

## GRC Implementation ... Behind the Scenes



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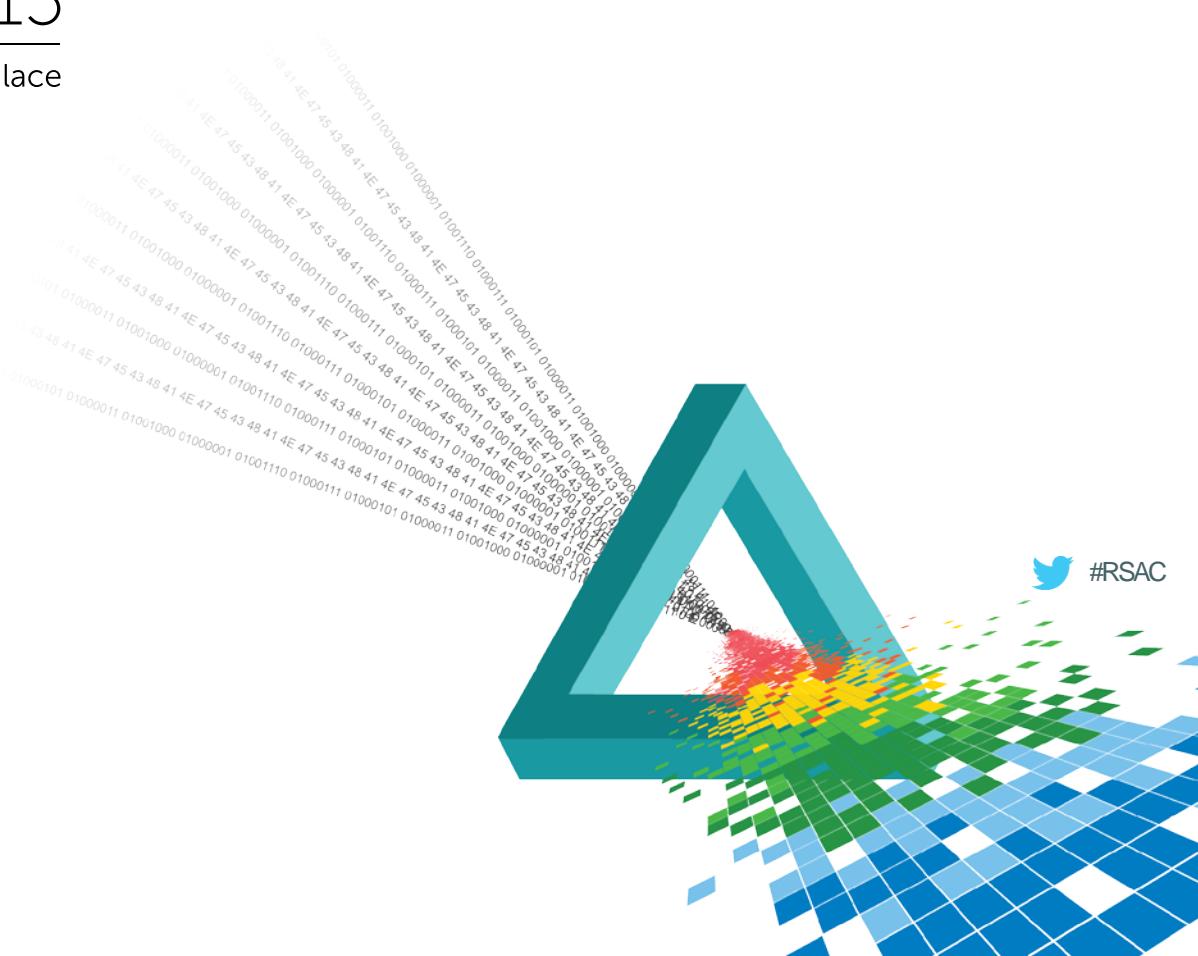
Chief Information Security Officer  
The National Commercial Bank  
@rabualsaud

# Agenda

- ◆ About Us
- ◆ Behind the Scenes .. What went wrong!
- ◆ GRC Implementation .. The Last Scene

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# NCB is making a difference as Saudi Arabia's most prominent bank

- ◆ 342 branches throughout the Kingdom
- ◆ The Bank's customers surpassed more than 4 million clients
- ◆ 2,643 ATMs throughout the Kingdom
- ◆ 7,515 employees throughout the Kingdom, 94.5% of which are Saudis

