GRC 100 Project - Phase 1

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TABLE OF CONTENTS

***GRC 100 PROJECT - PHASE 1***

***ORGANIZATIONAL ABSTRACT .....................................................*2**

**M 1-1 Organizational Defined Governance ........................................3**

**M 1-2 GRC and Organizational Objectives Alignment ......................2-3**

**M 2-1 Organizational Regulatory Privacy Policy ................................3-4**

**M 2-2 Corporate Goverance .................................................................4-5**

**M 3-1 Buisness Continuity Planning .....................................................5-6**

**M 3-2 Roles and Responsibilities .........................................................6-7**

**References .........................................................................................................8**

Organizational Abstract

We’re a small restaurant chain based in the north east of the United States. We currently have 12 different locations spanning from New York to Vermont. We specialize in Italian Cuisine, only resulting in authentic dishes and meals. We had started out as a single location in downtown New York, but due to the popularity we have got we had decided to expand. With over 30 years of experience we promise you will have a great time and meal at **Cebo Medio**.

M1-1 – Organizational Defined Governance



This chart shows how our company currently runs. Started at the top being the CEO and moving down to the Regional Manager. The Regional Manager is in charge of all branchces that are based in the North East. Human Resources applies to everyone including Restaurant Owners. Where everyone has the facilities in case there is a issue among staff or bosses. Looking over order placements made, and hiring and firing process by the Resaurant Owners. Along with ensuring that each location is following all regulations. Payments will be taken by the Front of House or the waiter/waitress depending on current situations. Cash, Card, or Apple Pay can be used to pay for your meal. Managing providing safe and secure storage for all customers and workers.

M1-2 – GRC and Organizational Objectives Alignment

Adopting CMMI would benefit our company as a whole. Being able to effectuate behaviors to decrease risks in product and service would benefit every branch. Layer 2 would be the ideal choice of how far we would be looking to go. The choice of layer 2 has resulted in primarily organization. Being able to prepare, plan, and execute orders will benefit and result in a smoother process. Along with being able to communicate with other locations along the northeast and regional seniority. Meetings to discuss future plans and changes over online calls you would see the benefit of CMMI too. Managing liquor licenses and sure to follow state guidelines regarding which location is being looked at. Advantages from using CMMI would be pre-purchasing/ordering avoiding any confusion and miscommunication between buyer and retailer. Disadvantages would be not being able to access your device being a phone/computer depending on the current device being used to put in orders or communicating with that current provider. Internet connection issues, and or lack of knowledge of how to use said devices could also damage the relations between user and device.

With a growing outcome from the success we make, we plan on increasing the level of CMMI too. When expanding we will be moving to Level 5 where the optimizing that will need to be done is crucial. Managing a vast number of locations will be a stressful task with level 2. Level 5 will allow us to increase production rate of all monitoring and increasing guidelines. Along with hiring more people needed to run these new operations that will be added.

Information Security Governance would be applied by the headquarters or the main location for the company. Being able to control the online security from a central location and monitor all branches. Orders, and shipments are another benefit of using Information Security.

M2-1 – Organizational Regulatory Privacy Policy

“Stakeholders demand high performance along with high levels of transparency” is something that will result in issues. We understand that stakeholders want full transparency such as collective decision-making. With stakeholders being invested into the business, they are entitled to voice an opinion or suggestion due to investment made big or small. But there are areas that have to be kept private. Information of buyers of our product, credit card, debit card, full name and home address if ordering though online ordering services. Recipes for our food, and payroll for workers. And making sure the people feel safe when buying/ordering from our restaurant in person or online.

Privacy Policies are important when talking about the privacy and safety of all employees. Full name, phone numbers, social security, and bank information are just some of the information that will be asked for applying/starting. Storing this information is top priority for safety of workers and higher ups. In the case of this information getting leaked or stolen from outside sources could lead to internal issues among the company involving managers, workers, and those in charge of managing the information virtually.

