CSAT Objectives & Key Results (OKRs) – Leadership Summary

The Compliance & Security Assurance Team (CSAT) drives secure, compliant outcomes through clear, measurable Objectives and Key Results (OKRs). These OKRs align directly with CSAT’s responsibilities and operational roadmap, providing leadership with visibility into strategic goals and execution metrics.

# Objective 1: Maintain Continuous Audit Readiness

• ≥ 95% audit pass rate across PCI, SOX, and management audits

• 100% of audit findings closed within ≤ 30 days

• ≥ 98% control coverage mapped to compliance frameworks

# Objective 2: Strengthen Security Assurance Health

• 100% of critical controls monitored (patching, SIEM, FIM, DR, anti-malware, vulnerability scanning)

• ≥ 90% control health effectiveness score achieved

• 100% of quarterly access reviews and security attestations completed on time

• 0 repeat audit/control failures

# Objective 3: Improve Patch Oversight & Governance

• 100% of monthly patch compliance dashboards delivered on time and ≥ 98% accurate

• 100% of patch exceptions reviewed/approved within SLA (2 business days)

• 100% of overdue critical patches escalated within 1 business day

• Patch-related audit evidence provided within 48 hours

# Objective 4: Enhance Partner Engagement & Support

• ≥ 10 partner touchpoints per quarter (office hours, BU check-ins, workshops)

• ≥ 95% of partner inquiries responded to within 3 business days

• ≥ 80% of new projects engage CSAT before launch

• ≥ 80% partner satisfaction score in quarterly survey

# Objective 5: Drive Continuous Improvement & Automation

• ≥ 10% reduction in high/critical findings quarter-over-quarter

• Automate ≥ 2 manual assurance or compliance workflows per quarter

• Increase maturity score by +1 level across 2 control domains annually

• Deliver 100% of quarterly executive dashboards within 5 business days of quarter close

# Conclusion

These OKRs establish a clear line of sight between CSAT’s mission and measurable outcomes. They reinforce CSAT’s role as a partner to the business, enabling secure, compliant, and efficient delivery across the enterprise.