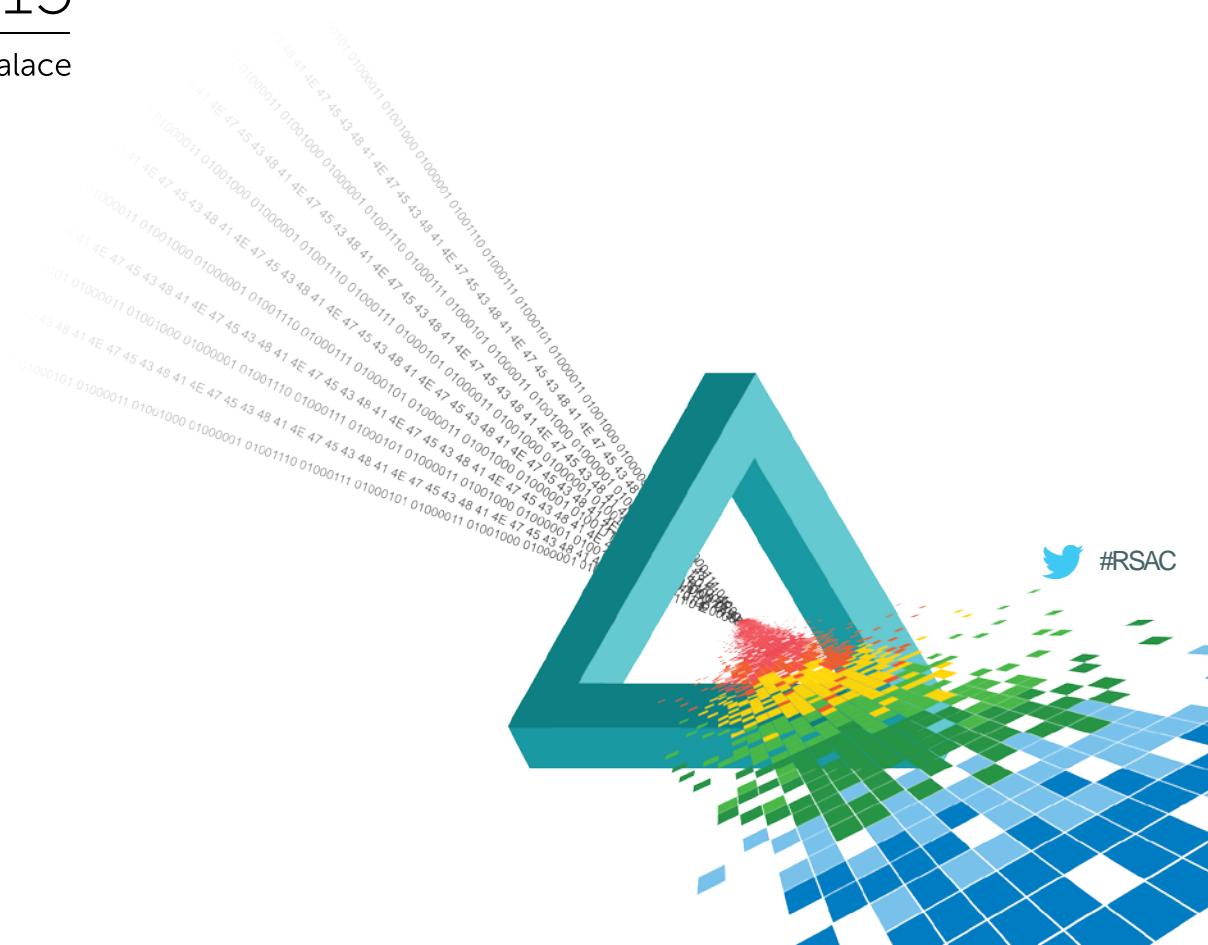
# NCB is making a difference as Saudi Arabia's most prominent bank

- ◆ The first Saudi bank to be licensed in the Kingdom, operating since 1953.
- ◆ Considered the largest in the Saudi Arabia and a leading financial institution in the Region.
- ◆ Over 91% of customer transactions had been successfully executed through alternative delivery channels during year 2014.

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## The Story ...



### Failed Deployment!

Selected the GRC Technology but the implementation didn't go as planned!

2012

### Basic Deployment

Limited implementation to confirm the suitability of the solution ... and more.

2013

2014

Today!

### Help!

An assessment was performed to identify the root cause.

### eGRC

Complete dashboard that provides useful information about the security posture.

## The good, the bad and the ugly

GRG Implementation is never about the technology!

# Year 1 ... Troubled Implementation

- ◆ Defined a comprehensive IT Risk framework
- ◆ Requirements for automation were defined, followed by a proper solution evaluation phase
- ◆ The deployment was performed through a local partner (global vendor)
- ◆ The Project Committee took a decision to go with the Full Suite
- ◆ A dedicated project team was assigned .. Yet with no results!