M2-2 – Corporate Governance

Risk Oversight is important for us because it means we’re secured and monitored. Along with online searching and orders made, Risk Oversight also helps to validate that everything that is done within the company is safe and will not be a risk to them or others.

Enterprise Architecture does not play as big a role right now compared to others, but with expansion of the company, it could lead to the most important without a doubt. Able to detect mistakes or attacks made towards the company is crucial when talking about the safety of workers and consumers. To find the attack and neutralize the threat if one is present as swiftly as possible is our number one priority.

Asset Management will lead to the potential growth of Cebo Medio. The operation of managing and increasing sales leads to growth and expansion as a whole. Stemming from good choices made or suggestions resulting from investors can lead to exponential growth. With this we would have the opportunity to expand further into the country, leading to further profit and great results. Asset Management proves how important it is for not just us, but for everyone.

Change Management results from the growth talked about in Asset Management. With the two almost directly correlating with each other. Growing to other parts of the country from success can lead to certain issues that will be solved. One being to expand and having another central location to control and run other locations. Upgrading technology is not necessary, but with upgraded equipment can lead to smoother work to be done. Depending on the amount of growth can lead to how our ordering process will be handled. The increase of locations and sales will lead to an increase of resources needed in order to fulfill the demand we are experiencing.

Business Continuity and controlling threats and attacks made to the company is crucial. Not just threats but natural disasters as well. Assuring safety to workers such as encounters occurring at a location of natural disaster is important to us. Having available exits ready and not blocked, to de-escalate alterations that can erupt during operation hours. Security breaches attempted from outside sources being dealt with fast is important.

Open Group Architecture benefits us due to all aspects of it. From business process to technology and application architecture. It helps the company maintain and be able to grow internally and externally. Both benefiting from the other leading to continuous growth.

M3-1 – Business Continuity Planning

Business Resilience is important to others and us most definitely. The maximum downtime any one location can experience problems would be two to three weeks. We feel if the issue/problem occurs for longer than three weeks, it can hurt the longevity of the companies’ location and hurt profit margins. Problems persisting that long can show the general public either lack of attention to the current situation, or show no interest by the company to fix and resolve it. Doing so can lead to diminishing sales and or activity for that current location. Social media plays a very large role in everyones’ life today, problems that occur at one location can lead to negative feedback online which later would be spread throughout the internet leading to a hurtful state for the company. So in the end it will never be just one but the whole as company all together.

Resource Requirements and Resource Priority will be determined by the Restaurant Owner themselves. The Regional Manager will have access to all current and previous records of deliveries being made to one specific location. Along with that the Restaurant owner will have a say as well. Being that they are in charge of that specific spot, they are familiar with the location, general public, and norms that occur around there. Assuring that they will know the best actions to take in the case of an emergency, and or supply shortage in the event of one happening. In the event of a staff shortage, we will offer more hours to existing workers as well as pushing out ads for hiring for that branch.

Recovery Point Objective would be used in the demand for recovery of data. With the systems being down or unavailable every minute, hour, day, and week that goes by can hurt the companys’ performance. RPO will enable the ability to have data backup while allowing the maximum time frame possible. Being used during data breaches, loses, or failed systems causing data to be lost, RPO will allow us to rollback our systems to a previous point in time with all data still intact.

M3-2 – Roles and Responsibilities

With us being only based in the Northeast as of now, we do not have an intricate system of how the company is run. But due to the rapid growth we have seen, we are going to be expanding to much bigger roles. The roles we currently have are Regional Manager representing our Chief Administrative Officer, managing over every department making sure everything is running smoothly and deliveries are being made on time. As well as Chief Accounting Officer. Going over payroll and overlooking no mistakes are being made when pay is rolled out.

With further development we will be expanding offices and roles. Adding a Chief Data Officer for Data analysis to review social media activity, is run properly, and has the potential to jump on current trends. Chief Investments Officer to find new business opportunities, and help with the hiring process for payment relations. Chief Information Security to look over all IT operations and systems that are used within the company with none present as of now. The CEO is in charge of all departments and overlooks the vast majority, and restaurant owners are in charge of their specific business.

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