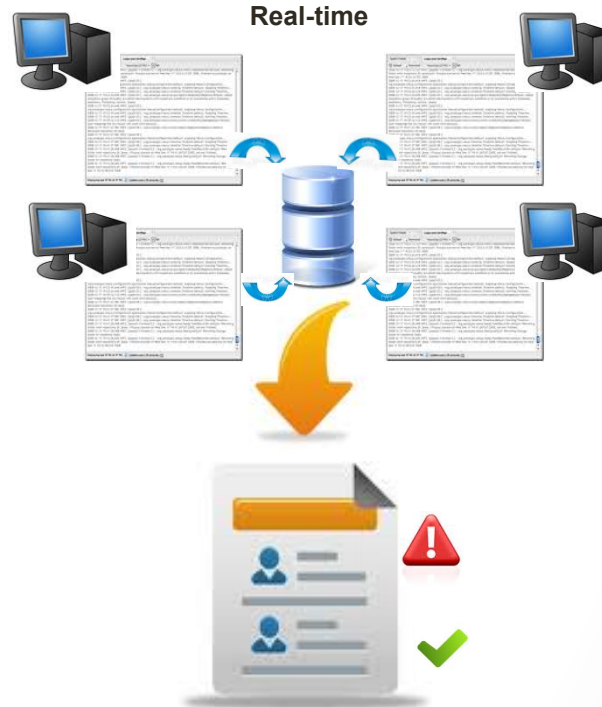
Control Monitoring

- Spend more time using automation to monitor compliance to switches, configurations, servers, databases, email, applications, people.

Today- Manual process



Future- Fully automated
Real-time



Use and Misuse



Are people doing what we expect from them?

- Monitoring
 - Are the controls in place effective?
 - Use/Misuse of system and application privileges
 - Efficiency



Qualitative Risk Analysis

- Monitoring
 - Are the controls in place effective?
 - Use/Misuse of system and application privileges
 - Efficiency