# Year 2 ... Fixing the situation

- ◆ A complete assessment was performed to identify the root cause and plan the implementation of required corrective actions
- ◆ The results highlighted that critical domains were missing during the first deployment
- ◆ The project committee decided to adopt a Phased approach for the implementation
- ◆ A dedicated “Focused” project team was assigned .. and we started to see results!

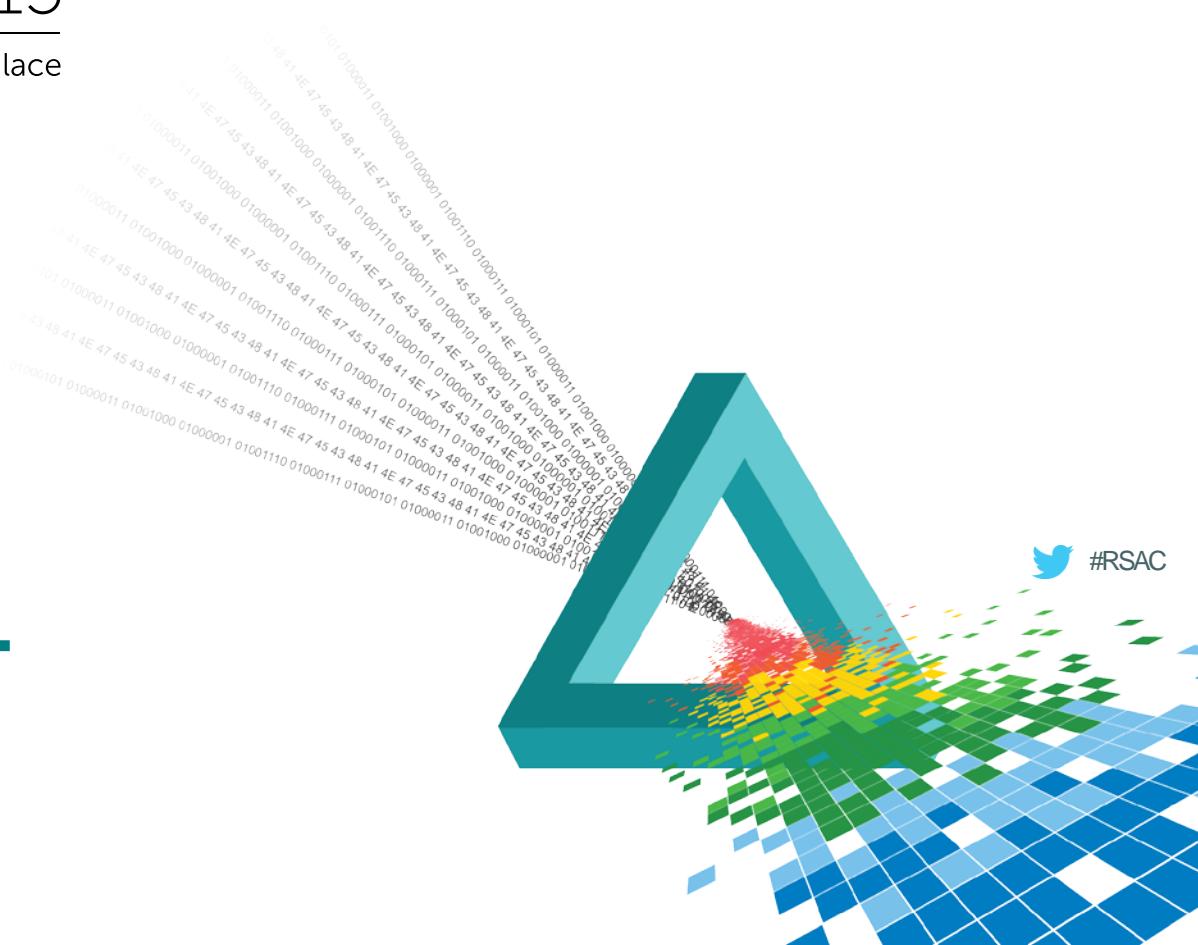
# Years 3+ ... Back to the basics

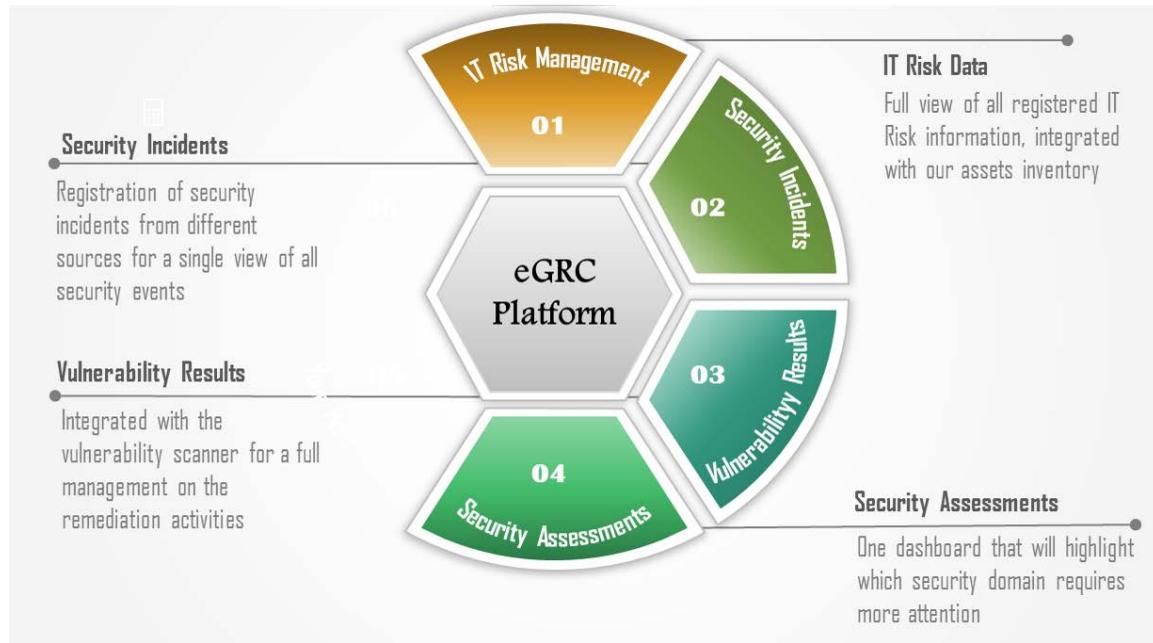
