RSA ARCHER® ISSUES MANAGEMENT
USE CASE FOR AUDIT MANAGEMENT

THE CHALLENGE
Risk and compliance processes create scattered lists of issues and findings in various documents. Management, risk and compliance teams, and business managers have no consolidated view of outstanding issues related to audits, compliance reviews or risk assessments. Limited documentation on current and planned remediation efforts related to these issues leaves gaps in understanding about what is being done to mitigate and address open risks. Plus, since not every issue can be addressed completely, exceptions that need to be accommodated often lack proper review, approval and documentation to ensure the organization understands which exceptions or deviations are impacting overall risk to the business.

The results of poor issues management start with little to no visibility or accountability in addressing known risks. Missed issues can fall through the cracks, resulting in repeat audit findings, compliance violations, and significant risks and cost to the business. Remediation efforts can suffer as well, with missed deadlines or poorly coordinated plans to remediate identified risks.

OVERVIEW
RSA Archer® Issues Management lays the foundation for your integrated risk management program, enabling you to manage issues generated by multiple groups, such as audit, risk and compliance. The use case includes the business hierarchy to establish the corporate structure and accountability, and workflow and reporting to manage findings, remediation plans and exceptions.

With RSA Archer Issues Management, you can create a coordinated and consolidated view into known issues. An organized, managed process to escalate issues provides visibility into ownership through your established chains of command. Workflow for proper sign-off and approval of issues, remediation plans, and exceptions ensures identified issues are well managed. As a result, your organization will realize quicker resolution to emerging issues, creating a more secure and resilient environment while reducing costs.
KEY FEATURES

• Consolidated issues management process
• Consolidated and coordinated lists of remediation plans and findings from risk, compliance, audits and other assessments
• Managed exceptions with appropriate risk sign-off/acceptance

KEY BENEFITS

With RSA Archer Issues Management, you can:

• Reduce time to resolution on audit, risk and compliance issues
• Improve staffing management for remediating issues
• Reduce overtime/reactive overload for business operations and IT responding to issues
• Reduce repeat findings
• Reduce overall risk

ABOUT RSA

RSA Archer® Suite enables organizations to manage the broad dimensions of business risk and confidently pursue digital opportunity. The suite is part of the RSA portfolio of business-driven security solutions, which provides a unified approach to managing digital risk that hinges on integrated visibility, automated insights and coordinated actions. RSA protects millions of users around the world and helps more than 90 percent of the Fortune 500 companies thrive and continuously adapt to informational change. For more information, go to rsa.com.