- ◆ Deployed the “Risk Management Module” with no customization
- ◆ Used the technology for few weeks by the operational team
- ◆ Applied the changes .. and everything seem to be working!
- ◆ The project committee pushed back on any changes that will impact the intelligence of the technology
- ◆ We currently have 4 modules operational and planning to deploy one more before end of 2015!

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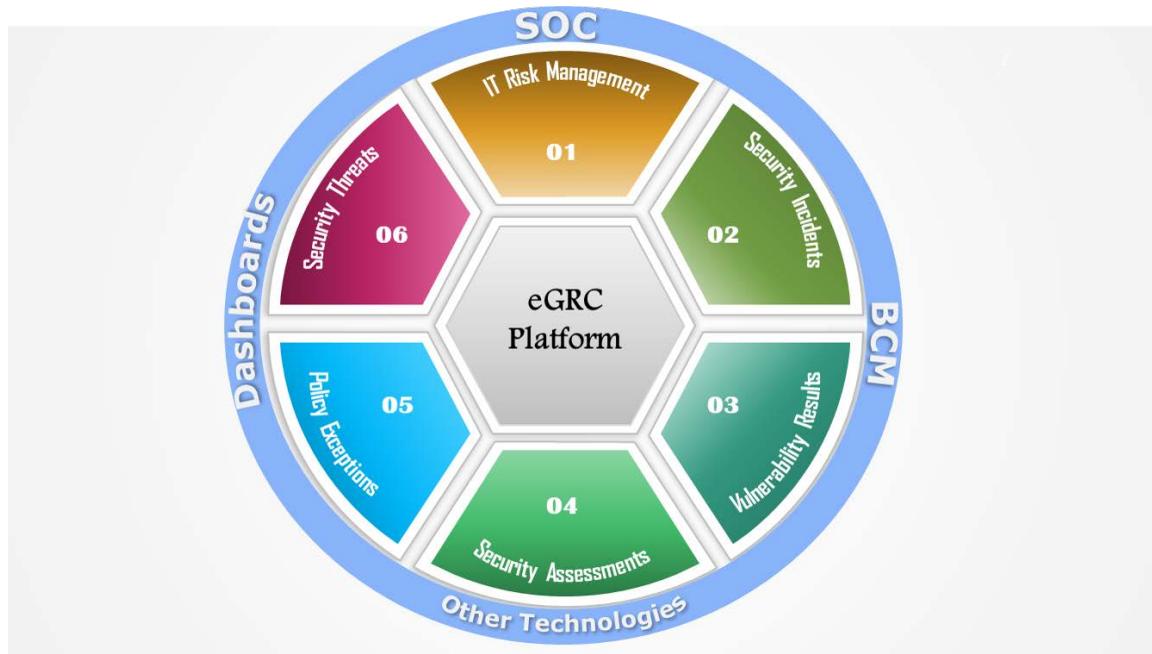
## The Last Scene ...





## Current Implementation of GRC

Operational Modules providing a comprehensive view on the various Security domains



## Future Implementation of GRC

The good, the bad and the ugly

# The Learnings ...

- ◆ GRC is never about the technology only
- ◆ Always confirm the capabilities of the deployment team with the technology vendor
- ◆ Hold the technology vendor accountable to ensure success or failure ...

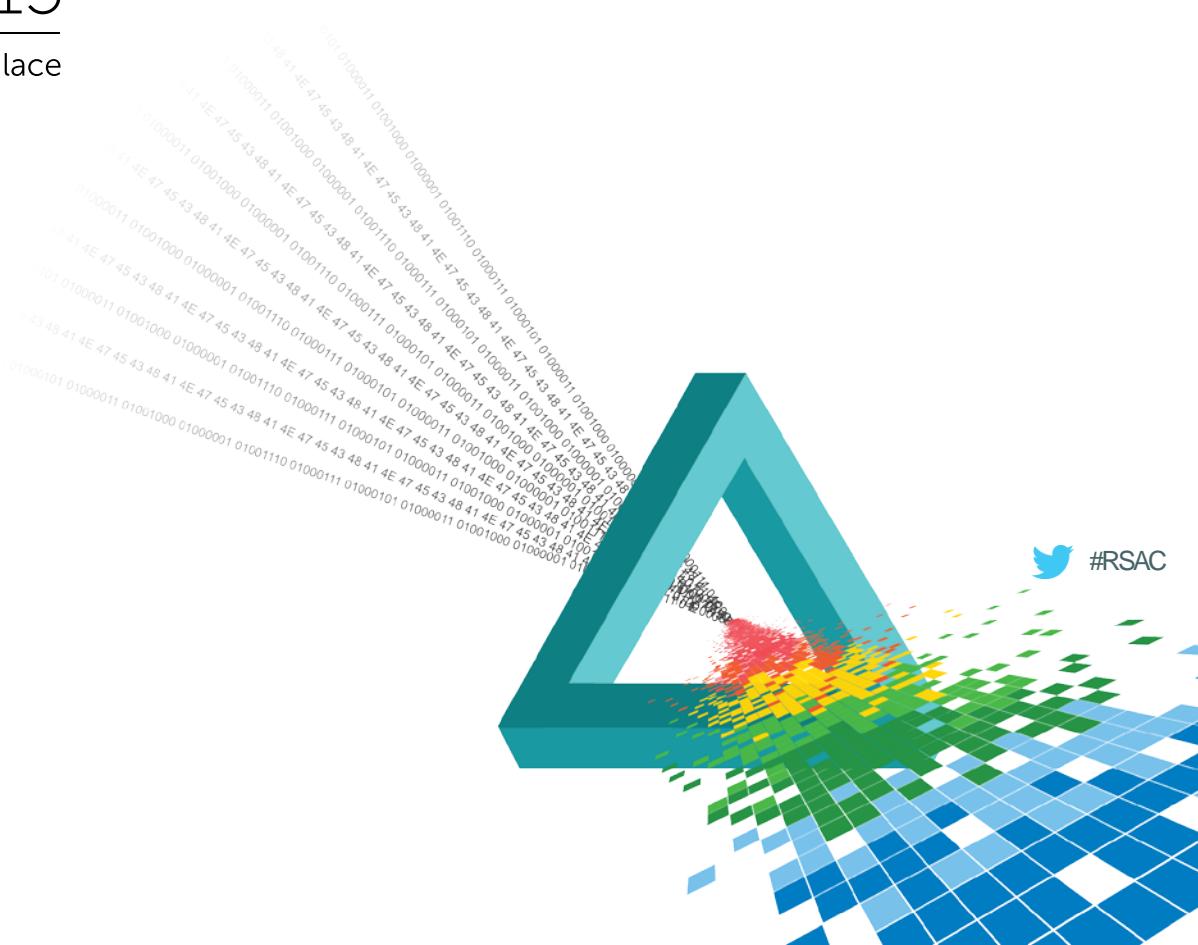
# The Learnings ...

- ◆ Limit system customizations to benefit from the Intelligence
- ◆ The phased approach will help you fast track the deployment
- ◆ Spend more time on using the technology and don't reinvent the wheel!

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## Q & A



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